

PROMOTING



Northwestern Ontario Regional Conference

Fall 2014



The District of Thunder Bay Social Services Administration Board Consolidated Homelessness Prevention Initiative

Presentation to the
2014 Northwestern Ontario Regional Fall Conference
September 25th, 2014

Mr. William Bradica, CAO
TBDSSAB

Community Homelessness Prevention Initiative (CHPI)

CHPI consolidated five provincial programs to be administered through MMAH:

MCSS

- Consolidated Homelessness Prevention Program
- Emergency Energy Fund
- Emergency Hostel Services
- Domiciliary Hostel Program

MMAH

- Provincial Rent Bank

CHPI Service Categories

Province identified four service categories for CHPI:

- Emergency Shelter Solutions
- Housing and Related Supports
- Services and Supports
- Homelessness Prevention

CHPI Investments

The TBDSSAB made the following investments through the CHPI program:

Funded Program	Provincial Service Category	Funding Amount
Emergency Shelters	Emergency Shelter Solutions	\$936,000
SOS Project	Emergency Shelter Solutions	\$35,000
Housing Security Fund	Homelessness Prevention	\$1,023,000
Poverty Reduction Implementation	Homelessness Prevention	\$35,000
Housing Outreach Program (HOP)	Services and Support	\$64,000
Luther Court Social Service Program	Services and Supports	\$78,000
The Habitat Program	Housing and Related Supports	\$192,000

