

Client Services Monthly Report: January 2025

Data and Research

- Begun evaluation of Critical Time Intervention Model at 702 Kennedy and Pacewood shelter sites.
- Created partnership scan proposal to better understand existing and needed partnerships across organization.
- Completed Harm Reduction Dashboards to monitor harm reduction best practices and identify client harm reduction needs for 24-hour housing sites and shelter site spaces.
- Completed quarterly Housing First Data Dashboards for shelter sites to identify client needs.
- Piloted using Power BI software to assist with data dashboards.
- Completed Client Services Report on Key Performance Indicators (KPI) and Key Risk Indicators (KRI).
- Completed Client Services Yearly Impact Report for 2024.

Housing First Intensive Case Management

- 548 clients housed in 2024 from across shelter sites.
- Client Services staff attended Homes First specific STARS EVF training to further support clients access housing units through the City of Toronto Coordinated Access team.
- Access to Housing clinics facilitated on a weekly basis through Co-ordinated Access at 702 Kennedy and St Clair shelter sites.
- Housing Help Workers attended Housing Help Certificate training facilitated by East York east Toronto Family Services (EYET).
- Supported with the relocation of clients at the Delta shelter to other suitable shelter and housing opportunities.
- Connected clients across shelter sites into Wellesley Institute to support with research study through the University of Toronto on Shelter Use Among Older Adults in Toronto.
- Items for 200 Housing Kits ordered for clients moving from shelter sites to permanent housing in 2025 have, including grocery gift cards to support with food security.
- Overseeing Art Therapy Practicum Students supporting clients who have experienced trauma at Willowdale site through Toronto Art Therapy Institute (TATI).
- Social Service Student placements from Toronto Colleges for the winter semester have started and students are paired with case management teams.

Harm Reduction and Health

- Created partnership with Toronto College of Dental Hygiene and Auxiliaries Inc to support with onsite Dental care across shelter sites.
- In process of creating harm reduction training presentation for TPS 14 Division.
- Consulted with Sanguen Health Centre in Waterloo on harm reduction best practices for shelters and drop-in centres.

- Consulted with Merchant's Quay Ireland: Homeless and Drug Services, on how Homes First implemented oxygen onsite to support with their creation of the first Overdose Prevention Site in Ireland.
- In process of setting up Safer Supply at 545 Lake Shore site to support clients with substance use needs.
- Partnered with Toronto Drop-in Network (TDIN) to film social media advocacy campaign for supervised consumption services.
- Provided guidance to TSSS Shelter Harm Reduction Implementation Working Group on harm reduction priorities for 2025 and the impacts of OPS closures.
- Participated in the Community Substance Use Forum hosted by Ontario Drug Policy Research Network (ODPRN).