



SOUTH SHORE
OPEN DOORS ASSOCIATION

SSODA

**2022 Q3 Progress
Report:
July 1 to
September 30,
2022**

Prepared by Lisa Ryan, Executive Director
Email: ed@ssoda.org Phone: (902) 521 - 0719



Summary

The following report contains all relevant information regarding the work completed between July 1, 2022 to September 30, 2022 by the board and staff of South Shore Open Doors Association.

Meet the Staff

The staff of SSODA are:

- Lisa Ryan, Executive Director
- April Hiltz, Household Navigator
- Kristi Tibbo, Intensive Case Manager
- Shannan Cragg, Housing Support Worker
- Amanda Phillips - Poole, Trustee

Staff Update

After a failed attempt at launching the role of the Affordable Housing Specialist, we evaluated what tasks should continue and which should not. After a careful review, we determined that the management and maintenance of the By Name List, as well as resource matching and research is the top priority. We have taken the original role of Affordable Housing Specialist, and restructured it as System planner. The position will be filled late October 2022.

System Launch

The coordinated Access System officially launched May 25, 2022

Staff Trainings

H&R Block Tax preparation Level 1: Amanda Phillips-Poole
Naloxone Training: All staff

Presentations and Media

Since the system launch, staff have been busy ensuring partners and the local community is informed and kept up to date on our activities. We have listed key presentations and media engagements below:

- Presentation to South Shore Housing Action Coalition (Bi monthly)- Lisa Ryan
- Presentation to Town of Bridgewater Council - Lisa Ryan
- Media Interview with CBC - Lisa Ryan
- Presentation to Energize Bridgewater - Lisa Ryan
- Presentation to Minister MacFarlane and Deputy Minister Taweel - Lisa Ryan
- Presentation to Liberal Caucus - Lisa Ryan
- Media Interview with Global News - Lisa Ryan
- Social Justice Conference workshop planning with Atlantic Baptist Convention - Lisa Ryan
- Panelist for "Uncovering substance use in Lunenburg County" - Lisa Ryan
- Panelist for the IRPP "Housing challenges and the rural-urban divide" - Lisa Ryan
- Dalhousie Law: Tenancy Act Advocate: Kristi Tibbo

Community Collaboration

As previously mentioned, we are committed to ensuring our partners, funders and community are informed and kept up to date on the work we are doing. We are also committed to understand the work of our partners, funders and community, and prioritize meetings that seek collaborative, community driven solutions to complex social issues. Below you will find a list of key meetings we have attended (please note, reoccurring meetings are indicated by including the plural form of the word):

- Meeting(s) with HUB 1- Lisa Ryan
- Meeting(s) with MLA Becky Druhan - Lisa Ryan
- Meeting(s) with Town of Bridgewater - Lisa Ryan
- Meeting(s) with the Affordable Housing Association Of NS - Lisa Ryan
- Meeting(s) with Canada Housing Transformation Centre - Lisa Ryan
- Meeting(s) with Dalhousie Legal Aid - Lisa Ryan
- Meeting(s) with Department of Community Services - Lisa Ryan
- Meeting(s) with Community Health Board - Lisa Ryan
- Meeting(s) with Cooperative Housing Coalition Planning Team for Mahone Bay - Lisa Ryan
- Meeting with Energize Bridgewater and Efficiency NS - Lisa Ryan
- Meeting(s) with Income Assistance Branch - All staff
- Meeting(s) with YMCA Youth Outreach - All Staff
- Meeting(s) with Rental Providers - Housing Support Team
- Meeting with Harbour House - Housing Support Team
- Meeting with Souls Harbour Rescue Mission - Housing Support Team
- Meeting(s) with Residential Tenancy Board - Housing Support Team

Coordinated Access Statistics

Below you will see data collected from July 1 to September 30th, 2022:

Intakes

- 95 Intakes completed this quarter
- 132: Total number of intakes completed since May 2022
 - 104: Total number of households experiencing homelessness
 - 7 households from Chester
 - 7 households from Lunenburg
 - 44 households from Bridgewater
 - 40 households from MODL
 - 6 Queens County
 - 36 Families
 - 79 children
 - 17 Senior Led Households
 - 3 Veterans
 - 12 Indigenous Led Households
 - 2 African Nova Scotian Led Households
 - 1 Latin/Hispanic Led Household
 - 3 Youth Led households
 - 24 households identify as Chronically Homeless (6+ months in a 12 month period or 18+ months in a 3 year period)
 - 36 households identified as experiencing Energy Poverty, with 26 households reporting significant arrears with Nova Scotia Power totalling \$33,075. All households have been identified as renters
 - 71 households state they require housing located within the Town of Bridgewater due to employment, medical needs, reliance on transit, or access to community support. It is important to note, not all households are currently residing in Bridgewater.

