



Durham Region Homelessness Overview

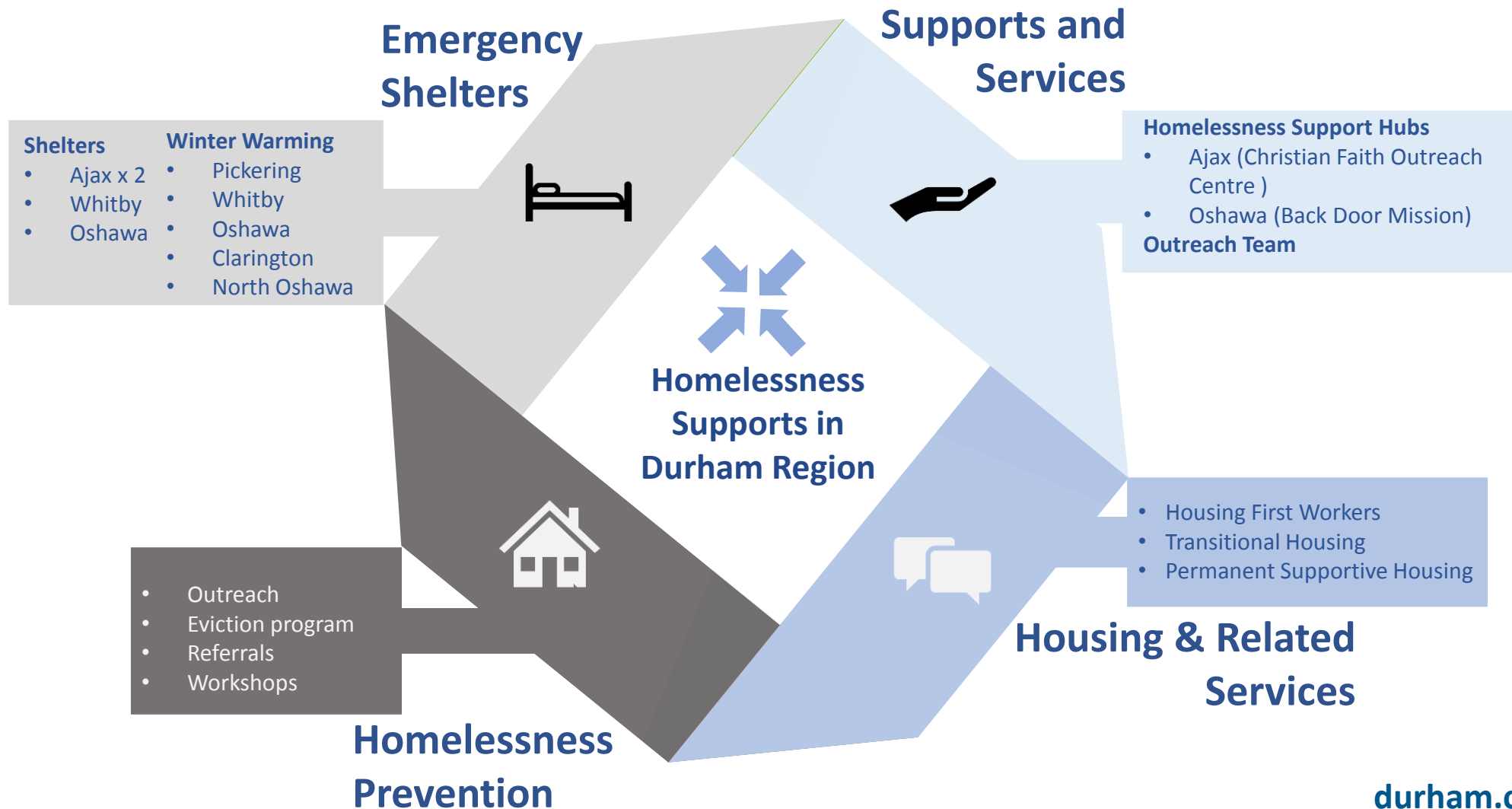
Sahar Foroutani
Manager, Homeless System Team

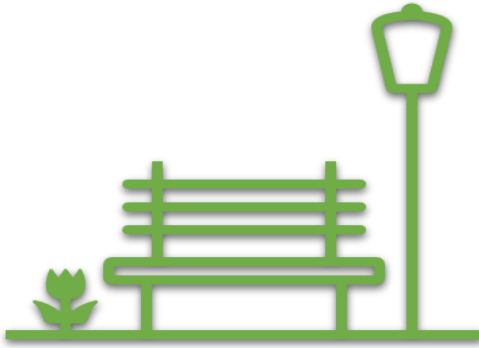
Jocelyn Siciliano
Manager, Homeless Direct Delivery Team