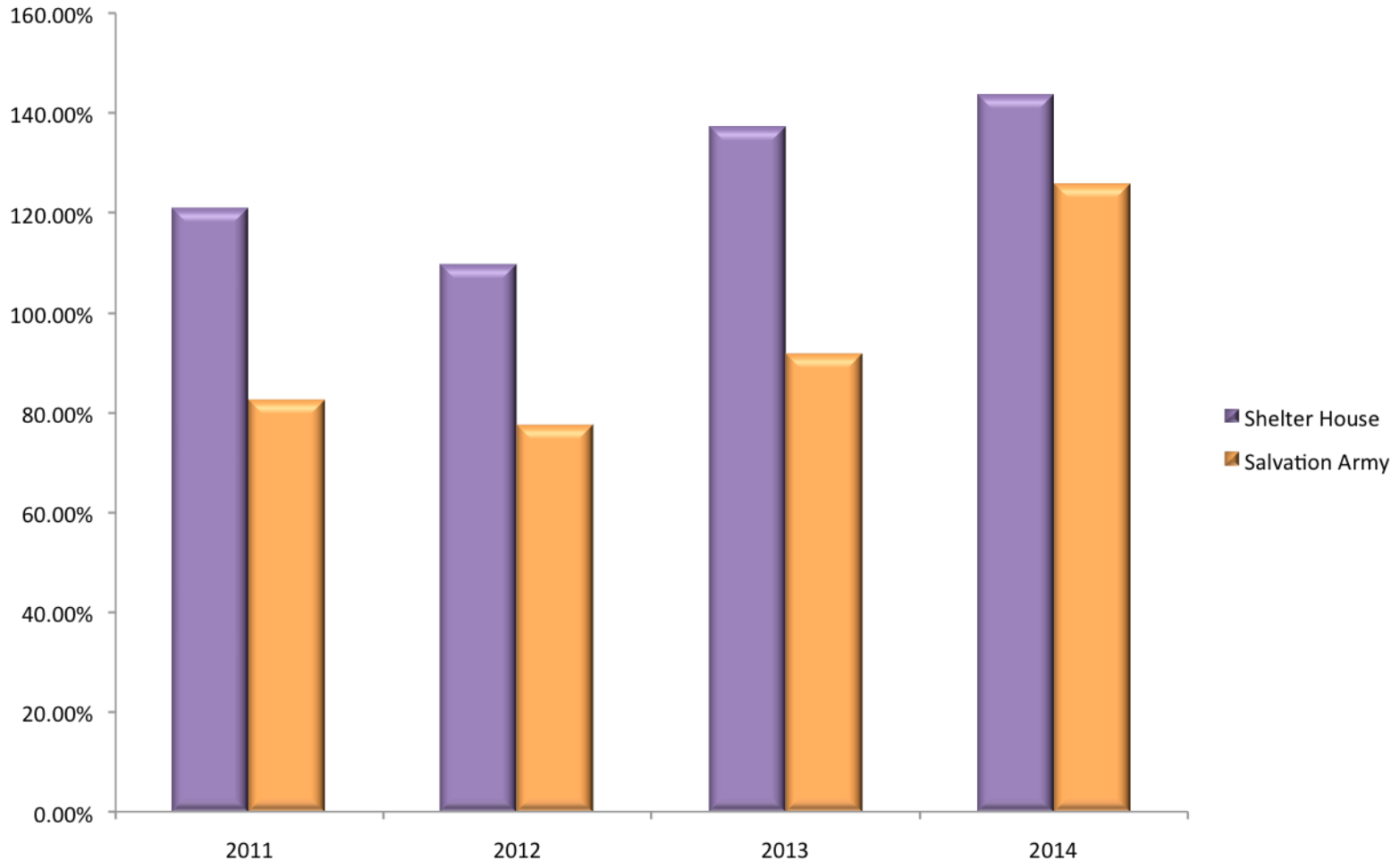
Funding Concerns

- Cancellation of CSUMB for Ontario Works (\$940,000) and ODSP (\$890,000) recipients amounted to \$1.8 million reduction for the District of Thunder Bay.
- With loss of CSUMB included, TBDSSAB homelessness prevention envelope was reduced by \$1.3 million.
- Lobbying effort resulted in a Provincial commitment of a one-time transitional grant of \$730,000.

Street Outreach Service

- TBDSSAB provided \$35,000 for the pilot.
- Cooperation between two funded agencies was key (Shelter House and Salvation Army).
- More people were able to access emergency shelter.
- Imbalance in usage of emergency shelters was addressed.

Emergency Shelter Utilization Rates





Collaborating for Change: Effective Partnerships



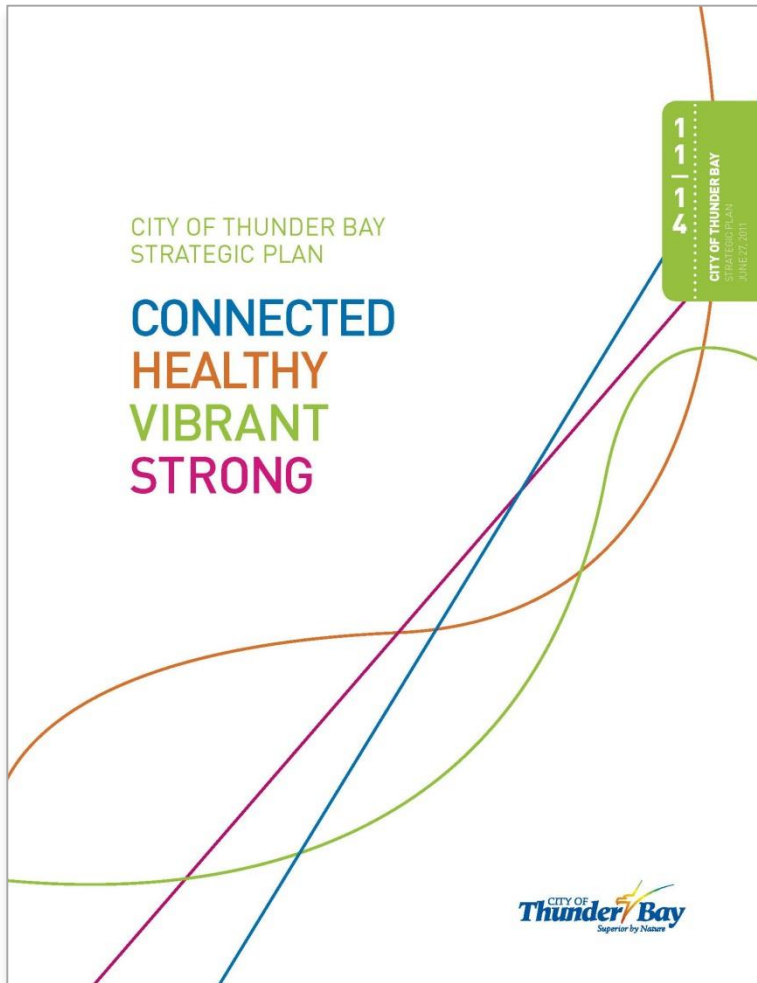
2011 – 2014 City of Thunder Bay Strategic Plan

