

Community Liaison Committee (CLC) Meeting Agenda – Thursday April 27th 2017 at 6:00p.m.

Schedule

CLC Meeting 6:00p.m.-7:30p.m. (Refreshments & Light Dinner will be provided by LOFT Kitchen)

Guest: Desmond Rowley is the Supervisor of the Social Recreation & Wellness Program from Houselink Community Homes, a Bloorcourt-based agency that is a leader in the field of supportive housing and recovery for people living with persistent mental health challenges and addiction issues.

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<p>1. Welcome & Review of March 21 2017 meeting (5 minutes)</p>	<p>Community update –how long people stay, average 3 months but case by case.</p> <p>Erin – spoke about housing, making the shift project- tackling youth homelessness at systemic level.</p>
<p>2. Update on shelter and drop-in operations (10 minutes)</p>	<p>Participants, 15 people, helped clean up Irene Parkette</p> <p>March 25th, Cam started library group. Created library guides for newcomers. Looking into making monthly/bimonthly program.</p> <p>Shelter update prepared by Greg</p> <p>Q: Why would someone be discharged from one shelter and then sent to this shelter? A: Try to identify clients who are working. If someone needs special assistance at the North shelter they will be sent to South. The shelters have different hours to accommodate different people. When clients are discharged they must be referred to another shelter. Most discharges are for ‘fail to return’</p> <p>Q: How many discharges have been for disruptive behaviour? A: Maybe about 15. It’s usually the clients who are frequently intoxicated and have an ongoing disrespectful attitude to residents/staff. Being intoxicated is not a criteria for discharge. Folks returning intoxicated are monitored until sober. Staff</p>

distinguishes between ongoing behaviour and specific instances.

Q: How long are belongings held after ftr? Fail to return

A: 72 hours.

Want to report a public incident, Jan was present. No one was hurt, client was discharged, no formal complaints received. Background on client: here 3 months, addictions issues, traumatic history, connecting with salvation army gateway to work on resume, volunteering in drop in/kitchen. Came back intoxicated a few times, mostly calm. Day of incident, very intoxicated/aggressive, Jan decided to call an ambulance. The client didn't remain in shelter, left and went on to Bloor. Jan was concerned about the client's safety, lots of pedestrians, opened the door and called him back. At this point the client became aggressive towards Jan who closed the door and called MCIT, mental health crisis intervention team. Client attempted to re-enter, Jan prevented him from coming back in. He again became aggressive and had to be restrained outside shelter doors until police arrived 4 minutes after call was made. The client was then taken to a corrections facility. Efforts made to debrief with Jan after incident.

Q: What happens to the individual now, regarding mental health support?

A: When people enter mental health services it is usually as a result of police intervention. They always have the choice to remain in mental health treatment. If he comes back after his service restriction is lifted, CONC can offer services that can deal with mental health and addictions issues. Most shelters offer housing support, counselling, referrals to detox, etc.

3. Desmond Rowley from *Houselink* will be discussing services available for vulnerable community members in Bloorcourt (10 minutes)

Ward 19, renowned from community engagement

40 years ago, clients getting discharged without a proper plan would result in horrible situations. Responsibility usually fell with family members. Groups developed to take turns looking after people. A grassroots movement has developed into Houselink community homes.

Own and operate properties to provide housing and support for vulnerable individuals. 25 properties across the city

Core team of housing support workers, community mental health workers. Caseload of 18-20 people. Assist in stabilizing individuals, life skills, maintaining supportive and stable housing.

One of the largest supportive housing landlords in the province.

People leaving institutions can cocoon, become isolated. Houselink has programs to get people out of their homes and get involved with their community.

Help with employment, help with resumes, staffed by clients. Community kitchen, drop in, internal couriers. Fewer incidents occur because people are neighbours.

Need to engage in programming, social recreation dep. Create initiative to engage clients in many ways, get grants for school, knitting, etc. operate funds in case of emergency, travel costs, etc.

Community engagement, host other agencies and talking about the work Houselink is doing.

