

# Strengths and Opportunities to End Homelessness in Mongolia



Prepared for the Mongolian Ministry of Family, Labour and Social Protection by the Institute of Global Homelessness



## Introduction

A delegation from the Institute of Global Homelessness visited Mongolia from March 4 to 12, 2024, in support of our Vanguard Country Partnership with the Ministry of Labour and Social Protection. During our visit to Ulaanbaatar, we met with our partners, the Ministry of Labour and Social Protection led by Ms. Undral Bold, and visited shelters, government officials, including the Deputy Mayor of Ulaanbaatar, Niminchimeg Odsuren, National Statistics Office Chairman, Batdavaa Batmunkh, and the Ministry of Construction and Urban Development and United Nations Agencies. In Darkhan, we met with our partners, the Department of Labour and Welfare of Darkhan City, led by Mr. Enkbold Samdan, and met with the Governor of Darkhan-Uul Province, B. Azjargal, and visited shelters and the new alcohol misuse treatment center. In Darkhan, we also went out into the rural area to visit a traditional herder's family. We were supported greatly in our visit by Erdenechimeg Ulziisuren, CEO of Cognos International.

This visit was in fulfillment of the Vanguard Country agreement signed in March 2023 to support the country of Mongolia to enumerating and addressing homelessness. From our visit, we were impressed by the dedication of frontline workers, government officials, and stakeholders who work to end homelessness. We also spoke with stakeholders about the need to create systems in Mongolia to comprehensively prevent and address homelessness based on the international evidence base. This report shares our primary findings and resources on international best practices to accelerate progress to end homelessness in Mongolia. The shelters we visited were well-kept, with a high level of care. We saw that the diversification of services is starting, and staff are looking for support to strengthen approaches. In Darkhan, the government has a centralized connection to services: employment, ID, support services, etc., and is working to pilot new programs, including rehab facilities and housing. There is also a growing understanding that homelessness is an issue that touches many sectors: police, education, health, and urban development. There are many good data points with the existing database, and the rapid assessment for the Asian Development Bank, but the data needs to be used to drive decision-making and inform new programs.

There are opportunities to build on current strengths to positively change systems and further improve outcomes for people experiencing homelessness. These include:

- Expansion of housing options for people to move from shelters into stable, permanent homes.
- Further development of support services and strengthening links to social welfare programs.
- Diversification of affordable housing to support people at different income levels, including mothers with children.
- Prevention of homelessness, including supporting people moving to the city from rural areas due to climate change and the need for employment.

There is an urgent need for action in Mongolia to address homelessness. People experiencing homelessness in Mongolia are extremely vulnerable, with a high rate of mortality.

More people are living in insecure accommodation, the cost of living is increasing, and more individuals are at risk of homelessness. There is no current method of national enumeration or comprehensive homelessness policy. Homelessness is a life and death situation in Mongolia, but we know it can be effectively addressed with coordinated action and strong government leadership. Comprehensively addressing homelessness will strengthen Mongolia's progress towards the United Nations Sustainable Development Goals to ensure no one is left behind.

IGH continues to support the country of Mongolia under the following goals of the Vanguard Country agreement signed in March 2023 with the Ministry of Labour and Social Protection of Mongolia:

- Set a national policy to reduce homelessness for the country of Mongolia.
- Consultation with people with lived experience, homeless people, and NGOs as part of creation of national policy and programs.
- Undertake first Point-in-Time count in 2024 to form a baseline, including geographic coverage for both Ulaanbaatar, Darkhan, and rural areas.
- Work to set reduction targets for homelessness in 2024.

### **Next Steps for the Vanguard Agreement**

- 2024 Launch of Point-In-Time Count planning with interagency working group with civil society, police, government departments (Health, Education, Construction and Urban Development).
- Annual survey for stakeholders, including civil society.
- Draft policy to align with UN resolutions recommendations on definition, measurement, and comprehensive policies to prevent and reduce homelessness.

## **I. Overview of the Institute of Global Homelessness**

The Institute of Global Homelessness (IGH) drives a global movement to end homelessness. Our vision is a world where everyone has a home that offers security, safety, autonomy, and opportunity. Founded in 2014, IGH is the first organization to focus on homelessness as a global phenomenon with an emphasis on those who are living on the street or in emergency shelters. It is a partnership between DePaul University (Chicago, USA) and DePaul International (London, UK).

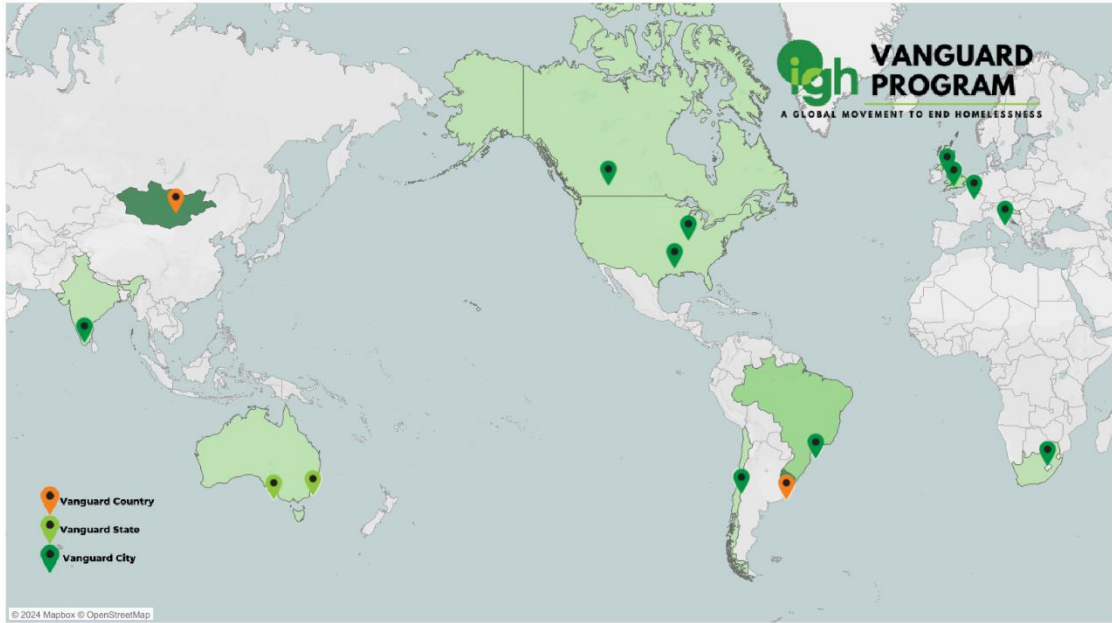
IGH works with partners around the world, including the United Nations (UN), local, regional, and national governments, people with lived experience, civil society, and academia, speaking powerfully about how homelessness can be ended both within our countries and internationally. In our global advocacy, we call for clear, global measurement of homelessness; a shared goal to reduce and ultimately end homelessness; and support for a global movement to spread effective strategies across member states. Through our advocacy with global partners, such as the UN NGO Working Group to End Homelessness, there has been increased global attention

on homelessness, including at the UN. IGH established a formal partnership with UN-Habitat to continue raising awareness of homelessness within the UN ecosystem, provide technical assistance and capacity building to Member States interested in addressing homelessness, and plan for better global homeless data collection.