Presented to: Clarington Council Meeting

March 4th, 2024

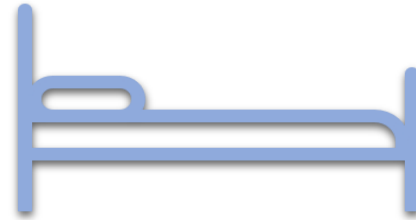
Homelessness System: A Continuum of Care





UNSHELTERED

Staying in public or private places where people are not meant to live permanently such as **tents, cars, parks**



EMERGENCY SHELTER

Overnight shelters are places for people to go when they have **nowhere else** to stay



TEMPORARILY ACCOMMODATED

Short-term, interim accommodations like staying with friends, **couch surfing, or living in a hotel**



AT RISK OF HOMELESSNESS

Their current housing situation is coming to an end with **no other housing options available.**



Housing First Model

Housing First is a program model, an approach, as well as a philosophy and has been recognized as an important policy towards ending homelessness by both the Canadian and the U.S federal governments.



Coordinated Access System & By-Name List

The goal of the system is to prevent and reduce homelessness and provide streamlined access to available supports.

Coordinated Access System Steps to Finding Housing



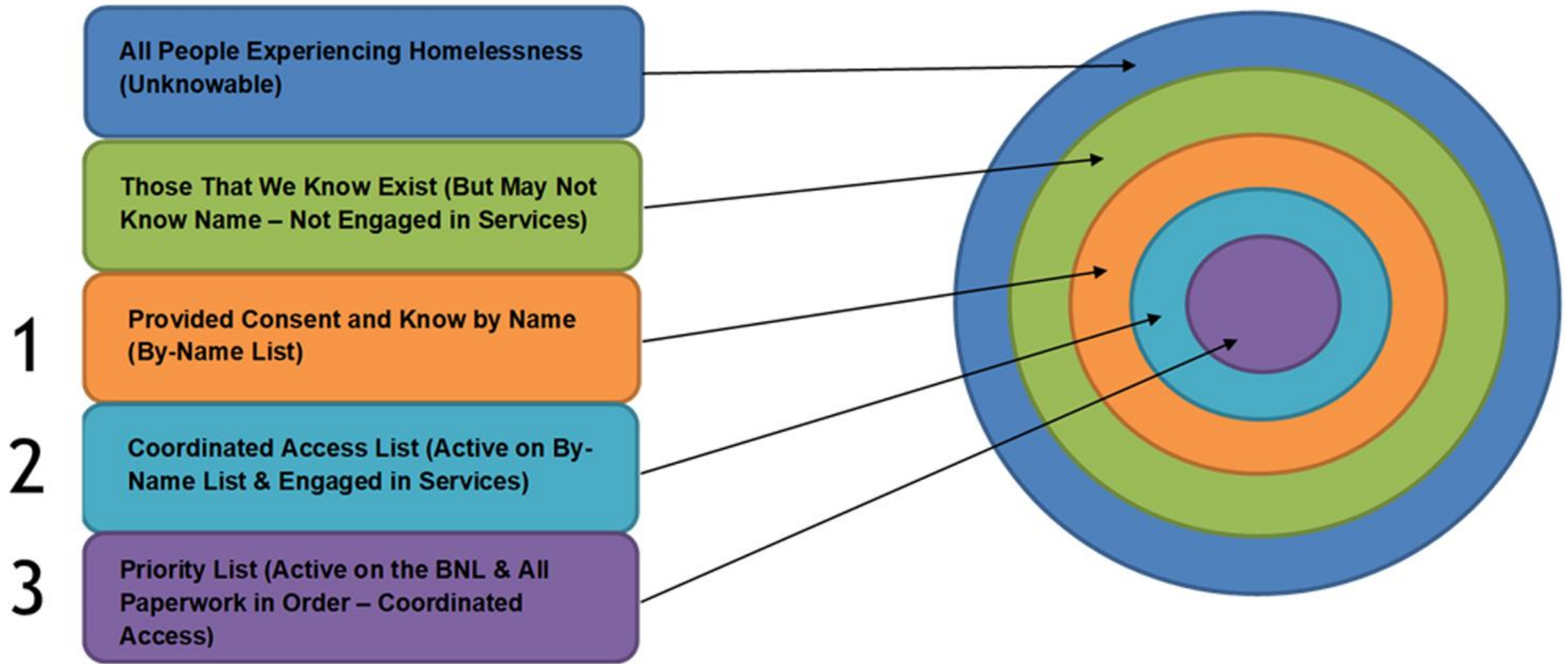
The Components of a Coordinated Access System

- Access Points are where people make contact with the Coordinated Access System and can be added to the By-Name List
- Clients are triaged and assessed using a common intake form to gather the information needed to make appropriate referrals
- Durham Region uses the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)
- People on the By-Name List are prioritized based on need for housing resources
- People are matched and referred for available housing resources based on prioritization

