

Heading HOME





In Red Deer, a dedicated group of people through various programs are helping those facing homelessness find a safe place to call their own. No matter the reason, whether someone is overcoming an addiction, facing mental illness, leaving a broken relationship or has fallen on hard times financially, the journey to finding a place to call home can be a terrifying one. Homelessness is a dynamic, ongoing and complex challenge facing our community. Through continued funding and programs, these individuals can get a helping hand to finding their fresh start.

What you'll find throughout this report is an insight into the individuals who have received help through the various programs, as well as how these programs are able to continue through funding and the dedicated people who have made them successful. Statistics throughout the report outline the number of individuals who have successfully found a place to call home as well as those who are currently on their journey. Not all numbers will add up as some clients were already enrolled prior to the reporting period and some were in multiple programs.

A Message from the Mayor

On behalf of Red Deer City Council and The City of Red Deer, I am proud to share the latest annual report detailing our community's efforts in helping our citizens navigate their way out of homelessness as a result of Red Deer's Five Year Plan to End Homelessness and Red Deer's System Framework for Housing and Supports.

We have highlighted some of the local housing successes in *Heading Home: Annual Report on Red Deer's Homelessness Service Delivery*, and hope you'll find this update on the progress achieved to date helpful.

We thank the unwavering individuals in our housing and support agencies who collaborate for the good of their clients and our community. We also commend the hard work of individuals and families in choosing their road home, and we support you in achieving continued success.



Entrance into the system starts with Coordinated Entry:

The average acuity presenting at intake in our housing first system has increased from 41 to 45 over the last year.

Acuity speaks to the severity of a client's presenting issues. A higher number represents more complex and co-occurring issues, that are likely to impact overall housing stability.

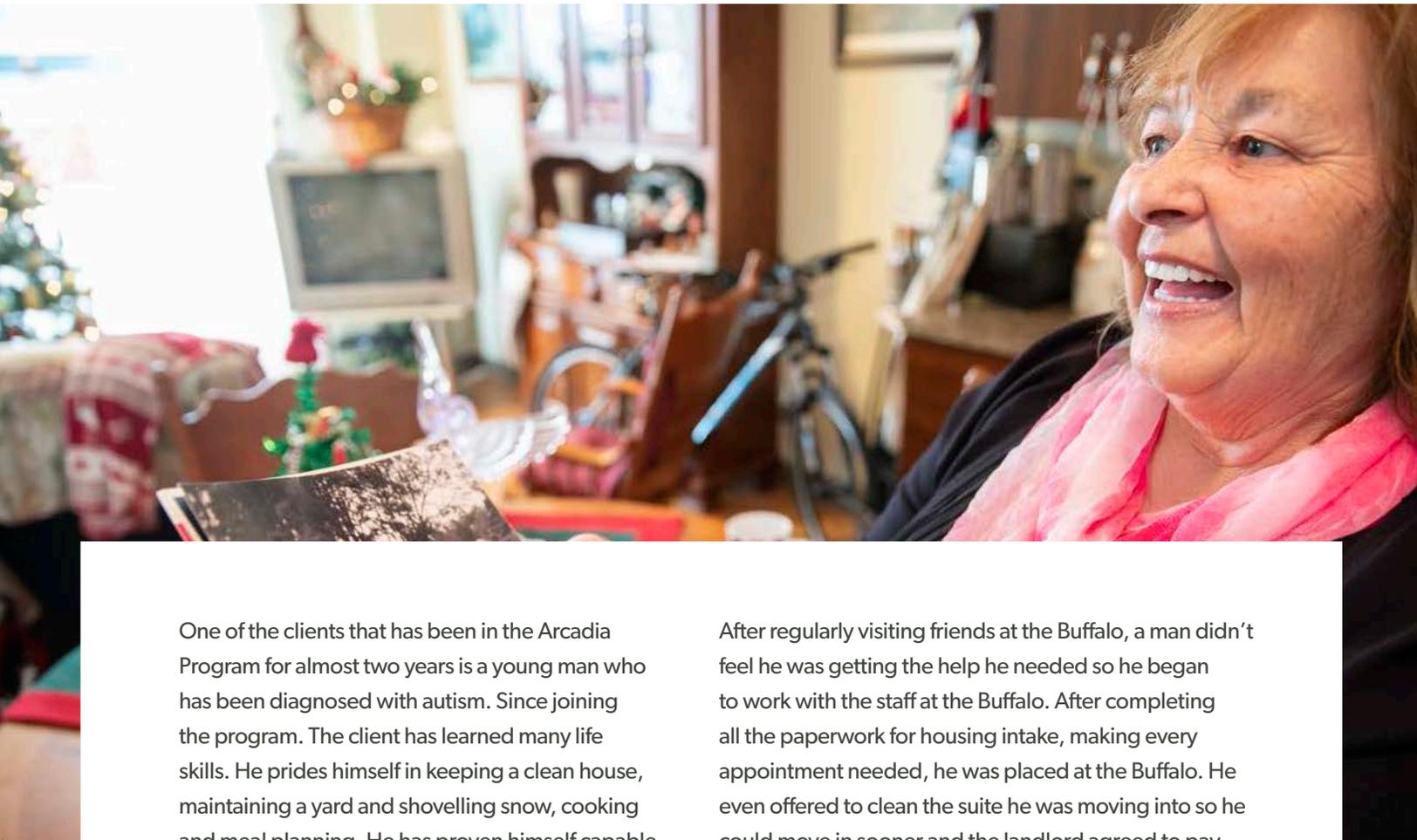
COORDINATED ENTRY
SAFE HARBOUR SOCIETY

486 INDIVIDUALS COMPLETED AN INTAKE ASSESSMENT

*On the journey from homelessness to housing, individuals may not continue in our Housing First system for various reasons: Some people move away or choose not to continue in the system, some are referred to other programs, some wait to find an appropriate program and others find housing on their own.

