

PROGRAM TYPES



Calgary Homeless
FOUNDATION

RESOURCE GUIDE

Adult Sector Housing Programs

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CHF System Planning Framework Program Definitions

Prevention Services offer short-term financial assistance and limited case management to prevent housing loss due to a housing crisis.

Emergency Shelter is any facility with the primary purpose of providing temporary accommodations and essential services for homeless individuals. Shelters provide essential services to homeless clients and can play a key role in ending homelessness as these services often focus efforts on engaging clients in the rehousing process.

Outreach⁴ involves moving outside the walls of the agency to engage people experiencing homelessness who may be disconnected and alienated - not only from mainstream services and supports, but from the services targeting homeless persons as well.

Transitional housing refers to a supportive, yet temporary, type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support (for addictions and mental health, for instance), life skills and in some cases, education and training (*The Homeless Hub, n.d.*).

Coordinated Access and Assessment is a process for individuals experiencing homelessness to access housing and support services. It is a system-wide program designed to meet the needs of the most chronic and vulnerable individuals first, (triaging by criteria), while ensuring all people who come into contact with the homeless system are assessed and provided with appropriate supports to exit homelessness.

Non-market housing is typically described as subsidized, social, or affordable housing units. Non-market housing varies in its operations, but commonly has rents below market value; may provide social services or supports; and is typically targeted to individuals and families with low-incomes. It is often operated by non-profit organizations. It may or may not receive operating subsidies from government, however, at some point, (such as during construction), it received government funding⁶.

Adaptive Case Management offers client directed, flexible supports with financial assistance for those experiencing homelessness to secure and sustain housing. This program targets any acuity of individual or families with services adapted to the needs and wishes of the client at any given time in the program.

Supportive Housing programs provide case management and housing supports to individuals and families who are considered moderate to high acuity. In Supportive Housing programs, the goal for the client is that over time and with case management support, the client(s) will be able to achieve housing stability and independence.

Permanent Supportive Housing (PSH) is a long-term supportive housing model that targets individuals who experience chronic homelessness and are highest acuity; they experience extreme difficulty exiting homelessness on their own due to multiple barriers, (e.g., substance use, mental illness, high rates of trauma, developmental disability, and cognitive impairment), in addition to housing cost and financial barriers. Clients are offered access to a range of support services - although participation is not always required.

Assertive Community Treatment (ACT) is an integrated team-based approach designed to provide comprehensive community-based supports to help people remain stably housed. These teams may consist of physicians and other health care providers, social workers and peer support workers.

For more detailed information on each program definition go to

http://calgaryhomeless.com/content/uploads/SSPF_V116_2017-03-15.pdf

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ACT - Assertive Community Treatment(Pathways)

Pathways to Housing – The Alex

Pathways to Housing offers subsidized, scattered site housing to chronically homeless individuals with a suspected or diagnosed psychotic illness. Using a harm reduction approach, our multidisciplinary Assertive Community Treatment team provides medical, psychiatric, and social supports via outreach visits and through programming in our clinic. Clients enrolled in Pathways must be 18+, have sufficient independent living skills, and open to visiting with team members a minimum of once per week.

Regional Housing – BOSH

Bridgeland & Ophelia Supportive Housing – Alberta Health Services

The Bridgeland/Ophelia Supported Housing Program is a partnership program between Alberta Health Services (AHS) Regional Housing Program and Home Space Society that will provide housing along with mental health services to adults with a severe and persistent mental illness who are experiencing homelessness. Individuals in this program will be supported by a case management model that includes a psychiatrist, mental health nurse clinician and an outreach worker.

Community (Scattered Site)

Aboriginal Homeless Initiative – AFCC

The AHI program provides Permanent Supportive Housing for a maximum of 40 Chronically Homeless - Aboriginal Singles. The program has three (3) inter-related components:

1. Case Management Supports – AHI's case managers will develop and coordinate specific service plans for Aboriginal individuals in the program which will incorporate culturally appropriate cultural supports with Elder support.
2. Mental Health Intervention and Cultural Supports - The program will offer both mental health services by collaborating with Elbow River Healing Lodge Mental Health team, as well as cultural interventions to each individual in the program. Case management will contribute to assessments of required specific interventions as necessary to diminish or alleviate disabling conditions, as defined by the Human Services.
3. Subsidized Housing will be available for individuals involved in the program at off-site locations.

