From:	Don DeGenova <mayor@tweed.ca>
Sent:	August 10, 2023 9:07 AM
To:	Jim Flieler; Jamie DeMarsh; Peter Valiquette; Jacob Palmateer ·
Cc:	Gloria Raybone; LaVallee Karen; Lucas Wales; Rachelle Hardesty
Subject:	Fwd: Belleville Homelessness Summit Summary - Community and Human Services - 09 Aug 2023
Attachments:	13A - Aims and Measures.pdf; Untitled attachment 00048.txt

I attended this summit. This report was tabled at our County meeting yesterday. I would like this summary included in our next Council package. I have asked for a copy of the complete report.

Don DeGenova
Mayor
Municipality of Tweed
>

Intro to Aims & Measures

Belleville Summit – April 13, 2023

Why set an aim?

- Understand what success looks like in the short- and long-term

- Targets your focus and provides direction

- Creates accountability

- Provides a benchmark against which you can measure progress

What makes a good aim statement?

- Inspires & motivates action
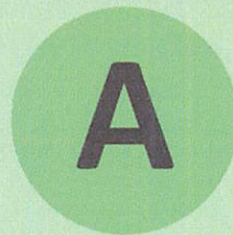- Stretches your limits
- Adheres to SMART model

S Specific
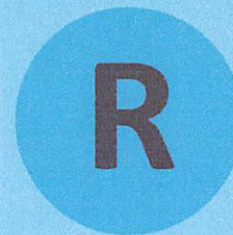Clearly outlines what you are trying to achieve

M Measurable
Defines what success looks like
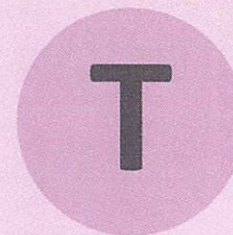
A Attainable
Can be accomplished in the allotted time

R Relevant
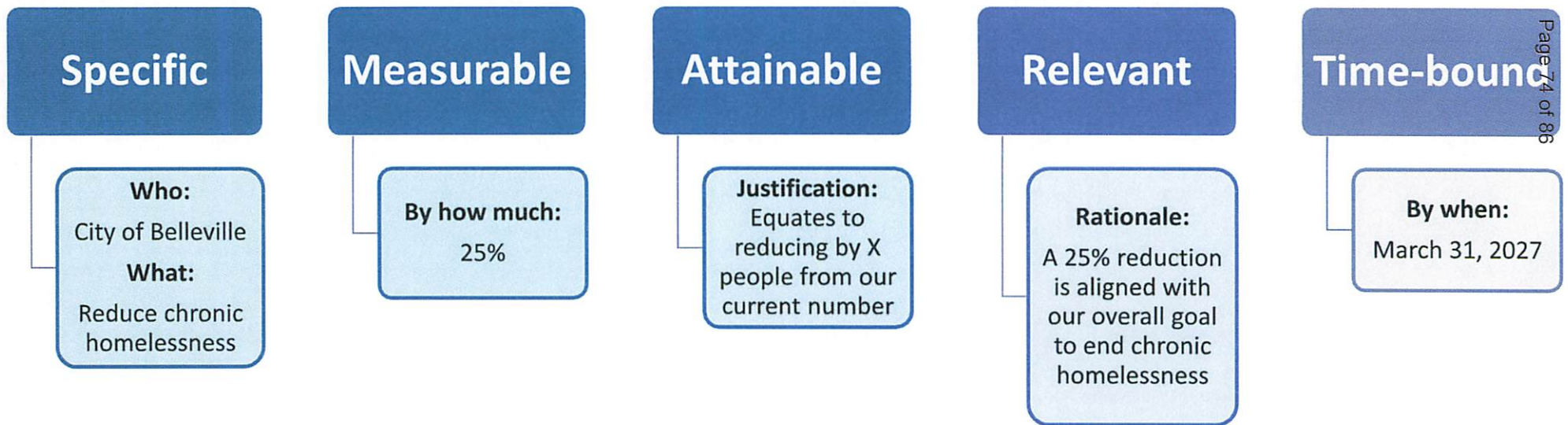Aligns with long-term goals

T Time-bound
Has a realistic end date

Draft aim statement

- **Weak aim:** The City of Belleville will reduce homelessness by 2027.

