

STEP HOME REFERENCE GROUP

The STEP Home Reference Group is responsible for coordinating and monitoring all STEP Home programs. The group includes representatives from each of the programs, the Region, and the Centre for Community Based Research (who supports evaluation activities). It serves to keep a unified vision for all of the programs, to share information and resources, and to work together to solve problems as they arise. The Reference Group is responsible for completing interim evaluation reports with a final report planned for March 2011.

For further information on STEP Home, please contact **519-883-2238** or mmarie@region.waterloo.on.ca.

PROGRAM FUNDERS

Programs under STEP Home are funded primarily by:

Canada



Please note, STEP Home programs have different funders and some may also be supported by additional funding from other community sources.

December 2009

STEP HOME PROGRAMS

IN WATERLOO REGION



An information brochure for community service providers working to end homelessness in Waterloo Region.

Provided by



Region of Waterloo
SOCIAL SERVICES



STEP HOME

The Region of Waterloo, in conjunction with community partners, is exploring innovative approaches to end and prevent persistent homelessness in our community.

STEP Home is an interrelated set of person-centered programs designed to end and prevent persistent homelessness, and foster respect, hope, home, and community by utilizing the following guiding principles:

- Housing First towards a home
- Participant-landlord-community inclusion
- Person-centred and relationship based approach
- Supported referrals
- Quality housing choice and security of tenure
- Re-housing as needed
- Solution focused, creativity and persistence
- Changing community, provider, and self perceptions
- Reducing system barriers
- Reflective practitioners

Ultimately, STEP Home is working towards an overall vision that every community member in Waterloo Region has housing stability.

STEP HOME TARGETS

STEP Home programs work towards achieving two targets endorsed by Regional Council: to end persistent homelessness for 50 people and prevent persistent homelessness for 100 people by December 2010.

WHAT IS PERSISTENT HOMELESSNESS?

Persistent homelessness involves a variety of possible characteristics, including:

- Length of time person has experienced homelessness (often greater than one year) with a pattern of cycling in and out of hospitals or correctional facilities in between periods of living on the street or in emergency shelters; and/or
- Homelessness has become the new “normal”; skills are oriented to survival on the street rather than to living in housing; and/or
- Extent of service use – extensive use of emergency services or a large number of disconnections from services.

WHY FOCUS ON PERSISTENT HOMELESSNESS?

People who experience persistent homelessness have complex issues and need specialized support. It is very cost effective to provide these tailored programs. In fact, it costs 10 times more to leave someone homeless than to give them the housing and support they need to get off the street.

STEP Home's goal is to end persistent homelessness in Waterloo Region.



– CURRENT STEP HOME PROGRAMS –

Shelters to Housing Stability

Provides intensive, flexible support (for a minimum of one year) to find and maintain housing with a ratio of one staff to ten participants who are at-risk of persistent homelessness, have medium level support needs, and who utilize emergency shelter services.

Contacts:

YWCA-Mary's Place serves women in Kitchener-Waterloo
519-744-6507 ext. 211
maria.wallenius@ywcakw.on.ca

Charles Street Men's Hostel serves men in Kitchener-Waterloo
519-742-8327 ext. 339
shelternohousing@houseoffriendship.org

Cambridge Shelter serves men and women in Cambridge
519-624-9305 ext. 103
dean@cambridgesheltercorp.ca

Argus Residence for Young People serves youth in Cambridge (beginning in 2010)
519-623-7991 (young men)
519-650-0452 (young women)
argusyw@execulink.com

Streets to Housing Stability

Provides intensive, flexible support (for a minimum of one year) to find and maintain housing with a ratio of one staff for five to ten participants who are experiencing persistent homelessness.

Contacts:

YWCA-Mary's Place serves women in Kitchener-Waterloo
519-744-6507 ext. 211
maria.wallenius@ywcakw.on.ca

The Working Centre serves men in Kitchener-Waterloo
519-504-3418
jennifer@theworkingcentre.org

Cambridge Shelter serves men and women in Cambridge (beginning in 2010)
519-624-9305
john@cambridgesheltercorp.ca

Whatever It Takes ("WIT") Service Resolution

Brings together service providers and participants experiencing persistent homelessness who encounter system level barriers in order to develop and implement plan(s) that will work towards achieving housing stability.

Contact:

Lutherwood
519-897-0114
rsmith@lutherwood.ca

Hospitality House and At Home Outreach

Provides support to people experiencing or at-risk of persistent homelessness, who are prematurely aged, and who are experiencing debilitating health issues with the goal of living as independently as possible, for as long as possible.

Hospitality House provides a six-bed non-medical residence with 24 hour support. Participants include people with acute and palliative diagnoses who do not qualify for current long-term care facilities and people with complex issues who need short term stabilization and do not have secure/safe housing.

At Home Outreach provides at-home support for people at-risk of homelessness. Coordination services are offered between the participant, CCAC and other medical services to ensure appropriate medical needs are met within the context of the participants' own home or an alternate location.

Contact:

The Working Centre
519-504-3418
jennifer@theworkingcentre.org

Supportive Housing of Waterloo (SHOW)

SHOW's mandate is to build and operate permanent, affordable, supportive housing for people experiencing or at-risk of persistent homelessness in Waterloo Region, especially those currently accessing the K-W Out of the Cold Program. A capital campaign and construction on their first project on Erb Street in Waterloo is underway. Occupancy is anticipated in spring/summer 2010.

Contact:

519-571-9408
office@supportivehousingofwaterloo.org

STEP Home Street Outreach

Is provided by The Working Centre, Cambridge Self-Help Food Bank and ROOF. STEP Home Street Outreach engages with people in the urban centres of Cambridge, Kitchener and Waterloo who are street involved and serves as a support to the other programs under the STEP Home umbrella.

Contacts:

The Working Centre
519-504-3418
jennifer@theworkingcentre.org

Cambridge Self-Help Food Bank
519-242-7360
streetoutreach@cambridgefoodbank.on.ca

ROOF Youth Street Outreach
519-742-2788
outreach@roof-agency.net