HomeBase – The Alex

The Alex HomeBase uses the Intensive Case Management model to support high acuity clients exiting homelessness to attain and maintain scattered site housing. Clients of HomeBase must be over 18 and wishing to exit chronic homelessness. HomeBase operates with a harm reduction lens and, although client's housing is subsidized, clients are responsible for leasing and rental payments.

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Alpha Community Housing – Alpha House

This is a scattered-site program (capacity of 161 clients) that works with men and women to progress towards independent and sustainable living. One of our valued partnerships is with the Aboriginal Friendship Center of Calgary where our clients have access to weekly sweat ceremonies on the reserve. A partnership with CUPS also allows for outreach doctors and nurses to attend clinics at Alpha House shelter, where housing clients can also make appointments at. In addition, clients have access to supports offered by the Volunteer, Employment and Recreation Caseworker, Indigenous Cultural Reconnection Coordinator and Peer Support worker. Clients who have achieved housing stability also move on to the graduation caseload where the final piece of financial sustainability and/or low-income housing is worked on with one specific caseworker.

Key Case Management – CUPS

This is a 2-year housing-first program for up to 85 adults (singles, couples and pregnant woman) who have experienced ongoing homelessness and includes housing location and on-going case management. Case Management supports to individuals with the goal of maintaining rental market housing and increase quality of life through:

- access to permanent housing with no barriers or housing readiness
- developing individualized service plans,
- enhancing life skills, addressing health and mental health needs
- building social and community connections by engaging in activities that are meaningful to the client

Housing Plus Program – Mustard Seed

The Mustard Seed's Housing Plus Program is a housing first, harm reduction, client-centered program which is based upon the ACT Model. The program is setup to last for 2 years, at which point each person in the program will ideally be stable with their housing, their finances, and will have an established support network that they can rely on in time of need. When someone first enters our program, we ask them what they are looking for in an apartment and neighborhood to live in, and then we strive to find an apartment unit for them that matches their preferences as closely as possible. We also provide each program participant with a rental subsidy and damage deposit when they move into their apartment unit. Each person participating in the Housing Plus Program will have a caseworker working with them to help them determine what they would like to work on and then help them accomplish those goals.

Adult Housing Reintegration Program – Calgary John Howard

The Calgary John Howard Society Adult Housing Reintegration Program (AHRP) helps people who are experiencing chronic homelessness as well as having had interactions with the criminal justice system. We connect with individuals who are in need of a housing solution that involves living individually in a harm reduction, scattered housing arrangement. Our focus is on developing relationships with individuals as part of a reintegration plan supported by caseworkers, an occupational therapist as well as an agency with over 60 years of assisting men and women create positive change in their lives and our community. We help our residents obtain financial supports, connect within our agency and in the community for employment supports, as well as community-based mental and physical health supports as needed.

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Non-Market Housing

Community Development – CUPS

CUPS Inclusive Housing (Community Development Program) is designed for both singles and families of mixed acuity levels, we are housing first and sobriety is not required. There are 4 apartment buildings with a total of 150 suites ranging from bachelor to 3 bedroom apartments. Each building is staffed by a single Community Developer working Monday to Friday, 8-4. This is not a 24/7 program. Each building has a resource center which provides a variety of programming. This includes everything from Community Kitchens to after school programs for children. Staff does not case manage in the traditional sense, but more provides and connections to resources allowing and encouraging program participants to self-manage. It is a good fit for clients who are seeking increased social connections and have a desire to become part of a community and whose preference it is not to have a traditional case manager. CUPS as an organization is able to provide additional services such as medical, mental health supports and parenting programs to any of the Community Development program participants. RTA applies so tenants live under the same rules they would at any market rental apartment building. Rent is paid based on 30% of income.