- **SMART aim:** The City of Belleville will reduce chronic homelessness by 25% by March 31, 2027.

Specific	Measurable	Attainable	Relevant	Time-bound
Who: City of Belleville **What:** Reduce chronic homelessness	**By how much:** 25%	**Justification:** Equates to reducing by X people from our current number	**Rationale:** A 25% reduction is aligned with our overall goal to end chronic homelessness	**By when:** March 31, 2027

CAEH

Draft City of Belleville 2027 Vision - Chronic

The City of Belleville will reduce chronic homelessness by 25% by March 31, 2027.

Confirm a quality By-Name List	BNL data reliable within a 5% margin of error
	Confirm Quality By-Name List from CAEH
Improved sharing and reporting of homelessness data	BNL data shared with community in quarterly infograph report
	Annual provincial and federal data reporting
Confirm a quality Coordinated Access System	Confirmed Basic Quality Coordinated Access through CAEH
	Increased participation from community partner agencies (e.g., police, by-law, fire, healthcare, justice, etc.)
Adequate housing resources	Completed housing resource gap analysis
	Appropriate supply of housing and support resources (including supportive, transitional and/or emergency housing)

CAEH

Draft City of Belleville 2027 Vision - Veteran

The City of Belleville will reach functional zero veteran homelessness by March 31, 2025.

Confirm a quality Veteran By-Name List	Veteran BNL data reliable within a 5% margin of error
	Confirm Quality Veteran By-Name List through CAEH
Partnerships with veteran organizations	Demonstrated ability to house more veterans each month than enter the system
	Established process to confirm Veteran Status and link veterans experiencing homelessness to available resources
Confirm a quality Coordinated Access System	Confirmed Basic Quality Coordinated Access through CAEH
	Increased participation from community partner agencies (e.g., Veteran Service Providers)
Adequate housing resources	Veterans are prioritized for available housing resources