IGH shares evidence-based best practices and emerging innovations with our international network in several ways. The IGH Hub is a global resource and learning platform aimed at providing leaders addressing homelessness access to research and evidence to inform their work, supported by the IGH Community of Impact, a network sharing knowledge on effective homelessness solutions, a webinar series featuring expert engagement, and the International Journal on Homelessness (IJOH), a peer-reviewed, open-access journal promoting scholarly discourse on homelessness prevention and solutions. IGH co-hosts IJOH conferences, including the 2023 conference in Chicago and the upcoming 2025 conference in Chile.

*A. Vanguard Program*

The Vanguard Program engages with cities, regions, and countries across the world, with each partner committing to significantly reduce or end homelessness in reflection of their local context. The initiative is designed to support and uplift local expertise and innovation while reaping the benefits of both community and global exchange. Through its global network of homeless experts, IGH provides targeted technical assistance to support leaders and address the challenges of ending homelessness in each city. This partnership further elevates the cities’ work by supporting plans to end homelessness, engaging stakeholders in coalition building, and sharing lessons learned with an international community of practices through the Vanguard Network.



*B. Vanguard Program International Evaluation Recommendations*

*Ending Street Homelessness in Vanguard Cities Across the Globe: An International Comparative Study*, conducted by Heriot-Watt University’s I-SPHERE and GISS Bremen, is a research study that investigated what works and what does not in addressing street homelessness across IGH’s first cohort of Vanguard Cities.

What Works	What doesn’t work
<ul style="list-style-type: none"> <li>• Raising ambition/shifting narrative to reducing homelessness - not just managing it.</li> <li>• Presence of a lead agency, whether from the state or NGO sector, heading up targeted and coordinated efforts.</li> <li>• Coordinated entry systems for homelessness services that identified, profiled, and tracked the people affected.</li> <li>• Individual-level case management, particularly for those with more complex support needs.</li> <li>• Specialized interventions that target responses to the needs of specific subgroups, rather than one-size-fits-all.</li> <li>• Assertive street outreach services – equipped to offer substantive help in getting off the streets, including at night.</li> <li>• A decent emergency accommodation offer (if immediate rehousing is not possible) – “offer” - safe, well-managed and dignified; smaller or more “individualized” where possible.</li> <li>• Rapid access to settled housing.</li> <li>• Practical, financial and emotional support with sustaining settled housing, including Housing First wraparound support for those with more intense needs.</li> <li>• Access to mental health, substance misuse and other specialist support for those who need it, without high conditionality barriers.</li> <li>• Family reconciliation.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing reliance on large-scale communal shelters – common across both Global North and South.</li> <li>• Heavy dependence on faith groups for service provision – tends to bring focus on immediate physiological needs, and perceived spiritual needs, rather than system inadequacies.</li> <li>• Aggressive enforcement by police and city authorities – especially if unaccompanied by offers of support and (alternative) accommodation, which leads to “revolving door” homelessness.</li> <li>• Access to assistance restricted to those with particular forms of identification documentation, citizenship status or “local connection.”</li> <li>• Lack of prevention – in most cities there is very little emphasis on halting the inflow onto the streets, even from highly predictable pathways like prisons, hospital/care settings.</li> </ul>

## **II. Overview of Homelessness at the United Nations**

Over the past five years, the issue of homelessness has been a topic of increasing focus at the United Nations. Beginning with a June 2020 ECOSOC resolution on homelessness (E/RES/2020/7), followed by a December 2021 General Assembly resolution on homelessness (A/RES/76/133) and most recently a July 2023 Secretary-General's report on homelessness (A/78/236), multiple resolutions and reports now recognize homelessness as a global issue that requires a global solution and connect homelessness to the Sustainable Development Goals, particularly in achieving Goal 1 "End Poverty" and Goal 11 "Sustainable Cities and Communities." These resolutions and reports describe homelessness in three categories as including "people living on the streets, in other open spaces or in buildings not intended for human habitation, people living in temporary accommodation or shelters for people experiencing homelessness, and, in accordance with national legislation, may include, among others, people living in severely inadequate accommodation without security of tenure and access to basic services." Additionally, the resolutions and reports recognize that all forms of homelessness are a violation of the human right to adequate housing, enshrined in the United Nations Universal Declaration of Human Rights.

Further, these resolutions and reports call on Member States to "collect disaggregated data on demographics related to homelessness and establish categories of homelessness, accompanying the existing measurement tools, and encourages Member States to harmonize the measurement and collection of data on homelessness to enable national and global policymaking" as well as to develop "integrated, holistic, inclusive and effective policies and programs affecting people experiencing homelessness."

The Institute of Global Homelessness (IGH) has established a formal partnership with the United Nations Human Settlements Programme (UN-Habitat) to provide technical cooperation to local and national governments in order to further implement the calls of the resolutions on homelessness and the guidance of the reports. We appreciated the opportunity to meet with many stakeholders at UN House to draw the connections between global, national, and local efforts to address homelessness. We deeply appreciate Mongolia's commitment to implementing the Sustainable Development Goals (SDGs) framework and to mapping local and national agendas with the global agenda.

Many countries include the issue of homelessness in their UN Voluntary National Reviews (VNRs). These countries tend to report on homelessness under either Sustainable Development *Goal 1: No Poverty* or under *Goal 11: Sustainable Cities and Communities*. In Mongolia's 2023 Voluntary National Review, homelessness is mentioned under the SDG principle of "leave no one behind," noting that analysis of the social indicators sample survey of 2018 and the Household Socio-Economic Survey of 2021 showed that "homeless vagrants" are a population with limited opportunities, affected by inequality. We welcome the opportunity to assist Mongolia in incorporating comprehensive policies and programs to address homelessness in alignment with UN guidance.

## IGH Global Framework for Defining Homelessness

The IGH Global Framework for Defining Homelessness is the product of collaboration from researchers, policy experts, and on-the-ground leaders from six continents. The framework includes a common definition of homelessness: “lacking access to minimally adequate housing,” and it also describes the many housing situations that could fall into that definition.