Since June, we were able to assist 18 households to find and obtain long term housing

Client support fund

Below is a list of eligible items and a breakdown of the funds provided to individuals and families accessing our services:

- Hotel Stay (Non Income Assistance Clients in emergency housing need) - \$6130.90
- Rent Arrears - \$350
- Damage Deposit - \$1400
- First Month Rent - \$5125
- Storage Lockers (2 units) - \$1593.15
- Welcome Packs (Toiletries, cleaning supplies, Pantry gift cards) - \$69
- Outreach supplies (water bottles, tents, tarps etc): \$620

Total Client support funds spent: \$ 13,493.69

Measuring Progress



Key Indicators

Progress

Maintain adequate staff to deliver services effectively

- During part of this quarter the system planner role was left unfilled, but the functions of the role were carried out by other staff in the interim. A hiring process was underway near the end of quarter

Percent of Staff have received Intake Assessment Training

- All staff have received training to implement the Coordinated Access Intake

Maintain reliable, balanced By Name List Data

- Testing data reliability begins September 1, 2022, with the first phase of data reliability testing completed by December 31, 2022

HIFIS being used by all service delivery Partners

- Due to funding restructuring within the community, the use of HIFIS is now limited to two agencies - SSODA and Harbour House. All other agencies are not eligible for HIFIS use, but will refer into the system for SSODA to capture data within HIFIS

Necessary Staff have been trained to use HIFIS

- All staff have been trained and are actively entering client files into HIFIS

Measuring Progress



Key Indicators	Progress
<p>Percent of accurate referrals between Coordinated Access and HEMS</p>	<ul style="list-style-type: none"> • N/A - HEMS is not operational
<p>Number of households at-risk served by program (cumulative) and projections for achieving goal of reaching 350 households by March 31, 2025</p>	<ul style="list-style-type: none"> • 131 households have been served by SSODA from May 25th to September 30th, 2022 • The current average indicates a rate of 30 intakes per month. If the rate of intakes does not decrease, we project we will serve 800 households by March 31, 2025
<p>Minimum ratio of planned to actual expenditures</p>	<ul style="list-style-type: none"> • See attachment
<p>Progress made toward financial diversification and stability</p>	<ul style="list-style-type: none"> • Awarded Federal funding through Reaching Home in the amount of \$176,274 annually for the next two years • Awarded \$55,000 annually from the Province of Nova Scotia to host the Volunteer Trustee Program • Awarded \$65,000 annually from the Province of Nova Scotia to host the Intensive Case Manager Position • Awarded \$35,000 annually from the Federal Government for the creation of a community Diversion Fund • Awarded \$50,000 from the Province of Nova Scotia for the creation of the Community Diversion Fund



Financials

The following report contains all relevant information regarding the ratio of planned to actual expenditures for Coordinated Access System services. In SSODA's service agreement with the Town of Bridgewater, the target is to spend a minimum of 90% of the Coordinated Access System budget calculated cumulatively.

Breakdown of spending per quarter:

Despite having a small surplus the first two quarters, we are still projecting to spend the budgeted amounts moving forward. We have hired a new bookkeeper who is currently reviewing all the financials from April to current date. Once the review has been completed, the above numbers may be subject to change.

Once September numbers have been calculated, we will provide the updated Budget to Actual Ratio breakdown.

Quarter 1 January - March 2022	Quarter 2 April - June 2022	Quarter 3 July - September 2022
TOB Contribution: \$54000	TOB Contribution: \$24000	TOB Contribution: \$24000
Actual: \$17983.07	Actual: \$18466.82	Actual: 29624.27
Budget to Actual Ratio: 33% spent	Budget to Actual Ratio: 77% spent	Budget to Actual Ratio: 123% spent