CAEH

Discussion Qs

1. Please rank/prioritize the drivers from each column in terms of priority for the community.

2. What do these drivers address about the homelessness needs that exists locally?

3. What are these drivers not addressing about the homelessness needs that exist locally?

4. What drivers should or could be added to make a measurable reduction in homelessness locally within the next 4 years?

5. What can your organization do to support these aims and help reduce homelessness?

CAEH
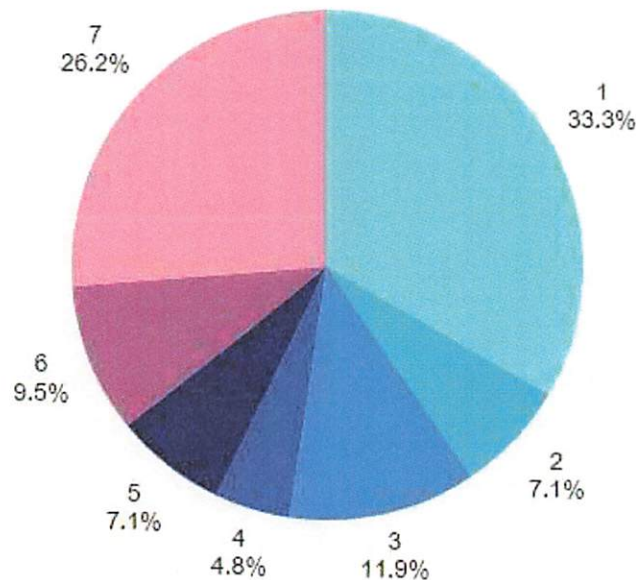
HOMELESSNESS SUMMIT

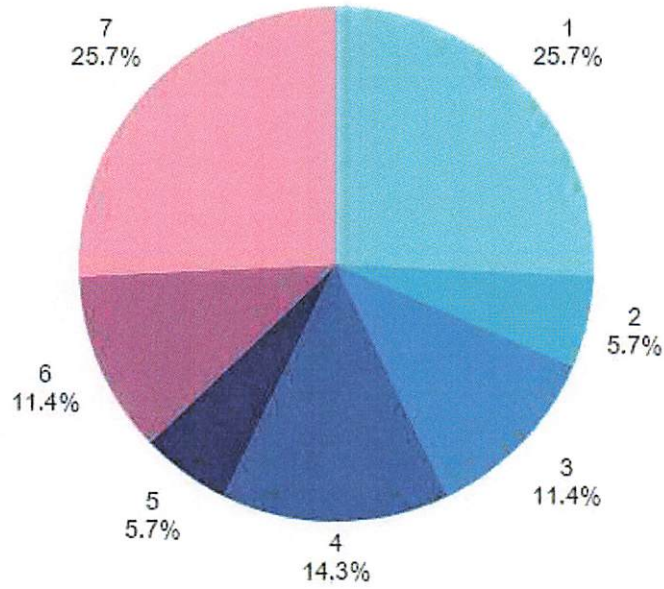## Aims Feedback Survey Results

Question #1

Please rank/prioritize the aims in terms of priority for the community (1 being most important/highest priority and 7 being least important/lowest priority).

- Confirming and sustaining a reliable By-Name List
- Improved information sharing and reporting of homelessness data
- Improved Coordinated Access System development (including expansion of health and justice partners)
- Complete a housing/homelessness resource needs-gap analysis; use it for provincial and federal funding advocacy efforts
- Expanded transitional housing units and housing allowances to support housing affordability
- Reduce chronic homelessness by 25% by March 2027
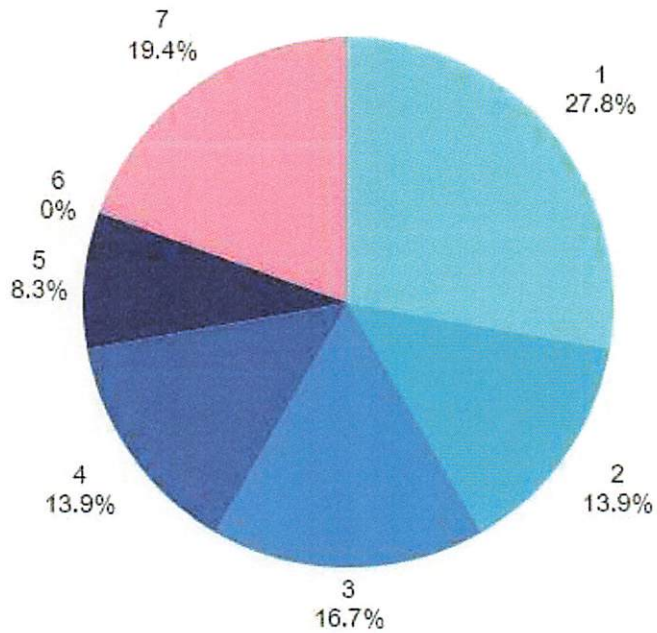- End veteran homelessness (reach Functional Zero) by April 2025

Confirming and sustaining a reliable By-Name List

7
26.2%

1
33.3%

6
9.5%

2
7.1%

5
7.1%

4
4.8%

3
11.9%

Improved information sharing and reporting of homelessness data

7
25.7%

1
25.7%

2
5.7%

6
11.4%

3
11.4%

5
5.7%

4
14.3%

Improved Coordinated Access System development (including expansion of health and justice partners