People without accommodation	People living in temporary or crisis accommodation	People living in severely inadequate and insecure accommodation
<p><b>1A People sleeping in the streets or in other open spaces (such as parks, railway embankments, under bridges, on pavement, on river banks, in forests, etc.)</b></p> <p><b>1B People sleeping in public roofed spaces or buildings not intended for human habitation (such as bus and railway stations, taxi ranks, derelict buildings, public buildings, etc.)</b></p> <p><b>1C People sleeping in their cars, rickshaws, open fishing boats and other forms of transport</b></p> <p><b>1D 'Pavement dwellers' - individuals or households who live on the street in a regular spot, usually with some form of makeshift cover</b></p>	<p><b>2A People staying in night shelters (where occupants have to renegotiate their accommodation nightly)</b></p> <p><b>2B People living in homeless hostels and other types of temporary accommodation for homeless people (where occupants have a designated bed or room)</b></p> <p><b>2C Women and children living in refuges for those fleeing domestic violence</b></p> <p>2D People living in camps provided for 'internally displaced people' i.e. those who have fled their homes as a result of armed conflict, natural or human-made disasters, human rights violations, development projects, etc. but have not crossed international borders</p> <p>2E People living in camps or reception centres/temporary accommodation for asylum seekers, refugees and other immigrants</p>	<p>3A People sharing with friends and relatives on a temporary basis</p> <p>3B People living under threat of violence</p> <p>3C People living in cheap hotels, bed and breakfasts and similar</p> <p>3D People squatting in conventional housing</p> <p>3E People living in conventional housing that is unfit for human habitation</p> <p>3F People living in trailers, caravans and tents</p> <p>3G People living in extremely overcrowded conditions</p> <p>3H People living in non-conventional buildings and temporary structures, including those living in slums/informal settlements</p>

### III. Strengths of Mongolia's Current Efforts to Address Homelessness

#### *A. Shelter and Community Living*

IGH staff had the privilege of visiting several shelters and community living centers both in Ulaanbaatar City and Darkhan City. These shelters and centers included: Ulziit Asralt NGO, the State Shelter (Special Center for Social Protection), and the Missionaries of Charity shelter.

At all the shelters and centers we visited, we observed that basic services, such as food, communal bedrooms and gers, and hygiene and basic health care were provided. We also observed connections to employment, entrepreneurship, income-earning activities, as well as employment training or certification opportunities were provided. We also sensed that genuine care and concern were flowing from the staff to people experiencing homelessness, with an understanding of the

difficulties and challenges that the residents had faced. All of the shelters and centers that we visited were clean and well-kept, with cheerful decorations, colors, and plants. We deeply appreciated that, in addition to communal bedrooms, gers were also offered to residents who preferred a more traditional and independent style of living. Though some of the shelters and centers operate at a larger capacity during the winter, for the shelters we visited, the residents are generally allowed to stay during summer months if needed and are able to stay during multiple consecutive winters. In other words, there did not appear to be a timeline or restriction to their stay, which is very positive and aligned with international best practice. We recommend that year-round services be extended to other shelters in Mongolia.

A particular strength that the Ulziit Asralt NGO shelter brings to Mongolia is its distinction as the only shelter founded and operated by people with lived experience of homelessness. This expertise, which goes much deeper than academic degrees or credentials, ensures that the shelter and its services truly match what people who are homeless need in order to heal and come through the experience of homelessness. The shelter director and residents focus on peer support and building community. Many of the residents who have been at the Ulziit Asralt NGO for some time are now actively engaged in outreach to people currently on the street, providing food and basic health care primarily during the winter months. An additional strength is the public-private partnership that has developed between Ulziit Asralt NGO and MLSP, with MLSP providing funding to Ulziit Asralt NGO to expand its capacity during the winter months.

A particular strength that the State Shelter brings to Mongolia is the wrap-around services offered to residents, such as psychological treatment and connection to job training and employment opportunities. The current director's background working for a large international NGO is an asset in terms of the person-centered philosophy that she has implemented with good results.

A particular strength of the Missionaries of Charities shelter in Darkhan City is the public-private partnership that has developed between the Missionaries of Charities shelter and Darkhan City's MLSP, with MLSP providing funding to MC Sisters shelter to operate.

We understand that MLSP funds 6 additional shelters and centers and would be interested in engaging the shelter directors to provide technical assistance and touring these sites on future IGH visits.

### *B. Diversification / Strengthening of Services*

From our visits to shelters in Ulaanbaatar and Darkhan, we saw a promising trend of expanding programs and support beyond basic needs. The international evidence shows that when programs are targeted and adapted to meet the needs of specific sub-groups, they are much more effective.

In Darkhan, we saw the response to meet the complex needs of people experiencing homelessness as new programs were proposed and launched. Since there was a cohort of people

with alcohol dependency, the Department developed an alcohol treatment center to support people and provide treatment. Additionally, housing was needed to provide support to people exiting programs and build autonomy, and the department was about to launch a farm/housing program on the outskirts of Darkhan.

In Ulaanbaatar, we also saw this diversification of programs with the city shelter and Ulziit Asralt NGO providing workforce training and now thinking about ways to expand housing options to further support people's autonomy.

This is a promising trend to specialize services and better understand the individual needs of people experiencing homelessness. In section *IV.B Gaps and Opportunities*, we will go deeper into different services and how this specialization can be expanded.

### *C. Engaging Multi-Sector Stakeholders*

IGH holds the belief that addressing homelessness requires a comprehensive, whole-of-society approach. No one actor or agency can end homelessness alone; rather, it requires multiple stakeholders working together to create and implement effective policies and programs that prevent, reduce, and end homelessness. These stakeholders should include people with the lived experience of homelessness; local and national government agencies with responsibility for housing and homelessness; NGOs that provide shelter, housing, and services to people who are homeless or living in inadequate housing; healthcare providers; criminal justice; researchers and academics; statistics offices; and more.

We observed that MLSP has actively looked to establish and cultivate these relationships, working with NGOs such as Ulziit Asralt NGO, researchers such as Erdenechimeg Ulziisuren of Cognos International LLC, healthcare providers such as Grace Hospital, as well as with IGH. We encourage MLSP to continue developing and expanding its public-private partnerships, in particular with people with the lived experience of homelessness, NGOs that provide housing and services, and researchers. We also encourage MLSP to continue establishing relationships within Mongolia's national government, such as with the Ministry of Construction and Urban Development, the Ministry of Health, the Ministry of Justice and Home Affairs, and the National Statistics Office. IGH offers its own support to develop and deliver a regular stakeholder survey and a community engagement structure that will provide additional insights to strengthen the public-private relationships.

We recommend a quarterly multi-ministry convening specific to homelessness. Because of the complexity of homelessness, MLSP cannot end homelessness alone. Other ministries should regularly meet with MLSP to develop an understanding of how homelessness interacts with their sectors, what policies and legislation exist that either strengthen or undermine efforts to address homelessness, and what financial and human costs the issue of homelessness has. Together, the ministries should develop coordinated strategies and a shared pool of resources to address the issue of homelessness comprehensively.

One example of such a multi-ministry collaboration comes from the United States, which operates an Interagency Council on Homelessness (USICH). USICH consists of leaders from 19 national ministries, including Health & Human Services, Education, Labor, Housing and Urban Development, Veterans Affairs, Agriculture, Commerce, Defense, Energy, Homeland Security, Interior, Justice, Transportation, and more. USICH elects a chair and a vice chair, meets four times a year, develops the national plan on homelessness, and focuses on aligning efforts to achieve the goals outlined within the plan.

#### *D. Rapid Assessment and Stakeholder Input*

The first step in addressing homelessness is understanding the scope of the issue, including gathering data and stakeholder and client input. With the information from the Capital City Welfare Department, database, and [Rapid Needs Assessment of Homeless Population in Ulaanbaatar](#), there are many data points available to develop policies and inform programs.