COORDINATED ACCESS PROCESS
CENTRAL ALBERTA WOMEN'S OUTREACH SOCIETY

410 INDIVIDUALS ELIGIBLE TO BE MATCHED TO HOUSING FIRST PROGRAMS



One of the clients that has been in the Arcadia Program for almost two years is a young man who has been diagnosed with autism. Since joining the program. The client has learned many life skills. He prides himself in keeping a clean house, maintaining a yard and shovelling snow, cooking and meal planning. He has proven himself capable of living in scattered housing as long as a property can be found within his budget.

Arcadia Program
McMan Youth Family and Community Services Association - Central Alberta



After regularly visiting friends at the Buffalo, a man didn't feel he was getting the help he needed so he began to work with the staff at the Buffalo. After completing all the paperwork for housing intake, making every appointment needed, he was placed at the Buffalo. He even offered to clean the suite he was moving into so he could move in sooner and the landlord agreed to pay him as the room was in very bad condition. Since moving in, he has made every case management appointment for intake and ongoing improvement.

Buffalo
Canadian Mental Health Association



OUTREACH & SUPPORT SERVICES INITIATIVE (OSSI)

PROVINCIAL GRANT PROGRAMS

283 NEWLY HOUSED AND SUPPORTED TO MAINTAIN HOUSING

93.41% of clients housed through OSSI funded programs remained stably housed.

This year, OSSI funded programs reported a reduction in inappropriate use of public systems:

- 2.4% in EMS interactions
- 29.3% in days in hospital
- 76.3% in days in jail

OSSI PROGRAMS	CASELOAD IN 2017/18
Aboriginal Intensive Case Management: Red Deer Native Friendship Society, pimâcihowin	21
Intensive Case Management: Canadian Mental Health Association, HomeLinks	116
Permanent Supportive Housing: Canadian Mental Health Association, The Buffalo	50
Permanent Supportive Housing: Safe Harbour Society, Harbour House	8
Rapid Rehousing: Central Alberta Women's Outreach Society, Red Deer Housing Team	82
Supported Housing: Safe Harbour Society, Supported Recovery Housing	24
Transitional Housing for Youth: McMan Central, Arcadia Housing	9

HOMELESSNESS PARTNERING STRATEGY (HPS)

FEDERAL GRANT PROGRAMS

226 NEWLY HOUSED AND SUPPORTED TO MAINTAIN HOUSING

HOUSING FIRST PROGRAMS	CASELOAD IN 2017/18
HPS Housing First - Aboriginal: Red Deer Native Friendship Society, Aboriginal Housing Team	2
HPS Housing First - Designated: Central Alberta Women's Outreach Society, Red Deer Housing Team	40
PREVENTION PROGRAMS	CASELOAD IN 2017/18
HPS Prevention – Aboriginal: Red Deer Native Friendship Society, Aboriginal Housing Outreach Team	30
HPS Prevention – Designated: Bredin Centre for Learning, PATH	155

After leaving an abusive marriage and losing everything including her home, a local woman was about to become homeless when she was told about the PATH Program. Through the program she was able to access funds to help pay for her damage deposit and other necessities. She is now receiving support for her Post-Traumatic Stress Disorder, depression and anxiety, which enables her to work.

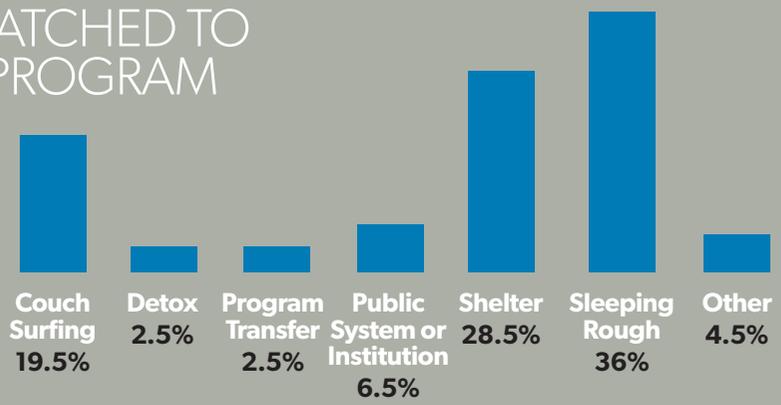
PATH Program
Bredin Centre for Learning
Homelessness Prevention



WHERE CLIENTS ARE PRIMARILY STAYING

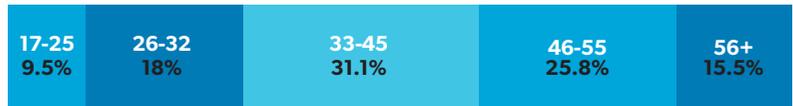
PRIOR TO BEING MATCHED TO A HOUSING FIRST PROGRAM

The System Framework for Housing & Supports prioritizes housing the longest-term shelter stayers and rough sleepers. Those who couch surf often move between the street and shelters but stay with family and friends in extreme weather.