7
19.4%

1
27.8%

6
0%

5
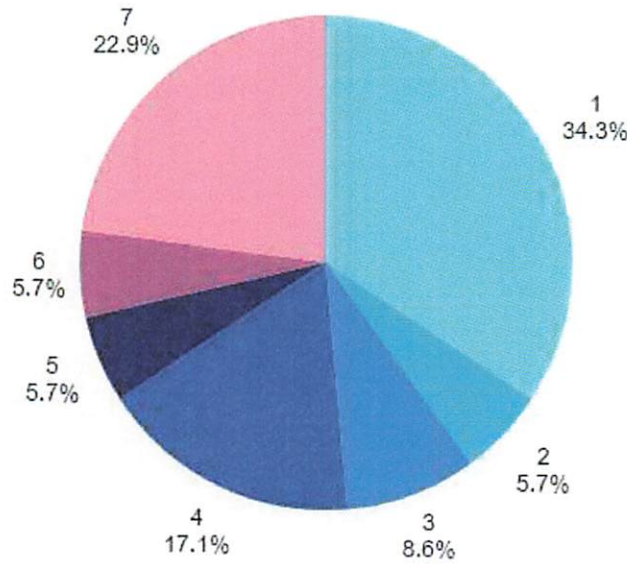8.3%

2
13.9%

4
13.9%

3
16.7%

Complete a housing/homelessness resource needs-gap analysis; use it for provincial and federal funding advocacy efforts
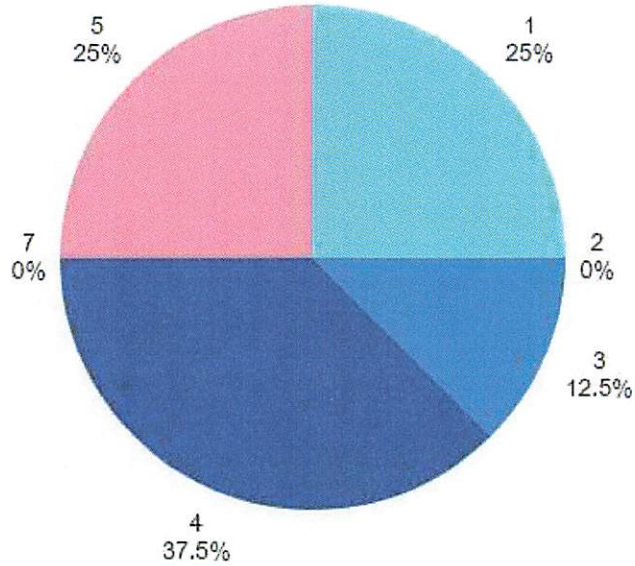
Expanded transitional housing units and housing allowances to support housing affordability
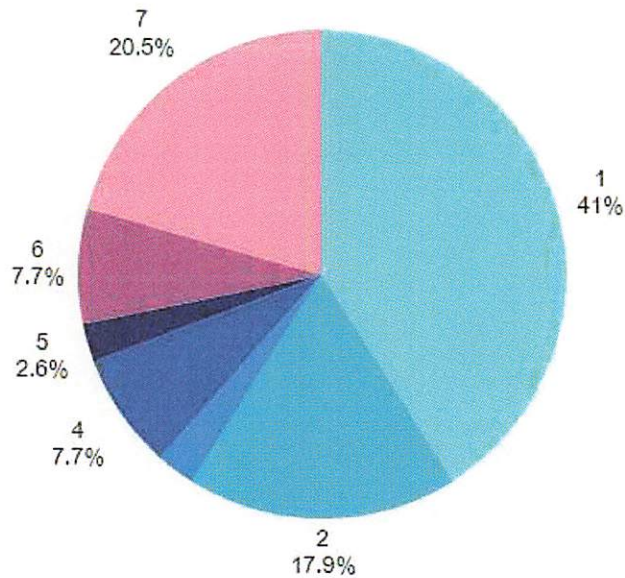
Reduce chronic homelessness by 25% by March 2027