Recently lost drop in funding, outreach and relationship building to share space and

inform clients about neighbourhood services. Walking groups, yoga, etc. Fitness is related to mental health. Community partnerships to engage participants in activities.

Soccer groups to engage Syrian refugees.

Programming not just for clients. People who have moved out of Houselink properties can still remain in their programs.

Every month a mailer is created detailing programs and activities, sent to homes of former clients.

Food menu also produced detailing when meals are being prepared, clients can decide if they want to come in for meals

Looking to serve greater mental health community, events and programs opened to almost everyone. None turned away.

Brief intake process asking for baseline information to make sure people qualify for housing assistance.

Q: What is the eligibility criterion?

A: The housing waiting list is very long, 18,000 people are in need of supportive housing. When a place comes up in the waiting list, if the client has Houselink checked off as an option, they receive a call if space is available.

Q: Who is the primary funder?

A: The Ministry of Health. Rent supplements and support. Also other private donors.

2% vacancy rate a year. The average age of clients is 45-55. The main reason for losing housing is eviction for disruptive behaviour.

Q: Are the Houselink properties in residential communities?

A: Yes, they are very discrete and everywhere.

	<p>Q: What is the ratio of workers to residents? A: Each worker has a caseload of about 18 people.</p> <p>Mental illness symptoms stabilize as housing becomes longer.</p> <p>Houselink has a relationship with TCHC, providing mental health support in their buildings to clients.</p> <p>Q: How do you ensure landlords are good and are maintaining the housing? A: Houselink has a property services manager that builds relationships with landlords. There are only a few private landlords, longstanding established relationships.</p> <p>Q: With TCHC, do you make your presence known in the lobby? A: Yes, create meal programs to get people in and then share info. Bike repairs, bingo, public health nurse visits, etc.</p> <p>Q: What is the gender breakdown of clients? A: 55/45 male, 44-50% of clients are over 45.</p> <p>Most housing is not accessible. There is a question of what to do with an aging population in need of support.</p>
<p>4. Committee Member Forum for questions or concerns relating to shelter operations (5 minutes)</p>	<p>CPLC? Mention of the Dufferin and Dupont housing developments. There was a proposal to add subsidized units. Developers wanted to place them all in one building, but must be integrated into all buildings.</p> <p>CONC mentioned in a positive news report. Sam and Ana Bailao interviewed and discussed shelter integration and the importance of having CLCs. The city is focused on more community liaison.</p> <p>Q: How often does community policing come to shelter?</p>

	<p>A: Not too often but have been invited to meetings. Frequent phone dialogues. From the beginning the shelter has been very open with police. They usually have to be invited in to the shelter. Too much police presence creates intimidating atmosphere for clients but can also reduce stigma to see police in a non-policing capacity. Police are also members of the community</p>
<p>5. Scheduling of May Meeting (5 minutes)</p>	<p>Tuesday May 30th at 6pm.</p>
<p>6. Continued Organization of Projects: (10-15 minutes)</p> <ul style="list-style-type: none"> - Update on Library Group from Cam - Update on StART Community Partner Grant - BIA Summer Festival (15 minutes) 	<p>Grant finished and submitted on April 3rd. Going to find out the first or second week of June. The grant outlines that the CLC will be partially helping organize focus groups with the artists. Built into the grant is money to pay 4 more artists to learn mural painting.</p> <p>Focus groups to decide on the content of the murals.</p> <p>Organize participating in BIA summer festival. August, Saturday 26th. Event committee hasn't yet decided on layout of festival.</p> <p>Management interested in participating, LOFT to provide refreshments, NOOK to do face painting, arrange dance lessons. Open to other ideas as well.</p> <p>Needs to be coordination of music in the area so they don't overlap. Live music would happen in the loft space, in doors.</p> <p>Any ideas for event? For next meeting can block out the day for activities, people bring ideas for activities, as a group decide what we want to do.</p> <p>Children's area in Irene Parkette, successful in the past. Nook very open to that idea. Follow up with manager of Nook. Next library visit in May 27th at 1pm</p>

7. Closing Remarks

Plan for everyone to bring an idea of what to host at the Bloorcourt festival.