Principles we believe in:

- *Effective Partnerships*

Quality of Life Pillar

- *Goal 3: A Safe City*



THUNDER BAY
Drug Strategy

Value of Collaborative Strategy



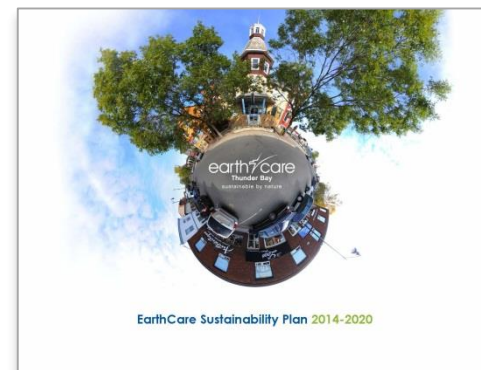
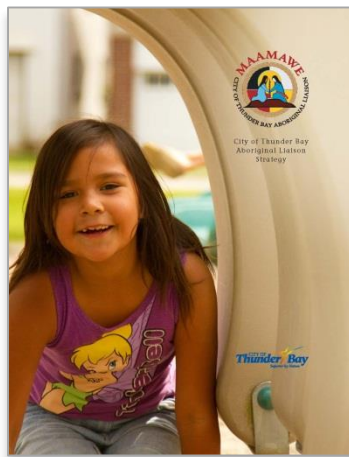
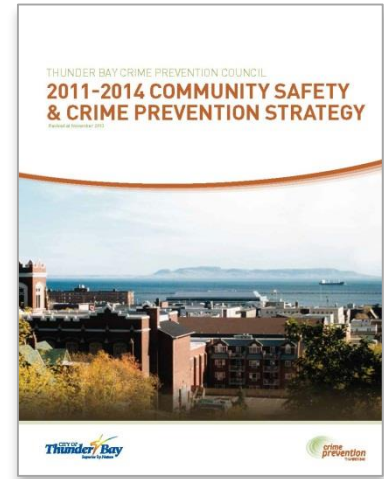
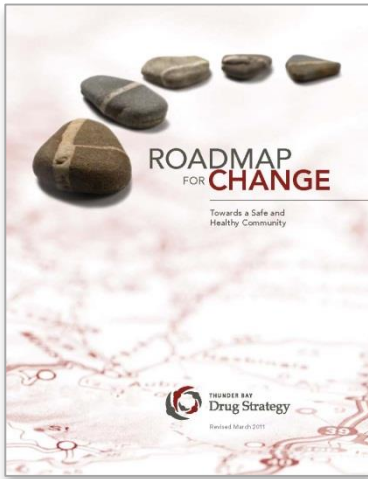
- Better use of existing resources
- Common voice for advocacy/increased resources
- Brings together community partners for evidence-informed action
- Community collaboration ensures sustainability