Mobility Issues

Bridge to Home – Accessible Housing Society

The Bridge to Home program is a Housing First program with a Scattered Site, Supportive Housing approach that focuses on individuals (both male and female) with physical disabilities and mobility limitations who are experiencing chronic or episodic homelessness.

A team of Case Workers provide case management support to address the immediate and long term needs of these individuals. They assist the clients to find and sustain appropriate housing in the community. This involves goal setting, follow up support, life skills and social/recreational development, and other information exchanges on topics like money management, etc. Referrals and access to treatment and community services are also facilitated.

Sobriety

Keys to Recovery – Keys to Recovery Society

The primary goals for Keys to Recovery are to assist our clients in maintaining their housing, sobriety and to regain their independence. The program assists those individuals who are currently in addiction treatment centers, who are triaged as high acuity with complex needs. Individuals completing treatment will be supported to secure housing and continue to receive support to maintain their housing. Individuals who are rehoused via this program and unable to maintain their sobriety while in housing, will be supported in accessing any additional or further services they deem appropriate for themselves (such as a return to addictions treatment or detoxification) with the over-arching goal to be prevention of housing loss. These could include other services for housing stability currently available in Calgary.

Living in Community – Calgary Dream Centre

The “Living in Community” Program serves men who have struggled to live in normal living situations ending up on the streets in emergency shelters or other places unfit for habitation. We provide men with a permanent home and supports that include case management, counseling, basic needs, medical services, support groups, addictions treatment programs and life skills. These services along with a supportive community will help them build healthy community relationships enabling them to successfully maintain housing.

Our program embraces collaborative community based intervention that places the person at the center of a holistic model of support necessary to secure housing and provide supports to sustain this housing while building independence. Case managers are successful because we are focused on the right matching of services, person centered, adaptive, individualized, culturally appropriate, flexible, holistic, long term, multi-disciplinary that includes advocacy focused on establishing networks and

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relationships that include coordination, engagement and the assurance that the processes and principles of case management are in place.

PSH – Harm Reduction

Stepping Stone Manor – Calgary John Howard Society

Stepping Stone Manor has the capacity to serve 29 high acuity individuals experiencing homelessness. CJHS brings 30 years of experience operating community-based housing for adults experiencing chronic homelessness, criminal involvement, lack of income and co-occurring issues such as mental health, addictions, cognitive delay, FASD, and other conditions. The goal of the program is to improve quality of life for the residents of Stepping Stone Manor by developing options for positive community living. Through the intensive support of case management one of the primary goals of the program is to reduce the residents' utilization of emergency services. The core services of housing, supportive services, case management, goal planning, referrals and linkages, development of living skills, building positive community, Occupational Therapy and financial resources are designed to meet the needs of the target population.

The Prelude – The Alex

Prelude is a part of The Alex and is a 22-bed place based building in Radisson Heights. It offers 24/7 staffing, secure, controlled entry, and support for clients who are involved in active substance use and or have significant difficulty with managing independent housing. All clients at Prelude will have access to The Alex housing first medical clinic for medical and psychiatric supports. Recreation and family supports will be a part of regular programming in addition to case management. Harm reduction practices will be used to best support clients on a case by case basis. There are two fully accessible suites at Prelude, and clients are scheduled to start moving into the building in June 2017.

The Madison – Alpha House

A 15 unit building (self-contained one bedroom units) that prioritizes individuals (males and females) who have served with the Canadian Armed Forces. Residents have access to the Volunteer, Employment and Recreation programming, Indigenous Cultural Reconnection Coordinator and Peer Support worker in addition to weekly visits done by a trauma counsellor. Residents are also eligible for programs specifically designed to support veterans, these programs include VAC, OSI, Poppy Fund and Transitions to Community. Money and alcohol management supports are available for appropriate residents. Harm reduction supplies available on-site.

