

To: Homes First Society Board of Directors
From: Patricia Mueller, Executive Director
Subject: HFS Partnerships Update
Date: June 25, 2019 UPDATE JUNE 2020

Recommendation:

That this report be received for information.

Background:

Our past practice has been to review partnerships for the past year and provide an update and plans for the upcoming year. This report is an annual qualitative update of reports provided in previous years. Much of the information contained is virtually unchanged and is presented to provide continuity.

Comments:

As a provider of housing and shelters, Homes First Society has diverse connections with social sector, peer, and umbrella organizations, as well as contacts with individuals and private businesses. This diversity is reflective of the myriad reasons for community partnerships. As a result of our successful funding proposals for Follow-up Supports in the Community Program, as well as the Addiction Support Program, we anticipate the development of further partnership opportunities.

CENTRE FOR ADDICTION & MENTAL HEALTH (CAMH):

Pilot Place:

The 18 residents at Shuter continue to live successfully in their units. There has been an observable increase in the integration into both the Shuter and greater community demonstrated by the residents increased presence, participation, and socializing activities.

Strachan House:

Homes First and CAMH has renewed the memo of understanding for the referral of CAMH clients to Strachan House, in which CAMH will provide extra supports to these high need residents. We now support 10 CAMH clients at Strachan House.

Meegwetch:

There is a full complement of fifteen CAMH residents in this exclusive partnership with CAMH. Clients are integrating well into the Homes First community, as well as within the local community.

COMMUNITY CARE ACCESS CENTRE (CCAC):

Approximately ten years ago, our agency approached CCAC with respect to our concerns that clients without primary care doctors were unable to access the supports of nurses and personal support workers. CCAC subsequently conducted a feasibility study and a pilot project initiated at Shuter, Fred Victor, and Women's Residence.

CCAC continues to operate an office at Shuter, where CCAC provides a daily Personal Support Worker care and nursing care twice weekly.

This partnership has provided great benefits for our clients, enabling more residents to access primary health care and enhance their quality of life.

TORONTO COMMUNITY HOUSING (TCH):

We have a formal relationship with TCH to manage three TCH-owned properties. Two of these properties, Brandon and Northcote, are strictly a property-management arrangement, the third, Jarvis House, differs in that TCHC pays us to manage the property and to provide housing supports to the tenants.

DIXON HALL, ECUHOME, TCHC, CITY OF TORONTO, TENANTS FIRST:

Homes First partnership with Ecuhome and Dixon Hall continues as the funding for this partnership is ongoing. The supports provided to the over 200 tenants living in the Cabbagetown Rooming Houses has brought an increase in tenant stabilization and community integration. The increased community development with local residents and businesses has been a great success and garnered great attention as model to be replicated.

INNER CITY HEALTH ASSOCIATION:

This valuable partnership with Inner City Health Association continues to provide primary medical care on site at our 702 Kennedy Road Women's Shelter, Bathurst-Lakeshore Shelter, and Willowdale Welcome Centre.

ANISHNAWBE:

Our partnership with Anishnawbe Health Toronto for the referral of clients to our housing program continues. These clients receive intensive supports through Anishnawbe in addition to our in-house supports.

STREETS TO HOMES:

Our service partnership with Streets to Homes and Strachan House continues to be successful. With the high support needs unit facilitating transitions from the streets for some of the most High need individuals in the City who have historically refused support services. We have transitioned over 12 individuals from street to permanent homes at Strachan House.

THE WORKS:

Our partnership with The Works has allowed our organization to be an official distributor of Naloxone. Training was provided which allows us to train other community organizations, as well as coordinating and supervising distribution of naloxone. Harm reduction supplies are ordered directly through this partnership and delivered to our individual sites.

SCARBOROUGH QUADRANT NETWORK:

Homes First continues to be a member of the Scarborough Quadrant Network which is made up of community agencies in Scarborough such as Cota and Hong Fook NP Clinic. This network works together to address Shelter, Housing and Support Services in Scarborough.

SEATON HOUSE:

Currently, individuals are referred exclusively from Seaton House to become tenants at Jarvis House, as well as a five-bedroom unit at Shuter. The individuals referred are older, alcoholic males. This is a long-standing and excellent partnership. It does not provide us with any additional funding, but does provide additional support services to these clients.

