



PROGRAM GUIDE



Calgary Homeless
FOUNDATION

Family Sector
Programming

CHF System Planning Framework Program Definitions

| Term | Definition |
|---|---|
| Adaptive Case Management | Offers participant directed, flexible supports with for families experiencing homelessness to secure and sustain housing. This program works with families to provide case management that is adapted to the needs and wishes of the participants at any given time in the program. |
| Assertive Community Treatment (ACT) | Is an integrated team-based approach designed to provide comprehensive community-based supports to help people remain stably housed. These teams may consist of physicians and other health care providers, social workers and peer support workers. |
| Bridge Housing | Is designed to remove barriers faced by individuals in obtaining independent housing stability. It is a time-limited, Recovery focused supportive housing model with an anticipated length of stay limit, delivered in alignment with Housing First and Harm Reduction principles |
| Coordinated Access and Assessment (CAA) | Is a system for individuals and families experiencing homelessness to access a range of housing and support services. It is a collaborative approach designed to provide a range of services to meet the needs of anyone experiencing homelessness while streamlining the limited resources to the most chronic and vulnerable individuals to exit homelessness. |
| Emergency Shelter | is any facility with the primary purpose of providing temporary accommodations and essential services for individuals or families experiencing homelessness. Shelters provide essential services to individuals and families experiencing homelessness and play a key role in ending homelessness as these services often focus efforts on engaging individuals in the rehousing process. |
| Non-Market Housing | is typically described as subsidized, social, or affordable housing units. Non-market housing varies in its operations, but commonly has rents below market value; may provide social services or supports; and is typically targeted to individuals and families with low-incomes. It is often operated by non-profit organizations. It may or may not receive operating subsidies from government, however, at some point, (such as during construction), it received government funding. |
| Outreach | Involves moving outside the walls of the agency to engage people experiencing homelessness who may be disconnected and alienated - not only from mainstream services and supports, but from the services targeting homeless persons as well. |
| Place-Based Supportive Housing (PBSH) | (formerly Permanent Supportive Housing/PSH) case management and housing supports for individuals with the goal that over time, with case management support, the participant(s) will be able to achieve housing stability and independence. Placements are designated to specific buildings and/or locations, often with agency supports on site. |
| Prevention Services | Offer short-term financial assistance and limited case management to prevent housing loss due to a housing crisis. |
| Scattered Site Supportive Housing (SSSH) | Case management and housing supports for individuals with the goal that over time, with case management support, the participant(s) will be able to achieve housing stability and independence. Placements are not designated to one specific building, rather individuals and families are housed in the community independently. |
| Transitional Housing | refers to a supportive, yet temporary, type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support (for addictions and mental health, for instance), life skills and in some cases, education and training (The Homeless Hub, n.d.). |

Please contact us if you have further questions about these definitions

Program Types



Prevention

Home Stay- Trellis

The Home Stay Prevention Program works with families who are at imminent risk of homelessness to prevent a homeless episode and provides diversion supports and are newly experiencing homelessness. The program provides immediate access to emergency prevention support in the realm of rent and utility arrears as well as other housing and individualized resources to assist in housing stabilization. These supports work to increase the families' income, financial literacy, healthy relationships, systems navigation, employability and other assets to build their capacity to create a sustainable environment. The program provides families access to over the phone, in-home and community based support services with an average length of stay being 0-3 months. Depending upon the family's situation and level of vulnerability the program is able to tailor the level of intervention through four different phases based on identified need. These include: 1) screening and triage; 2) brokerage and financial support; 3) case management and financial support; and 4) rehousing.

To promote prevention in the community, the program provides targeted education sessions that will increase the capacity of service providers, outside the realm of the homeless serving sector, to engage proactively in purposeful housing conversations with families in the community. Service providers will gain increased understanding of how to approach such conversations, what to assess for, what to recommend and where to refer.

HomeBridge - Children's Cottage Society

The primary purpose of HomeBridge is to support families to stay in their own home. This is done by providing a comprehensive range of services that allows us to move far upstream, ideally intervening long before a family becomes homeless. In circumstance that we are unable to prevent homelessness, HomeBridge will also work to divert families from shelter, whenever possible.

HomeBridge gives families tips to prevent housing concerns from happening. We provide information that will help families on pay or reduce their rent, know their rights as a tenant, budget expenses, access basic needs like food and utilities. HomeBridge also provides education sessions to front line agencies who are supporting families at risk of homelessness to help agencies identify and respond to potential risks factors, consultations for front-line professionals directly with our housing coach, and resources and tools to help vulnerable families.

Program Types



Supportive Housing (Scattered Site)

Sustainable Families – Trellis

The Sustainable Families Program serves families experiencing homelessness who have with complex needs and high systems involvement. Challenges faced by these families include but are not limited to: homelessness, poverty, high market rents, social isolation, addiction, mental health, domestic violence, Children's Services involvement, transportation barriers and lack of access to appropriate resources. The Sustainable Families intervention begins with an in-depth assessment structured by the Sustainable Livelihoods framework. This critical phase identifies strengths, assets, motivations and key barriers to ensure participants are 'right matched' with services and strategies early on. The program provides immediate housing location services (scattered site) and long-term advanced case management. Sustainable Families engages families in building their capacity to maintain housing by supporting them through a process of stabilization and asset growth with the aim to developing lasting sustainability and resilience.

