

About the Elizabeth Fry Society of Greater Vancouver

The Elizabeth Fry Society of Greater Vancouver (EFry) is a non-profit organization that supports women, girls and children at risk of involvement, involved in, or affected by the justice system. Our more than two dozen programs across Metro Vancouver and Vancouver Island work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

www.efry.com

*We believe that every life has a value, that all people are entitled to **dignity and respect**, and that everyone has a right to belong.*



About Lookout Housing and Health Society

Lookout Housing and Health Society is a non-profit organization that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because the people served by Lookout have challenges meeting basic needs and goals, the organization places minimal barriers between them and its services.

Founded in 1971, Lookout Housing houses more than 1,800 people each night. The organization serves 19 municipalities in Vancouver Island and the Lower Mainland of British Columbia.

www.lookoutsociety.ca

About Reaching Home

The goal of Reaching Home is to end chronic homelessness by providing immediate access to permanent housing and then working with clients to promote recovery and well-being. The key principles include:

- Immediate access to housing with no readiness conditions.
- Client choice and self-determination.
- Recovery orientation.
- Individualized and person-driven supports.
- Social and community integration.

Office Hours

Monday - Friday
8 AM - 4 PM

Contact Our Team

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Delta Reaching Home Program

In Coalition with the Elizabeth Fry Society of Greater Vancouver and Lookout Housing and Health Society



About the Delta Reaching Home Program

The program provides intensive case management support to women, men, and their children who are experiencing chronic or episodic homelessness. Clients often face complex issues, including a combination of physical health, mental health, and addiction challenges. Those accepted into the program receive wrap-around services and support to address the circumstances affecting their lives.

The first step is securing housing. Each individual then works with a case manager to develop goals and actions that address the root causes of their homelessness, helping them to establish lasting stability.

Basic Eligibility

- Any person, including female-identifying transgender individuals, who is 18 years of age or older.
- Homeless for six months or longer, or has been homeless at least four times in the past year.
- Living with vulnerabilities in physical health, mental health, or addictions.



What to Expect

Our Goals

- Clients remain stably housed.
- Clients reduce justice, legal and health service usage (i.e. fewer emergency room visits, fewer police interactions).
- Clients improve self-sufficiency (i.e. secure stable source of income and achieve personal goals).
- Clients engage in mainstream services (i.e. improve social networks, access available social services such as food banks).
- Clients have their needs met.

How We Reach Those Goals

1. Clients identify the community and type of housing they prefer. Affordable housing is then found to match their request. If they wish to return to another community, a linkage is made with the Housing First provider there.
2. Support is provided to equip the home and offer the necessary counseling and community services for maintaining housing, with regular contact and follow-up.
3. Over time, support diminishes.

Our Approach

- **Dedicated Support Team**
Delta Reaching Home has two workers who support clients through a one-on-one relationship using an intensive case management model and a recovery-oriented approach.
- **Access to Mainstream Services**
A case manager brokers access to mainstream services that the client identifies as needed to attain their goals.
- **Healthcare Linkages**
The case manager links the client to health professionals (e.g. family doctor) and other services.
- **Mental Health Support**
Clinical counselling is available to assist the client with mental health issues impeding their housing stability.
- **Accompaniment to Appointments**
The case manager often accompanies clients to meetings and appointments in support of their goals/needs.
- **Regular Schedule and Caseload Sharing**
Case managers are available on a regular schedule and share caseloads to provide coverage five days per week.
- **Service Duration and Transition**
The duration of the service is determined by the needs of the client, with the goal of declining supports and transitioning to mainstream services as soon as possible. In some cases, it may be possible to transition clients within 12 to 16 months.

Funded in part by the **Government of Canada's Homelessness Partnering Strategy**

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