CANADIAN CENTRE FOR VICTIMS OF TORTURE AND SOJOURN HOUSE

These agencies have consistently provided excellent referrals of individuals that meet our housing profile and who are also torture survivors. This is a long-standing and excellent partnership..

TORONTO NORTH SUPPORT SERVICES (TNSS) – MULTI-DISCIPLINARY ACCESS TO CARE AND HOUSING (MATCH):

Our partnership with Toronto North Support Services allows for the referral of clients who have mental illness, addiction, and/or a history of homelessness. These clients are housed with Homes First and will receive additional, long-term supports from the multi-disciplinary team. This partnership enables Homes First to accept more clients with high-support needs to become successfully housed.

PARKDALE-QUEEN WEST HARM REDUCTION:

This partnership is based on the long-term connection between Strachan House residents and what is now the Parkdale- Queen West Harm Reduction team; this remains an important resource in terms of the harm-reduction practices and of the peer models. Additionally, we have partnered with them on our Harm Reduction in our west-end housing program which aims to provide education to our staff and residents about the strategies and tools of Harm Reduction.

PARKDALE- QUEEN WEST COMMUNITY HEALTH CENTRE:

Queen West Parkdale Community Health Centre is a long standing partner with Strachan House and provides on-site primary health care accessible to all Strachan residents on a monthly basis.

SOUTH RIVERDALE COMMUNITY HEALTH CENTRE:

Our partnership with SRCHC provides harm reduction training and outreach to increase access to our east-end residents in housing.

SCARBOROUGH HOUSING STABILIZATION PLANNING NETWORK (SHSPN):

Homes First continues as partnering agency with the SHSPN. The network is a multi-agency planning table that seeks to build and support a coordinated and integrated system of services for homeless, at risk of homelessness, and under-housed populations in Scarborough. The network works to promote partnerships and collaborations across Scarborough to support service sector knowledge and skills development, improve service access for clients, and improve service efficiencies.

ST. MICHAELS ACT TEAM (FOCUS):

A partnership is in place to facilitate referrals to Homes First that allow for housing options for the most vulnerable individuals in the city: Individuals who have diagnosed complex mental health, physical health, and addiction needs. We are now housing FOCUS clients throughout our portfolio.

INNER CITY HEALTH/ ST.ELIZABETH HEALTH CARE/ HOSPICE TORONTO: A HOSPICE FOR THOSE EXPERIENCING HOMELESSNESS PROGRAM: JOURNEY HOME HOSPICE

As indicated in previous Board reports, Homes First approached representatives from St. Michael's Hospital's Inner City Health Program to suggest that 90 Shuter or another Homes First property may be appropriate as a hospice unit for end-of-life homeless individuals. Inner City Health reviewed Homes First sites, in addition to other sites in the community, and selected 90 Shuter.

This partnership provides a unique hospice model, one where individuals receive 24-hour healthcare support within the same building. It serves the most marginalized community with a welcoming, low barrier end of life option, where staff and volunteers are trained in harm reduction principles and in trauma informed approaches. This program is integrated with other programming within our supportive housing environment. This integration leverages the strengths of all and creates both synergies and efficiencies. The renovation for the expansion of the program to 10 beds will start in approximately one month.

POST SECONDARY INSTITUTIONS:

A formal partnership was developed to place social service students at various Homes First locations to complete their placement requirements. This opportunity provides valuable knowledge and experience to the students as well as provides Homes First with the opportunity to recruit new staff.

- Humber College
- George Brown College
- Centennial College
- Durham College
- Sheridan College
- Seneca College
- Ryerson University

- University of Toronto
- triOS College

RELATIONSHIPS WITH SOCIAL ENTERPRISES:

Homes First has a long history of commitment to social enterprises and makes a conscious choice when the price is comparable and the quality and level of services is appropriate, to purchase services from organizations that have similar commitments.

A-Way Courier: Homes First has been using A-Way Courier as its main courier company for a number of years. A-Way Courier was founded by former psychiatric patients in 1987, specifically to provide jobs for survivors of mental health challenges, and today A-Way has more than 70 employees.