Using the currently available data will help improve the cost efficiency of programs, provide quicker implementation of programs, and allow for customization. This data should be the foundation for policy-making, efficient resource allocation, and service delivery. The data can also be used to inform important prevention work to stop homelessness before it occurs. For example, in Australia, Finland, Norway, Scotland and the United States, surveys are deployed to understand the risks and drivers of homelessness and create programs that work upstream to prevent homelessness.

The next step for Mongolia is to conduct a national enumeration of homelessness, and data that currently exists should be used to inform the methodology, understand current needs and trends, and identify hot spots and key informants.

## **IV. Gaps and Opportunities**

### *A. Need for Expanded Housing Options*

From discussing current strategies with frontline workers, one of the areas they identified was housing options for people experiencing homelessness to gain further autonomy, including people who had found employment. We see the opportunity for Mongolia to add another set of housing options for people to move out of the shelter and communal living centers into more independent yet supported living styles.

For example, in the Vanguard Country of Uruguay, the Ministry of Social Development worked with the Ministry of Housing to provide small scattered-site apartments around the city which house between 3-4 single men who prefer to live independently but who still need some financial and psychosocial support in order to maintain their sobriety, build their employment skills and work history, and integrate into the community.

Another example is from the Vanguard City of Chicago, where the city partners with NGOs to provide individuals and families with up to 24 months of rent and utility payments at scattered-

site apartments around the city, as well as case management / psychosocial support while the individuals and parents build their employment skills and work history and integrate into the community. With any program that has a time limit for support, it is critical that case managers support individuals and families with a realistic plan for them to be fully self-sufficient by the end of the program, or they will likely return to homelessness. The Vanguard City of São Paulo in Brazil is piloting a similar program called *Reencontro*, a small village constructed from high-quality, but affordable shipping containers, where women with children who have become homeless can live for several months while accessing employment and educational opportunities. When the parent becomes employed and can afford housing for their families, they move out to new accommodation but can still access some temporary financial support to ensure that their transition to self-sufficiency is successful.

And finally, another example, the Housing First model is used widely in many parts of the world to house people with serious disabilities or problematic substance use issues. In the Housing First model, people are given a choice of where they would like to live, and they pay 30% of their income towards their rent, while government subsidies cover the rest of their housing costs. In this model, people are also matched with case management services to ensure individuals are integrated into the community, have access to mental and physical healthcare, and receive the support that they need to remain housed.

#### *B. Support services and links to social welfare and health programs to be strengthened*

Support services provide a crucial link to people experiencing homelessness to address their needs and empower them to make progress. Based on the IGH Vanguard Evaluation<sup>1</sup> and our work with cities, there are important interventions and support services that have been proven to help reduce homelessness. These include support for people experiencing homelessness to

- Access identification and documentation.
- Qualify for government social welfare programs.
- Access to health services including mental health and primary care.
- Case management services that are targeted to meet the needs of the individual and are best delivered with a person-centered approach.
- Substance Abuse and Harm Reduction.

See the Appendix for Specific Resources. Below is a specific country example:

In Australia, supportive housing is conceptualized as “any package of assistance that aims to assist tenants with a broad range of health and other aspects of their lives including access to and sustaining of affordable tenancies.” Supportive housing is delivered by partnerships between social housing providers, NGOs, and state government health authorities. This model is designed in a variety of ways, with the services provided sometimes varying according to the population

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<sup>1</sup> <https://i-sphere.site.hw.ac.uk/ending-street-homelessness/>

served by the model. For instance, a supportive housing program for youth would administer different services than those offered by a program targeted toward the elderly homeless. Programs also differ in whether they provide on-site supportive services in a congregate setting or dispersed settings. Acknowledging the overlapping demographic factors that contribute to both homelessness and interactions with the criminal justice system, Corrections Victoria delivers several transitional supports to prisoners leaving custody and re-entering society.

### *C. Cost of living/affordable housing*

In Mongolia, we saw the expansive ger districts surrounding Ulaanbaatar and the demand for affordable housing across the country. Due to the impressive growth of the city and the continued migration from rural areas into the city, the demand for affordable housing will grow and the gap will widen, leading to more people living in unsafe situations and homelessness. According to the Rapid Assessment report, 35% of people experiencing homelessness were employed, showing that there is a population of individuals who could pay rent if it were in accordance with their income.

Affordable housing is crucial to support people in moving out of poverty and further catalyzing economic growth and wellbeing. Stable and affordable housing reduces the financial burden on individuals and families, allowing them to invest in health, education, and other essential needs, thereby improving their overall quality of life and economic outcomes. Quality housing also reduces exposure to health hazards associated with poor living conditions, such as inadequate sanitation and overcrowding, leading to better physical and mental health outcomes. Stable housing environments contribute to better educational performance among children, as they are less likely to experience schooling disruptions caused by unstable living conditions and frequent relocations. Finally, affordable housing fosters stronger community ties and lowers crime rates, contributing to social stability and cohesion.

Rising housing costs have a direct correlation to an increase in the incidence of homelessness in cities across the world, spotlighting the need for affordable housing. As housing costs rise, the lack of affordable housing intensifies, and increasing rent prices, placing most of the burden on low-income households. Governments creating strong, affordable housing policies and programs lead to healthier and more vibrant neighborhoods.

*“As more people move and work in urban areas, it will be critical to support inclusive and well-planned urbanization and increase the supply of adequate housing in well-serviced and connected neighbourhoods to improve living standards,” said **Taimur Samad, World Bank Program Leader.***

Many countries are investing in affordable housing to support their citizens. In Indonesia, Japan, Sri Lanka, and the United States, governments have taken an active role in rehabbing old housing and also providing small loans to investors and owner-occupants to improve the existing housing stock. In order to help low-income, first-time homeowners, governments have provided

down payment assistance and low-interest mortgages, such as Indonesia's Mortgage-Linked Down Payment Assistance (BP2BT) scheme. To confront the rising costs of housing in cities, groups in the United States have created community land trusts to jointly purchase real estate before prices increase, thus maintaining affordability for low-income individuals. This strategy also allowed residents to keep local control.

Other strategies deployed in European countries include strengthening tenant rights and rent control mechanisms, and incentivizing municipalities to increase the affordable housing in relation to the demand. Supporting tenants includes setting and enforcing fair housing ordinances and providing pathways for tenants to raise issues due to safety, maintenance, or eviction issues. Rent protections do not affect the supply of housing or landlords.<sup>2</sup>

#### *D. Rural to Urban Migration*

A concern that we heard from many stakeholders was the impact of climate change and severe winters on the traditional nomads across Mongolia. The devastating loss of livestock combined with the lack of financial resources to replace lost herds often means that nomadic families make their way from the steppes towards Ulaanbaatar City. Providing support to nomadic families to adapt to changing situations and preserve their traditional lifestyle is an important investment.

Migration to cities is a necessary step for some households, but finding suitable employment and housing in cities is often more difficult than expected. This difficulty forces individuals and families to stay in inadequate and insecure accommodations, creating a larger pipeline of people living at risk of other forms of homelessness.

