

Homeless Interventions and Outcomes Ontario Works in Peel

EMERGENCY SHELTER PROGRAMS					
DELIVERY AGENT	# IN 2001	NEEDS RESPONDING TO	INTERVENTION	IMPACT/OUTCOME	FUTURE INTENTIONS
Hostel Providers OW Caseworkers	10,574 individuals	OW Caseworkers Financial	financial crisis evaluation support to obtain financial resources education about financial options advocacy for resources	applications for an allowance under the OW Act clients completing applications for appropriate income sources clients clear on responsibilities and rights	educate service providers about financial challenges of homeless educate service providers about how limited finances impact the homeless
		Housing	advise on how to house search, referral to housing worker, advocacy with landlords	support to obtain	
		Mental Health issues/Addiction issues medical needs	referral to appropriate service provider - hospital, outreach, treatment, doctor etc., health clinic basic health care referral for health services health care for those without OHIP card	assist the client to access resources during their hostel stay to support them upon discharge from the shelter streamline medical care for clients medical care in a comfortable environment early detection of illness early intervention	advocate for community health clinics in Peel
		personal issues	referral to community support programs and programs within the hostels	assist the client to access resources during their hostel stay to support them upon discharge from the shelter	
		Hostel Providers Support with basic life skills	referrals to community programs-budget counseling, trusteeship, etc.,	assisting the client to access resources during their hostel stay to support them upon discharge from the hostel	
		Chaplaincy	provide persons with the option to seek spiritual support from various faith organizations	assisting the client to access resources during their hostel stay to support them upon discharge from the hostel	
		personal issues	development of support programs - AA, NA, depression support group, peer ambassador program, consumer survivor group, anger management, victims of violence support groups, legal supports	assisting the client to access resources during their hostel stay to support them upon discharge from the hostel	
		EMPLOYMENT RESOURCE ROOMS			
Hostel Providers (contract with Ontario Works, HRDC funded)	622 individuals	Employment Supports	Resource Rooms provide residents of shelters with assistance to seek, obtain and maintain employment including access to: electronic job search, resource materials to aid in the development of resumes and covering letters, information on community agencies and services.	empower all shelter residents with knowledge and resources that will enable them to successfully search for and obtain employment	It is anticipated that further successes will continue to be reported as the resource rooms continue to expand their services and community links
		Referrals/Supports	Employment Counselors in the Resource Rooms provide advice and guidance on resumes, job applications, job hunting, interview skills and Job search techniques, one-on-one counseling/coaching as needed and workshops on life skills and job searching		
HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM (HIFIS)					
Ontario Works, Hostel Providers & Federal Government	presently under development	homelessness data collection and management system	will allow for the collection of data on individuals and families using the shelter system a range of information can be collected including demographic information on shelter clients, immediate reason for using a service, contributing factors to a individual or family being homeless and the individuals status upon discharge HIFIS can also be used to produce standard and customized reports	data will provide longitudinal, multi-locational and unduplicated information on shelter clients over time HIFIS program will allow for accurate and reliable data regarding the number and characteristics of Peel's homeless population as well as the outcome of various interventions., aid staff in making recommendations to Council regarding services needs and the evaluation of policies and programs appropriate to both prevent and reduce homelessness in Peel	

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OUTREACH PROGRAM					
Social Services Housing & Property and Health CMHA, PAARC and Catholic Cross Cultural Services	182 individuals	Health Concerns (sexual, physical & emotional)	basic medical care preventative education early intervention support medical professionals advocate for service support with OHIP cards	streamline medical care for client medical care in a comfortable environment early detection of illness early intervention attainment of medical services not otherwise eligible for	professionals for health care for the homeless continue building relationships with health care providers
		Mental Health Supports	Street Counseling Referral for services advocate for services non traditional support services	client receives service while on wait list client able to receive a service more appropriate for them clients supported in efforts to obtain service	advocate for more appropriate mental health supports education for service providers around the needs of the homeless with mental health
		Addiction/Harm Reduction Supports	education support needle exchange referral to service advocate for service Street Counseling non traditional support services(harm reduction based program)	client using safely client receives service while on wait list clients work with a personal support plan assist clients in obtaining service	continue to educate ourselves around the use of harm reduction as a strategy for dealing with addictions educate service providers about the needs of the homeless with substance abuse issues advocate for more & appropriate substance abuse services
		Financial	financial crisis evaluation support to obtain financial resources education about financial options advocacy for resources applications for OWIP	clients being accepted to ODSP clients maintaining OWIP clients completing applications for appropriate income sources clients clear on responsibilities and rights	educate service providers about the financial challenges of the homeless educate service providers about how limited finances impact the homeless situation
		Housing	support tin attaining and maintaining housing	clients are maintaining housing when leave shelter clients are supported in housing search therefore less stressful for them working with landlords to build relationships and partnerships	continue to advise appropriate parties that housing is one of the largest challenges
HOMELESSNESS PREVENTION PROGRAM (HPP)					
Salvation Army (funded by Ontario Works)	164 individuals	Financial Support	assisting individuals(one-time) who are at risk of losing their homes or place of shelter and individuals who are homeless and residing in shelter	supports working individuals and families retain or obtain permanent and affordable accommodations	Emphasis on advocating for the improvement of service gaps and barriers for those at-risk or homeless
		Advocacy/Liaison	assisting with urgent medical needs, as well, urgent personal debt to alleviate homelessness		Focus on further developing community partnerships to enhance the services offered through HPP
		Referrals/Supports	landlord and tenant mediation rental and utilities arrears aid people in obtaining and maintaining affordable housing provide additional supports to aid in the prevention of homelessness such as Budget counselling, and/or the Trusteeship Program		

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TRUSTEESHIP PROGRAM					
Family Services Of Peel (funded by Ontario Works)	256 individuals	Financial Support	<p>conduct initial assessment to determine financial situation and prepare a case plan</p> <p>make direct payments of shelter costs/rent</p> <p>assess and take into consideration legal obligations of debt and expenditures</p> <p>ensure receiving full advantage of social assistance</p> <p>manage monthly financial assistance</p> <p>debt and credit management and budgeting</p> <p>provide personal care counselling and direction on subjects including housing, nutrition, clothing, hygiene, health and safety</p> <p>manage daily, weekly and monthly expenditures</p>	assists in managing the financial assistance of individuals who have used, or will likely use their assistance in a way that is not for their own benefit or for the benefit unit	continued emphasis on the early detection of those individuals whom would benefit from the Trusteeship Program
		Advocacy/Liaison Referrals/Supports	<p>liaise with creditors including landlords and mortgagees and mediate disputes</p> <p>refer to outside support groups</p>		