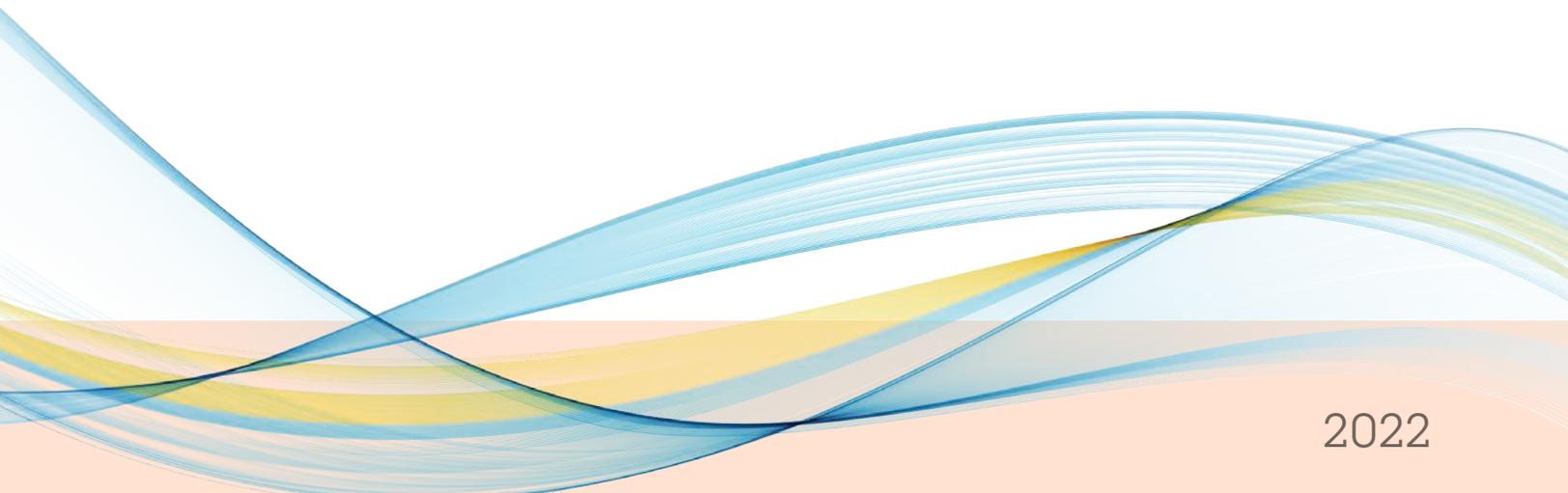




COMMUNITY NEEDS
ASSESSMENT ON
EMERGENCY SHELTERS



Progress to Date



2022

Community Needs Assessment on Emergency Shelters

Progress to Date

Overview

In 2019, the Department of Social Development and Housing contracted an independent consultant, AOR Solutions, to undertake a community needs assessment to inform planning for emergency shelter in Prince Edward Island. The assessment and government's response were publicly released in November 2019 along with an update on progress made in June 2020.

This document provides an update on the status of implementation of the recommendations as of June 2022.

The community needs assessment makes three broad recommendations with a series of layered recommendations within each of these:

- 1. Increase housing supply for emergency shelters, transitional housing, supportive housing and subsidized housing:** 19 action items were identified to lower gaps in service relating to recommendation #1; of these, all are considered completed. However, the work in this area is never complete. Additional social housing units, additional collaboration and connection among community organizations, and increased options for transitional and supportive housing are among action items to be prioritized.
- 2. Adopt a client-centered, collaborative approach:** 37 action items were identified to lower gaps in service relating to recommendation #2; of these, all are considered completed. However, the work in this area is never complete. Continuing to increase case management, focusing on additional supports for a stepped model of supportive housing and continued work in public education and the destigmatization of homelessness and housing insecurity are among action items to be prioritized.
- 3. Develop standard data collection approaches and common reporting:** four action items were identified to lower gaps in service relating to recommendation #3; of these, all have been identified as completed.

While several action items have been identified completed or close to completion, the work in delivering emergency, transitional and supportive housing is on going and does not have an end date. The department will continue to work collectively with federal, municipal and community partners to deliver supports and services that support homeless or housing insecure Islanders.

Minister's Message

Housing is a fundamental requirement for individual and families to be productive, healthy and successful citizens. Housing is not just about four walls and a roof. Safe and appropriate housing is a basic support that contributes to personal well-being, economic strength, and strong communities. Since 2019, we have seen the housing landscape drastically change in Prince Edward Island.

Prior to the COVID-19 pandemic, pressures due to population growth, shifting housing needs of an aging population, increasing gentrification, increasing tourism, increasing urban settlement and increasing demand for international student housing all contributed to the dynamic changes that are occurring. The COVID-19 pandemic generated pressures in the construction industry, supply chain challenges and material shortages, which delayed the building of social and affordable housing projects in PEI.