We recommend that Ministry of Labour and Social Protection establish or expand partnerships with the IOM, the Ministry of Housing, and the Ministry of Agriculture to understand the phenomenon of rural to urban migration, develop strategies that can support the traditional nomadic lifestyle throughout a changing climate, and support the integration of nomadic families into communities all across Mongolia ensuring a wide range of housing and employment options, as well as education and training opportunities. Creating comprehensive upstream strategies that serve nomadic families in their decisions to either stay living nomadically or to integrate into communities will also serve as a homelessness prevention strategy and ease the stress on the ger district in Ulaanbaatar City. Support could include emergency financial assistance, entrepreneurship or income-generation training, or training in adapting traditional animal husbandry practices to the changing climate.

IGH's Vanguard City of São Paulo, Brazil, has a significant amount of in-country migration due to poverty, and now has thousands of families and individuals struggling to find and afford adequate housing. In their informal settlement districts, called *favelas*, rent has increased to the point where many families and individuals can't afford even inadequate housing and resort to

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<sup>2</sup> <https://www.smf.co.uk/stronger-protections-for-renters-wont-drive-landlords-out-of-the-market-analysis-shows/>

living on the streets. We believe that there are many lessons Ulaanbaatar City can learn from the case of São Paulo, Brazil, and develop thoughtful, upstream strategies that ensure that the ger district does not follow the same path as the favelas.

## **V. Recommended Next Steps**

### *A. Data*

The recommended next step for the Country of Mongolia is to conduct a national street count, sometimes called a Point-In-Time count. National governments should conduct homelessness enumeration for several important reasons:

1. Data provides information for understanding the overall number of homeless people from year to year, “hot spots” where homeless people gather/sleep, and understanding specific groups, including the changing “face” of homeless people.
2. Inform funding of programs, so that resources are allocated effectively and directed to the greatest need.
3. Identify trends and emerging issues, and areas for improvement.
4. Raise awareness and understanding with officials, stakeholders, and the public.
5. Create data-informed targeted approaches.
6. Use data to work in collaboration/coordination and meet shared goals.
7. Reach the most vulnerable and fulfilling mandate of the government to count every citizen.

Conducting a national street count on homelessness involves a coordinated effort across multiple regions to ensure accuracy and comprehensive data collection. The process begins with establishing a clear methodology, typically driven by federal or national guidelines, to maintain consistency. This involves defining what constitutes homelessness and training volunteers and staff to recognize and document it appropriately. Local governments, non-profits, and community organizations collaborate to mobilize volunteers, who are crucial for canvassing neighborhoods, parks, and other areas where homeless individuals are known to reside. The count is usually conducted at night to maximize the chances of finding people where they sleep. Surveys and questionnaires are often used to collect demographic information and understand the specific needs of the homeless population.

To ensure the data's accuracy and reliability, the process includes multiple stages of planning, data collection, and analysis. Pre-count planning involves mapping areas, recruiting and training volunteers, and coordinating with law enforcement and social services to ensure safety and coverage. On the night of the count, volunteers are deployed in teams to specific locations with maps and data collection tools, such as mobile apps or paper forms. After the count, the data is compiled, cleaned, and analyzed to produce a comprehensive report that highlights the extent of homelessness, identifies trends, and informs policy decisions. The results are then disseminated to

stakeholders, including government agencies, service providers, and the public to raise awareness and drive initiatives aimed at addressing homelessness. *See the Appendix for more sources.*

### *B. Homeless Policy Recommendations*

Countries that have been successful in reducing or ending homelessness have developed national homelessness plans. Below are recommendations for key elements and resources. In fulfillment of our joint Vanguard Country agreement, IGH will support the development of a Mongolian homeless policy that will be adapted towards the country's context and the needs of the people experiencing homelessness. Through a global analysis of national policies, we have identified the following as the key themes that successful policies include:

- Targeted and systemic prevention
- Housing-Led approaches
  - Housing First / Permanent supportive housing
  - Rapid re-housing
  - Affordable housing
  - Housing Vouchers
- Connecting homeless services to social housing
- Crisis and shelter accommodation
- Targeted, individual case management
- Coordinated access to services
- Assertive street outreach
- Co-production with people with lived experience of homelessness
- Addressing marginalization and social exclusion including using an intersectional approach: Disability, LGBTQIA+, Gender, Families, Youth
- Migration and Climate Change

Developing a policy should come with these considerations:

- Interagency Approach - Shared responsibility for homelessness across ministries.
- National definition of homelessness.
- Consistent data collection with tracking of outcomes and quality improvement.
- Clear goals, targets, and benchmarks.
- Dedicated funding streams.

In the appendix, we linked examples of national policies, and recommendations from multilateral organizations. Below is an example of Finland's Successful Homelessness Policy:

As far as national examples, in Finland, they developed a national policy that included moving from crisis management to focusing on developing permanent housing and prevention approaches. As a result of the policy and coordinated action, Finland's research showed that the number of shelter and hostel beds in Helsinki fell from 2,121 in 1985 to 52 in 2016. During the same period, the number of supportive housing units in the city grew from 127 to 1,309, and

independent rental apartments for people formerly experiencing homelessness increased from 65 to 2,433.<sup>3</sup> They have worked to expand social housing to include offers to people experiencing homelessness and executed a national plan to end the use of night shelters.<sup>4</sup> Finland included primary, secondary, and tertiary prevention in its 2016-2019 Homelessness Plan, a multi-sector, comprehensive strategy including examining gender, youth and migrant homelessness, ways to secure people in current housing, preventing evictions, and expanding housing supply, including social housing.

For Mongolia's National Policy, we recommend that the Ministry of Labour and Social Protection take the lead in creating a draft policy with consultations from the Ministry of Construction and Urban Development, the Ministry of Health, the Ministry of Justice and Home Affairs, and the National Statistics Office, in addition to the United Nations Mongolia Office.

### *C. Summary of Other Recommendations*

As described in detail in other sections of the report, we recommend that the Ministry of Labour and Social Protections take the leadership in:

- Convening regular, multi-agency meetings with diverse stakeholders to review plans and progress in addressing homelessness.
- Expanding options.
- Developing and implementing strategies to expand affordable housing.
- Strengthening diversity support services and links to social welfare and health programs.
- Working with the IOM to develop strategies to support rural-to-urban migrants in securing housing.
- Conducting a street count across Mongolia to measure homelessness.
- Creating Mongolia's first national homelessness policy.

Mongolia has a strong foundation of efforts to address homelessness, and we look forward to partnering with you to continue to develop effective strategies. We believe that Mongolia has the opportunity to become a country that is a model for other countries around the world, demonstrating how government leadership and partnership with civil society can prevent, reduce, and end homelessness.

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<sup>3</sup> <https://www.huduser.gov/portal/periodicals/cityscape/vol22num2/ch4.pdf>

<sup>4</sup> <https://homelessnetwork.scot/wp-content/uploads/2020/10/4.-Everyone-Home-Collective-Route-Map-1-Night-Shelters.pdf>

<sup>4</sup> <https://www.gov.scot/publications/ending-homelessness-together-updated-action-plan-october-2020/>

## APPENDICES

### APPENDIX 1: High Level, Global Definition and Data Elements Recommendations from the Global Homeless Data Initiative

The role of the Global Homelessness Data Initiative (GHDI) Advisory Committee is to provide technical and strategic advice to the design and implementation of the overall strategy and standards for global homeless enumeration. These recommendations from the GHDI represent minimum standards for enumerating homelessness for member states.

