

## Appendix 1 Definitions, Indicators & Resources

### System of Care Program Types

Emergency Shelters provide temporary accommodations and essential services for individuals experiencing homelessness. The length of stay should not exceed 30 days, with an aim to reduce the length of stay to seven days by 2018.

Short-Term Supportive Housing Programs provide housing and intensive supportive services in a more structured, place based environment to homeless clients. Services and housing that they provide are time limited and designed to facilitate movement to independent living or permanent housing.

Housing and Intensive Supports provides housing and support services to those at risk of or experiencing homelessness. Housing and services are time-limited and designed to move individuals to independent living or permanent housing with support. The length of stay is typically between one and two years. Those at risk of or experiencing homelessness can participate in case management and support services as part of their stay in the program.

Permanent Supportive Housing provides long-term housing and support to individuals who are homeless and experiencing major disabling conditions. There is no limit to the length of stay. While support services are offered and made readily available, the programs do not require participation in these services to remain in the housing.

Rapid Rehousing provides targeted, time-limited financial assistance and support services for those experiencing homelessness in order to help them quickly exit emergency shelters and then retain housing. These programs are for those who can live independently after receiving subsidy and support services for less than one year.

Housing Location solely focuses on identifying housing opportunities (market and non-market), negotiating with landlords, and assisting clients with startup and end of lease costs with some social supports.

Prevention Services provide short-term assistance to individuals and families at risk of becoming homeless. These services are for those who can live independently after receiving services for less than one year.

Outreach provides basic services and referrals to people who are chronically homeless and living outside. Outreach services, in a coordinated manner, can work to engage this population in rehousing. Given the additional risk their housing strategies pose on clients' vulnerability, their rehousing and stabilization remains a focus.

Affordable Housing targets low income households who cannot afford rents based on market prices. Affordable rent (typically including heat, water and sewer expenses) is calculated to cost no more than 30% of a household's total gross monthly income (Rent Geared to Income). Affordable housing providers may provide limited supports onsite or through mobile staff for various properties to promote quality of life in their units. Affordable Housing is best targeted to households that do not require intensive supports, but are likely to need ongoing subsidized

housing due to low income levels. Where clients with intensive needs are placed (i.e. chronically homeless) efforts must be made to ensure appropriate supports are provided through case management services.

Supportive Services provide a variety of essential health and basic needs to those at risk of or experiencing homelessness to complement the housing interventions outlined above.

## Definitions

The following is a list of definitions based on those the Government of Alberta uses in its policy planning and service delivery activities (online at:

[http://www.housing.alberta.ca/Definitions\\_related\\_to\\_homelessness.cfm](http://www.housing.alberta.ca/Definitions_related_to_homelessness.cfm))

Absolute Homeless: Those living on the street with no physical shelter of their own, including those who spend their nights in emergency shelters.

At-Risk of Homelessness: A person or family that is experiencing difficulty maintaining their housing and has no alternatives for obtaining subsequent housing. Circumstances that often contribute to becoming at-risk of homelessness include: eviction, loss of income, unaffordable increase in the cost of housing, discharge from an institution without subsequent housing in place, irreparable damage or deterioration to residences, and fleeing from family violence.

Chronically Homeless: Those who have either been continuously homeless for a year or more, or have had at least four episodes of homelessness in the past three years. In order to be considered chronically homeless, a person must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter.

This group experiences lengthy experience of continual homelessness and have a very high acuity due to the presence of disabling conditions (vulnerability related to serious physical & mental health issues, addictions). They can have a history of rough sleeping (sleeping outside) and long-term shelter stays.

Disabling Condition: A diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

Episodically Homeless: A person who is homeless for less than a year and has fewer than four episodes of homelessness in the past three years.

This group tends to experience recurring episodes of homelessness throughout a lifetime, has a higher acuity (vulnerability related to addictions, poorer health, chronic health issues, domestic violence & behavioral issues).

Family: Those who are homeless and are: parents with minor children; adults with legal custody of children; a couple in which one person is pregnant; multi-generational families; part of an adult interdependent partnership. Many members of this group are women fleeing abusive domestic situations and struggling to re-establish independent homes for themselves and their children.

**Homeless:** Those who do not have safe, affordable, appropriate, permanent housing to which they can return whenever they choose.

**Housing First:** Adopting a Housing First approach means that permanent housing is provided along with needed support services. Support services may include intensive medical, psychiatric and case management services including life skills training, landlord liaison assistance and addictions counseling. Addressing these needs through support services helps people maintain their housing over the long term.

**Relatively Homeless:** Those living in spaces that do not meet the basic health and safety standards including protection from the elements; access to safe water and sanitation; security of tenure and personal safety; affordability; access to employment, education and health care; and the provision of minimum space to avoid overcrowding.

**Youth:** A homeless youth is an unaccompanied person under the age of 24 lacking a permanent residence. They can be living on the street, in shelters, couch surfing, in unsafe and insecure housing, and living in abusive situations. They may also be about to be discharged without the security of a regular residence from a care, correction, health, or any other facility.