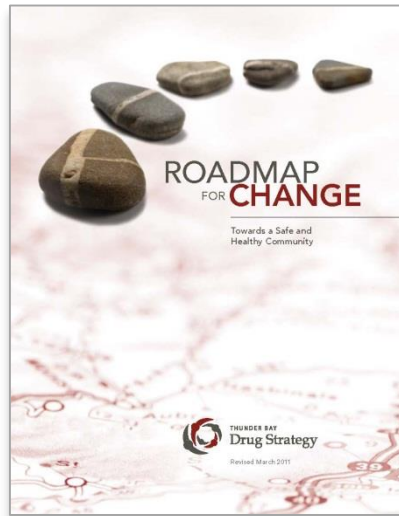
City of Thunder Bay Positioned to Lead



- Ensure an inter-sectoral response
- Co-ordinate existing community resources to mobilize community (FCM)
- Excellent fit with Crime Prevention Council

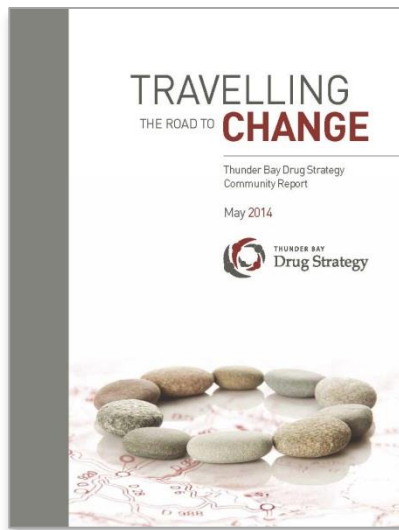
City-Supported Collaborative Strategies





Roadmap for Change

Ratified by City Council – September 2011



Travelling the Road to Change

March 2012 – Priority actions identified for three years

June 2013 – Update on progress of identified priorities

May 2014 – Update on continued progress, planning for future



Vision

To improve the health, safety and well-being of all citizens by working together to reduce the harm caused by substance use

Mission

To implement the Thunder Bay Drug Strategy



TBDS Implementation Panel Members

- AIDS Thunder Bay
- Alpha Court
- BISNO
- Children's Aid Society
- Centre for Addiction & Mental Health
- City Council
- City of Thunder Bay
- Community Members
- Crime Prevention Council
- Consiel scolaire de district catholique des Aurores boreales
- CSSDP
- Dilico Anishinabek Family Care
- Drug Awareness Committee
- Elizabeth Fry Society
- Fort William First Nation
- FWFN Healing Strategy
- Ka-Na-Chi-Hih
- Lakehead Public Schools
- Northwest LHIN
- NorWest Community Health Centres
- Salvation Army
- Shelter House
- St. Joseph's Care Group
- Superior North EMS
- Teen Challenge
- Thunder Bay Counselling Centre
- Thunder Bay Catholic School Board
- Thunder Bay District Health Unit
- TBDSSAB
- TBRHSC
- Thunder Bay Housing & Homelessness Coalition
- Thunder Bay Police
- Thunder Bay Indian Friendship Centre

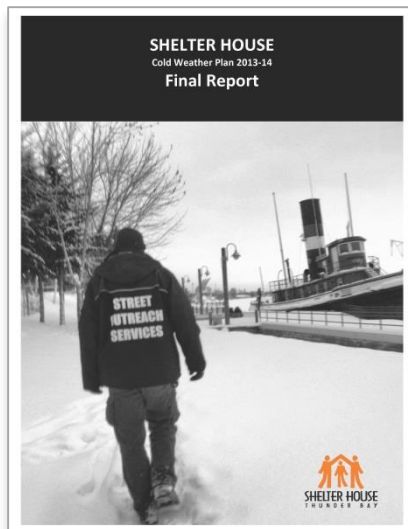
Implementation Structure



What have we accomplished?