#### 1. Definition of homelessness

Member states should set a clear definition of homelessness. As homelessness has many different manifestations from street homelessness to living in shelters, or in buildings unfit for human habitation, countries should define homelessness into categories and create subcategories creating a national definition framework of homelessness based on national and local context. This national definitional framework should align with UN categories and descriptions of homelessness, as follows:

- I. Category 1: People living on the streets, in other open spaces or in buildings not intended for human habitation
- II. Category 2: People living in temporary accommodation or shelters for people experiencing homelessness
- III. Category 3: In accordance with national legislation and local context, may include, among others, people living in severely inadequate accommodation without security of tenure and access to basic services

Informed by the UN categorical descriptions of homelessness, enumeration should be conducted according to this national definitional framework of homelessness with reporting on aggregated totals of each definitional category.

#### 2. Methodology

Developing the methodology for homeless enumeration should start with a consultative process including meetings with key stakeholders including other government ministries/agencies, civil society, health agencies, people with the lived experience of homelessness, police/law enforcement, and community leaders. Countries should select the methodology that is best for their context/capacity. Countries should consider using a combination of the methodologies shared below. For example, conducting annual PIT Counts, linking PIT count surveys to administrative data, and including a methodology for homeless enumeration in the national census. Ministries/Organizations leading enumeration should share detailed description of all methods used in enumeration in public reporting.

- a. Methodologies for Homeless Enumeration
  - i. Point-in-time counts
  - ii. Registry weeks/By-name lists
  - iii. Service-based sampling
  - iv. Administrative data
  - v. Censuses

#### 3. Demographic Information

For enumeration, specific demographic information should be collected using survey tools and assessments. This demographic information will be crucial to understand the intersections of who is experiencing homelessness and to use the data to create better, more targeted policies and programs for people experiencing homelessness. Recommended disaggregation/demographic information includes:

- a. Sex, age, type and size of household, geographic location, length of time person has experienced homelessness and health/disability status

- b. Where possible: by sources of income, race, ethnicity, migratory status, causes of person's homelessness including reason for loss for last settled home, health information, and other characteristics relevant in national contexts.

#### **4. Frequency and timing**

For enumerating homelessness at a national level, recommend that at a minimum, member states collect homelessness data:

- a. At least once a year
- b. At the same time(s) annually to allow tracking of trends

In practice, many countries collect homelessness data multiple times a year or in real-time. The frequency and timing of homelessness enumeration should include considerations such as maintaining high data quality, reporting structures, and ensuring the resulting data is being used promptly to inform policies, monitor programs, and link people to services.

#### **5. Geographic Coverage**

The geographic scope of the enumeration should ensure that the majority of people experiencing homelessness are included across a community, regional, and national level, this includes:

- a. Enumeration of homelessness is geographically comprehensive including major cities
- b. Methodology should include a sample of areas: rural areas, communities, towns, cities of different sizes in order to be geographically comprehensive
- c. Transparency about data sources and geographic locations in reporting

#### **6. Data Consent, Privacy, and Security**

Data consent, security, and privacy concerns should factor centrally into any data strategy, and this is especially important regarding data with identifying information that is disaggregated and collected on vulnerable or marginalized subgroups. For surveys and assessments, data consent should be secured, with people being told how and why their data will be used. People should be given the option to refuse consent without any recourse, and must be able to withdraw consent easily at any time. The minimum standard for data consent, privacy, and security, including:

- a. Informed Consent Policies for Surveys with explanations on how individual-level data will be shared including using identifying information to link people to services
- b. Data Collection Privacy Policies including procedures in place to protect the confidentiality of client data, this includes using authorized staff personnel to conduct surveys, and only using volunteers only when absolutely necessary
- c. Secure Data Storage, including ensuring all surveys and identifying information should be stored in secure locations and digital information on secure servers, with no personally identifying information stored on local or staff/volunteer devices
- d. Data Sharing Protection Procedures to protect client data and with all public information shared anonymously. Data sharing agreements across agencies/ministries, etc. should align with data security, privacy, and consent policies and procedures and data sharing should feed into national programs and allow for people experiencing homelessness to access social benefits and other government programs

#### **7. Data Quality**

Data Quality Management policies and procedures should be in place including quality/validation procedures to address common quality issues including duplication, etc. Homeless Data should be from primary data sources.

#### **8. Reporting on National Homeless Data**

Public Reporting on Homelessness should include the following:

- a. Data authorities report on homeless data and trends annually
- b. Reporting should allow for monitoring of homeless data, and inform policies, programs, and governance
- c. Reporting includes:
  - i. Description of all data sources used for enumeration
  - ii. National Definitional Framework of Homelessness with categories
    1. Aggregated totals of homelessness should be reported for each definitional category
  - iii. Detailed Description of methodological approach(es), data quality procedures, and consent/data protection practices
  - iv. Analysis of trends and communication on how the data will be used for homeless service implementation and reduce homelessness

## **APPENDIX 2: Street Count/Point-in-Time Count Resources**

A Point-in-Time (PiT) count is a cross-sectional snapshot of the homeless population in a region at a particular point in time. This methodology generally involves a street-count on a particular night, where expert-led volunteers canvas specific geographic areas in order to identify and enumerate people who are sleeping unsheltered on that night. In jurisdictions with homeless shelters, PiT street counts often include a shelter enumeration as well.

PiT counts present an opportunity to collect demographic information on the population of people experiencing homelessness by administering surveys during the enumeration. In some instances, communities use the PiT count to collect actionable, identifiable data on those experiencing homelessness, an exercise referred to as a ‘registry week.’ These ‘registry week’ activities produce information that allows communities to understand individuals’ circumstances so the factors contributing to their homelessness can be addressed more effectively.

The PiT count methodology is the primary means of homelessness enumeration in North America, factoring centrally into the production of homelessness statistics in the United States and Canada. It has also been used for homeless enumeration in various other cities across the globe such as Montevideo, Uruguay; Brussels, Belgium; and León, Nicaragua. While the basic elements (i.e., street/shelter counts, surveys) of PiT counts are broadly the same from one jurisdiction to another, methodological variations do exist.

One variable factor is how comprehensively the geographic area where the count is taking place is canvassed. Ideally, all geographic areas within a jurisdiction that contain unsheltered people would be canvassed during a PiT count. However, this is often not feasible due to resource constraints. Rather than comprehensively canvassing an entire geographic region, PiT counts often rely on some type of sampling approach depending on local context. In jurisdictions where homelessness is known to be geographically concentrated in certain areas and relatively nonexistent in others, enumerations may take place only in the areas of high concentration. In contexts where the scale of homelessness might pose significant logistical challenges, such as New York City, high-concentration areas are canvassed and low-concentration areas are randomly sampled for canvassing. Statistical extrapolation is then used to estimate the total homeless population.