## Resources

Calgary Plan to End Homelessness (Update 2011) – <http://calgaryhomeless.com/assets/10-Year-Plan/10-year-plan-FINALweb.pdf>

A Plan for Alberta: Ending Homelessness in Ten Years.  
[http://www.housing.alberta.ca/documents/PlanForAB\\_Secretariat\\_final.pdf](http://www.housing.alberta.ca/documents/PlanForAB_Secretariat_final.pdf)

Plan to End Youth Homelessness in Calgary -  
<http://calgaryhomeless.com/assets/research/Youth-PlanFinalweb.pdf>

Calgary Acuity Scale - <http://calgaryhomeless.com/agencies/>

Case Management Standards - <http://calgaryhomeless.com/agencies/>

## Calgary Homeless Serving System Program & System Indicators

Program Type	Occupancy	Length of Stay/ Stabilization	Positive Destinations	Income	Return to Homelessness	Self-Sufficiency	Interaction with Public Institutions	Engagement in Mainstream Systems
<b>Emergency Shelter</b>	95%	Average length of stay is: Year 1 30 days Year 2 25 days Year 3 21 days	50% of those engaged with shelter service providers leave program go to positive housing destinations	30% of those engaged with shelter service providers leave program go to positive housing destinations	Less than 20% of clients return to shelter/rough sleeping	Program Defined;	Program Defined	Program Defined
<b>Short-Term Supportive Housing</b>	95%	Clients complete program according to length of stay, up to 24 months.  At any given reporting period, 85% of the people housed will still be permanently housed.	85% of clients leaving program go to positive housing destinations	85% of clients leaving program report an increase in income from employment and/ benefits  Where clients are unable to increase income (are on AISH/ Income Supports Not Expected to Work, etc.), 95% maintain stable source of income	Less than 10% of clients return to shelter/rough sleeping	Program Defined;  Program proposes additional measures to demonstrate client outcomes (i.e. addictions, employment, community integration) that show progress towards self-sufficiency)	Program Defined  Program will show clients have reduced incarcerations, reduced emergency room visits and reduced in-patient hospitalizations	Program Defined  Program will demonstrate client engagement in mainstream services
<b>Housing &amp; Intensive Supports</b>	95%	95% maintain housing for at least 6 months; at least 85% maintain housing for at least 12 months  At any given reporting period, 85% of the people housed will still be permanently housed.	95% of clients leaving program go to positive housing destinations	95% of clients have an increase in income after 6 months in program from employment and/ benefits  Where clients are unable to increase income (are on AISH/ Income Supports Not Expected to Work, etc.), 95% maintain stable source of income	Less than 5% of clients return to shelter/rough sleeping	Program Defined;  Program proposes additional measures to demonstrate client outcomes (i.e. addictions, employment, community integration) that show progress towards self-sufficiency)	Program Defined  Program will show clients have reduced incarcerations, reduced emergency room visits and reduced in-patient hospitalizations.	Program Defined  Program will demonstrate client engagement in mainstream services

Program Type	Occupancy	Length of Stay/ Stabilization	Positive Destinations	Income	Return to Homelessness	Self-Sufficiency	Interaction with Public Institutions	Engagement in Mainstream Systems
<b>Permanent Supportive Housing</b>	95%	95% maintain housing for at least 6 months; at least 85% maintain housing for at least 12 months  At any given reporting period, 85% of the people housed will still be permanently housed.	95% of clients leaving program go to positive housing destinations	95% of clients have an increase in income after 6 months in program from employment and/ benefits  Where clients are unable to increase income (are on AISH/ Income Supports Not Expected to Work, etc.), 95% maintain stable source of income	Less than 5% of clients return to shelter/rough sleeping	Program Defined;  Program proposes additional measures to demonstrate client outcomes (i.e. addictions, employment, community integration) that show progress towards self-sufficiency)	Program Defined  Program will show clients have reduced incarcerations, reduced emergency room visits and reduced in-patient hospitalizations.	Program Defined  Program will demonstrate client engagement in mainstream services
<b>Affordable Housing</b>	Program Defined	85% of clients maintain housing for at least 12 months  At any given reporting period, 85% of the people housed will still be permanently housed.	85% of clients leaving program go to positive housing destinations	85% of clients have an increase in income at program exit  Where clients are unable to increase income (are on AISH/ Income Supports Not Expected to Work, etc.), 95% maintain stable source of income	Less than 5% of clients return to shelter/rough sleeping	Program Defined	Program Defined	
<b>Rapid Rehousing</b>	95%	85% of clients maintain housing for 1 year after intervention ends.	85% of clients leaving program go to positive housing destinations	85% of clients have an increase in income at program exit	Less than 5% of clients return to shelter/rough sleeping	Program Defined;  Program proposes additional measures to demonstrate client outcomes (i.e. addictions, employment, community integration) that show progress towards self-sufficiency)	Program Defined  Program will show clients have reduced incarcerations, reduced emergency room visits and reduced in-patient hospitalizations.	Program Defined  Program will demonstrate client engagement in mainstream services

<b>Program Type</b>	<b>Occupancy</b>	<b>Length of Stay/ Stabilization</b>	<b>Positive Destinations</b>	<b>Income</b>	<b>Return to Homelessness</b>	<b>Self-Sufficiency</b>	<b>Interaction with Public Institutions</b>	<b>Engagement in Mainstream Systems</b>
<b>Prevention</b>	Program defined	85% of clients maintain housing for 1 year after intervention	85% of clients leaving program go to positive housing destinations	85% of clients have an increase in income at program exit	Less than 5% of clients return to shelter/rough sleeping	Program Defined	Program Defined	
<b>Outreach</b>	Program Defined	N/A	70% of clients engaged in program leave program go to positive housing destinations	N/A	N/A	Program Defined	Program Defined	
<b>Support Services Only</b>	Program Defined	N/A	N/A	N/A	N/A	Program Defined	Program Defined	