



Together, we're changing lives.

2010 to 2015 Strategy Guidance Letter A-104

Supports that transition people from homelessness to stable housing

United Way Windsor-Essex County
300 Giles Blvd. East, Windsor, ON N9A 4C4

A. Priority Area: Supporting basic needs and independence.

B. Strategic Area of Focus: Supports that transition people from homelessness to stable housing. **Strategy Definition:** Innovative and integrated strategies that support the transition to stable housing.

C. Priority Population

All strategies that receive funding must serve the following population (s):

- o Individuals, families, and youth who are homeless or "at-risk" of homelessness.

D. Intended Outcome: Individuals, families, and youth who are homeless or "at-risk" of homelessness will obtain and maintain stable housing. **Outcome Definition:** Individuals, families and youth who are homeless or "at risk" of homelessness often experience difficulties with life issues that require ongoing supports to maintain stable housing and achieve independence. The intended outcome focuses on *Sustenance* and *Adaptation* as described by Torjman's (2007) Resilience Framework.

E. Strategy Paths

To be considered for funding, strategies must address all Strategy paths, as indicated below:

Strategy paths	Potential results
Improved housing stability	<ul style="list-style-type: none">• Number of individuals/families/youth that move from unstable to stable housing• Number of individuals/families/youth that maintain their stable housing• Length of time in stable housing
Improved linkages to community services	<ul style="list-style-type: none">• Number of individuals/families/youth that have an individualized plan based on their identified goals• Number of goals that have been achieved• Number of individuals/families/youth connected to other community supports



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F. Preferred Strategy Components

In addition to the required components, preference will be given to those strategies that are able to demonstrate Preferred Strategy Components, as indicated below:

Preferred Strategies Components— (policies, practices and/or activities)	Examples
Addresses the homeless or at-risk of homeless populations	<ul style="list-style-type: none"> Specific populations are described for which the support service will be directed
Supports follow the person	<ul style="list-style-type: none"> Supports are linked to the person and are not necessarily linked to a housing program
Integrated with other community services	<ul style="list-style-type: none"> A key goal is to link the individual/family with other community services that will meet their identified needs
Flexible, individualized supports are provided	<ul style="list-style-type: none"> Each individual/family has an individualized plan based on their choices
Staff have required skills/ knowledge and are integrated in relevant community networks	<ul style="list-style-type: none"> Clients requiring supports are able to access them at the first point of contact

F. (cont'd) Preferred Strategy Components for all strategies

Preferred Program Components for all strategies	Examples
Staff/volunteers are trained and well-prepared	<ul style="list-style-type: none"> Staff and volunteers have relevant training, knowledge and skills Staff keep up-to-date with current developments in the field, including promising and evidence-based practices Volunteers are provided with strong supervision including screening, orientation and recognition.



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Client-centered	<ul style="list-style-type: none"> • Active efforts to be inclusive and to connect with client populations in program planning, delivery, evaluation • Services provided are determined by participant needs and priorities • Operate from an accessible, identifiable location that facilitates access to other participant opportunities.
Diversity is acknowledged and respected	<ul style="list-style-type: none"> • Sensitive to issues of diversity, transportation and childcare • Staff must be culturally competent and aware of diversity issues. • Staff and volunteers reflect the community
Monitor progress and evaluate outcomes	<ul style="list-style-type: none"> • Conduct ongoing program evaluations to ensure program effectiveness • The evaluation includes various methods for measuring potential results as outlined in the strategy paths • Willing to participate in organized learning communities with other strategy partners.
Maintaining success	<ul style="list-style-type: none"> ▪ Measures will be taken to encourage continue positive results after initial implementation ▪ E.g., by offering “booster” sessions; providing follow-up resources; tying the strategy with activities of other relevant community groups & programs.
Demonstrate effective collaboration and partnerships	<ul style="list-style-type: none"> • Involve a range of community partners • Leverage resources and support from an array of stakeholders, e.g., other not-for-profit organizations, private or public sector organizations, and other groups. • Written memoranda of understanding with other organizations to ensure that roles and responsibilities are clear.



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Integrated and coordinated approach	<ul style="list-style-type: none">• Strategy is linked with other community services, group, and initiatives in an effort to enhance services.
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Recommended Resources:

Homeless Coalition of Windsor-Essex County (June 2009). *Integrated Support and Housing Plan*.

Cityspaces Consulting Ltd. (January 2008). *A response to Homelessness in Nanaimo: A Housing First Approach - Relevant Best Practices*.

Review of best practices in mental health reform related to housing and community support:
www.phac-aspc.gc.ca/mh-sm/pubs/bp_review/