Fresh Start Cleaning Services: Homes First Society uses Fresh Start Cleaning Services for cleaning the common areas and the grounds' maintenance at almost all of our buildings. Founded in 1989 and run solely by psychiatric survivors, Fresh Start currently employs several of our residents.

COMMUNITY DEVELOPMENT PARTNERS:

The Community Development Program was initiated through the vision of the Board of Directors. The initial work of this program was to effectively respond to the needs of several Homes First locations in terms of programming, outreach, and community engagement. In that process, we have developed a number of information partnerships with agencies and/or organizations.

BIG ON BLOOR:

Over the past several years, Savards has developed an improved community profile in the Bloor/Lansdowne area in large part due to the participation in the Big On Bloor network. This network is a grass-roots organization that formed to create the Big On Bloor Street Festival. Comprised primarily of area business owners the network also involves agencies such as Homes First and Sistering, as well as individual residents and resident associations such as Dig-In. Dig-In provided Savards initial introduction to Big On Bloor and has remained a steadfast ally. This year's Big on Bloor has shifted its focus to provide additional space for local artisans. Each year, a few Homes First residents display their artwork for sale at the festival, with all proceeds going back to the artists.

TORONTO PRIDE:

For the Fifth year, Homes First is participating in Toronto Pride, a good opportunity to engage with the community and network with other agencies. The Parade is virtual this year but we are still going to provide the feed to some clients and celebrate pride in various little ways at each location.

SCARBOROUGH ADDICTION SERVICE PROVIDERS (SASP):

Scarborough Addiction Services is a formal network of addiction service providers in the Scarborough area, funded and supported by CAMH. Partner agencies include:

- Coordinated Access for Addiction Services
- Concurrent Disorders Support Services (composed of 36 Agencies, organized through Fred Victor)
- John Howard (SMART Program)
- TEGH (Scarborough Day Withdrawal Program)
- Canadian Centre for Women's Education
- Salvation Army Homestead
- East Metro Youth Services
- Jean Tweed Society
- West Scarborough Neighbourhood Community Centre

The purpose of this network is to “fund and assist Scarborough agencies to create effective, appropriate, and accessible addiction services in order to address the addiction problems of Scarborough communities”.

PROJECT COMFORT:

Homes First continues its partnership with a resident association in the west end of the city that provides our agency with community support in the way of donations, event organization and community building.

Streets to Trail:

For the second year, we have continued our monthly hiking trips with Streets to Trail. S2T is a non-profit that has partnered with Homes First to provide hiking trips and environmental education to clients in both housing and shelters.

HepCURE:

HepCURE provides hepatitis screening and treatment for all Homes First residents. They have provided these services at all of the shelters most of the housing locations

Liberty Village Cares:

LVC has been a wonderful advocates and allies to Strachan House and 545 BLS. They continue to provide weekly meals, donations and have always supported us through word of mouth in the liberty village community.

Arts Market (790 Queen St. E.):

Arts Market has provided shop space for HF residents to display and sell their art. We have also sold Homes First's Streets to Script poetry book.

Muslim Women's Association:

In 2019 the Bathurst-Lakeshore Shelter partnered with the Muslim Women's Association. They provide very generous and helpful volunteers and prepare and donate community meals during holidays and special occasions.

PARC:

Homes First has partnered with PARC in order to guide us and provide peer training for our Pilot Peer Program. Peers with lived experience will be working at the Bathurst-Lakeshore Shelter and 702 Kennedy Rd on-site to provide support services to Homes First clients.

Flight Centre:

Flight Centre has been providing community meals and donations to several HF locations for over 6 years. This year they have increased their giving with monthly meals and expanded to HF housing locations, 50 Earl and 90 Shuter.

Toronto Humane Society:

THS is a new partnership in 2019. They provide free grooming services to pets of HF residents. They also provide pet therapy sessions and volunteer opportunities (grooming and cleaning) for clients of the Bathurst-Lakeshore Shelter.

SNYP Truck:

The SNYP truck is a mobile service that provides grooming services, nail trimming, spay and neutering and flea treatment to Homes First client's pets.

