

Municipality of Chatham-Kent
Community Human Services
Employment and Social Services and Housing Services
Information Report

To: Mayor and Members of Council
From: Chantal Perry, Program Manager, Employment and Social Services
Date: January 22, 2018
Subject: Chatham-Kent Homeless Enumeration Plan

This report is for the information of Council.

Background

As part of Ontario's Poverty Reduction Strategy, Realizing Our Potential (2014-2019), the Province established a bold, long-term goal to end homelessness and committed the government to seek advice to achieve this goal. As a first step in 2015, the Province established the Expert Advisory Panel on Homelessness to provide recommendations on how to define and measure homelessness; how to prioritize and set targets for ending homelessness, and; how best to expand the evidence base and build capacity to address homelessness.

In response to the Panel's October 2015 report, A Place to Call Home, the Province committed to a number of immediate and long-term actions. These included the following three points:

- Committing to end chronic homelessness by 2025;
- Adopting four provincial priorities to guide action: chronic, youth, and Indigenous homelessness, and homelessness following transitions from provincially-funded institutions and service systems; and
- Planning to require local enumeration to gather data about homelessness.

In December 2016, the Housing Services Act was amended to state: "An enumeration of persons who are homeless shall be conducted by the service manager in the service manager's service area at the times and in the form and manner directed by the Minister." Homeless enumeration is the measurement of the number of people experiencing homelessness over a specific period of time.

In addition to providing reliable and consistent data to inform policy, programs, and services at both the Provincial and Service Manager levels, local homeless enumeration has the following six objectives:

- To provide a snapshot of homelessness, including information on the scope and nature of homelessness in communities across Ontario.
- To provide a mechanism for tracking progress and trends, including:
 - Establishing a baseline sample that can be used to track progress in reducing homelessness and chronic homelessness over time.
 - Enabling provincial reporting on the problem of homelessness.
 - Providing data that Service Managers can use to monitor the impact of local strategies and initiatives.
- To provide information to drive change, spur innovation and enable continuous improvement. Data gathered through enumeration can provide information about whether programs and initiatives are having the desired impact on homelessness.

A Directive from the Ministry of Housing was received on January 30, 2017, requiring Service Managers conduct an enumeration of the homeless population within their jurisdiction during the months of March, April or May of 2018, and every two years thereafter. This directive also stated the following 8 points:

1. Each Service Manager shall conduct an enumeration of persons who are homeless in its service area using one or more of the following methods:

Point-in-Time Count Method

The Point-in-Time (PiT) Count is a count of sheltered and unsheltered homeless persons on a single night. A PiT Count is intended to capture numbers and basic demographics of persons experiencing homelessness at a single point in time.

Registry Week Method

The Registry Week Method involves a co-ordinated, multi-day count of homeless persons on the streets, in shelters and other spaces frequented by homeless persons. A Registry Week is a coordinated outreach and assessment process to collect information that will help find housing for persons experiencing homelessness, starting with the most vulnerable.

Period Prevalence Count Method

Period Prevalence Count (PPC) involves a co-ordinated, multi-day count of homeless persons and accesses them through a variety of service organizations that are likely to be used by persons experiencing homelessness such as community meal programs and drop-in centres, in addition to emergency shelters where they exist.

2. The Service Manager shall sample representative parts of its service area. The Service Manager may use different methods for different parts of its service area, depending upon factors such as geography and community preference.

3. The Service Manager shall engage Indigenous partners, including First Nations, Métis, and Inuit peoples, in the Service Manager's communities in the planning and implementation of enumeration, as well as in communicating results about Indigenous

peoples, consistent with the principle of supporting relationship-building and reconciliation with Indigenous peoples.

4. The Service Manager shall develop an Enumeration Plan outlining the manner in which the enumeration will be conducted, and shall submit the Enumeration Plan to the Minister for comment no later than six months before conducting the enumeration.

5. The Service Manager should use the same method(s) for enumeration in subsequent counts to provide consistency over time, unless a rationale for changing methods is provided in the Enumeration Plan.

6. The Service Manager shall conduct the enumeration within the months of March, April or May 2018 and thereafter every two years within the months of March, April or May.

7. The Service Manager shall, within six months of completing the enumeration, provide the Minister with the information collected during the enumeration. Service Managers are required to provide client-level information to the Ministry on 13 required data points following the completion of homeless enumeration. This data will be used to inform future policy and program development, as well as respond to the indicators in the Poverty Reduction Strategy. All identifying information should be stripped from the data before it is shared with the Ministry.

8. The Service Manager shall, by March 31 of the calendar year after the enumeration is completed, make available to the public a summary of the information collected during the enumeration. The Service Manager may make the summary available to the public through any mechanism of its choosing.