Despite these challenges, we have continued to make progress. Since this report was first commissioned in 2019, Government has made tremendous investments in housing including options for emergency, transitional, and supportive housing service and daytime support services including, but not limited to:

- *Launched the Community Outreach Centre, providing daytime wrap support services to hundreds of Islanders;*
- *Helped to launch Coordinated Access and implement a data collection system for Islanders accessing community and governmental services;*
- *Helped dozens of youth with their transition into adulthood by launching the Transition Home for Youth;*
- *Helped a community organization establish a women's shelter and transitional housing in the Summerside area;*
- *Supported the construction of 103 social housing units, leveraging another 172 market units through developer led projects; and*
- *Supported 17 community or municipal organizations through the Community Housing Fund.*

Since 2019, PEI vacancy rates have increased, we supported Blooming House Women's Shelter Inc. in creating a low-barrier overnight women's shelter in the greater Charlottetown area, and launched Addressing Homelessness PEI and the Community Outreach Centre Working Group to adequately address housing supports for Islanders most in need.

We know that an adequate supply of safe, affordable and appropriate housing is a prerequisite to truly ending homelessness in the long term, which Government has committed to working toward through the *Poverty Elimination Strategy Act*.

This report reflects the achievements made since the initial progress report in June 2020. These achievements have transpired from the ongoing work of community partners through Addressing Homelessness PEI, staff in the Department of Social Development and Housing and a strong network of volunteers and advocates. Through successful partnerships, we will continue to provide access to emergency and supportive housing to Islanders who need it most.



Hon. Matthew MacKay

*Minister of Social Development and Housing**

*For the reporting period, MLA Brad Trivers served as Minister responsible for Social Development and Housing.



Addressing the Recommendations

Recommendation #1: Increase housing supply for emergency shelters, transitional housing, supportive housing and subsidized housing.

This recommendation requires investments and collaboration by the province, the federal government, community partners and private developers. Some of the recommendations and actions required have been initiated and will continue; while others will require time to secure funding, to develop plans, to identify partners and to physically construct units.

Consultant's Recommendation	Update – June 2022
<p>Identify a long-term solution for a women's shelter with 24/7 coverage, providing dedicated case management and wrap-around services based on the review of the women's shelter pilot with Blooming House.</p>	<p>Blooming House:</p> <ul style="list-style-type: none"> Increased funding to Blooming House Women's Shelter. This increase allowed Blooming House to hire a full-time Resource Coordinator and extend its operational hours to 4 p.m. to 8 a.m. Supported the development of a strategic plan for Blooming House. Funding was provided through the Community Housing Fund, a partnership between the Canadian Mental Health Association and the Province of PEI. This fund provides financial support to non-profits, community-based service organizations, municipalities and the private sector to develop affordable housing projects. Blooming House is a partner in Addressing Homelessness PEI, a collaborative effort of 17 government and community organizations implementing coordinated access to ensure fair and equitable access to services and resources, and HIFIS 4.0 (Homeless Individuals and Families Information System) as a web-based IT platform for sharing common client information. Addressing Homelessness PEI has a goal of reducing and ending homelessness. Blooming House is a member of both the Governance Team and the By Name List/Case¹ Conference Table². <p>Daytime Support at Community Outreach Centre:</p> <ul style="list-style-type: none"> The Community Outreach Centre operates daily from 8a.m. to 8p.m. seven days a week providing day-time services and wrap-around support to individuals experiencing homelessness. <p>New Shelter & Transitional Housing for Women:</p> <ul style="list-style-type: none"> The Department of Social Development and Housing (SDH) has worked with the Boys and Girls Club of Summerside to develop LifeHouse Summerside, offering emergency and transitional units to women and children. <p>Additional Funding:</p> <ul style="list-style-type: none"> SDH is finalizing a service agreement with Chief Mary Bernard Memorial Women's Shelter to reimburse them for services provided. <p>Continuing Efforts:</p> <ul style="list-style-type: none"> SDH continues to assess the needs in the community to address this recommendation. SDH will issue a call for Expressions of Interest to offer transitional housing for women in 2022.

1. "The By Name List is a registry of individuals facing homelessness and housing insecurity that is prioritized based on need and personal factors. The By Name List is a shared registry between members of Addressing Homelessness PEI."

2. "The Case Conference Table is a bi-weekly roundtable meeting of members of the governance team to support individuals either on The By Name List or who have been placed in housing from the By Name List."

