

Highlights of the Operational Review of Peterborough's Homelessness & Re-Housing System

Preventing & ending chronic homelessness

**Tracy Flaherty-Willmott
Associate Director
OrgCode Consulting, Inc.**



OrgCode Consulting, Inc.

- North American leaders in homeless system transformations, leadership development in homeless services and technical assistance.
- A band of merry misfits that disrupts the status quo to be catalysts for better outcomes.
- Thought leaders in ending homelessness, we advance ideas, create and share resources and offer training.



Purpose of Operation Review

- The provincial goal of ending chronic homelessness by 2025 will continue to demand transformation, performance management and operational oversight
- City of Peterborough as the Service Manager has done an admirable job in fostering alignment to evidence informed practices, including participation as a Built for Zero community
- Implementation of recommended activities will enhance Peterborough's ability to meet their obligations to the Province and the residents of the City and County



Review included people with lived experience and all homeless and rehousing projects.

It explored...

- Service Orientation
 - Housing First, Trauma Informed Care, Harm Reduction, + Housing Focused
- Service Delivery Excellence
 - Evidence Informed Professional Practice, System Coordination, etc.
- Achievement of Performance Benchmarks
 - Outcomes, Impacts, Inflows & Outflows, Housing Locations, etc.



Decreasing the Inflow...

ENSURING HOMELESSNESS IS RARE



Prevention & Diversion

- Homelessness prevention tools and activities must be standardized and evidence informed
- Evidence of a diversion practice at the front door of shelter was scarce for the shelters serving single adults but more apparent for families and youth
- Shift from front door access points to centralized intake **may** be needed if consistent processes can not be achieved
- Efforts to increase the supply of affordable and appropriate housing options must be amplified



Increasing the Outflow...

**ENSURING HOMELESSNESS IS BRIEF
AND NON-RECURRING**



Emergency Shelters

- Peterborough currently invests more shelter funding per resident than any of its sister Service Management areas.
- Single adults tend to shelter hop with no/limited opportunities to end their homelessness
- Peterborough shelters are still in the early stages of becoming housing focused shelters
- With the available investment, all shelter workers must maintain a housing focus
- Housing navigation resources would improve rapid exits out of shelter



Re-Housing Resources

- Current Housing First projects are delivering permanent supportive housing supports to high acuity population via scattered sites
- Program staff are working to increase client to staff ratio
- Youth re-housing projects are not well-resourced to serve high acuity population
- Rapid re-housing projects are required to support moderate acuity populations to reduce by-name list
- Housing Help Centre is not well-resourced to case manage moderate-need population of people experiencing chronic homelessness

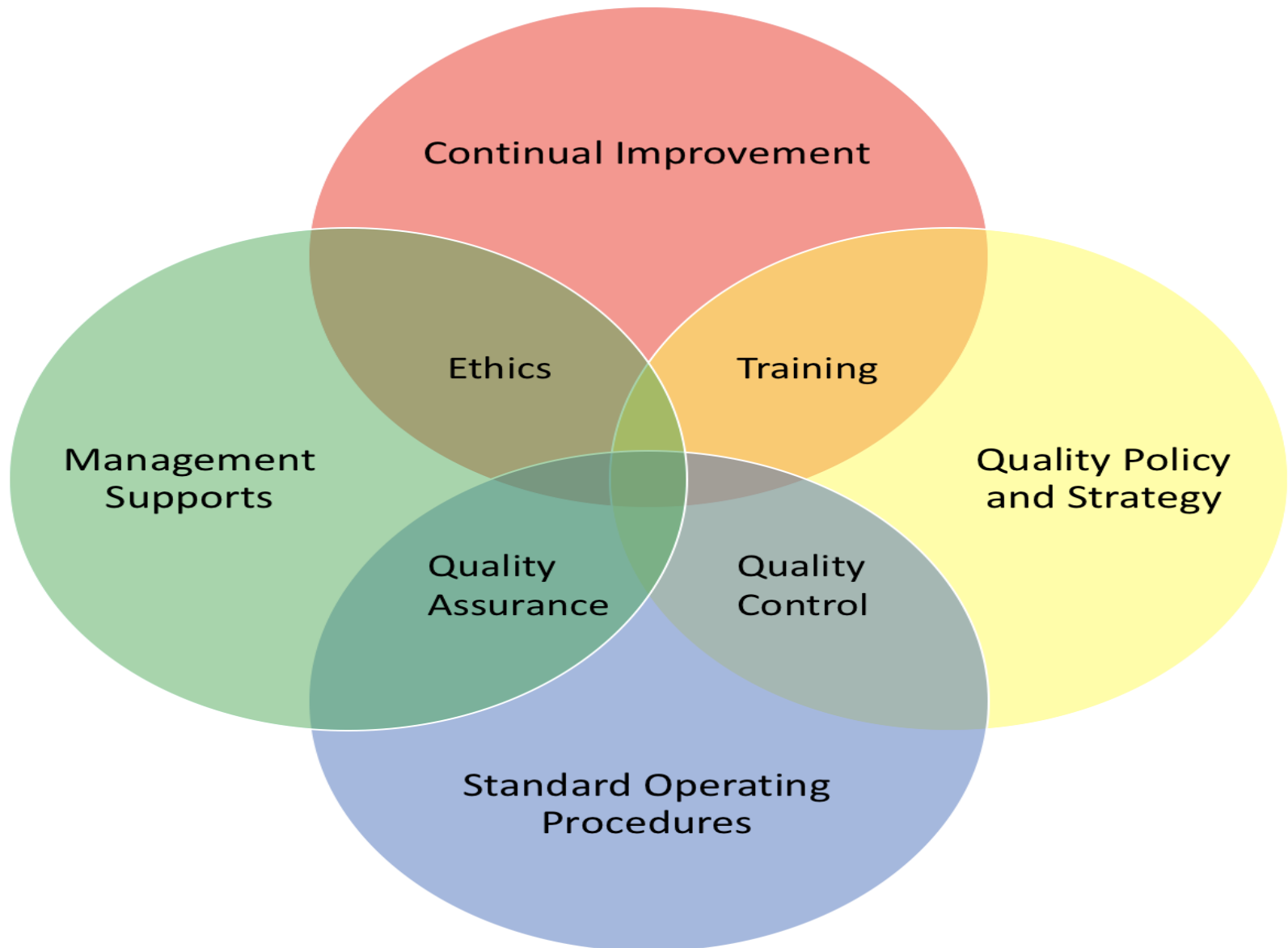


The Disconnect between Homelessness & Housing Sectors

- The **only** solution to homelessness is Housing!
- Currently, individuals experiencing homelessness have **extremely** limited access to Rent-Geared-to-Income, community and affordable housing options...regardless of eligibility and vulnerability
- Specialized housing location services are needed
- Peterborough is encouraged to optimize and aligns its housing resources locally with its plan to end homelessness



Ensuring Success in the Future



Questions?



E-mail	info@orgcode.com
Twitter:	@orgcode
Website:	www.orgcode.com
Facebook:	www.fb.com/orgcode
Phone:	1-800-355-0420