

HOMES FIRST COMMONLY USED ACRONYMS AND TERMS

ASIST - Applied Suicide Intervention Skills Training:

ASIST is a 2-day intensive, interactive, and practice-dominated course designed to help individuals recognize the risk of suicide and learn how to intervene to prevent the risk of suicidal thoughts from becoming suicidal behaviours. Suitable for all persons in positions of trust: health professionals, social service workers, teachers, counsellors, youth workers, police and correctional staff, and community volunteers.

Case Management:

Case management is a model of service delivery widely used in the human services and the health sector. Homes First uses a housing-based model of case management. Case Management lets workers manage the resources required to meet their clients' complex needs. It is adaptable to a wide range of settings and is used in fields such as shelter services, Community Care Access Centres, addiction treatment services, health care facilities, correctional services, and child and youth services. It is adaptable to the sub-groups who make up Toronto's homeless population. Shelter staff can adapt this model to meet the needs of each unique client. It ensures that both accountability and structure is in place such that each client's needs are identified and addressed.

Homes First Society has adapted The Council on Quality and Leadership's Outcome Measures tool.

CAEH - Canadian Association to End Homelessness:

The Canadian Association to End Homelessness (CAEH) The Canadian Alliance to End Homelessness leads a national movement of individuals, organizations, and communities working together to end homelessness in Canada.

CAMH - Centre for Addiction & Mental Health:

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centres in the area of addiction and mental health. CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre.

CAMH combines clinical care, research, education, policy, and health promotion to transform the lives of people affected by mental health and addiction issues.

CAMH has central facilities located in Toronto and 32 community locations throughout the province. CAMH was formed in 1998 as a result of the merger of the Clarke Institute of Psychiatry, the Addiction Research Foundation, the Donwood Institute, and Queen Street Mental Health Centre.

HFS has a partnership with CAMH at 90 Shuter, as well as at our Meegwetch site.

CCAC - Community Care Access Centre:

CCAC's mandate is to deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination, and quality health care.

CCAC operates an office at Shuter. There is daily Personal Support Worker care and nursing care twice weekly.

CERA - Centre for Equality Rights in Accommodation:

A not-for-profit charity that defends housing rights and human rights by educating individuals and communities, advancing progressive and inclusive housing law and policy, and providing legal information and service to marginalized Ontarians.

CMHA - Canadian Mental Health Association:

The Canadian Mental Health Association is a nation-wide, charitable organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.

CMHC - Canadian Mortgage and Housing Corporation:

CMHC is Canada's premier provider of mortgage loan insurance, mortgage-backed securities, housing policy and programs, and housing research.

CMHC was one of the original funders for 90 Shuter.

CHRA - Canadian Housing and Renewal Association:

CHRA's mission is to ensure that Canada has decent affordable housing for all.

Homes First Society is a member of CHRA.

Federal Stimulus Funding/Government of Canada Infrastructure Stimulus Program:

Canada's federal, provincial, and municipal governments have committed public resources to protect and create jobs during the recession and to help strengthen communities economically and environmentally through Canada's Economic Action Plan. This one-time funding was managed by the City of Toronto. The acronym often seen in association with this is SHRRP.

GHS - Globally Harmonized System of Classification and Labelling Chemicals:

GHS defines and classifies the hazards of chemical products and communicates health and safety information on labels and safety data sheets. The goal is that the same set of rules for classifying hazards, and the same format and content for labels and safety data sheets (SDS) will be adopted and used around the world. An international team of hazard communication experts developed GHS.

Haven (formerly the Good Neighbours Club):

Located in the building adjoining 90 Shuter on Jarvis, Haven was established in 1933 to respond to the needs of a large number of elderly, unemployed, and homeless men, many of whom were veterans of the war.

Housing Help Worker (HHW):

Staff that work with clients in facilitating tenant movement from shelters to secure long-term permanent housing and assist tenants in maintaining housing.

Housing Stabilization Fund (HSF):

Is intended to prevent homelessness by meeting the emergency housing needs of Toronto residents who receive financial assistance from Ontario Works (OW) and income support from Ontario Disability Support Program (ODSP) so that they are able to stabilize their housing situation.