Sunalta Lodging Housing – Alpha House

A 32 unit building (rooming house style with bachelor's units and shared bathroom and kitchen facilities) that prioritizes Indigenous individuals (males and females). Residents have access to the Volunteer, Employment and Recreation programming, Indigenous Cultural Reconnection Coordinator and Peer Support worker. A partnership with CUPS offers residents in-house support with a nurse (weekly visits) and doctor (bi-weekly visits). Money, alcohol and cigarettes management supports are available for appropriate residents. Harm reduction supplies available on-site. Meals on Wheels provides building-wide suppers to encourage community building and to support those who are unable to cook for themselves. Regular programming provided by on-site PSH staff.

Francis Manor – Alpha House

A 26 unit building (a mix of self-contained bachelors and one bedroom units) that works with vulnerable males and females in housing stability. Residents have access to the Volunteer, Employment and Recreation programming, Indigenous Cultural Reconnection Coordinator and Peer Support worker. A partnership with CUPS offers residents in-house support with a nurse (weekly visits) and doctor (bi-weekly visits). Money, alcohol and cigarettes management supports are available for appropriate residents. Harm reduction supplies available on-site. Meals on Wheels provides building-wide suppers to encourage community building and to support those who are unable to cook for themselves. Regular programming provided on Sundays by on-site PSH staff which includes beauty days, board games, karaoke, barbecues and baking classes.

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Aurora on the Park – Alpha House

A 24 unit accessible building (self-contained barrier-free bachelors' units) that prioritizes individuals (males and females) with mobility issues. Residents have access to the Volunteer, Employment and Recreation programming, Indigenous Cultural Reconnection Coordinator and Peer Support worker. A partnership with CUPS offers residents in-house support with a nurse (weekly visits). Money, alcohol and cigarettes management supports are available for appropriate residents. Harm reduction supplies available on-site. Meals on Wheels provides building-wide suppers to encourage community building and to support those who are unable to cook for themselves. Regular programming provided on Sundays by on-site PSH staff which include art projects, karaoke, bingo, baking and pancake breakfasts.

Croydon – YW

The YW Calgary, Community Housing Program (CHP) provides permanent supportive housing to single women who have been assessed as high acuity and have experienced multiple barriers to sustaining housing. These include chronic homelessness, mental health, addictions, trauma, domestic abuse and physical health challenges. Program delivery follows a harm reduction philosophy and service delivery is guided by the YW Calgary's practice framework. The Croydon building houses 15 women and provides 24 hour client support on site, secure entry and individualized case management and goal setting. Staff run activities and life skill building programs in order to build a sense of social inclusion and develop a sense of mastery over their lives.

Providence – YW

The YW Calgary, Community Housing Program (CHP) provides permanent supportive housing to single women who have been assessed as high acuity and have experienced multiple barriers to sustaining housing. These include chronic homelessness, mental health, addictions, trauma, domestic abuse and physical health challenges. The Providence building houses 24 women and provides 24 hour client support on site, secure entry and individualized case management and goal setting. Staff run activities and life skill building programs in order to build a sense of social inclusion and develop a sense of mastery over their lives. Program delivery follows a harm reduction philosophy and service delivery is guided by the YW Calgary's practice framework.

NewBridge – Accessible Housing Society

Newbridge provides Permanent Supportive Housing and is founded on the principles of Housing First, harm reduction, client-centered, strength-based support, and therapeutic community. Newbridge provides housing opportunities for homeless individuals with mobility impairments. The program serves individuals who are chronically homeless and have physical disabilities and mobility impairments. Clients have a high acuity and a complexity of care needs including mental health, medical and substance use issues. These individuals tend to have costly involvement in public systems. They are in need of safe, affordable and accessible housing. They are prioritized based on extended length of stay in shelters, length of time homeless, mobility issues and frequent/repetitive hospital visits and inpatient stays.

PSH – Health

Abbeydale Place – The ALEX

Abbeydale Place is part of The Alex and is a 20-bed place based building in Abbeydale. It offers 24/7 staffing, secure controlled entry and all meals. Most clients are still engaged in using their substance of choice, primarily alcohol, and have historically not been able to maintain housing in scattered site. All clients at Abbeydale have access to The Alex housing first medical clinic for medical and psychiatric supports. Recreation and family supports are a regular part of programming in addition to case management. Harm reduction practices will be used to best support clients on a case by case basis.