An additional variable factor is the use of techniques to increase accuracy by correcting for double counting or missed persons in enumerations. Some PiT counts use service-based sampling surveys to estimate how many people may have been missed in the street count. This occurs by surveying people at service locations frequented by people experiencing homelessness the day after a street count takes place

and asking them where they slept the previous night. The proportion of those who would not have been captured in the street count is used to estimate the total number of people likely missed, and the overall estimate is adjusted accordingly.

Another method of improving the accuracy of a PiT street count is through the use of decoys, sometimes referred to as a plant-capture technique. This works by stationing volunteer decoys throughout the geographic area where the PiT count is taking place and observing how many of them are identified and interviewed by the volunteers conducting the street count. After the count, the proportion of decoys overlooked by the enumerators is used to estimate the likely proportion of people experiencing homelessness that would have been missed by the count, and the final count estimate is adjusted accordingly.

Despite the widespread use of the PiT count and the relative sophistication of some PiT count variations, there are several limitations to this method of enumeration. Street counts are logistically difficult to execute. Unsheltered people may intentionally conceal themselves from view, making it challenging to achieve an accurate count. Further, PiT counts require substantial resources for planning and executing the count and often rely heavily on volunteers which must be recruited and adequately trained.

In addition to logistical challenges, the design of PiT counts comes with limitations as well. Given its cross sectional design and the fact that many people move in and out of homelessness while a smaller proportion experience homelessness chronically, the composition and demographic characteristics of the homeless population accounted for in a PiT count is unlikely to be representative of the general homeless population. Because of their design, PiT counts tend to overestimate the chronically homeless population. Further, they likely miss significant portions of those experiencing ‘hidden homelessness,’ or people who may be living with friends, relatives, or sleeping in vehicles.

## **Street Count / PiT Count Resources**

### **I. Point-in-Time Count Toolkits**

**Canadian Point-in-Time Toolkit & Reaching Home: Canada’s Homeless Strategy & Everyone Counts: A Guide to Point-in-Time Counts in Canada.** (heavily cited in the Canadian PiT Count Toolkit)

<https://www.homelesshub.ca/sites/default/files/download-chapter/PiT%20Count%20Toolkit%202020%20Final.pdf>

<https://homelessnesslearninghub.ca/wp-content/uploads/2021/06/HPD-Guide-PiT2020-3rd-ed-20191129-EN-ED.pdf>

- Addresses core criteria mentioned in IGH ‘[street count methodology](#)’ document.
- Highlights importance of focusing on and consulting with vulnerable groups.
- Highlights importance of collaboration (Planning & Partnership, p. 6)
  - Section on planning, creating a core team.
- Methodology and implementation section that details the types of homelessness and definitional considerations; discusses pros and cons of including additional populations.
- Includes sample surveys and links to additional surveys.
- Possible drawback: assumes substantial resources for planning the count (e.g., for hiring specialists, consultants where needed).

**U.S. Dep’t of Housing and Urban Development: Point-in-Time Count Methodology Guide**

**link:** <https://files.hudexchange.info/resources/documents/PIT-Count-Methodology-Guide.pdf>

- Similar to Canadian toolkit; features detailed discussions on core criteria IGH mentions in ‘[street count methodology](#)’ document.
- Might be too specific to the U.S. CoC system. Much of the language is couched in terms of compliance with HUD regulations and CoC requirements.

### **Homeless Link: Rough Sleeping Estimates Toolkit 2020 (UK)**

<https://www.homeless.org.uk/our-work/resources/rough-sleeping-estimates>

- Primary toolkit document is a bit more concise than the HUD and Canadian Observatory on Homelessness toolkits above.
- Provides an example timeline of activities to be undertaken and how to decide which type of count to use.
  - Some of the types of counts described (i.e., evidence-based estimate, and evidence-based estimate including a spotlight count) may not be relevant to all contexts, as they rely on information (i.e., administrative data) gathered by some sort of organization or agency that allows for an estimate or partial estimate *without* a street count taking place.
- Link also features supplemental resources (e.g., resources for volunteers, guidance on pre-count intelligence gathering) that could be adapted to local contexts

### **Everyone Counts: St. John's Homeless Point-in-Time Count Model (Newfoundland & Labrador, Canada)**

<https://static1.squarespace.com/static/5ce447ded4c5c500016591a0/t/5d6fc3375ea54a00019b5bec/1567605563404/Everyone-Counts-SJS.pdf>

Example of a particular city's PiT count enumeration methodology. Includes information on street counts as well as shelter and community center drop-in site enumeration tactics (as the report notes that rough sleeping is not prevalent in the area). Includes example budget and workplan/phase timeline.

### **A Guide to Undertaking a Rough Sleeping Count (Dublin, Ireland)**

<https://www.homelessdublin.ie/content/files/A-guide-to-undertaking-a-rough-sleeper-count.pdf>

First half of the document addresses the importance of street counts and differences in enumeration methods among cities. Second half of the document details how the enumeration process is executed in Dublin, Ireland, addressing the various phases of the street count (i.e., planning, implementation, final preparation, count execution, and post-count data analysis).

## **II. PiT Supplemental Materials**

### **U.S. Dep't of Housing and Urban Development: Point-in-Time Survey Tools**

<https://www.hudexchange.info/resource/3322/point-in-time-survey-tools/>

- Features several PiT surveys that could be used as a reference for others in creating their own.

### **U.S. Dep't of Housing and Urban Development: Point-in-Time Count Volunteer Training Toolkit**

<https://www.hudexchange.info/resource/5864/pit-count-volunteer-training-toolkit/>

- Features supplemental volunteer training materials

### **By-Name List Best Practice Guide <https://www.world-habitat.org/wp-content/uploads/2017/01/2.4-By-Name-Lists-information.pdf>**

- Describes best practices regarding establishing and managing a by-name list.
  - Somewhat tailored to U.S. context (mentions of CoCs, VA, etc), but still might be useful information.

### **Hopper, K., Shinn, M., Laska, E., Meisner, M., & Wanderling, J. (2008). Estimating numbers of unsheltered homeless people through plant-capture and postcount survey methods. *American Journal of Public Health* 98(8), 1438-1442.**

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2446453/pdf/0981438.pdf>

- Article describes two methods used to improve accuracy and better understand shortcomings of New York City's street count. Volunteer 'plants' were strategically stationed throughout the city to see if those conducting the count would identify them as homeless. Additionally, surveys were administered at service sites to determine how many people may have been missed in the count due to not being in a visible location the night of the count.

### **Chicago PiT Count & Survey Report**

[https://allchicago.org/wp-content/uploads/2020/10/2020-PIT-Report\\_vFinal.pdf](https://allchicago.org/wp-content/uploads/2020/10/2020-PIT-Report_vFinal.pdf)

- Could not find the actual survey used, but this report documents the findings of many of the survey questions and may be helpful as a post-count summary report example.