Comments

Employment and Social Services will be holding local enumeration activities during the week of April 9-13, 2018. An enumeration approach that combines a Registry Week as well as, Magnet Events for Indigenous and Youth specific populations will be utilized in partnership with local agencies and organizations. Using both a Registry Week and Magnet Events will ensure comprehensive coverage and inclusion of individuals and families in our community. The selected approach was based on consultation with community partners, emergency response personnel, agencies and organizations that work alongside people experiencing homelessness.

Surveying will also be done on site, with assistance from local partners, at local meal programs, food banks, emergency and transitional housing sites, drop in centres, and health care settings. Indigenous partners will be connected with to ensure there is an Indigenous lens on enumeration activities in the form of a Magnet Event. Staff are working with local youth partners to host a youth Magnet Event.

The Registry Week methodology and core questions have been prescribed by the Ontario Ministry of Housing, however the Municipality of Chatham-Kent along with other communities are taking the opportunity to combine the Registry Week with additional

surveying methods to have a fulsome understanding of the complexities faced through homelessness. These complexities include, but are not limited to: demographics such as gender, age, Aboriginal status, immigration status, veteran; health status; source of income; chronicity of homelessness; acuity level; service use; safety and risk; socialization and daily function, and; legal and criminal justice involvement.

The information will be collected by surveying individuals and families through the use of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) which Chatham-Kent has previously adopted for the Housing First model as a method of triaging for support services and coordinated access into the Chatham-Kent Shelter Solutions program.

Chatham Kent Employment and Social Services submitted a **Service Manager Homeless Local Enumeration Plan**, attached as Appendix A, to the Ministry of Housing in October 2017. This plan received ministry approval in November 2017.

Consultation

Consultation was held with the Director of Employment & Social Services and the Enumeration Steering Committee, chaired by the Program Manager, Employment and Social Services.

Financial Implications

The Chatham-Kent Enumeration Plan is 100% provincially funded from the Community Homelessness Prevention Initiative program, as per direction from the Ministry of Housing. There is no financial implication to the Municipality of Chatham-Kent.

Prepared by:

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Reviewed by:

Valerie Colasanti, (Hon) BA, CMM III
Director, Employment & Social Services

Reviewed by:

Dr. April Rietdyk, RN, BScN, MHS, PhD PUBH
General Manager
Community Human Services

Attachment:
Appendix A, Municipality of Chatham-Kent Homelessness Enumeration Plan



APPENDIX A: Service Manager Local Homeless Enumeration Plan

To provide opportunity for comment, Enumeration Plans should be submitted to the Ministry no later than six months before a Service Manager undertakes local homeless enumeration. For example, if enumeration is being planned for April 2018, the Enumeration Plan would be submitted in October 2017.

Enumeration Plans should be approved by a delegated Service Manager authority (e.g., director level). Council or Board approval is not required where delegated authority is in place.

The Ministry of Housing will review all Service Manager Local Homeless Enumeration Plans and may provide feedback as required. The Ministry will use the Enumeration Plans to gather information on the scope of enumeration being conducted across the province, the enumeration methods being used, and how enumeration will be implemented across Service Manager regions.

Details of the Enumeration Plan must be provided in this document.

Service Manager: Municipality of Chatham-Kent	Date (mm/dd/yyyy): 05/10/2017
Contact Name: Chantal Perry	Contact Information Email: chantal.perry@chatham-kent.ca Telephone: 519-351-8573 ext.2207

Enumeration Timing

What is the planned date for enumeration?

April 9-13, 2018

Enumeration Methods

Which enumeration method(s) will be used to enumerate homelessness in your Service Manager area? (Check all that apply).

- Point-in-Time Count
- Registry Week
- Period Prevalence Count

Service Manager Areas Enumerated

Please complete the attached table to provide information about the municipalities¹ that you have selected for enumeration. Some very large municipalities may wish to select a subset of areas to enumerate based on census tracts.

Please describe how you selected these municipalities (or census tracts) for enumeration:

The municipal areas for enumeration were selected based on local consultation with internal Municipal Divisions, community partners and local service delivery agencies, including emergency responders, and policing partners. In addition to a survey provided to emergency responders operating throughout the municipality to identify the extent of unsheltered homelessness, consultation was done through engagement with local service providers, advisory groups and a focus session. Local low-income and population data was also considered. As we continue to plan leading up to the 2018 enumeration, we will once again re-engage these community partners as well as people with lived experience, while identifying new opportunities for connection, in order to adapt any engagement and outreach strategies as necessary.