HSA - The Housing Reform Act:

The Housing Services Act, 2011 came into force on January 1, 2012. This Act replaces the Social Housing Reform Act (SHRA) and includes a number of key changes for non-profit housing providers administered under the SHRA and Municipal Service Managers.

The Housing Services Act provides a new legislative framework for the delivery of housing programs in Ontario.

Intensive Case Management Worker (ICMW):

Staff that work with women living in our shelter who are experiencing significant challenges with activities of daily life, focusing on their functioning and quality of life by identifying and tracking needs, strengths, and preferences of the clients.

Life Skills Worker (LSW):

Staff at Homes First that provide supports to clients including practical assistance, basic life management skills, work readiness, anger management, addiction counseling, assertive communication, setting goals, giving and receiving feedback, self-esteem, conflict resolution, problem solving and managing change.

LHIN - The Toronto Central Local Health Integration Network:

The Toronto Central LHIN is responsible for planning, coordinating, and funding key health care services in central Toronto.

The Toronto Central LHIN funds over 200 health service providers including hospitals, the Toronto Central Community Care Access Centre, community support services, Community Health Centres, mental health and addictions agencies and long-term care homes.

OCAN - Ontario Common Assessment of Need:

The Ministry of Health and Long-Term Care provides funding for Savards and no other Homes First sites and requires participation in a program, the Ontario Common Assessment of Need, commonly referred to as “OCAN”.

OCAN is a comprehensive assessment tool that service providers and consumers can use to better determine their client goals, strengths, and needs. Once the assessments are completed, they will be uploaded in the Ministry’s Integrated Assessment Record, a data repository where workers in different agencies can share information about clients in order to improve service delivery.

ODSP - Ontario Disability Support Program:

Is a means-tested government-funded last resort income support paid for qualifying residents in the province of Ontario, who are above the age of 18 and have a disability. ODSP and Ontario Works are the two main components of Ontario’s social assistance system.

OFCMHAP - Ontario Federation of Community Mental Health and Addictions Programs:

The federation brings together community mental health and addiction services in the province of Ontario to help members provide effective, high-quality services through information sharing, education, advocacy, and unified effort.

HFS is a member of OFCMHAP.

ONPHA - Ontario Non-Profit Housing Association:

For over 20 years, ONPHA has been the voice of non-profit housing in Ontario. ONPHA unites over 760 non-profit organizations providing housing in 220 communities across Ontario. Its members include municipal and private non-profits of all sizes, with all types of funding.

Patricia Mueller is a member of the Alternative Housing Steering Committee, which is advisory to ONPHA.

OW - Ontario Works:

Ontario Works helps people who are in financial need. It offers two types of assistance: financial assistance, including: income support to help with the costs of basic needs, like food, clothing, and shelter, as well as health benefits for clients and their families; they also offer employment assistance to help clients find, prepare for, and keep a job.

Pilot Place Society:

Pilot Place Society has been a housing provider for people living with schizophrenia since 1994.

HFS is currently in a partnership with Pilot Place and CAMH at Shuter.

PATHS - Prioritized Access to Housing Support:

The PATHS process is designed to match people with the right housing support, at the right time. People are prioritized for housing support based on a number of factors, including depth of need, but also the length of time they have lived without permanent housing (e.g., lived experience of chronic homelessness).

Saint Elizabeth Health Care:

Saint Elizabeth Health Care offers many health care and support services, as well as specialty programs to meet the needs of people of all ages and with many different conditions and illnesses.

Second Harvest:

Second Harvest's mission is to help feed hungry people by picking up and preparing excess fresh food and delivering it daily to social service agencies in Toronto.

Second Harvest supplies food to all of our shelters and some of our housing sites.

Shelter, Support and Housing Administration/Shelter, Housing and Support Division (City of Toronto):

The Shelter, Housing, and Support Division contribute to healthy communities by ensuring that vulnerable people have a range of shelter and affordable housing options. They are our main funder.