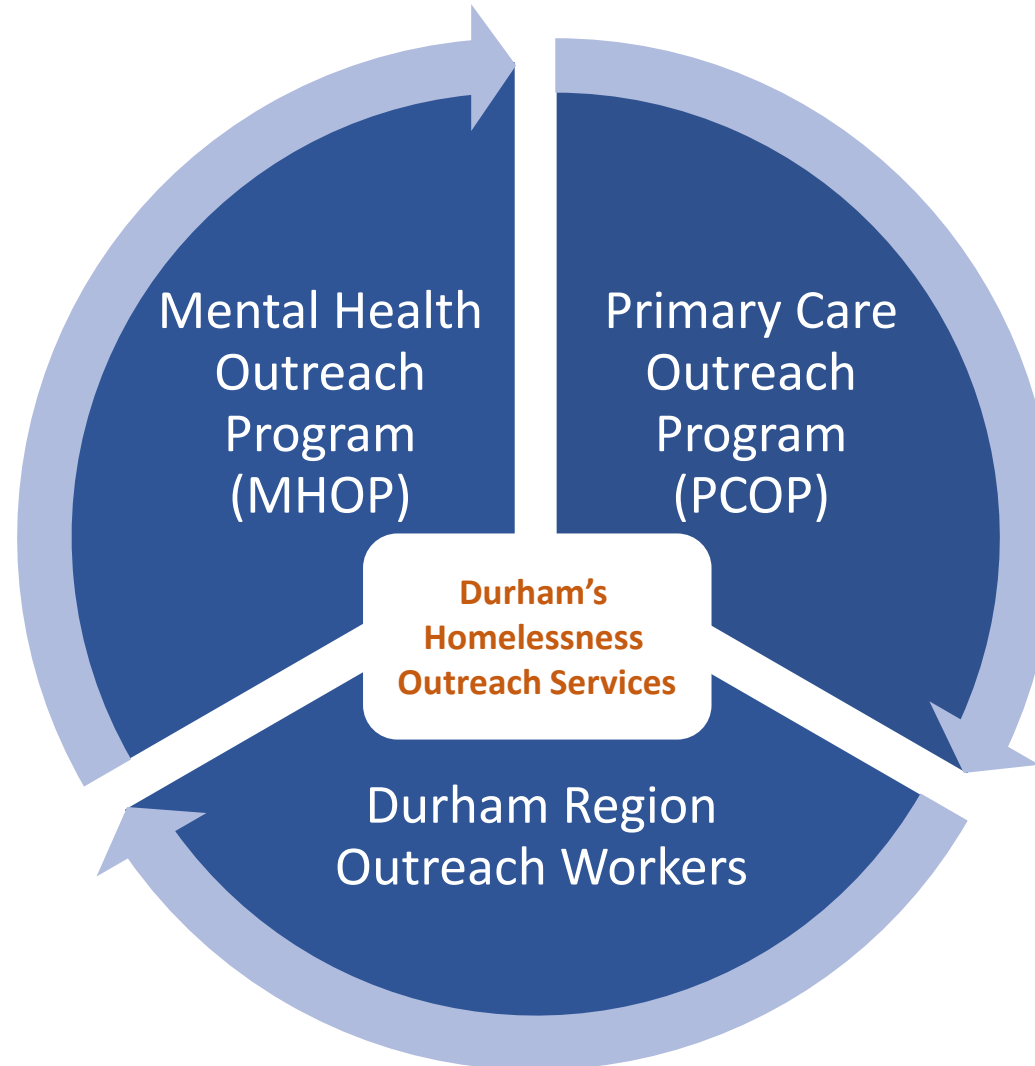
Why is it important?

- The alternative to Coordinated Access is to provide help on a first-come, first-served basis. This means that people who can better navigate the support system get help, not people who need it most
- Coordinated Access helps people access services based on their individualized needs
- Helps track our progress in ending chronic homelessness
- Makes it easier for people to find help
- Helps us identify gaps in service

By-Name List



Durham's Homelessness Outreach Services



Additional Community Street Outreach Programs



**Cornerstone Bridges Street
Outreach Program Oshawa**
Monday - Friday
Hours: 7:00am - 3:00pm
Phone: 905-433-0254



**Community Development Council
Durham (CDCD) Ajax/ Pickering**
Monday - Friday
Hours: 8:30am - 4:30pm
Phone: 905-686-2661 ext. 147



Durham Community Health Centre
Monday - Friday
Hours: 8:00am - 5:00pm
Phone: 289-385-6992 or
289-355-8938



North House
Monday - Friday
Hours: 9:00am - 5:00pm
Phone: 289-640-1929



Key Performance Indicators

Contacts

- Number of interactions with unsheltered individuals, including length of time the individual has been unsheltered.