Consultant's Recommendation	Update – June 2022
<p>Build additional transitional and supported living options, recognizing the need for a mix of highly structured and supervised housing, minimally structured and supervised housing and unsupervised independent living housing.</p>	<p>Current Offerings:</p> <ul style="list-style-type: none"> • Smith Lodge is currently offering nine transitional housing beds to identifying males, providing housing, case management and programming. The service agreement with the Salvation Army is in place until March 31, 2023. • SDH continues to work with its community partners to explore and offer additional scattered sites throughout the community and across our Island. Case management supports are currently being provided by Salvation Army, Blooming House, Native Council of PEI, and the Housing Navigator. There are currently seven single units in scattered locations, with plans to expand to 12 units by Fall 2022. <p>Continuing Efforts:</p> <ul style="list-style-type: none"> • SDH continues to work with community partners to identify needs and offer additional supportive housing options. • SDH issued a call for Expressions of Interest to offer transitional housing for men and women in 2022. <p>Queens Country Residential Services (QCRS) completed building units for people with accessibility options and are now open. This build included space for six people, one respite care space and three independent apartments.</p> <p>In April 2022, the province announced funding to six organizations through the Community Housing Fund and invested another \$3M with \$500K earmarked for indigenous housing projects.</p> <p>Government has provided support to developers to access federal Co-Investment Fund – projects with APM Montague, APM Stratford, and King's Square Affordable Housing. All projects are complete.</p> <p>Prince Edward Island Housing Corporation partnered with PEI Family Violence Prevention Inc. to create ten units for women fleeing violence and with Child and Family Services to create ten units for youth transitioning out of care.</p> <p>In both of these service models, staff provide supervised wrap around supports.</p> <p>The Canadian Mental Health Association-PEI received \$2M to develop a 28-unit, four-story apartment complex on Fitzroy Street in Charlottetown. Plans include 20 one-bedroom units and eight studio apartments, including four accessible units. It is currently under construction and expect to open in Fall 2022. Staff from Housing Services will be involved in developing selection criteria to ensure that people from the social housing registry are considered for placement in these units.</p> <p>The Province provided funding of \$587,019 to Inclusions East to construct a nine unit independent and supportive living centre. This centre is scheduled to open in 2022.</p>
<p>Continue to increase rent subsidies to keep people in market-rental accommodations.</p>	<p>Through a joint investment of \$40.7M with CMHC, PEI is continuing the process to co-develop the PEI-Canada Housing Benefit, which will provide additional help to approximately 2,200 low income Islanders who require assistance with rental costs.</p> <p>The Canada Housing Benefit funding agreement is in place until 2028. As of June 2022, approximately 1,230 mobile rental vouchers have been implemented and are in use.</p> <p>In 2021, through the Canada Housing Benefit the department issued 175 mobile rental vouchers and issued 269 in 2022 along with 220 budgeted for 2023.</p> <p>Other departmental initiatives to ensure Islanders can maintain market-rental accommodations include a January 2022 announcement where approximately 4,000 households receiving Social Assistance or Assured Income saw a permanent increase in the amount that they receive to support their basic needs.</p>

Continue implementation of the Housing Action Plan including measures to increase the long-term, affordable housing stock.

The Housing Priorities Team is composed of inter-departmental senior leaders that connect regularly to research, coordinate and plan initiatives to increase the stock of affordable housing on PEI.

The Housing Action Plan Progress Report released in August 2021 noted ten units of family and senior housing in Morell plus ten units of family and senior housing in Georgetown with the land contributed by Municipality of Three Rivers. The construction of these projects have started.

The PEI Housing Corporation is also in the final design stages for two further builds in Summerside and Charlottetown that will create an additional 61 units.

The Community Housing Fund has received a total provincial investment of \$12M since 2019 with a commitment of \$5.9M in projects so far. Currently, organizations approved by the Community Housing Fund include:

- Blooming House Women's Shelter
- Town of Stratford
- Valley Cooperative
- CMHA-PEI
- Native Council of PEI
- CMHA-PEI
- Resource Abilities
- Community Inclusions
- Lennon House
- Royal Canadian Legion – PEI
- Cymbria Lions Club
- Souris Harbourview
- Inclusions East
- Queen County Residential Services
- Parkdale Sherwood Lions Club
- Harvest House
- Sticks and Stones Development

Out of these organizations, ten projects have been funded for construction, seven for pre-construction and four for capacity building and research. Some organizations have received funding for more than one project. In 2022, \$500,000 was earmarked specifically for Indigenous housing projects through the Community Housing Fund.

The Affordable Housing Development Program supports the development of affordable rental units. Assistance is provided to private entrepreneurs, non-profit corporations, municipalities, development corporations or housing cooperatives who are building affordable housing units in Prince Edward Island.

As of May 2022, the Multi Unit Residential Loan program (through Finance PEI) has approved 228 units, 20 designated as affordable with a total funding commitment \$21.6M.

The Affordable Housing Development Program launched in 2019 to support Islanders on the social housing registry with rent set at 25 per cent of income. To date, government has initiated 103 affordable units leveraging another 172 market units.

