Using Data to Drive Continuous System Improvement to Advance Reductions in Homelessness

May 7, 2024

Built for Zero Canada is an ambitious national change effort helping a core group of leading communities end chronic and veteran homelessness – a first step on the path to eliminating all homelessness in Canada.

THE CANADIAN ALLIANCE TO END HOMELESSNESS

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

caeh.ca

Advocacy

The CAEH advocates for the federal and provincial policy changes needed to end homelessness.

Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.

Built for Zero Canada

Helping a core group of leading communities end chronic and veteran homelessness.

bfzcanada.ca

Data & Policy

Revolutionizing the way communities and governments use data to end homelessness.

CAEH24

National Conference on Ending Homelessness

Join us for the 2024 National Conference on Ending Homelessness, Oct 29-31 in Ottawa.

conference.caeh.ca

Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

training.caeh.ca

CAEH Theory of Change

All communities in Canada achieve and sustain an equitable and measurable end to all homelessness

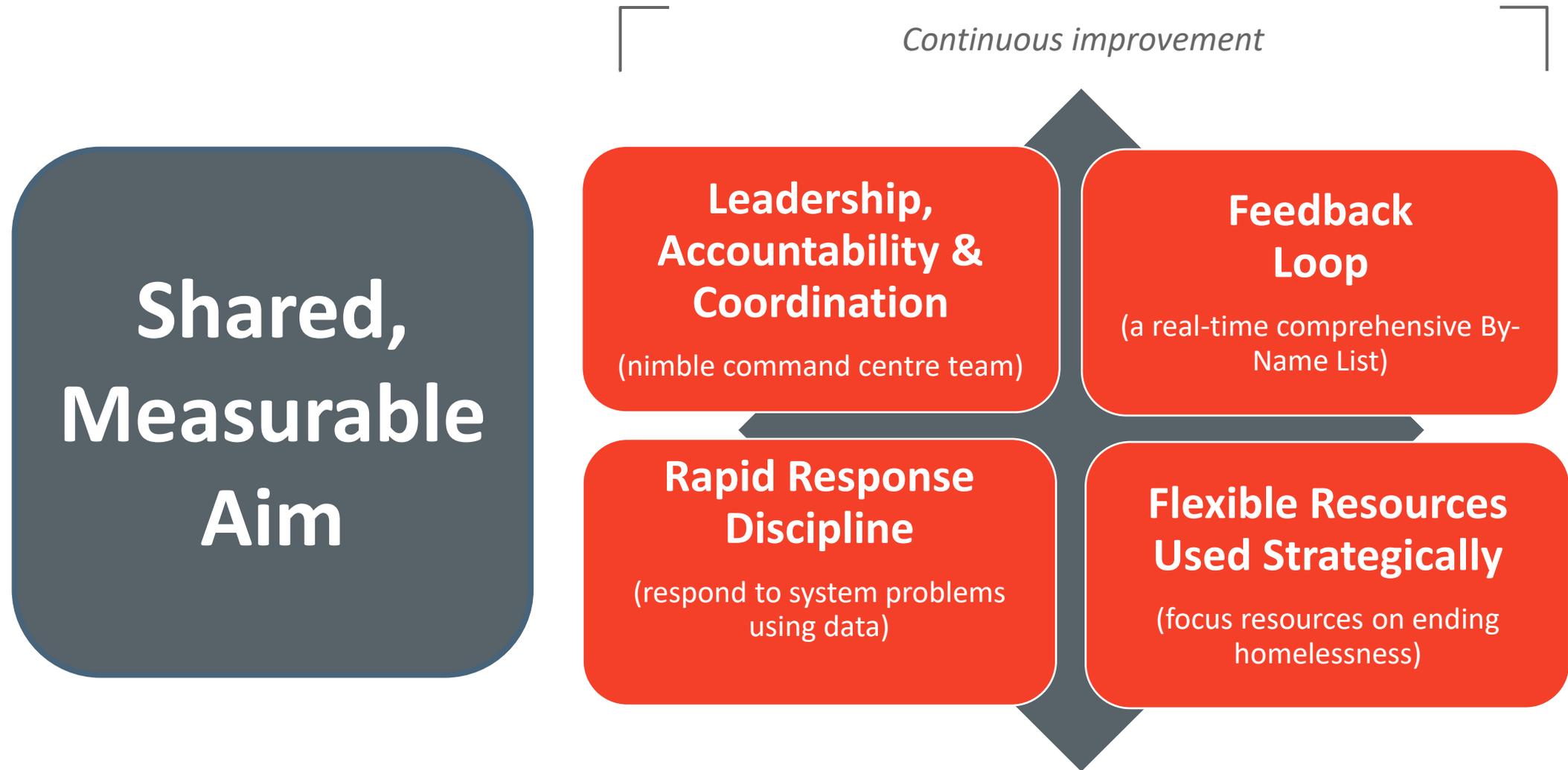| Local systems are set up to drive and sustain reductions | Proven technical strategies implemented | Federal structural reform creates the super-conditions to end homelessness | Provincial systems support an end to homelessness | Key influencers expect + demand homelessness be ended |