HomeLinks – Children's Cottage Society

HomeLinks is a Case Management Program. Our Program follows a Housing First model, which means that our first priority is to help families find a new home and any other issues families may need help with will not delay the process of obtaining housing. The HomeLinks Housing Locator helps families find housing and supports with tenant landlord negotiations. The length of service provided by HomeLinks can be up to two years, but is different for each family. Length of service and graduation from the program is arranged between each family and their Case Manager depending on the family's needs and goals, and it usually ranges between 12 to 18 months. Families' ongoing participation in the program will also guide their length of service within the program. HomeLinks accepts referrals through Coordinated Access and Assessment and is designed for families with high multiple complex needs.

Community Housing Program – Discovery House Family Violence Prevention Society

The Community Housing Program (CHP) serves single women and their children, with recent experiences of domestic violence, where the abuse has contributed to their current situation of homelessness. Using the Housing First model, the CHP places families affected by abuse into safe, stable, and permanent housing in the community and provides the support necessary to help women and their children to build capacity for long-term independence. The primary goals of this program are to ensure families do not re-enter the cycle of homelessness and live free from domestic violence. It consists of individualized, wrap-around services to address a family's basic and high-level needs, and involves case managers who offer practical support and systems navigation focused on establishing and maintaining income and housing, and adult and child specific mental health practitioners who offer assessments, short term counselling and referrals for any emotional, behavioral, substance abuse and physical concerns.

Program Types



Supportive Housing (Scattered Site)

Housing with Intensive Supports - Inn From the Cold Society

The Housing with Intensive Supports program is focused on quickly moving homeless families off of the streets and out of shelters into safe, sustainable and healthy scattered site homes. Program offers housing location, assistance with furniture/move out, case management and access to a robust network of partnerships in the community. Intensive support after the housing placement is the main focus of the program. Through referrals from Family Placement Committee, caseworkers work with 48 families focusing on connecting them to supports and resources in their new communities. Major emphasis is placed on engaging the local community to participate and partner in supporting newly housed participants so that healthy relationships are built. Families in this program have access to IFTC services including the Student Run Clinic, Health and Wellness and Early Childhood Development programs.

Rapid Rehousing - Children's Cottage Society

Rapid Rehousing is a Case Management Program. Our Program follows a Housing First model, which means that our first priority is to help families find a new home and any other issues families may need help with will not delay the process of obtaining housing. The Rapid Rehousing Housing Locator helps families find housing and supports with tenant landlord negotiations. The length of service provided by Rapid Rehousing can be up to nine months, but is different for each family. Length of service and graduation from the program is arranged between each family and their Case Manager depending on the family's needs and goals, and it usually ranges between 3 to 9 months. Families' ongoing participation in the program will also guide their length of service within the program. Rapid Rehousing accepts community referrals for families experiencing homelessness or at imminent risk of experiencing homelessness with low to medium needs for ongoing support.

Program Types



Adaptive Case Management (Scattered Site)

Home Again/Adaptive Case Management - Closer to Home

The Closer to Home Community Services - Home Again program offers individualized case management for families transitioning out of homelessness with a focus on maintaining housing, skill development, self-determination, and teaching life skills in order to assist families with achieving their personal goals. Families receive a monthly subsidy based on their income as well as ongoing case management. Our Family Support Workers are certified within the Teaching Family Model; an evidence-based model of care used internationally which provides a framework for the quality of care provided by service professionals in their work with families. The Model takes a family-centered approach with the goal of providing individualized, humane and effective treatment for the participants we serve. Families are referred through Family Placement Committee.

Adaptive Case Management - Trellis, Children's Cottage Society, Discovery House, Inn From The Cold

Adaptive Case Management offers participant directed, flexible supports for those experiencing homelessness to secure and sustain housing. This fee-for-service program targets families with services adapted to the needs and wishes of the participant at any given time in the program. Over time, the amount of Case Management required may vary and the amount of support required is directed by individual choice in negotiation with and by the service provider. This program does not assume all participants require extensive services, rather, all participants have the ability to choose their own level of service to secure and maintain their housing with an unbiased and flexible Case Manager to negotiate this relationship. While not currently accredited, the CHF Case Management Standards (2020 edition) apply to Adaptive Case Management programs.




Permanent Supportive Housing

Rainbow Lodge - Métis Calgary Family Services

The Rainbow Lodge Indigenous Permanent Supportive Housing Program provides affordable housing with on-site programs and supports for Indigenous families experiencing homelessness. Participant families are provided a one-to-one support worker which aids them in personal support, goal setting, service planning, advocacy, and referrals to other services from and with an Indigenous perspective. Available on site support services, including parenting programs, sober and healthy living programs, community events, and access to services through Indigenous Elders, are tailored specifically for the needs of Indigenous families, and work to aid those families develop healthy family living skills and develop a positive self-esteem in-line with traditional Indigenous beliefs and customs. Moreover, with access to programs specifically for both Indigenous children and youth, the Rainbow Lodge Program utilizes a whole-family approach in an effort to break the inter-generational cycle of poverty and homelessness. This Indigenous program works alongside those participant families towards addressing root causes, supporting them towards healthy development, healing, growth, and community membership.

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