Prior to the Affordable Housing Development Program, agreements with developers were initiated to develop 247 affordable units (now all completed).

Government has supported the increase in housing stock on PEI since 2019, through the construction and purchase of government-owned units and through funding support for private developers to construct affordable units:

Construction/purchase of government-owned units – 106 units;
Private developer units – 140 units (37 units still under construction and/or planning phase).

<p>Work to ensure all emergency shelters provide 24/7 coverage, dedicated case management and wrap-around services.</p>	<p>Ongoing Efforts:</p> <p>Government is committed to offering support on a 24 hour/day basis. This support includes a mix of overnight shelter, daytime support and case management. Service agreements are reviewed to ensure needs are being met and gaps, where identified are addressed.</p> <p>There are a number of different forums where government and community partners work together to identify appropriate services (i.e., Bridge, Addressing Homelessness PEI, Community Outreach Center Working Group).</p> <p>Since 2020, there has been significant progress with streamlining case management. The implementation of HIFIS through Addressing Homelessness is one way government and community partners is increasing access to case management and wrap-around services.</p> <p>There are several community partners offering case management including Blooming House, Canadian Mental Health Association, the Adventure Group at the Community Outreach Center, Peers Alliance (Street Outreach Worker), the John Howard Society (Prevention and Diversion Coordinator), the Salvation Army and the Native Council of PEI.</p> <p>SDH continues its relationship with the Community Advisory Board and the Rural and Remote Advisory Board on Homelessness. These bodies deliver Reaching Home Initiatives (Federal Government’s Homelessness Strategy). Work is underway to explore merging the two while continuing to distribute funding by ESDC regulations.</p> <p>The Temporary Housing Task Team (THTT) last met in May 2021. Many items on their workplan have been completed (i.e., wrap-around support, offering training including Mental Health First Aid, Trauma and Violence Informed Care, etc.). Many of the THTT members now sit on the Addressing Homelessness PEI Governance Team and/or the By Name List/ Case Conference Table.</p>
<p>Examine options (including tiny house, prefabricated housing, container housing, incentives to builders, etc.) to increase the housing stock quickly.</p>	<p>SDH continues to explore and evaluate options with developers and municipalities.</p> <p>Currently, the Affordable Housing Development Program has initiated 103 affordable housing builds leveraging another 172 market units. These units will support Islanders on the social housing registry with rent set at 25 per cent of income.</p>
<p>Continue to partner with community groups to increase transitional housing and supportive living options, including community care and independent, structured living.</p>	<p>QCRS completed their project with six beds for residents; one respite bed; and three bachelor apartments.</p> <p>Inclusions East is completing a nine-unit build, will be finished in 2022.</p> <p>Souris Harbourview is currently under design for approximately eight to ten beds.</p> <p>SDH will issue a call for Expressions of Interest to offer transitional housing for men and women in 2022.</p>
<p>Explore co-investment with community partners through the Canada Mortgage and Housing Corporation to support renovations or new builds for transitional and supportive living longer-term accommodations.</p>	<p>In August 2021 the Canada Housing Benefit was announced by CMHC and the Government of PEI. This is a joint investment of \$40.7 million to support low-income households in need through the Canada–Prince Edward Island Housing Benefit (CA-PEI HB). The CHB is expected to provide affordability assistance to 2,200 Island households.</p> <p>The government has provided support to developers to access the National Housing Co-Investment Fund, including:</p> <ul style="list-style-type: none"> • APM Montague (45 units - 30 affordable), • APM Stratford (61 units - 30 affordable), • King’s Square Affordable Housing (60 units - 50 affordable), • Arsenault Bros Summerside (71 units - 30 are affordable). <p>Additionally, the government provided funding support to Canadian Mental Health Association in their CMHC application to the Rapid Housing Initiative to support the construction of 28 affordable units.</p>

Recommendation #2: Adopt a client-centered, collaborative approach.

The initial recommendation was for the Temporary Housing Task Team (THTT) to adopt a client centered, collaborative approach for access to emergency shelters. After putting forward short and long term solutions, the THTT dissolved and was replaced by an internal Housing Priorities Team. Many of the THTT members now sit on the Addressing Homelessness PEI Governance Team and/or the By Name List/Case Conference Table. .