Truth + Reconciliation; Diversity, Equity & Inclusion

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What it takes for a community to end homelessness

Continuous improvement

Shared, Measurable Aim

Leadership, Accountability & Coordination

(nimble command centre team)

Feedback Loop

(a real-time comprehensive By-Name List)

Rapid Response Discipline

(respond to system problems using data)

Flexible Resources Used Strategically

(focus resources on ending homelessness)

Building an Operating System to End Homelessness
(5 min video) – Community Solutions – March 2022

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Pathway to Ending Homelessness

Leadership and Governance

Leadership (Political Acuity)
Mindsets
Clear Guiding Principles
Governance
Facilitation and Meeting Design

Technical Skills for Complex Problem Solving

Improvement Science/Model for Improvement/Continuous Improvement
Data Analysis and Visualization
Change Management
System Planning

Data Culture

Quality BNL
Integrated HMIS
Real-time, By-Name Feedback Loop for Data-Driven
Evidence Informed/Data Driven Decision Making

Community Will and Buy-In

Communication
Community Engagement
Right People at the table
Municipal council endorsement

Systems Integration

Quality CA system
Proven Approaches
Other Human Service Systems
Systems Design

Relentless Housing Focus

Housing and Support Investment
Alignment across projects and priorities
Focus on housing chronic population
Flexible resources that can pivot based on data
Housing First

COMMUNITY PATHWAY

Functional Zero

Onboarding — Quality By-Name List — Reduce — Home Stretch — Sustain

Built for Zero Canada Homelessness is Solvable

Communities Ending Chronic Homelessness

Communities Ending Chronic & Veteran Homelessness

41 communities are **participating in Built for Zero Canada Chronic & Veteran Cohort**

41 communities have achieved **quality real-time data**

4-10 communities have sustained **a reduction in chronic homelessness**

1 community solved **chronic homelessness**

3 Communities have solved **Veteran homelessness**

Dufferin County BFZ-C Milestones

June 2018

Joined Built for Zero Canada

Nov. 2019

Reached first key milestone of a 10 % reduction in chronic homelessness!

March 2022

Achieved a 50% reduction in chronic homelessness!

Achieved a Quality By Name List

Set chronic homelessness baseline.

June 2019

Achieved a Quality Coordinated Access System

Jan. 2020

Has seen an increase in chronic homelessness over 2023 and back to actively reducing.

February 2024

Dufferin County by the Numbers

Cold Hard Numbers "Homeless":

78 people - October 2016 first ever count *(Joined 20,000 Homes Campaign)*
44 people – May 2018 second count

25 people – May 2019 By-Name-List
32 people – January 2020 By-Name-List
23 people – April 2021 By-Name-List
18 people – August 2022 By-Name-List
43 people - October 2023 By-Name-List
31 people – February 2024 By-Name-List

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Dufferin County by the Numbers

Numbers "Housed" Outflow:

        39 people - 2019

        56 people - 2020

        57 people – 2021

        86 people – 2022

        90 people – 2023

        25 people – 2024 *(up to March 31st)*

Don't look at data sets in a vacuum.......

- *Look at your data 'inflow' and 'outflow'. Each time your data changes, what is it telling you?*
- *Consider environmental and system changes e.g. policy, process, funding, staffing, stock, population, seasons, weather .... fatigue !!!*

What Reduced Homelessness In Dufferin?

- **Put Money in the Right Place**
  - costs more to keep people in the homelessness system than to house them
- **Diversion, Diversion, Diversion**
  - identify immediate alternative housing arrangements (even when/if there is capacity in the shelter system)
- **Data Informed Decision Making**
  - By-Name List (BNL) - when it shifts it is telling you something
- **Housing First Approach**
  - prioritize providing permanent housing with minimum conditions or barriers

What Reduced Homelessness In Dufferin? (Cont.)

- **Heavy Emphasis on Supports not just bed stays**
  - mental health and addictions – 80% of those on BNL disclose they have a mental health or addiction challenge, get health !!!
- **Increases in Funding**
  - federal and provincial increases and the realignment of municipal funding (several layers of government)
- **Improving Coordinated Access**
  - more collaborations and Partnerships – Coordinated Access Table (CAT) meet every week, no wrong door approach and collaboration on the emergency motel program

What Reduced Homelessness In Dufferin? (Cont.)