### APPENDIX 3: POLICY RESOURCES

National homelessness policy provides a framework for a country’s approach to enumeration, prevention, rapid housing, and long-term, effective solutions, reducing economic and social costs. Clear policies foster collaboration between governments, NGOs, people with lived experience and communities, ensuring vulnerable populations receive the support and for stakeholders to forge a path together

OECD [National Homeless Policies](#)

OECD [Homelessness Toolkit](#)

FEANTSA: [Ending Homelessness: A Handbook for Policy Makers](#)

*Examples of National Policies*

[Canada](#)

[Wales Rough Sleeping Action Plan](#), [Scotland](#) and [UK Homelessness Legislation](#)

[United States Federal Plan](#) and [United States Homelessness Laws](#)

Details on Criminalization of Homelessness: <https://www.ohchr.org/en/calls-for-input/2023/call-input-decriminalization-homelessness-and-extreme-poverty>

### APPENDIX 4: PREVENTION

Due to a variety of causes such as job loss, financial hardship, mental health issues, and substance abuse, people become homeless every day. Studies have shown that intervening before someone becomes homeless is cheaper than the cost of services to help someone leave homelessness and prevention programs are critical to reduce inflows, the number of people becoming or returning to homelessness. Prevention can work to support tenants stay in their homes and support people transitioning from institutions or youth from foster care. A growing number of countries are including prevention in their homelessness work. These countries include prevention programs or legislation: [England](#), [Wales](#), [Germany](#), [United States](#), [Finland](#)



US Prevention Framework

[Evolving an evidence-based model for homelessness prevention](#)

[Does emergency financial assistance reduce crime?](#)

[The Geelong Project – Interim Report](#) preventing ‘at-risk’ young students from becoming homeless, disengaging in their education and leaving school early.

[Go to the Geelong Project’s Website.](#)

[Homelessness Prevention: A Review of the Literature](#)

[Preventing youth homelessness - An international review of evidence](#)

[Advancing a Five-Stage Typology of Homelessness Prevention](#)

[A New Direction: A Framework for Homelessness Prevention](#)

## APPENDIX 5: EXPANDING HOUSING OPTIONS

Countries that have prioritize affordable housing and housing solutions include diversified housing options have [long-term reductions](#) in homelessness and improved metrics for citizens overall health. An increase in housing prices has been shown to directly connect to an increase in homelessness. Stable housing provides a foundation for individuals to access employment, healthcare, and social services, breaking the cycle of poverty and instability. Investing in affordable housing, rental assistance, and supportive housing programs reduces reliance on emergency shelters and lowers public costs associated with homelessness. By focusing on housing, governments can prevent long-term homelessness, improve public health outcomes, and foster more inclusive and resilient communities.

[Affordable housing is key to end cycles of homeless](#)

[Housing and homelessness - Eurocities](#)

[Secure access to social and affordable housing for all | EESC](#)

[A Beginners Guide to Housing First](#)

[Why Street Homelessness Has Decreased in Japan: A Comparison of Public Assistance in Japan and the US](#)

[Rapid rehousing for persons experiencing homelessness: a systematic review of the evidence](#)

[Association of Promoting Housing Affordability and Stability With Improved Health Outcomes](#)

## APPENDIX 6: SUPPORT SERVICES RESOURCES

### Case Management

Case Management is a collaborative, strategic approach to service provision where the individual receiving services works with a staff member or team who arranges access to a variety of services and resources for the client. Case Management services are highly individualized to meet the needs of the individual and are best delivered with a person-centered approach. Case Management has been shown to be an effective approach for people experiencing homelessness, especially those with complex needs. There is greater support for more intensive Case Management, and Intensive Case Management (ICM), Assertive Community Treatment (ACT), and Critical Time Intervention (CTI) are all specific models that have shown effectiveness at improving outcomes for people experiencing homelessness.

1. [Case Management - Canadian Observatory on Homelessness](#)
2. [The Effectiveness of Case Management Interventions for the Homeless, Vulnerably Housed, and Persons with Lived Experience: A Systematic Review](#)
3. [Executive Summary: Understanding How to Support People Experiencing Homelessness Through Case Management](#)
4. [Toolkit for Intensive Case Management in Canada - Ministry of Employment and Social Development of Canada](#)

5. [Adaption and Implementation of the Housing Outreach Program Collaborative \(HOP-C\) North for Indigenous Youth](#)
6. [Evidence Synthesis - Evidence-Informed Interventions and Best Practices for Supporting Women Experiencing or At Risk of Homelessness: A Scoping Review With Gender and Equity Analysis](#)
7. [National Alliance to End Homelessness - Rapid Re-Housing Toolkit](#)

**Substance Use:** There is a strong correlation between homelessness and problematic substance use. While there are many evidence-based interventions for problematic substance use, interventions targeted at people experiencing homelessness should be offered in a certain context. People experiencing homelessness face many material and social barriers in accessing substance use treatment, and it is especially important for practitioners working with this population to take a person-centered approach and meet clients where they are at. Service providers should avoid moralizing or criminalizing substance use, as the stigma associated with substance use is a major barrier in successful recovery. Abstinence-based substance use treatment should ideally be offered alongside harm reduction services.

**Harm Reduction:** Harm Reduction is an approach to problematic substance use that seeks to minimize the negative effects of substance use without the requirement that individuals abstain from substance use completely. Harm reduction is an effective approach to take when working with people experiencing homelessness because of its ability to reduce the health and legal risks of substance use while also having a low barrier to entry, since individuals not wanting or able to completely abstain from substance use can still receive treatment. It is also a key tenet of the housing first model. Harm reduction emphasizes the individual's ability to make their own decisions about their own recovery. Specific harm reduction practices include but are not limited to needle and syringe exchanges, drug consumption rooms, opioid agonist therapy, and managed alcohol programs.

### **Harm Reduction**

1. [What is Harm Reduction? - Harm Reduction International](#)
2. [Homelessness & Harm Reduction - National Harm Reduction Coalition](#)
3. [“That’s Just Good Harm Reduction” - Changing the Conversation](#)
4. [What Constitutes Effective Problematic Substance Use Treatment from the Perspective of People who are Homeless?](#)
5. [Harm Reduction Strategies for Severe Alcohol Use Disorder in the Context of Homelessness: A Rapid Review](#)
6. [Boosting the Power of Harm Reduction: Creating a Comprehensive and Culturally Responsive System of Care Servicing People Experiencing Homelessness with Substance Use Disorders](#)
7. [Barriers to Accessing Addiction Treatment for Women at Risk of Homelessness](#)

### **Re-integration and building autonomy**

1. [The Ties That Bind and Unbound Ties: Experiences of Formerly Homeless Individuals in Recovery From Serious Mental Illness and Substance Use](#)
2. [ARHI: Responses Towards Ending Chronic Homelessness - Canadian Alliance to End Homelessness](#)
3. [Supporting Intersecting Cultural Needs of Gender and Age by Increasing Cultural Safety and Humility for Housing First Initiatives](#)
4. [The Role of Transportation in Sustaining and Reintegrating Formerly Homeless Clients](#)
5. [Access to Self-Care Interventions Can Improve Health Outcomes for People Experiencing Homelessness](#)
6. [I'taamohkanoohsin \(Everyone Comes Together\): \(Re\)connecting Indigenous People Experiencing Homelessness and Substance Misuse to Blackfoot Ways of Knowing](#)
7. [Taking an Equitable Approach to Unsheltered Homelessness](#)