Consultant's Recommendation	Update – June 2022
<p>Break down silos by identifying how many people are trying to do the same thing and look for synergies and efficiencies.</p>	<p>The Department of Social Development and Housing regularly engages with other government departments and community organizations to identify opportunities to realize efficiencies; examples include participation in the Community Advisory Board, Rural and Remote Advisory Board, and Addressing Homelessness PEI (Coordinated Access). These committees and partnerships all play a role in breaking down silos and working collaboratively.</p> <p>The COC, through the Working Group and the Case Conference Table, is a hub for staff to meet, communicate, coordinate and collaborate. The COC is also a place where a very vulnerable population of Islanders can meet service providers to have their needs met in a more holistic way.</p> <p>Coordinated Access and the Addressing Homelessness initiative provides an excellent forum for government and community to collaborate and cooperate to meet the housing and support needs of those most vulnerable individuals.</p>
<p>Implement measures to meet ongoing shelter needs, including supporting the needs of newcomers requiring emergency shelter, the need for a men's shelter outside of Charlottetown, the need for a women's shelter and family shelter.</p>	<p>Meeting the Needs of Newcomers: Citizenship and Immigration Canada programming provides one-year funding for housing. If a newcomer or refugee requires further support, Social Programs offers housing support through Social Assistance or Assured Income as part of AccessAbility Supports.</p> <p>SDH has strengthened the relationship with the PEI Office of Immigration, PEI Office of Economic Growth, Tourism and Culture, Immigrant and Refugee Services Association PEI and Black, Indigenous, and People of Colour United for Strength, Home, Relationship (BIPOC USHR) PEI to further support people and ensure services continue seamlessly.</p> <p>Men's Shelter Outside of Charlottetown SDH issued a call for Expressions of Interest to offer shelter and transitional housing for men and women in 2022.</p> <p>Women's Shelter An analysis of housing needs in Prince County was completed March 2021. Funding was provided to the Boys and Girls Club of Summerside to develop emergency and transitional housing for women through LifeHouse Summerside. These services are scheduled to open in Summer 2022.</p> <p>Continuing Efforts:</p> <ul style="list-style-type: none"> - The Shelter Support Line (SSL) has processes in place to support callers in need of temporary shelter and related supports. The SSL is now booking shelter beds daily for identifying men. - For families and men requiring temporary shelter outside of Charlottetown, other options and shelter accommodations can be made through the SSL to keep callers close to home, their work, their families and their support systems. - SDH has arrangements with local taxi companies and bus passes are available for people using supportive housing at both single and scattered sites. All Social Assistance service requests include a base \$25 transportation amount that is included as a part of the eligibility determination. Social Programs clients can also be eligible for other types of additional transportation supports that can include employment and medical related transportation, as examples. - People receiving social programs benefits, receive a free bus pass. - In October 2021, Government launched the first phase of an Island-wide Public Transit System with two new public transit routes to eastern PEI. The two new eastern routes, along with the existing route operated by County-Line Express connecting Summerside to Charlottetown, will be \$2 per trip. - In March 2022 Government announced an Island wide public transit system.

<p>Explore a partnership with First Nations and Indigenous provincial organizations to seek a solution for culturally appropriate supports and programs for Indigenous people off-reserve experiencing homelessness.</p>	<p>Mi'kmaq Confederacy of PEI:</p> <ul style="list-style-type: none"> - MCPEI is a member of Addressing Homelessness PEI on both the Governance Team and the Case Conference - Table. - Meeting with and providing support for MCPEI to provide appropriate cultural supports. - Meetings have been held to discuss potential housing partnerships. - MCPEI is a member of the Working Group for the Community Outreach Centre. - Through the Government of Canada's Rapid Housing (Round 1) Program, Lennox Island and Abeqweit First Nations received funding to support 15 new homes on reserve. - In April 2022, the province announced funding to six organizations through the Community Housing Fund and invested another \$3M with \$500K earmarked for indigenous housing projects. <p>Native Council of PEI:</p> <ul style="list-style-type: none"> - NCPEI is a member of Addressing Homelessness PEI (both the Governance Team and the Case Conference Table) and the Working Group for the Community Outreach Centre: - SDH met with NCPEI leadership. They have been invited to submit a funding proposal for a low-barrier Indigenous men's shelter. - Meeting with and providing support for NCPEI to provide appropriate cultural supports. - The Community Housing Fund has allocated \$500K in funding to be provided directly to indigenous groups. - NCPEI is providing case management supports to people living in scattered supportive housing locations.
<p>Increase case management that is respectful of privacy at transition points, such as leaving addictions treatment, hospital or incarceration by including the Housing Navigator.</p>	<p>Through Addressing Homelessness PEI, meetings were held with Discharge Planners at QEH and Hillsborough Hospital to allow the Housing Navigator to support people earlier in the discharge process.</p> <p>Through Addressing Homelessness PEI, the John Howard Society and Social Programs now have earlier access to people leaving incarceration to explore housing and financial options.</p>
<p>Create a common intake assessment tool for use at all emergency shelters.</p>	<p>All emergency shelters are members of Addressing Homelessness PEI Governance Team and the Case Conference Table. The groups chose the Service Providers Decision Assistance Tool (SPDAT) as the intake and assessment tool with all data being entered into HIFIS for case management.</p>
<p>Explore coordinated access approaches such as a web-based connection to show the availability of emergency shelter beds.</p>	<p>Through Addressing Homelessness PEI all emergency shelters have agreed to put their bed night availability into HIFIS daily. The training for this process is near completion. The Shelter Support Line staff can check availability in HIFIS prior to contacting shelters directly.</p> <p>In the interim, bed bookings for Bedford MacDonald House and Deacon House are managed by the SSL resulting in improvements by avoiding a lineup outside of shelters for overnight placements.</p> <p>The Shelter Support Line and 211 are in place to support callers' need for emergency shelter, information and planning needs. These services are available 24/7.</p>
<p>Bring services to clients. Working with community partners such as Bedford MacDonald House and other shelter providers to offer regular opportunities for staff from Housing Services and Social Programs to meet clients to discuss housing needs and provide financial assistance.</p>	<p>The Community Outreach Center (COC) has continued to operate and is now located at 241 Euston Street, Charlottetown.</p> <p>The Adventure Group has recently signed a one year contract to operate the COC and has added additional staff and supports for clients. Including: dedicated case managers, supervisory staff, a program development manager, a mental health coordinator and life skills coordinator. Additional partnerships and expansion of services are being explored.</p> <p>Organizations who are involved in the Working Group for the COC also deliver regular services to clients. These organizations include: Blooming House Women's Shelter, Community Legal Information, Health PEI- Mental Health and Addictions, John Howard Society, Native Council of PEI, PEERS Alliance, Salvation Army, Social Development and Housing, and the Adventure Group. Other members of the Working Group who provide oversight, leadership and resources toward the COC include: City of Charlottetown, Charlottetown Police Services, Mi'kmaq Confederacy of PEI, ResourceAbilities and the Upper Room Soup Kitchen and Food Bank.</p>