End veteran homelessness (reach Functional Zero) by April 2025
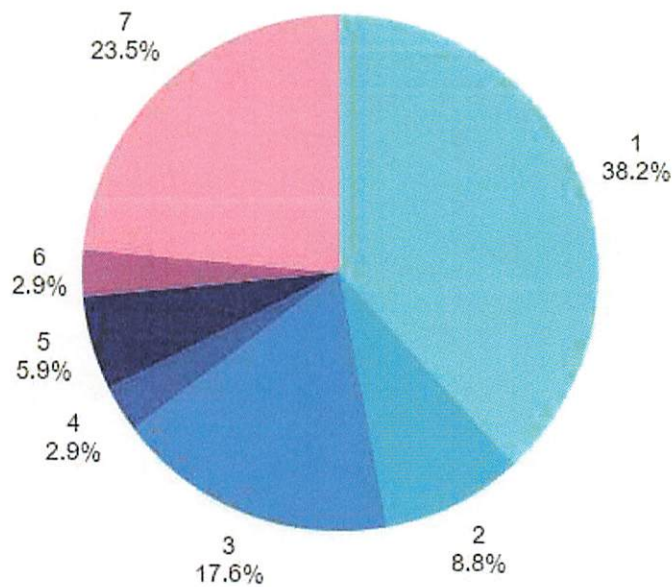
Summary

- **Highest Priority Identified** – Expanded transitional housing units and housing allowances to support housing affordability.
- **Lowest Priority Identified** – Confirming and sustaining a reliable By-Name List.

Question #2

What do these aims address about the homelessness needs that exist locally?

- Quality by-name list - demographics of the list identify priority/target populations. Should increase access to list to have more agencies referring.
- By-name list and coordinated access are key to addressing the gaps and needs in the community and obtaining reliable data. This drives system change to better serve vulnerable communities identified in the list.
- Homelessness people who haven't consented to be on the by-name list. Also educates people about the homelessness issue and informs people about successes.
- Baseline/trend data, increases transitional housing stock/inventory.
- Ability to track trend reliable data, offers opportunities to free emergency shelter with transition and minimizes recidivism.
- Inter-professional and inter-organizations teams, and supportive housing.
- People living with mental illness getting proper mental health care rather then cycling around the justice system consistently because the root problem of mental health was never addressed.
- Nothing. Hastings County and the homelessness prevention groups have been keeping these numbers yearly since 2011. The Municipalities have already had over 10 years to come up with a solution and prepare and do something about it! What we need is actual housing built!! All this does is keep the status quo and offers no real solutions.
- Complete a housing/homelessness resource needs-gap analysis, this will reduce knee jerk reactions and wasted money.
- The is a chronic shortage of affordable housing locally. Agencies work in silos and citizens do not know what supports are out there when needed. In all honesty the lady that spoke to her experience may have been eligible for help before she was in the eviction process. She may have been able to get one month emergency assistance and one time discretionary funding towards the rent arrears to maintain the home. She likely did not know this. Also other supports may have been there for her family.
- Fast action, as the homeless in Belleville are creating other issues in the community.

Question #3

What do these aims not address about the homelessness needs that exist locally?

- Need for more supportive housing - mobile and inter-professional core teams.
- Other populations, prevention projects/retention piece, veterans not a priority group.
- Families, Loyalist College students, new immigrants, air base.
- Prevention/inflow, well resources network of community service providers in the WFP.
- Does not prioritize prevention, success is contingent upon permanent/affordable housing development.
- Indigenous and First Nations Peoples, humanizing and reducing the stigma/myth busting based on data, using evidence and defining what type of housing would make the biggest difference.
- Stigma (shifting the narrative of the community to allow people to feel heard, seen and taken seriously), does not include supportive permanent housing.
- Welfare rate and ODSP rate not keeping up with rate of housing and cost of living.
- 2027 seems too far out - shorter goals to measure could be by end of year, by end of next year and so on.
- What level of financial commitment is being put forward by all levels of government.
- They need somewhere to pitch their tent so that police and help can be near by, many cities do this so the can keep track of them but also allow them to have an area to stay with resources close by.
- We need more dedicated social housing built! Yes.. actual buildings. The private sector is not going to fix this.
- Complete a housing/homelessness resource needs-gap analysis, this will reduce knee jerk reactions and wasted money.
- The by name list - this stat is too hard to pin down.
- Drug addiction, affordable housing and housing availability, living wages.
- Lack of housing & affordable housing, lack of mental health resources & addiction resources, lack of larger places like grace inn, need more meals provided for homeless, lack of place for them to stay or set up tents etc without being kicked out, lack of place to stay 24hrs, lack of warning centres that open 24hrs or at least longer than current & that open anytime it's zero or below.