Interventions

- Number of individuals referred to community agencies/housed.

By-Name List

- Number of individuals added to the BNL

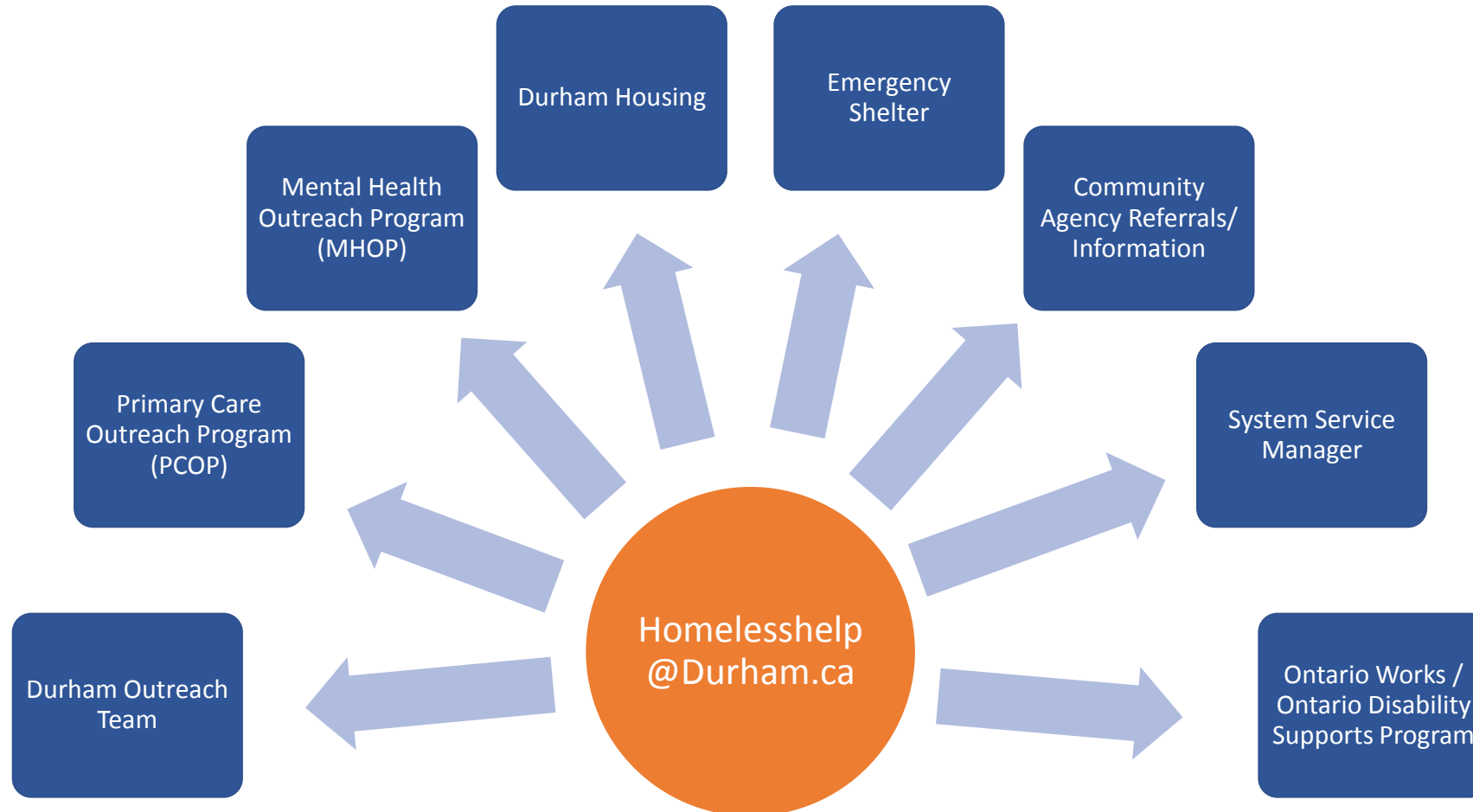
Housing Readiness

- Assistance provided for ID, taxes, social assistance, etc.

Street Hazards/Harm Reduction

- Number of street hazards intercepted; number of individuals provided with harm reduction services.

Homelesshelp@Durham.ca



Training Opportunities

Support for
Patrons

Support for
Staff

Leaving it to
the experts

Establishing
boundaries

Knowing
where to refer
and who to call

Leaning into
expertise

Providing
options

Offering
debriefing
sessions

Empowering others



Questions

Sahar Foroutani
Manager, Homeless System Team

Jocelyn Siciliano
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durham.ca

@RegionofDurham