Implementation

For each municipality that will be enumerated, please describe how people experiencing homelessness will be located: (Examples: canvassing block by block to locate people experiencing homelessness, “magnet events”², working with agencies/organizations that serve people experiencing homelessness)

In Chatham-Kent, we will be using an enumeration approach that combines a Registry Week as well as, Magnet Events for Indigenous and Youth specific populations, in partnerships with local agencies and organizations. Using both a Registry Week and magnet events will ensure comprehensive coverage and inclusion of individuals and families in our community. Our selected approach and volunteer personnel deployment will be based on consultation with community partners, agencies and organizations that work alongside people experiencing homelessness.

Surveying will also be done on site at local meal programs, foodbanks, emergency and transitional housing sites, drop in centres and health care settings, with assistance from local partners. Building on the experience and learnings from 20,000 Homes Campaigns throughout Ontario, we are working diligently to connect with our Indigenous partners to ensure there is an Indigenous lens on our enumeration activities in the form of a Magnet Event. We are also working with our local youth partners to host a youth Magnet Event. The need for a Point in Time/street count in Chatham-Kent was investigated through Emergency Services surveys and community consultation meetings. At present, the identity of unsheltered residents are believed to be known as they connect and/or are connected with partner agencies for services, so there was a determination that there is currently no need for a street or Point in Time count.

¹For purpose of this document, the term “municipalities” includes territories without municipal organization.

²Magnet events are a social engagement strategy used to draw people to a common place on a given day to share information and carry out enumeration for those willing to participate. Magnet events may be used to reach people who are marginalized and underrepresented among those using homelessness services, such as youth and Indigenous Peoples. Well publicized in advance, magnet events may provide food, entertainment or presentations on topics of interest to particular subgroups. For example, Hamilton held a magnet event for Indigenous Peoples and encouraged attendees to take part in an Urban Aboriginal Housing Survey.

How will community partners be engaged in planning and conducting enumeration?

Under the leadership of Municipal Employment & Social Services and Housing staff, an implementation plan will be developed to include community consultation with all major stakeholders, people with lived experience, and other local community organizations. Staff will inform and consult through existing local channels, groups and committees to maximize the ability to engage with a wide range of stakeholders leading up to the enumeration. Externally, implementation will be based on consultation with local tables and advisory committees in order to develop a broader perspective for planning and implementation. Engagement will take place with, and will not be limited to, local groups such as: Canadian Mental Health, Family Services Kent, Salvation Army, Libraries, Community Health Centres, Community Legal Clinics, the Local Integrated Health Network, Youth Centres, local meal programs and faith based organizations, Aids Coalition Centre, Child and Youth Services, local non-profit, cooperative and social housing providers, local School Boards, United Way, Foodbanks, Emergency Services such as Fire, Police and EMS, as well as lived experience groups. In an attempt to broaden the scope of engagement, staff plan on continuing engagement with the health care sector and local hospitals to inform planning for outreach in various health care locations on the enumeration day. Volunteer recruitment for the 2018 enumeration will also provide another opportunity to connect with a wide range of community partners. Professionals in health care, social services and community services will be recruited to assist in completing surveys with people experiencing homelessness. Volunteers will be required to attend training on how to conduct the surveys and how to engage with vulnerable populations.

Which types of community partners will be engaged? (Check all that apply).

- | | |
|--|---|
| <input type="checkbox"/> Emergency shelters | <input checked="" type="checkbox"/> Food banks |
| <input checked="" type="checkbox"/> Community centres/drop in centres | <input checked="" type="checkbox"/> Religious/Cultural organizations |
| <input checked="" type="checkbox"/> Domestic violence/Violence Against Women shelter | <input checked="" type="checkbox"/> First responders (police, fire, paramedics) |
| <input checked="" type="checkbox"/> Housing First program | <input checked="" type="checkbox"/> Health services |
| <input checked="" type="checkbox"/> Homelessness outreach programs | <input checked="" type="checkbox"/> Mental Health services |
| <input type="checkbox"/> Hostels | <input checked="" type="checkbox"/> Correctional services |
| <input checked="" type="checkbox"/> Indigenous organizations (First Nations, Métis, and Inuit) | <input type="checkbox"/> |
| | <input checked="" type="checkbox"/> People with lived experience |

Other, please specify:



How will Indigenous organizations and communities, including First Nations, Métis, and Inuit be engaged in planning and implementing enumeration, where present in the service area?

Indigenous partners have been and will continue to be engaged in both the planning and implementation of the enumeration process. Specifically, there is current Indigenous representation and involvement on the Chatham-Kent Enumeration Steering and Planning Committee. Additionally, Chatham-Kent is continuing outreach efforts to Indigenous partners, organizations and individuals. Indigenous partnerships, guidance and enumeration planning is currently being informed by engagement and direction of the LHIN Indigenous Advisor, the Indigenous Health Partnership Committee and the local school board Indigenous Student Advisor. Indigenous individuals and organizations will assist in volunteer training, local registry week policy development and planning and surveying efforts. Chatham-Kent seeks direct involvement, oversight, planning and full coordination and hosting of the Indigenous Magnet Event.

