

ELGIN ST. THOMAS YOUTH EMERGENCY HOMELESSNESS PROTOCOL

To be followed when a youth is experiencing a housing crisis and is currently homeless or will be homeless within the next 48 hours.



A youth (aged 12-24) is identified as being currently homeless or at immediate risk of homelessness. The youth or those who identify the youth as being homeless call 211 or any of the agencies listed below.

15
OR
YOUNGER

If a youth is 15 years of age or younger, they can contact Family & Children's Services St. Thomas Elgin.

16+
MENTAL
HEALTH
CRISIS

If the youth is 16+ and experiencing an immediate mental health crisis, they will be directed to CMHA short term crisis services.

16+
NO MENTAL
HEALTH
CRISIS

If the youth is 16+ and not experiencing a mental health crisis, they will be directed to either the YWCA St. Thomas Elgin or Salvation Army who can provide transportation and other supports to secure short term housing. This may include supporting youth to return to previous housing or housing through emergency shelters, hotels/motels etc.

ALL PROVIDERS ATTEMPT FAMILY REUNIFICATION IF APPROPRIATE AND WORK TO DIVERT YOUTH FROM THE HOMELESSNESS SERVING SYSTEM.

ONCE A YOUTH'S HOUSING HAS BEEN STABILIZED, THE YOUTH HOMELESSNESS PREVENTION PROTOCOL WILL BE FOLLOWED.

Protocol Follows Overarching Principles:

- Diversion from the system whenever possible
- Family reunification whenever possible
- Harm reduction approach
- Youth centred
- Informed consent & confidentiality
- Collective impact approach
- Responsiveness and immediacy of services whenever possible

211

211 is a free and confidential phone service that is available 24 hours a day, 7 days a week. 211 will follow guidelines to link the homeless or at-risk youth or those concerned for the youth with services and supports available. Youth can access the protocol through 211 or through any of the agencies listed below.

ELGIN ST. THOMAS YOUTH HOMELESSNESS PREVENTION PROTOCOL

To be followed when a youth is identified as lacking stable, permanent acceptable housing but are not facing an immediate housing crisis.

Protocol Follows Overarching Principles:

- Diversion from the system whenever possible
- Family reunification whenever possible
- Harm reduction approach
- Youth centred
- Informed consent & confidentiality
- Collective impact approach
- Responsiveness and immediacy of services whenever possible

The assessments mentioned in this protocol are the VI-SDAT and SPDAT. Both tools are evidence-informed approaches to assessing an individual's or family's acuity. The tools, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person/family's life where support is most likely necessary in order to avoid housing instability. For more information visit www.canelgin.org

- ACCESS TO:
- FAMILY REUNIFICATION & COUNSELLING THROUGH CSCN & ECMS
 - RENT SUPPLEMENTS
 - ETC.



IF A YOUTH AGED 15 OR YOUNGER IS IDENTIFIED AS AT-RISK OF HOMELESSNESS, THEY WILL BE REFERRED DIRECTLY TO FAMILY & CHILDREN SERVICES.

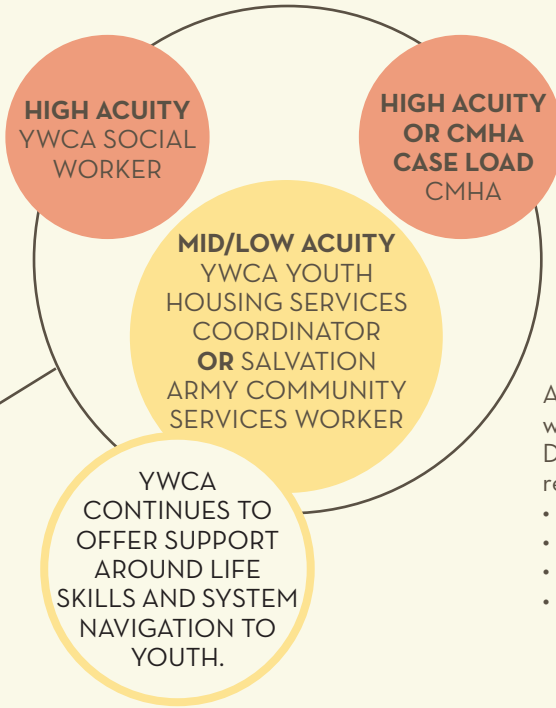
OR

A friend, family member, etc. identifies a youth as being at-risk of homelessness. This means that they are lacking stable, permanent, acceptable housing. The youth themselves or family, friend etc., refer to the YWCA.

A service provider, teacher, case worker, counsellor, etc. fills out the initial Diversion & Prescreen. While this step is not necessary it speed up the process in accessing appropriate services. If the youth is not able to be diverted, they are referred to the YWCA.

The YWCA receives the initial Prescreen and meets with the youth as soon as possible or depending on acuity. The YWCA completes a full assessment and provides immediate diversion and system navigation if required.

WEEKLY SYSTEM DELIVERY MEETING IS HELD. YOUTH'S SPDAT INFORMATION IS SHARED AND CASE MANAGEMENT PLAN IS DEVELOPED. SEE BELOW.



Intensive Case Management help clients find or maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.

Acuity continues to be monitored through weekly system delivery meetings. System Delivery meetings will also include discussions regarding:

- new youth entering protocol
- openings/availability of housing
- access to shared resources through protocol
- problem solving and trouble shooting about specific situations (including changes to risk of homelessness)

* identified system issues will be directed to *Taking Action on Youth Homelessness Committee*