

## Client Services Department Board Report

January 2024

### *Data and Research*

- Accepted to present two presentations at Canadian Housing & Renewal Association (CHRA) National Congress on Housing and Homelessness in April 2024.
- Launched an evaluation to explore the impact of Housing Kits on clients moving into housing to create housing stabilization and community integration.
- Conducting an analysis of all clients in 2023 housed, supported by Client Services staff, and Follow-up Worker program.
  - 530 clients were housed in 2023.
- Conducting a literature review on shelter support models to support future proposals for New Shelter Service Models (NSSM).
- Appointed two Privacy Officers to ensure compliance with Homes First policies and privacy legislation.
- Launched a comprehensive evaluation to analyze Homes First needs in a Client Management Information System (CMIS) to replace pirouette.

### *Housing First Intensive Case Management*

- The Evidence Based Practice (EBP) Critical Time Intervention (CTI) is being implemented at Homes First shelter sites.
  - Supervisors in the Client Services Department have started to receive training from a CTI trainer.
- Here to Help (H2H) program nominated for and won an Inspire award for their work in the community with 2SLGBTQIA+ community.
- 2SLGBTQIA+ identifying clients at the Delta site consulted on Toronto Shelter Standards update with the City of Toronto.
- All Client Services staff attended Refugee Training on the Appeal process to better support refugee clients.
- Worked in collaboration with the Fundraising Department to develop a series of videos to educate the public about homelessness.
- Client Services 'Boards' created at all sites to support clients with resources, referrals, and information in relation to health, education, employment, and housing.
- Social Service Student placements from Toronto Colleges for the winter semester have started and students are paired with case management teams.
- Information sessions have been held at shelter sites by senior leadership about housing funds and pathways into housing.
- Recruited Woodgreen Community Services to provide the following services to clients at 22 Metro Refugee shelter: (1) employment, (2) training, (3) language and English as a Second Language (ESL), and (4) settlement services.
- Invited to represent Homes First on a Working Committee operated by City of Toronto and Toronto Alliance to End Homelessness that focuses on barriers to accessing services for clients through Coordinated Access.

### *Harm Reduction and Health*

- A new Health Navigation Supervisor position has been funded and started at Willowdale shelter.

- Piloting extended curfew to 1am at 545 Lake Shore site on weekends to allow clients access to harm reduction partners.
- Harm Reduction training on Alcohol Use has been approved and rolled out to staff and clients.
- Quarterly Harm Reduction Data Dashboards for shelter sites and 24-hour Housing completed with Operations.
  - Action steps created from dashboards to support strategic decision making and foster an environment of continuous improvement.
- Applied for Scarborough Addictions Services Partnership (SASP) grant to continue to support Kennedy and Lawrence sites for clients who have addictions.
- Working in collaboration with the 519 to create harm reduction training.
- Working with Inner City Health Association (ICHA) to have female identifying Medical Doctors (MD) attend 22-Metro and Willowdale refugee shelters so female clients have access to a female MD.
- Provided consultations and trainings for:
  - Waterfront Elementary School near 545 Lake Shore site to become trained on harm reduction and overdose responses.
  - Oak St Co-op Housing was provided consultation and harm reduction training.
- Meeting requested by Toronto Shelter & Support Services, City of Toronto, to provide consultation on Homes First supports established to support integrate health clinics into the agencies shelters successfully.