If volunteers are being used to conduct enumeration, please describe the training that will be provided.

A combination of volunteer enumerators will be used to conduct the enumeration, including community members who are trained to work with vulnerable people such as our first responders, Municipal staff and staff from local agencies and community partners. Survey team leads will be selected, and will have experience and/or skills in surveying people experiencing homelessness. We will be developing a volunteer personnel engagement and training plan that will include information and background on survey methodology and process, as well as engagement strategies, safety and cultural considerations.

How will the results of enumeration be used to inform your local Housing and Homelessness Plan?

Our long term housing and homelessness plan is designed to achieve targets for housing supply, affordability, supports, quality and equity for all residents and is the foundational document for planning and policy development in the Municipality's Housing and Homelessness programming. The results of the enumeration will provide new, relevant data and information that will assist in planning around action items and outcomes identified in the housing and homelessness plan, while providing a direct connection to supports for individuals experiencing homelessness.

Enumeration also contributes to the enhancement of systems-based collective impact. For example, information gathered through the enumeration can be used to support the implementation of local housing and homelessness system planning that addresses the need for housing with supports. Such opportunities for enhanced collaboration within our local housing and homelessness landscape will ensure our ability to leverage and optimize local resources and expertise, as well as opportunities to build better working relationships with key local and provincial partners.

Registry Week data will allow us to review and potentially revise our objectives, targets and outcomes when completing the 5 year update to our Housing and Homelessness Plan. The Registry Week will provide a locally informed needs assessment and support evidence informed policy development and service program design that is relevant for Chatham-Kent.

Enumeration data collected will contribute to meeting CK Housing & Homelessness Plan's overall targets of:

- No resident without permanent housing longer than 30 days by ensuring those new to the homelessness prevention system in Chatham-Kent are connected with the appropriate services and supports required to obtain and maintain permanent housing
- A diversified portfolio of public housing, including 2% supportive housing using local data to demonstrate the level of need for supportive housing.

Enumeration data collected will also contribute to meeting the following CK Housing & Homelessness Plan objectives and outcomes:

- Objective: Implement financial supports to promote housing stability

Outcome 1: Increased financial support for high-acuity households, thereby increasing their housing retention by identifying high acuity individuals in need of rent assistance and connecting them to appropriate financial programs.

Outcome 3: Increase housing stability for low acuity households, thereby increasing their housing retention by identifying low acuity individuals in need of rent assistance and connecting them to appropriate financial programs.

- Objective: Promote housing stability.

Outcome 1: Increased housing stability and retention for high acuity households by identifying high acuity individuals in need of intensive housing supports and connecting them to appropriate supportive housing programs.

- Objective: Tenant Support: Priority Populations

Outcome 2: Increased housing and service support and programming for priority populations by identifying the prevalence and scope of homelessness experienced by three local priority populations - youth, individuals discharging from institutions, and indigenous - and their unique housing and support needs. This will assist us in ensuring not only that they are connected to the most appropriate services and supports but also in reviewing our current Housing and Homelessness Plan's inclusion of these unique needs, and adjusting the plan as necessary.

- Objective: Community Awareness & Promotion

Outcome 1: Increased and ongoing community awareness and education about housing and homelessness issues and community supports by implementing a knowledge sharing and community strategy for the Enumeration data results.

Outcome 3: Increased community awareness and support for housing and homelessness initiatives by including enumeration results in the annual Chatham-Kent Housing & Homelessness Update Report as well as, hosting a Community Registry Week Debrief to further build community engagement and capacity.

- Objective: Service Coordination

Outcome 1: Consistent assessment and triage practices among service providers by demonstrating the increased effectiveness of preventing homelessness when a common assessment tool is used (VI-SPDAT). While a large majority of community partners are already using the common assessment, a few have opted out until there is more clarity on how adopting this new practice will improve their operations and client outcomes.

Outcome 4: Have detailed demographic information to guide programming and decision-making is the primary outcome that enumeration data will contribute to. As indicated in some of the Outcomes above, the ultimate outcome of having detailed demographic information such as enumeration data will be a more appropriate, evidenced-based system of services and supports

that respond to local needs.

- Advocacy

Outcome 1: Increased funding and government support by including enumeration data in future funding proposals as a means of demonstrating a comprehensive understanding of a community issue and how the proposed program will contribute to effectively addressing it.

Section for Service Manager/delegate approval:

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