City of Toronto programs that are accessed by HFS:

Annual Funding/Business Case Submissions:

Each agency receiving funding from Hostel Services is required to complete the Annual Funding (Budget) Submission. It is a requirement under the Toronto Shelters Standards and the Hostel Services Operating Agreement.

SDL - Supports to Daily Living:

This project provides support services to women and men living at 10 sites operated by Homes First Society to assist them to maintain their housing. Support services include conflict mediation; community development; crisis intervention; referrals regarding income supports, employment and health care; and assistance with budgeting, homemaking, community living and personal care. In 2008, 1,087 clients were assisted through this project. It is delivered by a staff of 10.0 FTEs and funded by multiple sources which include the City.

Housing Help Within Shelters:

Helps people who are absolutely homeless, living in shelters, and those who are marginally housed by funding programs that connect people with the services and supports they need.

SMIS - The Toronto Shelter Management Information System:

A web-based system that helps shelter staff to provide even better service to clients, while delivering the real time data that enhances the City's ability to manage Toronto's emergency shelter system.

STARRS - “Situation, Task, Action, Result, and Reflection”:

An intake and assessment tool which Homes First helped develop. The intention is to use this tool as the standard throughout the City in order to have a consistent measure of evaluating client need.

Streets to Homes (S2H):

Streets to Homes was the plan endorsed by Toronto City Council in February 2005 with the goal of ending street homelessness. In partnership with contracted community-based service providers, Streets to Homes helps homeless people living outdoors to get a safer place to sleep and find long-term housing.

TCHC - Toronto Community Housing:

A municipally owned corporation which serves as the public housing agency in Toronto, Ontario. The agency owns more than 2200 buildings including high-, mid-, and low-rise apartments, townhomes, and houses. It is organized under the municipal government of Toronto, with its funding provided by both the City of Toronto and the Government of Ontario. Tenants pay rent according to income, with some buildings having a mix of tenants paying market-level rents while others pay subsidized rates.

THTC - Toronto Hostels Training:

Offers practical, financially accessible, evidence-based training curriculum for those working in shelters, with the homeless and vulnerable populations. The Training Centre provides over 120 workshops annually in a wide range of subject areas.

Toronto North Support Services (TNSS) - Multi-Disciplinary Access to Care and Housing (MATCH):

Toronto North Support Services is a community-based, multi-service agency providing mental health and homeless programs to adults in Toronto. Their work is client-centred and offers a variety of programs aimed at those experiencing mental illness and/or homelessness.

Homes First has a letter of understanding for the referral of clients who have mental illness, addiction, and/or a history of homelessness. These clients will be housed with Homes First and will receive additional, long-term supports from the multi-disciplinary team. This partnership enables Homes First to accept more clients with high-support needs to become successfully housed.

TTHAP/THAP - Toronto (Transitional) Housing Allowance Program:

A government initiative to help make market rent more affordable to applicants for subsidizing housing in the City of Toronto. The five-year program provides a monthly allowance of up to \$400 per unit, given directly to landlords on behalf of tenants.

WHMIS - Workplace Hazardous Materials Information System:

Canada's national workplace hazard communication standard. The key elements of the system are cautionary labelling of containers of WHMIS controlled products, the provision of material safety data sheets (MSDSs) and worker education and site-specific training programs.

WSIB - Workplace Safety and Insurance Board:

Ontario's workplace compensation board (each province and territory in Canada has its own). As an agency of the Ontario government, the WSIB operates "at arm's length" from the Ministry of Labour and is solely funded by employer premiums, administration fees, and investment revenue. The WSIB is one of the largest compensation boards in North America and is primarily responsible for administering and enforcing the *Workplace Safety and Insurance Act (WSIA)*,

OTHER:

- OPSEU - Ontario Public Service Employees Union Local 540
- RGI - Rent Geared to Income
- U.W. - United Way of Toronto
- ESL - English as a Second Language (Learning Programs)
- SOP - Standard Operating Procedure
- CPP - Canada Pension Plan
- SNYP - Spay Neuter Your Pet
- N24 - Non-24-Hour Housing
- PC - Pest Control/Pest Control & Hoarding Specialist
- QA - Quality Assurance
- AA - Alcoholics Anonymous