<p>Add a representative of the Housing Services Division to the Prince Edward Island Bridge Model (Bridge). Bridge brings together service providers from government and non-government agencies to offer support to Islanders who are at a very high risk for homelessness.</p> <p>Housing is one of the most common issues facing clients whose situations come before Bridge. Adding a representative of the Housing Services Division should result in better collaboration among service providers in responding to housing challenges. Building these connections also creates an opportunity for regular dialogue which may lead to earlier intervention and more collaborative case management with Housing Services.</p>	<p>The Housing Navigator is the Housing Services representative on Bridge and the back-up is the Senior's Tenant Outreach Worker. Both are well connected to people at highest risk for homelessness.</p> <p>The Director of Housing Services is a member of the Bridge Secretariat Governance body.</p>
<p>Work with community partners, including the Community Advisory Board on Homelessness, to develop a Prince Edward Island model for Coordinated Access under <i>Reaching Home</i>.</p>	<p>Addressing Homelessness PEI was initiated on April 1, 2020 using a project management approach to develop a one-Island solution (rural, urban and Indigenous) to reduce and end homelessness.</p> <p>The Department of Social Development and Housing partnered with the John Howard Society to develop the implementation framework for Addressing Homelessness.</p> <p>The Department of Social Development and Housing participate in the Community Advisory Board and the Rural Advisory Board; both boards are tasked with implementing <i>Reaching Home</i>, the federal government's homelessness strategy.</p>
<p>Adopt a trauma (and violence-informed) approach to policy and procedures. Train front-line provincial staff in programs like housing and income support. Open these training sessions to community service providers.</p>	<p>Government and community staff have been offered training through various departmental initiatives and Addressing Homelessness PEI in topics including Trauma and Violence Informed Care , Mental Health First Aid, Housing-Based Case Management, Prevention and Diversion, Case Notes, HIFIS, SPDAT, By Name List and Action-Oriented Case Conferencing.</p>
<p>Work with community service providers to provide additional mental health and addictions services. Provide additional service provider/shelter staff training around mental health and addictions.</p>	<p>Health PEI Mental Health and Addictions is a member of the Community Outreach Centre Working Group.</p> <p>Training opportunities offered to front line staff include Mental Health First Aid, Non-Violent Crisis Intervention and Applied Suicide Intervention Skills Training.</p>



