

Client Services Monthly Report: July 2024

Data and Research

- Accepted to present at Canadian Alliance to End Homelessness (CAEH) conference on:
 - Development and Implementation of Harm Reduction and Overdose Response Best Practices in Shelter and Housing Environments.
 - Bridging Shelter and Medical Services: Practical Learns Adopting an Innovative Model.
 - Hospice services
- Hired and onboarded Research and Data Analysis Summer Student.
- Launched Housing Help Worker Environmental Scan.
 - Facilitated conversations with HFS Housing Help Workers to identify gaps.
 - Consulted external organizations to further understand best practices.
 - Started Literature Review to identify best practices across sector.
- Consulted with different software's to replace the agency's current client management information system and have shortlisted four software products that meet the agency's needs.
- Updated 2024 Resident Survey for shelter and housing sites to reflect organizational targets.
 - Survey conducted with clients in shelters and tenants in housing.
- Drafted first proposal of partnership project to assess current partnerships across HFS sites.
- Accepted as a member of the University of Toronto's New College Community Engaged Learning Program to work with data and research students for the 2024-2025 academic year.
- Completed Harm Reduction Data Dashboards for Q2 to monitor harm reduction best practices for 24-hr housing sites and shelter sites.
- Completed Housing First Data Dashboards to monitor housing trends and client needs across shelter sites.

Housing First Intensive Case Management

- 291 Clients housed between January to July 2024 from Homes First shelter sites.
- All Client Services staff attended training on Acquired Brain Injury (ABI) through Traverse Independence.
- Successfully appealed against a client eviction in the Follow-up Support Program, client will not return to homelessness.
- Evaluating current case management assessments; Housing First Assessment and Comprehensive Case Management Assessments, to increase efficiency with documentation and to aid client experience with case management.

- Access to Housing clinics facilitated on a weekly basis through Co-ordinated Access at Pacewood and 545 Lake Shore sites.
- Employment workshop facilitated by Progress Career Planning Institute (PCPI) at Delta site.
- Hired and onboarded Enhanced Client Services Supervisor for Follow-up Support program.

Harm Reduction and Health

- Oxygen training offered to frontline staff at 702 Kennedy and 101 Placer Ct shelters.
- 128 staff have been trained to provide oxygen to respond to client overdoses.
 - Frontline staff have started to use oxygen regularly to respond to client overdoses.
- Participated in interviews for an evaluation on how people experiencing homelessness access health and harm reduction services MAP Center for Urban Health Studies at St Michael's hospital.
- Manager of Harm Reduction and Health Services invited to facilitate a webinar on Harm Reduction in shelters and housing for the Canadian Housing Renewal Association (CHRA).
- Hepatitis B screening and vaccine clinics occurred at 5800 Yonge site in collaboration with ICHA and Toronto Public Health.
- Health partner HepCure will begin to provide HCV screening and treatment to clients across all HFS shelter sites.