Toronto Public Library (Fort York):

TPL Fort York branch has offered free event/program space and computer access to staff and clients. They have also been on-site at 545 BLS to provide library cards and fine forgiveness.

WeLoveWillowdale:

WLW has been huge advocates for the Willowdale Welcome Centre. They provide a wide range of monetary and PPE donations and have provided specific items to clients in-need at WWC.

Willowdale Interfaith Coalition:

The WIC partnered with us during the opening of the Willowdale Welcome Centre. They were advocates during our info sessions and community meetings. They have also responded to donations requests and provided us with wonderful, committed volunteers.

Toronto Police (14 and 41 Division):

Both the 41 and 14 division continue to do Coffee with the Cops on-site at Kennedy Rd. and the Bathurst-Lakeshore Shelter, where then update and engage clients and staff in a light and inviting way. They also attend Homes First events and committee and community meetings.

Therapeutic Paws of Canada:

We have been partnered with TPOC for the since 2017. They continue to provide Pet Therapy, once a week to all clients and staff at 702. Kennedy Rd. and St. Clair Shelter.

Street Health:

Long term partnership. Street Health runs the ID clinics for residents.

Road to Zero Waste:

Road to Zero Waste in a very new partnership. They have provided interactive programming to residents in our housing dept. about healthy eating and myths around food waste. We have also partnered with them to provide community fridges at 90 Shuter and Meegwetch Place. These Community Fridges will provide free food - sourced from local grocery stores and restaurants, to all HF residents.

TIFF:

Toronto Internation Film Festival is a new partnership in 2019. TIFF is committed to providing engaging, interactive programming using movies and collaborative workshops to discuss various topics relevant to the HF population. They have also provided free screenings and workshops to our clients at the Bell TIFF Lightbox.

Robin Hood Army:

RHA has supported all of our Shelters with volunteers, monetary donation, food donations and more recently, PPE donations. They continue to provide monthly meals to Strachan House and Savards.

INFORMAL PARTNERSHIPS:

Please see the following table to give you a sense of the variety of community relationships. These relationships provide referral conduits for potential, existing, and exiting residents as well as providing direct services to our residents. This list is not exhaustive.

Community Development	Applicant Referral	Community Colleagues	Funding	Information Sharing	Miscellaneous	Provides Referrals to Other Agencies	Security & Shift Coverage	Support Services	
							X		Adler
X					X				Agincourt Community Services (Harm Reduction Team)
							X		Alpha Resources
	X	X						X	Anishnawbe Health Toronto
	X								Arab Community Centre of Toronto
X									Arts Market
						X		X	A-Way Courier
X									Big On Bloor
	X							X	Canadian Centre for Victims of Torture
X									Canadian Centre for Women’s Education
	X							X	Canadian Mental Health Association
		X				X		X	CATCH
	X	X				X		X	Centre for Addiction and Mental Health
	X								Christie Refugee Welcome Centre
	X							X	Christie-Ossington Neighbourhood Centre
			X					X	City of Toronto
		X	X	X				X	City of Toronto Shelter, Support & Housing
		X						X	Community Care Access Centre (CCAC)
		X							Community Policing
	X							X	Community Resource Connections of Toronto

Community Development	Applicant Referral	Community Colleagues	Funding	Information Sharing	Miscellaneous	Provides Referrals to Other Agencies	Security & Shift Coverage	Support Services	
X									Concurrent Disorders Support Services
	X							X	Focus ACT Team
X				X					Community Collective Committee
X									Coordinated Access for Addiction Services
	X	X				X		X	Corner Drop-In
	X	X				X		X	COTA Health
	X								Covenant House
						X		X	Crossroads Clinic
							X		CSS Staffing
		X						X	Daily Bread
X									Dig-In
	X	X		X	X	X		X	Dixon Hall
							X		Dorvict
		X		X	X			X	Ecuhome
X									East Metro Youth Services
	X								East York Housing Help
	X	X						X	Evangel Hall
		X							Field-to-Table
X			X		X				Flight Centre
	X								Florence Booth (Women's Shelter)
					X			X	Food Rescue
	X	X				X		X	Fred Victor Centre
							X		Frontline Staffing
	X	X						X	Gerstein on Bloor
	X	X							Good Shepherd Ministries
		X			X				Grace Church
								X	Health Bus
					X		X	X	HepCURE
		X						X	Hostel Outreach Program
					X			X	Hospice Toronto
					X				House of Praise
				X					Housing & Homeless Services Network