- **Help for Landlords**
  - recognize that many who now rent are not landlords by design, more by necessity, what do they need? Created a position dedicated to Landlord support
- **No more money**
  - you will never have enough, what can you repurpose or move? Realigned existing money into Housing Allowances, i.e. longer term support is better than short term band aid
- **Access to Housing**
  - more access to Community Housing by creating a BNL Priority on the Community Housing Centralized Wait List, diverted HPP money to create Supportive Housing
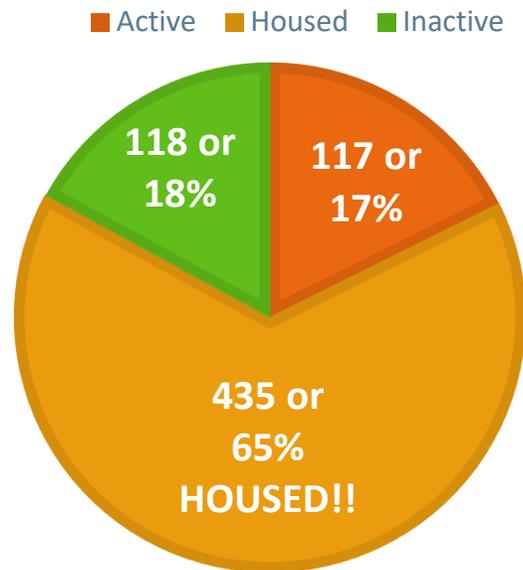
2023 Dufferin County Housing Forum Video

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St. Thomas-Elgin BFZ-C Milestones

May 2021

Joined Built for Zero Canada

Sep. 2021

Achieved a Quality By Name List
(Fastest Community in Ontario)

April 2023

Confirmed as Canadas second Canadian community to reach Functional Zero on Veterans Homelessness!

Achieved Ontario By Name List Minimum Requirements

Set chronic homelessness baseline.

Aug. 2021

Reached first key milestone of a 10 % reduction in chronic homelessness!

July 2022

Return to 10% reduction in chronic homelessness!

February 2024

St. Thomas-Elgin By Names List

SINCE JULY 2020: APPROX. 670 PEOPLE (TOTAL)

- Active
- Housed
- Inactive

118 or 18%
117 or 17%
435 or 65% HOUSED!!

ST. THOMAS

- Active
- Housed
- Inactive

92
90
329
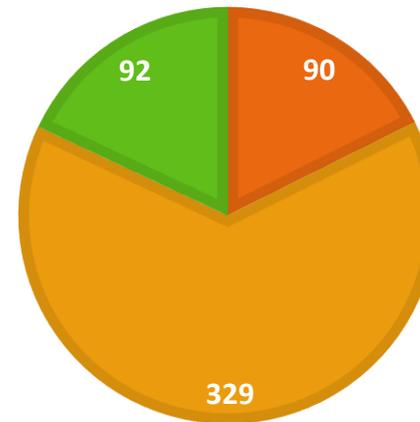
ELGIN COUNTY

- Active
- Housed
- Inactive

21
26
93

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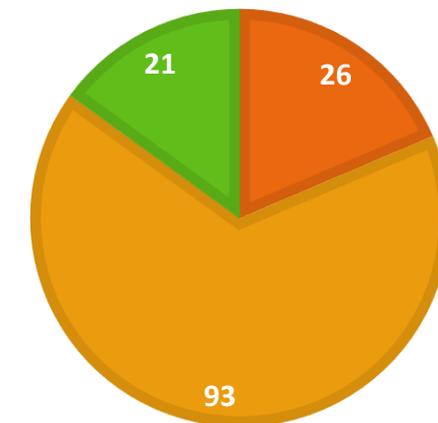
Leaning Into
Best
Practices as a
Community

Best Practices

- Highly Collaborative Community

- Homelessness is a Solvable Problem

- The Solution to Homelessness is Housing with Supports

- Prevention and Diversion is a Priority
  - A Place Called Home

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Best Practices Continued..

- Data Informed Decision Making

- Low Barrier, Housing Focused Emergency Shelter

- Increasing Housing with Supports

- Coordinated Access and By Name List Matching to Resources

St. Thomas-Elgin By Name List and Coordinated Access Process Guide

The INN

24/7 Low Barrier Housing Focused Emergency Shelter Services

- **40 Beds (Congregate and Flex Spaces) + 10 Overflow Spaces**

- **Community Collaboration**
  - Canadian Mental Health & Addictions Thames Valley: Housing & homelessness system navigation, access to short-term recovery and supportive housing beds

  - Central Community Health Centre: On-site Physician and Nurse to deliver primary care and access to Sublocade

  - Ontario Works: Income & ID Replacement

  - Housing Stability Services: Social housing applications, access to rent supps/allowances & housing finding support

- **Shelter Breaks, Vs. Restrictions**
  - If our guests aren't here, we can't help and support them

- **Amnesty Bin Program**

Police Interventions are Down!
Housing Outcomes are UP!

Tipping the Scale on Our Way to Functional Zero

Supportive Housing Units (approx. 150)

Emergency Shelter Beds (approx. 40)

What it Takes to End Homelessness

- Mindset and Leadership – Bias for Action
    - Reducing homelessness will take continuous effort

- Resiliency, hope and community collaboration is critical to this work

- Use your data to make strategic funding decisions and funding advocacy efforts that align with reductions in homelessness

- Get curious about your By-Name Data. Asking questions will lead to improvement ideas

- Housing AND Supports will end homelessness

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Thank You

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