<p>Work with Rural and Remote Advisory Board (RRAB) on Homelessness to explore options for increasing supports to rural PEI.</p>	<p>RRAB on Homelessness is represented on the Governance Team for Addressing Homelessness PEI.</p> <p>CAB and RRAB hosted a workshop to merge into a single entity for administrative purposes with a final decision resting with Employment and Social Development Canada. Additional funding could potentially be available to rural programs and services as the group takes a one-Island approach.</p> <p>Government has worked to increase the housing supply in the rural areas, including:</p> <ul style="list-style-type: none"> • <i>O’Leary – 12 private units = Open</i> • <i>Alberton – 19 private units = Open</i> • <i>Tignish – 3 private units = Open</i> • <i>Rustico – 3 private units = Open</i> • <i>Montague – 30 private units = Open</i> • <i>Souris – 6 private units = In progress</i> • <i>Souris – 10 Government units = Open</i>
<p>Provide a gradual stepped model of transitional care for clients as required assisting them in a return to long-term, permanent housing.</p>	<p>Addressing Homelessness PEI includes a process to prioritize and match people to available services and housing options. All clients have an assigned case manager using Housing-Based Case Management with a goal to work towards long-term housing stability.</p> <p>All governance team members have agreed and signed a Data Sharing Agreement for trained staff to use HIFIS. As work progresses, system planning can be used to analyze the HIFIS data to identify and address gaps in services and supports.</p> <p>The Community Outreach Center is operational with an organization managing the day-to-day activities, a Working Group, staffing model, and service provider supports for people to receive services on site.</p> <p>Jointly funded with the Canada Mortgage and Housing Corporation, PEI Housing Corporation manages ten transitional homes for survivors of family violence in partnership with PEI Family Violence Prevention Services to provide the supports needed to help people live independently.</p> <p>PEI’s Child and Family Services operate ten transitional beds for youth aging out of care.</p> <p>Smith Lodge currently offers nine transitional housing beds to identifying men, providing housing, case management and programming. The service agreement with the Salvation Army is in place until March 31, 2023.</p> <p>SDH continues to work with its community partners to explore and offer additional scattered sites throughout the community and across our Island. Case management supports are currently being provided by Salvation Army, Blooming House, Native Council of PEI, and the Housing Navigator. There are seven single units in scattered locations with plans to expand to 12 by Fall 2022.</p> <p>SDH continues to work with community partners to identify needs and offer additional supportive housing options.</p>
<p>Invest in community capacity building and partnerships to help foster new partnerships (for example the new UPEI-Bedford MacDonald partnership).</p>	<p>The Community Outreach Center and Addressing Homelessness PEI are examples of government departments and community service providers working collaborative to reduce and end homelessness on PEI.</p> <p>SDH provided funding to the Boys and Girls Club of Summerside to establish LifeHouse Summerside and to Chief Mary Bernard Memorial Women’s Shelter to reimburse expenses.</p>

<p>Develop a communications strategy to educate community and government service providers and individuals at risk of/ or experiencing homelessness on available programs and supports in an accessible, easy to understand way (including the Housing Tree).</p>	<p>Communication plans have been updated based on the changing landscape. The overarching goal is to expand knowledge and understanding of supports and services for those dealing with housing instability.</p> <p>Key communication objectives include updating all communications materials related to the Shelter Support Line; building awareness of government and community supports for emergency housing; and, working to destigmatize the experiences of individuals who face homelessness and housing insecurity.</p> <p>Communication tactics include radio and print advertising, social media advertising and promotion of supports and services through media stories and interviews.</p> <p>An updated Shelter Support Resource has been circulated to community partners and publicly.</p> <p>Webpage is updated regularly as new information is available.</p> <p>To ensure front-line service providers are aware of what supports exist and how to access them, Housing Services prepared a presentation for all staff and posted it online explaining the Housing Continuum and a wide variety of services and support available.</p> <p>With the 2021 <i>Poverty Elimination Strategy Act</i>, a new Poverty Elimination Council has recently been formed through Engage PEI.</p> <p>National 211 Day was celebrated February 11, 2021 and 2022. The Government of PEI continues to partner with the United Way of PEI to offer the 2-1-1 service, through in-kind promotional support and monetary funding.</p>
<p>Expand public education around destigmatizing homelessness.</p>	<p>Work to destigmatize homelessness is done collectively through federal, provincial, municipal and community efforts and takes time.</p> <p>The COC Open House was well attended by the general public.</p> <p>The Poverty Reduction Council has started a process to identify ways to destigmatize homelessness through visual media. This work will continue through the Poverty Elimination Council.</p> <p>Communications PEI supports the ongoing promotional efforts of supportive services for Islanders experiencing homelessness or housing insecurity. All community partners also promote services and supports through paid and unpaid promotional activities.</p>
<p>Continue implementation of the Poverty Reduction Action Plan and the new AccessAbility Supports.</p>	<p>In January 2020, SDH increased immediate investment of approximately \$6.4M annually to allowance rates. This is on top of the ten percent increase to the food allowance introduced in January 2019.</p> <p>In October 2021 it was announced that people on social assistance as well as people with a mental, physical or dual disabilities will be able to receive shelter support if they live with a parent or relative.</p> <p>Additionally, approximately 625 people with a severely limited capacity to work will be receiving 85% of Market Basket Measure through the Targeted Basic Income Guarantee program.</p> <p>In January 2022, Government invested \$4.5M to support approximately 4,000 households receiving Social Assistance or Assured Income. This is a permanent increase supporting basic needs, including food.</p> <p>These increases in financial supports are in addition to the changes in supports for shelter allowances that were announced Summer 2021 and demonstrate government's commitment to moving people out of poverty and achieving the goals outlined in the <i>Poverty Elimination Strategy Act</i> proclaimed in 2021.</p> <p>Shelter rates increased in July 2021 and changes were made in October 2021 to further support individuals receiving Social Assistance or Assured Income.</p>