Community Development	Applicant Referral	Community Colleagues	Funding	Information Sharing	Miscellaneous	Provides Referrals to Other Agencies	Security & Shift Coverage	Support Services	
		X			X			X	Humber College
				X					IAPA – Health and Safety Organization
	X							X	Impact ACT Team Toronto Western Hospital
					X			X	Inner City Health Association
	X								Jean Tweed Society
	X								John Howard Society
X		X							Liberty Village Cares
X									Mad Pride
	X	X		X					Mainstay Housing
X				X	X				Malvern Employment Services
								X	Marginalized Access Partnerships
	X								Matthew House Refugee Reception
					X				Maytree Foundation
								X	Meals on Wheels
	X	X						X	Mental Health & Justice Program
X				X	X				Metropolitan United Church Drop-In
								X	Miracle Foundation
								X	Miziwe Biik
	X							X	Native Women’s Resource Centre
X					X			X	Next-Steps Employment Centre
								X	Niagara Health Centre
				X				X	Older Persons' Mental Health & Addictions Network of Ontario
		X		X					ONPHA
	X			X				X	Ontario Works
	X							X	Opportunity for Advancement
X		X		X				X	Parkdale-Queen West Harm Reduction
X		X		X				X	Parkdale-Queen West Community Health Centre
					X				Pizza Pizza
X									Pride Toronto
X	X			X				X	Prisoners’ HIV/AIDS Support Action Network
	X	X						X	Progress Place

Community Development	Applicant Referral	Community Colleagues	Funding	Information Sharing	Miscellaneous	Provides Referrals to Other Agencies	Security & Shift Coverage	Support Services	
X		X							Project Comfort
							X		Quality
X				X				X	Queen West Harm Reduction
	X	X						X	Reconnect Mental Health Services
								X	Red Cross Drop In
	X								Red Door Family Shelter
X					X				Redpepper Spectacle Arts
	X	X						X	Regent Park Community Health Centre
				X					RENT
					X				Revival Time Tabernacle
	X							X	Saint Elizabeth Health Care
	X							X	Saint Stephen's Community Homes
					X				Saint Vincent de Paul
X	X	X						X	Salvation Army (various shelters and programs)
		X							Scarborough Church of God
					X	X		X	Scarborough Community for Healthy Living
X									Scadding Court Community Centre
X		X		X	X				Scarborough Addiction Service Providers
X		X		X	X			X	Scarborough Housing Help
X		X	X	X				X	Scarborough Housing Stabilization Planning Network
		X		X		X		X	Scarborough Quadrant Network
		X							Scott Mission
X	X	X		X				X	Seaton House
		X						X	Second Harvest
X	X	X		X				X	Sistering
	X					X		X	Sojourn House
X		X		X				X	South Riverdale Community Health Centre
X		X			X			X	Springboard
	X			X				X	St. Michael's Hospital
X									Street to Trail
	X	X						X	Streets to Homes – HPI/HPS

Community Development	Applicant Referral	Community Colleagues	Funding	Information Sharing	Miscellaneous	Provides Referrals to Other Agencies	Security & Shift Coverage	Support Services	
X									TEGH (Scarborough Day Withdrawal Program)
X		X						X	Therapeutic Paws of Canada
					X				The Period Purse
X		X		X					Toronto Alliance to End Homelessness
X				X					Toronto Drug Treatment Court
	X					X		X	Toronto North Support Services (TNSS) – Multi-Disciplinary Access to Care and Housing (MATCH)
X					X			X	Toronto Public Health
X		X			X				Toronto Police Services
		X		X					Toronto Service Resolution Committee
		X		X					Toronto Shelter Network
						X		X	University Health Network (UHN)
							X		Unitas
X	X			X		X			Volunteer Toronto
	X							X	West End ACT Team
		X		X				X	West Scarborough Neighbourhood Community Centre
								X	The Works