



The Province of Prince Edward Island

Response to Community Needs Assessment on Emergency Shelters

Social Development and Housing

November 2019

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Actions and Progress

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	Actions	In Progress
#1 - Increase housing supply for emergency shelters, transitional housing, supportive housing and subsidized housing		
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>Extend Blooming House contract until March 31, 2020.</p> <p>Continue to monitor uptake at Blooming House.</p> <p>Work with community partners to identify long term solutions for women's shelter.</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.	Work with community partners to identify transitional and supported living options.	✓
	Through the Community Housing Fund, work with partners to identify opportunities to build additional units.	
	<p>New units currently under construction:</p> <p>Canadian Mental Health Association - 10 units to support people with mental health and addiction issues</p> <p>Prince Edward Island Housing Corporation - transitional housing - 10 beds for women fleeing violence and 10 beds for youth transitioning out of care.</p>	✓
Continue to increase rent subsidies to keep people in market-rental accommodations.	600 additional mobile rent voucher agreements approved.	✓

Consultant's Recommendation	Actions	In Progress
#1 - Increase housing supply for emergency shelters, transitional housing, supportive housing and subsidized housing		
Continue implementation of the Housing Action Plan including measures to increase the long-term, affordable housing stock.	Housing Hub continues to work to implement actions identified in the plan.	✓
	Continue new government builds.	✓
	Establish the Community Housing Fund to provide opportunities to support community partners interested in construction projects.	✓
	Continue to seek opportunities for co-investment with private developers to increase the affordable housing stock.	✓
	600 additional mobile rental vouchers.	✓
	New construction of affordable housing units are underway in the following communities: Cornwall - 30 units (seniors) – private developer Stratford - 30 units (mix of seniors and family) – private developer Summerside: 32 units (seniors) – Prince Edward Island Housing Corporation (seniors), 30 units (mix of seniors and family), – private developer 9 units (seniors) – private developer Charlottetown: 50 units (mix of seniors and families) – non-government organization 32 units (seniors) – Prince Edward Island Housing Corporation 44 units (seniors) – private developer	✓
Work to ensure all emergency shelters provide 24/7 coverage, providing dedicated case management and wrap around services.	Examine existing contracts to see where improvements can be made.	✓
	Commitment that there will be dedicated case management and wrap around supports when shelters are funded by the Province.	
	Continue working on partnerships through bodies including the THTT* and the CAB** to strengthen relationships, collaboration and information sharing.	✓
Examine options (including tiny house, pre-fabricated housing, container housing, incentives to builders, etc) to increase the housing stock quickly.	Affordable Housing Development Program has been launched. For more information please see here .	✓
Continue to partner with community groups to increase transitional housing and supportive living options, including community care, and independent, structured living.	Establish the Community Housing Fund to provide opportunities to support community partners interested in construction projects.	
	36 new residential housing beds announced.	✓

Consultant's Recommendation	Actions	In Progress
#1 - Increase housing supply for emergency shelters, transitional housing, supportive housing and subsidized housing		
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.	Establish the Community Housing Fund to provide opportunities to support community partners interested in construction projects.	✓
	Announced projects in PEI to receive federal funding: Charlottetown - Kings Square Affordable Housing Corporation – 60 units, 50 of which will be affordable Summerside - Arsenault Bros. Construction – 71 units of which 30 will be affordable	✓
<p>*THTT – Temporary Housing Task Team) – an internal to government committee, having representation from the departments of Social Development and Housing, Justice and Public Safety, and Health PEI. The committee was created in December 2018 to address both the short and long-term emergency shelter needs of Islanders.</p> <p>**CAB – Community Advisory Board on Homelessness with the John Howard Society – the community entity in PEI hosting the Government of Canada's homelessness strategy funding (Reaching Home).</p>		

Recommendation #2: Adopt a Client-centered, Collaborative Approach

This recommendation will be led by the Temporary Housing Task Team (THTT). The THTT was established in December, 2018 to address both the short and long-term shelter needs of Islanders, a committee with representation from multiple divisions within the departments of Social Development and Housing, Justice and Public Safety, and Health PEI. The CNA identifies that the THTT should continue to exist with a focus on providing leadership and fostering collaboration.

Consultant's Recommendation	Actions	In Progress
#2- Adopt a client-centered, collaborative approach.		
Break down silos by identifying how many people are trying to do the same thing and look for synergies and efficiencies.	Continue to work through the CAB to strengthen relationships, collaboration and information sharing which will result in more efficient delivery of services.	✓

Consultant's Recommendation	Actions	In Progress
#2- Adopt a client-centered, collaborative approach.		
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 the need for a family shelter.	Continue to collect data to better understand shelter needs across Prince Edward Island. Partner with community service providers to offer shelter services for: men, women and family shelter.	✓
	Transportation challenges will be considered when locating future shelters.	✓
	Social Assistance clients also receive assistance with transportation.	✓
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.	Meet with the Mi'kmaq Confederacy of Prince Edward Island (MCPEI) to discuss housing development opportunities.	
	Met with Native Council of PEI to discuss housing development opportunities.	✓
Increase case management that is respectful of privacy at transition points, such as leaving addictions treatment, hospital or incarceration by including the Housing Navigator.	The THTT will provide leadership to internal government service providers working toward increasing case management by integrating the Housing Navigator into case management.	
	Organize a meeting of community services partners and government agency service providers to discuss opportunities for collaborative case management.	
Create a common intake assessment tool for use at all emergency shelters.	In collaboration with the CAB, develop an intake assessment tool with common elements for use at all emergency shelters.	
Explore coordinated access approaches such as a web-based connection to show the availability of emergency shelter beds.	In collaboration with the CAB, explore opportunities to create a web based connection to assist with increasing access to shelter beds.	
	Continue to offer a single point of access emergency shelter toll-free phone line.	✓
Bring services to clients. Working with community partners such as Bedford MacDonald House and other shelter providers offer regular opportunities for staff from Housing Services and Social Programs to meet clients to discuss housing needs and provide financial assistance.	Continue to look for opportunities to expand shelter service offerings by linking community service providers within the NGO community.	
	Staff from Housing Services and Social Programs will provide regularly scheduled hours with shelters or at alternate locations.	