Question #4

What aims should or could be added to make a measurable reduction in homelessness locally within the next 4 years?

- Prevention and community education to reduce stigma and NIMBYism.
- Prioritizing prevention, keeping people who are housing housed to slow down the inflow.
- Properly resource the not-for-profit sector to effectively prioritize the services to BNL individuals.
- Engaging business and community at large in being proactive vs. defensive and embracing our fellow citizens.
- Rate of movement from temporary housing to permanent.
- Staff hired for supportive housing, housing sustainability and housing retention.
- A structured financial commitment from all levels of government. Quinte health care has failed our community in regards to mental health care when they should of been the main hub to proper health care as opposed to our local police department. Properly trained staff to deal with mental health episodes without putting the responsibility back on our local police would be beneficial to those suffering.
- Having a plan in motion and running. Homelessness has been a growing issue and now its hit its peak for the city to see it as a problem all while they were closing down programs that were helping the homeless.
- We need a larger homeless shelter.
- As part of this puzzle and part of the needs-gap analysis, review the potential impact on local housing the Collage system has in the area by any increase of their student population.
- Should the College be required to provide a percentage of dedicated housing to help house their students, reducing the stress on the local rental market? (is it possible the economic benefit of a local college is now being reduced or lost lost by their need for increased student rental units?)
- Rent subsidy for low income earners.
- Affordable housing and paid addiction facilities.

Question #5

What can your organization do to support these aims and reduce homelessness?

- Belleville Quinte West Community Health Centre - care teams for supportive housing, maintain/sustain housing (but need resources to do this).
- Community Advocacy and Legal Centre - sheriff's department eviction tribunals/landlords
- Resource the NFP partners and engage all community stakeholders.
- Quinte Health - integrate into team and inter-professional primary care/mental team.
- Join in discussion.
- New zoning by-law to remove "people-zoning", need technical working group with staffing from County and local municipalities.
- Remain call entry point.

Aim-Target	Measurement
Confirming and sustaining a reliable By-Name List	• By-Name List data reliability within a 5% error margin • CAEH Confirmation of a quality By-Name List
Improved information sharing and reporting of homelessness data	• By-Name List data shared with the community in a quarterly infograph report • Annual provincial and federal data reporting
Improved Coordinated Access system development (including expansion of health and justice partners)	• Increased number of participating community homeless serving partners (including health and justice serving referral partners) • Increased community connection and access points to the By-Name List • CAEH confirmation of a quality Coordinated Access system
Complete a housing/homelessness resource needs- gap analysis; use it for provincial and federal funding advocacy efforts	• Completed housing-homelessness resource needs-gap assessment that identifies housing resources required based on By-Name List homeless population characteristics • Documented provincial and federal advocacy efforts • Increased in provincial and federal funding investments
Expanded transitional housing units and housing allowances to support housing affordability	• Increased number of transitional housing units • Increased number of housing allowances
Reduce chronic homelessness by 25% by March 2027	• Reduced number of chronically homeless households on the By-Name List • Reduced number of chronically homeless households captured in community Point in Time Counts
End veteran homelessness (reach Functional Zero) by April 2025	• 3 or less homeless veterans on the By-Name List • A sustainable coordinated access homeless servicing system that can house a homeless Veteran within 30 days