

Client Services Monthly Report: November 2024

Data and Research

- Hired and onboarded Data and Research Analyst.
- Participated in research study through the University of Toronto and Wellesley Institute on Shelter Use Among Older Adults in Toronto.
- Facilitated focus groups with frontline staff to seek feedback on Caseworks case management information system to replace Pirouette software.
- Begun evaluation of Critical Time Intervention Model at 4117 Lawrence site.
- Received a grant in November totaling \$82,000 from the provincial government to support with the purchase of a new Client Management Information System (CMIS).
- Completed an evaluation on different CMIS that would support Homes First needs. Based on the comprehensive evaluation the CMIS called CaseWORKs was selected.

Housing First Intensive Case Management

- Regional Mobile Nursing (RMN) program through Inner City Health Associates (ICHA) in process of being set up at Pacewood shelter.
 - ICHA clinicians have now been trained by Rainbow Health Ontario to ensure they can support the needs of the population at Pacewood.
- Employment workshop facilitated by Progress Career Planning Institute (PCPI) at 22-Metro site.
- 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 throughout 2024.
- Supported with the relocation of clients at the Delta shelter on floors 14 and 12 to other suitable shelter and housing opportunities.
- Facilitated townhalls across all shelter sites to provide residents with information on the Canada-Ontario Housing Benefit (COHB) and other housing pathways and opportunities.

Harm Reduction and Health

- IMAGINE health team facilitated various health topic workshops across shelter sites through University of Toronto medical students.
- Scarborough Centre for Healthy Communities had begun regular hepatitis C screening for clients at 39 Dundalk supportive housing site.
- Consulted for Strategic Measures through Toronto Alliance to End Homelessness, to provide insight on harm reduction best practice in supportive housing.
- Attended the Bathurst Queens Neighborhood Association (BQNA) annual general meeting to further understand community concerns with shelter and encampments in the area and provide information on harm reduction.
- Vaccine clinics for COVID, Flu, RSV, Shingles and Hep A/B took place across shelter sites through Inner City Health Associates (ICHA) or Toronto Public Health (TPH).
- Consulted with other Safe Injection Site providers, TPH, and Toronto Shelter and Support Services (TSSS) on next steps for 545 Lake Shore UPHNS site.

- Street Health conducted interviews as part of their program evaluation of their iPHARE program at 545 Lakeshore site.
- Health Navigation Supervisors and Manager of Harm Reduction and Health Services have completed the final stages of becoming instructors for First Aid and CPR through the Red Cross.