



LONDON FOR ALL

A ROADMAP TO END POVERTY



Homelessness Prevention & Housing

4.11 Create a coordinated response with supports and protections for vulnerable people living in the community

Coordinated Informed Response – City of London

London's Coordinated Informed Response works together with multiple service areas and organizations. This caring and compassionate response aims to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.

A 16-week pilot project ran for five months in 2018 known as The Core Area Informed Response. It focused on strategies to address the issues causing public concern and studied the situation to better understand what was happening, collect data and strengthen the Informed Response in the future. With the results of the evaluation, and knowledge gained by working in an integrated pilot program, strategies and actions were applied in forming a more committed initiative to better serve the needs in London.

By-Name List and Coordinated Access

A By-Name List includes everyone currently experiencing homelessness in the community who has consented to share their information. The Coordinated Access List is a subset of the By-Name List that includes those that are active, eligible and interested in the housing support resources offered through the community's Coordinated Access system. A Priority List is a subset of the Coordinated Access List that identifies those with the highest priority for matching to an available housing resource.

In April 2019, the Coordinated Informed Response began as a fulltime initiative. A City funded, coordinated, cross-functional team was put into place.

London's Homeless Prevention System

London's Homeless Prevention System focuses on: Securing Housing; Housing with Support; Housing Stability; and Shelter Diversion.

Housing First - The priority of a Housing First approach is to move individuals and families experiencing homelessness quickly into housing with support and then begin to work on the issues that contributed to their homelessness from the stability and safety of their own home. "A Housing First or Housing with Support approach assists individuals and families by seeking out and supporting the right housing, at the right place, with the right level of support to develop lasting housing stability."

Providing Housing Supports is a strategic area of focus within the 2019-2024 Housing Stability Action Plan. City of London funds seven Housing First programs that provide intensive case management, housing finding and housing stability supports, primarily to chronically homeless individuals with high acuity.

Limited housing stability support exists for individuals only requiring light or moderate support, representing a significant gap in the housing stability system. An opportunity exists to rapidly house lower and moderate acuity individuals thereby significantly reducing the number of individuals experiencing homelessness in London.

The City of London, Homeless Prevention requested proposal submissions from experienced and qualified proponents to provide the following Housing Stability Services and included two representatives from the London Homeless Coalition Steering Committee to serve on the RFP Evaluation Team:

a) Rent Stability Program

The Rent Stability Program is designed to serve low acuity individuals and families experiencing homelessness. Lower acuity participants that do not require the level of housing stability support provided by Rapid Rehousing and Housing First programs, are eligible for enrollment into the Rent Stability Program where they are provided with light support to achieve financial sustainability and housing stability.

b) Rapid Rehousing Program

The Rapid Rehousing Program is designed to serve moderate acuity individuals and families experiencing homelessness. Moderate acuity participants that do not require the level of housing stability support provided by Housing First programs, are eligible for enrollment into the Rapid Rehousing Program where they are provided with moderate case management support to achieve financial sustainability and housing stability. Rapid rehousing is time limited, facilitating households to move quickly out of homelessness and back into the community, where broader resources are available. Connecting participants to services and supports to address ongoing needs is critical to the long-term success of formerly homeless families.

c) Housing Identification Program

The Housing Identification Program is designed to serve individuals and families experiencing homelessness that are enrolled into a Rent Stability Program or Rapid Rehousing Program. The Housing Identification Program staffing may include Housing Finders and Landlord Liaisons. Housing Finders establish and maintain relationships with landlords; build and maintain a housing stock; and support program participants in finding and securing housing. The Landlord Liaisons' role is to facilitate successful tenancy by monitoring rent payment and providing timely tenancy issue resolution support. The above division of responsibilities are suggestions only and can be modified as needed.

Behavioural Response Team – LHSC

The Behavioural Response Team program is an assessment and consultation service for older adults presenting with responsive behaviours related to dementia, mental health or addiction. This service will provide quick assessment and support to individuals in the community or residential care.

London's Community Plan Regarding Street Level Women at Risk

London's Community Plan Regarding Street Level Women at Risk focuses on addressing the housing, exit strategies, health and well-being of women who are involved in street-involved sex work, and/or trading sex for food, drugs or a place to stay. The Community Plan is grounded in the lived experience of street-involved women, and feedback from London service providers.

A "Housing First" approach is the underlying approach of the Plan. A "Housing First" approach shifts the priority to move individuals and families quickly into a home with the supports needed to support their stability. The Street Level Women at Risk Program is a collaboration of 24 organizations working to provide housing and supports to street-level sex workers.

London Connectivity Situational Table

In 2018 the London Police Service formed the London Connectivity Situational Table which provides a multi-partnership approach to wrap services around individuals at acute risk. Representatives from more than 20 local agencies meet once a week to better assess an individual's needs and provide the best support.

The Connectivity Situational Table is a strategic alliance of human services, guided by common principles and processes in order to mitigate risk situations in a timely manner, usually within 24-48 hours. The term "table" highlights that it is a meeting, which

convenes regularly, with police and other human service professionals from a variety of organizations. During a Situation Table, participants work together to review situations of acutely elevated risk (AER) and determine if an individual is at imminent risk of harm and victimization and then coordinate interventions to reduce them. By addressing situations of AER, the table works collaboratively to reduce multiple risk factors that increase the likelihood that someone within a community will experience harm and victimization.

Representatives from LPS and local agencies meet once a week to identify people in the community who are “at risk” and acute, finding ways to better support them. The ability to share information while adhering to privacy allows community agencies to better assess someone who is at risk. The group works hard to protect people’s privacy, while making sure they have access to the supports they need.

An individual has to be deemed at risk and acute by the agencies involved at the table. This means there has to be more than one element of risk, more than one agency involved. When the table determines that the person meets the criteria, the name is put forward to see which agencies might have already been involved in aiding that individual. From there, an action plan is coordinated and only those few agencies will continue to work on the case. The ultimate goal of the initiative is to streamline services for those who need support, so that they can be stable and productive on their own.

Project Home is a housing stability/housing first program which is rooted in the City of London, Homeless Prevention System. Project Home focuses on housing and supporting adults and youth who have experienced chronic and persistent homelessness. A team of support workers help individuals to exit homelessness by assisting them to find housing across the city of London, anchoring them in their community of choice, and establishing a sense of belonging through the provision of assertive and intensive housing first case management.

Project Home is guided by the principles of London’s Homeless Prevention System and housing first philosophy. We believe that as a city we can solve homelessness, and we work closely with a number of community partners to help reach this goal.

Resting Spaces

Through the implementation of Resting Spaces, 20 daytime and overnight resting spaces have been made available to individuals experiencing homelessness who are

demonstrating in-the-moment unpredictable and disruptive behaviours related to their substance use, mental health, and trauma that limits their eligibility to receive services.