Consultant's Recommendation	Actions	In Progress
#2- Adopt a client-centered, collaborative approach.		
<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 of harm occurring.</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>	A request has been made to add a representative of the Housing Services Division to the Bridge.	✓
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> .	The Department of Social Development and Housing will continue to take an active role on the CAB, working together to develop a model that fits PEI and serves those individuals and organizations providing services to those most vulnerable.	✓
	Department of Social Development and Housing is cost matching federal funding available through Reaching Home.	✓
Adopt a trauma (and violence-informed) approach to policy and procedures. Train front-line provincial staff in programs like housing and income support on the trauma and violence informed approach. Open these training sessions to community service providers.	Through the leadership of the THTT coordinate training/awareness sessions partnering our community service providers with government agencies.	
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.	Through the leadership of the THTT coordinate training/awareness sessions partnering our community service providers with government agencies.	

Consultant's Recommendation	Actions	In Progress
#2- Adopt a client-centered, collaborative approach.		
Work with the CAB Rural and Remote Advisory Board on Homelessness to explore options for increasing supports to rural PEI.	Through participation in CAB work on issues surrounding temporary shelter, transportation challenges and service provisions. This may include the development and implementation of pilot projects.	
	<p>New construction of affordable housing units are underway in the following rural communities:</p> <p>O'Leary – 12 units (mix of seniors and family) – private developers</p> <p>Alberton – 12 units (mix of seniors and family) – private developers</p> <p>Montague – 30 units (mix of seniors and family) – private developers</p> <p>Souris – 10 units (mix of seniors and family) – Prince Edward Island Housing Corporation</p>	✓
Provide a gradual stepped model of transitional care for clients as required assisting them in a return to long-term, permanent housing.	Through participation in CAB develop a long term vision for the housing continuum which includes emergency, transitional (varying levels) and long term housing.	
	While improving data collection, reporting and sharing, develop targets to address need.	
	Utilizing partnerships within the community and providing access to the Community Housing Fund help build the capacity of all service providers and partners along the housing continuum.	
	10 transitional housing units to support women fleeing violence as they transition to safe living arrangements (Prince Edward Island Housing Corporation).	✓
Invest in community capacity building and partnerships to help foster new partnerships (for example like new UPEI-Bedford MacDonald partnership).	Through the THTT explore options to expand existing and create new partnerships which will provide additional or enhanced services to those most in need.	✓

Consultant's Recommendation	Actions	In Progress
#2- Adopt a client-centered, collaborative approach.		
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).	Distribute the Housing Tree. The Housing Tree can be found here .	✓
	Continue update, and promote the www.hometogetherpei.ca website.	✓
	Host a community partner and government service provider workshop to introduce and connect key individuals involved in housing services (for example, Housing Navigator, Housing Officers, Bedford MacDonald House, Blooming House, and others) with service providers who may be assisting clients for whom housing is a challenge - justice, corrections, mental health and addictions.	
	Continue to make linkages with efforts of the Poverty Reduction Action Plan (for example, public engagement reference group who will be working to de-stigmatize poverty).	✓
	Promote 211 once launched.	✓
Expand public education around de-stigmatizing homelessness.	Through the THTT look for opportunities to work together to engage the public.	
Continue implementation of the Poverty Reduction Action Plan and the new AccessAbility Supports.	Poverty Reduction Council is in place and working to implement the actions identified in the Poverty Reduction Action Plan.	✓
	The new AccessAbility Supports program is being implemented.	✓
Continue development of a provincial transportation strategy as recommended in the Climate Change Strategy and Poverty Reduction Action Plan.	Provincial Sustainable Transportation Strategy released November 2019	✓
	Transportation challenges will be considered when locating future shelters.	✓
	All contracts for shelters will allow for transportation allowances.	✓
	Social Assistance clients also receive assistance with transportation.	✓

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.

Consultant's Recommendation	Actions	In Progress
#3 - Develop standard data collection approaches and common reporting.		
Engage with community partners to create coordinated access.	Department of Social Development and Housing will continue to participate in the Community Advisory Board (CAB).	✓
Include in provincial funding agreements a requirement for shelters to provide a standard data set and common reporting protocols and procedures.	Incorporate new reporting requirements for all service providers who are providing shelter services.	
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.	Participate on the planning committee with the CAB, a workshop in late fall 2019 to begin process of implementing coordinated access.	✓
Work with communities and the federal government on the adoption of the new HFIS4 infrastructure or another data management system with common reporting requirements and information sharing.	Department of Social Development and Housing will participate in the Community Advisory Board (CAB).	