

## **Client Services Monthly Report: October 2024**

### **Data and Research**

- Presented at Canadian Alliance to End Homelessness (CAEH) conference in Ottawa.
  - 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.
  - Creating Homeless Hospices through Strong Partnerships
- Completed and submitted City of Toronto reports for Housing Help, Kendelton, and Follow-up Support Program.
- Completed evaluation of Critical Time Intervention Model in Follow-up Support Program. Program passed the evaluation scale, illustrating the Evidence Based Program has been implemented.
- Completed quarterly Housing First Data Dashboards for shelter sites to identify client needs.
  - Exploring using Power BI software to assist with data dashboards.
- Completed quarterly Harm Reduction Data Dashboards to monitor harm reduction best practices and identify client harm reduction needs for 24-hour housing sites and shelter sites.
- Conducting feedback groups with a software program called CaseWorks to replace Pirouette.

### **Housing First Intensive Case Management**

- 437 clients housed between January to October 2024.
  - The restructured Housing Worker program has seen an increase in clients housed in the past two months.
- 139 Clients Housed in Q3 and 801 Clients across shelter sites on Intensive Case Management worker Caseloads.
- Tenants at Kendleton site who need support with case management and eviction prevention have been identified and added to Intensive Case Management worker caseloads.
- Participated in Making Lives Better Pilot Project at 545 Lake Shore site. The resident who participated in the test pilot was able to access a phone, phone plan and bank account through the pilot and their feedback is allowing Making Lives better to make changes to further the project.
- Consulted with Family Service Toronto on elder abuse and best practices to support residents who may be victims of elder abuse.
- Facilitated Financial Literacy Workshop for Refugee Clients at 5800 Yonge shelter through Agincourt Community Services Association (ACSA) and Essential Skills workshop facilitated by Toronto District School Board Community Services.

- Participated in Homeless Connect One Stop Shop for services for clients across shelter sites on October 27th.
- Clients with complex needs are being allocated housing subsidies (Canada-Ontario Housing Benefit).
- Delta clients who are housing ready have been connected to Housing Help Workers to support with finding housing throughout the decommissioning process. Clients are being housed through Private Market Housing and the City's Priority Access to Housing and Supports (PATHS) and Rapid Rehousing Initiative program (RRHI).
- All Client Services Supervisors and Management attended the Toronto Shelter Network Conference.

#### Harm Reduction and Health

- Vaccine clinics for COVID, Flu, RSV, Shingles and Hep A/B took place at 5800 Yonge, St Clair, Lake Shore, Pacewood and Kennedy shelter sites through Inner City Health Associates (ICHA) or Toronto Public Health (TPH).
- HepCure completed HCV testing at St Clair, Lake Shore and 224 Spadina sites.
- IMAGINE health team facilitated various health topic workshops across shelter sites through University of Toronto medical students.
- Facilitated Sexual Health and HIV Testing Workshops at shelter and 24-hour housing sites through Women's Health in Women's hands and ACT Toronto.
- Safe Supply Clinician is now fully operating at 224 Spadina.
- Manager of Harm Reduction and Health Services attended the Addictions and Mental Health Ontario Conference.
- Manager of Harm Reduction and Health Services participated in panel discussion speaking on the overdose and housing crises alongside City Councillors and Toronto Medical Officer of Health at University of Toronto Scarborough.