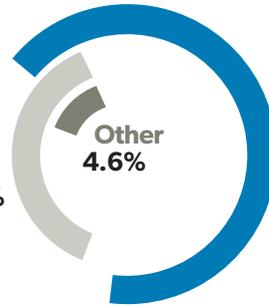
DEMOGRAPHICS OF CLIENTS IN OSSI HOUSING FIRST PROGRAMS

age



gender

Female 34.6%
 Transgender / Transsexual 1.1%
 Male 64.3%



ethnicity

OTHER PROGRAMS TO SUPPORT INDIVIDUALS

INDIGENOUS CULTURAL SUPPORTS

67 14

Individuals accessed Aboriginal cultural supports to help them maintain housing through cultural reconnection.

Blanket Exercises were offered to educate Housing First program staff about Aboriginal awareness.

HOUSEHOLD AMENITIES WAREHOUSE

158 92

Requests for furniture and household items were made to the Shoestring Depot from individuals transitioning out of homelessness and into housing.

Housing first clients acquired household items from Shoestring Depot in their transition from homelessness into housing.

Other cultural supports provided include: a pow wow, teachings for the day, sweats, pipe ceremony, drum group, and family friendship nights





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Find more personal stories and a digital copy at www.reddeer.ca/homelessness

One of the HomeLinks clients successfully completed safety training tickets with the assistance of client support dollars. This has resulted in him securing employment. Everyone at HomeLinks is extremely proud of him!

HomeLinks Intensive Case Management
 Canadian Mental Health Association



Looking forward

It is a significant year for the community of Red Deer's housing efforts. *EveryOne's Home Red Deer's Vision and Framework on Ending Homelessness by 2018* and *Red Deer's Five Year Plan to End Homelessness 2014 to 2018* come to their natural conclusions. As you can see from this report, this vision continues to lead to ongoing supports for individuals. The community will need to assess its progress to-date and determine its future course.

Supporting the community's efforts, the Government of Canada will launch "Reaching Home: Canada's Homelessness Strategy" on April 1, 2019. This strategy reinforces a community-based approach and gives communities more flexibility in the investments it chooses to make. It will support the National Housing Strategy, in particular to reduce chronic homelessness nationally by 50% by 2028.

Red Deer has joined the 20,000 Homes Campaign led by the Canadian Alliance to End Homelessness. This is a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada's most vulnerable homeless people by July 1, 2020. This is an ambitious goal and with a focused effort, homelessness in Red Deer can be rare, brief, and nonrecurring.

The City of Red Deer administers funding from the Provincial and Federal governments for housing programs and support services. In 2017-2018, The City administered more than \$4,500,000 in funding to 11 community projects.

FINANCIAL INFORMATION 2017-2018

ORGANIZATION	PROGRAM	AMOUNT
Government of Alberta - \$3,811,788 (OSSI Grant)		
Allocation of OSSI Grant from the Province of Alberta for July 1, 2017 to June 30, 2018		
Brett Capital Corporation	Landlord Engagement Services	\$12,500
	HomeLinks	\$1,000,000
Canadian Mental Health Association	Buffalo Housing First	\$792,712
	Landlord Engagement Services	\$31,250
	Coordinated Access Process	\$20,000
Central Alberta Women's Outreach Society	Red Deer Housing Team - Rapid Rehousing	\$318,400
	Shoestrung Depot	\$120,000
	Landlord Engagement Services	\$18,750
McMan Central	Arcadia House	\$180,000
Red Deer Native Friendship Society	pimâchowin Aboriginal Housing First	\$193,635
	Cultural Connections	\$100,108
	Landlord Engagement Services	\$12,500
Safe Harbour Society	Coordinated Entry	\$279,333
	Harbour House	\$362,192
	Supported Housing	\$90,808
City of Red Deer	Administration	\$279,600
Government of Canada - \$693,268 (HPS Grant)		
Allocation of HPS Grant from the Government of Canada for April 1, 2017 to March 31, 2018		
Designated Funding - \$449,364		
Bredin Centre for Learning	PATH Program (Prevention)	\$218,797
Central Alberta Women's Outreach Society	Red Deer Housing Team (HPS Housing First)	\$145,865
Safe Harbour Society	Coordinated Entry	\$51,000
City of Red Deer	Administration	\$33,702
Aboriginal Funding - \$243,904		
Red Deer Native Friendship Society	Prevention	\$150,610
	Housing First	\$23,171
Shining Mountains Living Community Society	Aboriginal Voices on Housing Network	\$57,927
City of Red Deer	Administration	\$12,196