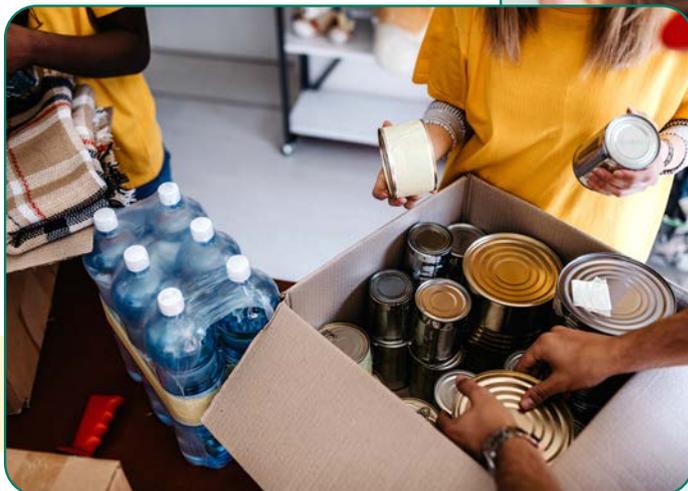
Continue development of a provincial transportation strategy as recommended in the Climate Change Strategy and Poverty Reduction Action Plan.

Phase one of an Island- wide Public Transit System first launched in October 2021 with two new public transit routes to eastern PEI. The two new eastern routes, along with the existing route operated by County-Line Express connecting Summerside to Charlottetown, are \$2 per trip. Government announced an Island-wide public transit system in March 2022.

A vehicle is provided to Salvation Army to transport people to and from Bedford MacDonald House, and Supportive Housing at Smith Lodge. In 2021, through Reaching Home funding, vehicles to support people accessing services at Chief Mary Bernard Memorial Women’s Shelter and for PEERs Alliance were purchased.

Service agreements with shelter operators all include a budget line for transportation which is provided to people as required.

All Social Programs service requests include a base \$25 transportation amount that is included as a part of the eligibility determination. People receiving Social Programs benefits can also be eligible for other types of transportation supports that can include employment and medical related transportation, as examples. All Social Programs clients located in the Charlottetown area who can access the T3 bus service receive a free bus pass. On March 25, 2022 Government announced an Island wide public transit system.



Recommendation #3: Develop standard data collection approaches and common reporting.

The need for this recommendation became very clear in the key informant interviews conducted by the consultant for this project. The Department intends to address this recommendation in the short term by engaging with community partners to create coordinated access, by co-hosting a workshop with the Community Advisory Board (CAB) on Homelessness in late fall 2019 and to incorporate new reporting requirements for all service providers of shelter services. All of these short term actions were completed by the end of fiscal year 2020-21.

Consultant's Recommendation	Update – June 2022
Engage with community partners to create coordinated access.	As of April 2020, SDH partnered with the John Howard Society to offer project management support. Work included planning to implement and operationalize Addressing Homelessness PEI (through Coordinated Access and HIFIS). There are 17 government and community agencies directly involved. Currently, several partners are open as access points to the general public; and, several are open as access points for clients only.
Include in provincial funding agreements a requirement for shelters to provide a standard data set and common reporting protocols and procedures.	All service agreements include provisions for data collection and reporting to SDH. With Addressing Homelessness PEI, HIFIS is the web-based IT platform that will allow for common people information to be gathered and shared with appropriate privacy rights. Reports with de-identified data can be run directly from HIFIS.
Undertake a facilitated process in collaboration with efforts under <i>Reaching Home</i> to work with government programs and community service partners to develop common indicators, standard data collection approaches and definition, and common reporting templates.	Coordinated Access and HIFIS will provide data for system planning including setting indicators for prioritization and matching people to services. Data can then be used to identify gaps and duplication in services to be addressed. Government will continue to partner with community to develop and deliver initiatives to support vulnerable populations.
Work with communities and the federal government on the adoption of the new HIFIS 4.0 infrastructure or another data management system with common reporting requirements and information sharing.	HIFIS 4.0 is operational for homeless serving agencies. The server is shared with the Affordable Housing Association of NS (under contract with the John Howard Society) who also provide training, a help desk and technical assistance.



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We know that an adequate supply of safe, affordable and appropriate housing is a prerequisite to truly ending homelessness in the long term, which Government has committed to working toward through the *Poverty Elimination Strategy Act*.



Community Needs Assessment
on Emergency Shelters
Progress to Date