- Continued coordination (2012-2014) Centre of Excellence – consultation process
- Kwae Kii Win Centre – research Enhanced Withdrawal Management Services pilot project
- SOS Pilot Project
- Recognized as a leader for innovative and progressive recommendations
 - Sudbury Drug Strategy
 - Other communities
 - Canadian Drug Policy Coalition Report





Karen Lewis, Director - Corporate Strategic Services

Corporate Communications | Strategic Initiatives | Tourism Thunder Bay

City of Thunder Bay

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A black and white photograph of a person walking away from the camera on a snow-covered path. The person is wearing a dark jacket with "STREET OUTREACH SERVICES" printed on the back in white. To the right, a large boat is docked at a pier. The background shows a snowy landscape with trees and streetlights.

**STREET
OUTREACH
SERVICES**

**COLD WEATHER
PLAN 2014-15
OUTCOMES**



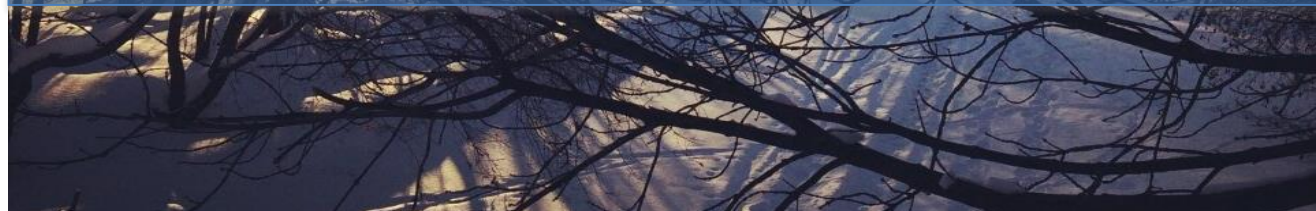


Street Outreach Services: Outcomes

- Increase collaboration between Salvation Army & Shelter House
- Provide Street Outreach Services (SOS) program
- Provide brief day admissions to Shelter House



Three components of Cold Weather Plan





Street Outreach Services: Outcomes

- The mobile unit completed **948 transports**

	December	January	February	March	April	Total
Transports	22	155	185	218	368	948
Daily average of transports	6	5	7	7	13	
Unable to transport**	12	56	66	46	93	180

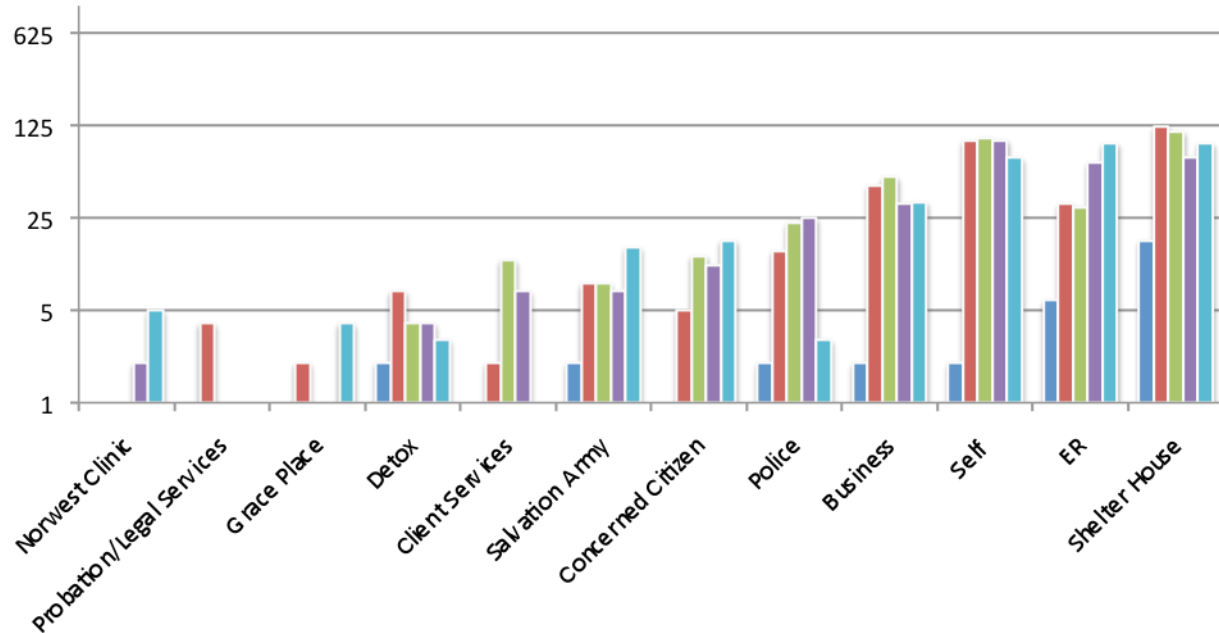
Objective 2: Provide Street Outreach Services (SOS)



