

Client Services Monthly Report: April 2024

Data and Research

- Presented at Canadian Housing and Renewal Association Congress conference (CHRA) in Fredericton, New Brunswick on:
 - Measuring for Success: Creating your own Harm Reduction Data Dashboard
 - Can't house the dead: Implementing Harm Reduction Strategies in Shelters, Shelter-Hotel, and Supportive Housing to Improve Resident Safety
- Developed and implemented a Follow-Up Supports Dashboard for 2024 Q1 to further understand client needs and eviction prevention team practices.
- Completed a client data report to summarize client's needs and program impacts to support Fundraising Department.
- Created and implemented a post-oxygen training survey for quality assurance for Homes First oxygen trainings.
- Conducting an evaluation drawing on feedback and data from all departments to purchase a new Client Information Management System to provide data insights on client's needs.
- Finalized Shelter and Housing demographic data reports and disseminated to all Homes First staff.

Housing First Intensive Case Management

- 151 Clients housed between January-March 2024.
- Critical Time Intervention (CTI) model has been implemented at 4117 Lawrence shelter.
- Access to Housing clinics facilitated on a weekly basis through Co-ordinated Access at 22-Metro and 5800 Yonge sites.
- Employment and Settlement Workshops facilitated through Woodgreen Community Services and Progress Career Planning Institute (PCPI) at 22-Metro site.
- Monthly trainings for all Client Services staff facilitated by Client Services Supervisors have begun.
- Biannual Client Services training occurred at North York Civic Centre.
 - Presentations were given on Health and Harm Reduction Topics and Services and the accomplishments of the Client Services department within the first year.
- Identified 5800 Yonge and 101 Placer Ct as mobile housing pop-up hub sites in partnership with The Neighborhood Organization (TNO)

Harm Reduction and Health

- Health Navigation Supervisor hired for 545 Lake Shore.
- 25 Full-time and Relief staff received oxygen training at Delta and Lakeshore sites.
- Identified approved spaces to store in-use oxygen in frontline staff offices across shelter sites to provide access for staff trained in oxygen to respond to overdoses.
- HIV and Hepatitis A and B testing clinics facilitated at Delta, 545 Lake Shore and 22-Metro site.
- Health Promotion Day occurred through Inner City Health Associates (ICHA) at 5800 Yonge site on primary care vaccines and general health and wellness.
- The Neighborhood Group (TNG) SafeSpot program extended their hours at Delta site to work overnights and weekends to further support clients with harm reduction and overdose response.
- Provided consultation to Salvation Army Grace Hospital and Harbourlight programs on embedding harm reduction best practices.
- Provided consultation to Ontario Drug Policy Research Network (ODPRN) at St Michael's hospital on overdose deaths in the homeless sector.
- Harm Reduction team provided feedback on the City of Toronto's Harm Reduction 102 Pilot Project.
- ICHA has recruited a female Physician for 22-Metro site to provide supports to female clients.
- ICHA has recruited a Physician to support on a weekly basis at 545 Lakeshore site.