Street Outreach Services: Outcomes

Most transfers took place between local businesses, the TBRHSC Emergency Department, Balmoral Withdrawal Management Centre and Shelter House.

- TBRHSC emergency: 34% (22% from, 12% to)
- Businesses: 23% (23% from)
- Balmoral Withdrawal Management Centre : 19% (2% from, 17% to)



High users of services for transfers



Street Outreach Services: Outcomes

- Shelby Ch'ng,
Bridal Unveiled
on steering
committee
- Opportunities to
work with
Downtown BIA

We call the service if there is an intoxicated individual. We try to see if we could get them to Shelter House safely instead of stumbling down the street.

~ Head of Intercity Security

Business perspective on the value of SOS



Street Outreach Services: Outcomes

- Health issues exceeded expertise
- Assessment and triage very difficult (changing states from pick up to delivery, changes during stay)
- 2014-15: Working with TBRHSC/Superior North EMS and Balmoral Centre Withdrawal Management Services for alternatives

Month?	Total Admissions?	Total Hours?
February?	21?	40 hours?
March?	20?	31 hours?
April?	28?	41 hours?

Day Service Room: Challenges



Street Outreach Services: Outcomes

Increased Efficiency For EMS And Police Services

"The SOS team is very helpful....They saved excessive nursing time for people... They would stay with the patient and that was great... They did make things easier for the ER nurses. We really would like to see them (the SOS team) come back." ~ **Emergency Nurse, TBRHSC**

Supporting Northwest Local Health Integration Network Priorities

A nurse is likely to feel more at ease discharging a patient to a team member of the mobile unit. The SOS team has experience with the patient population. They are able to have a dialogue with the patient, so that they can be informed of all the options available to them. ~ **Emergency Nurse, TBRHSC**

Improved Perception of Safety in the Community

SOS provides the required help in the form of transportation, shelter and offers information on available programs and services. When not dealing with disorder and substance use issues, police can be engaged in more proactive core policing functions. It would be a great benefit to the TBPS to have the SOS program continue. ~ **Inspector Sylvie Hauth, Thunder Bay Police Service**

Social Impact of SOS



Street Outreach Services: Outcomes

- Health and safety of both staff and service users are of utmost priority.
- Policies, procedures and training developed with risk assessment tools from Ministry of Labour.

Staff Training components

- Policies and Procedures
- NVCI / de-escalation
- Thunder Bay Police
- Superior North EMS
- Balmoral Withdrawal Management
- Boundaries
- Peer Debriefing/ Vicarious Trauma
- Scenario/Role play
- Safe Encampment Outreach

Safety and mitigating risk





Street Outreach Services: Outcomes

- Shelter House
- Salvation Army
- Balmoral Withdrawal Mgmt. Centre
- Superior North EMS
- Thunder Bay Police Service
- Neighbourhood to Build City of Thunder Bay – Drug Strategy
- Tbaytel
- NorWest Community Health Centres
- SafetyLine
- The District of Thunder Bay Social Services Administration Board



Neighbourhood to Build



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD



Steering Committee Members & Funders



Street Outreach Services: Outcomes



Questions?