



SOUTH SHORE
OPEN DOORS ASSOCIATION

SSODA

Q2 Progress Report

July 15, 2022



Summary

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

Meet the Staff

We began our staff search in April of 2022, with all staff roles filled by May 16, 2022. The staff of SSODA are:

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

System Launch

The coordinated Access System officially launched May 25, 2022.

Staff Trainings

HIFIS 4 Workshop - Hosted by Affordable Housing Association of Nova Scotia
Vulnerable Assessment Tool Train the Trainer - Hosted by Nova Scotia Health
Project Budgeting & Project Evaluation - Hosted by Joanne Murray Consulting
Onboarding Essentials Training package - Hosted by Orgcode

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 - Lisa Ryan
- Presentation to Elementary School Class - Lisa Ryan
- Media Interview with CBC - Lisa Ryan
- Media Interview with Global News - Lisa Ryan
- Domestic Sex Trafficking Workshop with Karley Church - All Staff
- Social Justice Interview with Atlantic Baptist Convention - Lisa Ryan
- Provincial Trustee Workshop - Amanda Phillips-Poole
- Low Income Advocate, Nova Scotia Power - Amanda Phillips-Poole

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 Town Staff - Lisa Ryan
- Meeting(s) with MLA Becky Durban - 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(s) with Income Assistance Branch - All staff
- Meeting(s) with YMCA Youth Outreach - All Staff
- Meeting(s) with Lahave Credit Union - Amanda Phillips- Poole, Trustee
- Meeting(s) with Rental Providers - Housing Support Team
- Meeting with Better Together Family Resource Centre: April Hiltz, H.N.
- Meeting with Legion - April Hiltz, Household Navigator
- Meeting with Harbour House - Housing Support Team
- Meeting with Souls Harbour Rescue Mission - Housing Support Team
- Meeting with Salvation Army - Housing Support Team
- Meeting(s) with Residential Tenancy Board - Housing Support Team
- Meeting with Western Housing Authority - Lisa Ryan
- Meeting(s) with St. Vincent De Paul - Lisa Ryan
- Meeting with St Joseph Shelter Organizers - Lisa Ryan

"...if we want to prevail in ending homelessness we are going to have to collaborate...that our greatness in that pursuit is directly linked to us seeing the task as a shared responsibility."

**Iain De Jong
President & CEO of OrgCode**

Coordinated Access Statistics

Since the system launch on May 25, 2022, we have been able to provide services to over 40 individuals and families residing within Lunenburg County. Below you will see data collected from May 25th to June 30th, 2022:

Intakes

- 41 Intakes completed
 - 16 Families
 - 27 children
 - 5 Senior Led Households
 - 4 Veterans
 - 5 Indigenous Led Households
 - 3 Youth Led households
 - 3 Households fleeing domestic violence
 - 10 households identify as Chronically Homeless (6+ months in a 12 month period or 18+ months in a 3 year period)
 - 16 households identified as experiencing Energy Poverty, with 13 households reporting significant arrears with Nova Scotia Power totalling \$14,000. All households have been identified as renters
 - 30 households require housing located within the Town of Bridgewater due to employment, medical needs, reliance on transit, or access to community support
 - 3 households were able to be placed in long term housing by our Housing Support Team

Client support fund

Part of our delivery of services includes ensuring households engaging in the Coordinated Access System have access to local resources offered by our partners, requiring a collaborative approach. We would like to thank the United Way of Lunenburg County, the Affordable Housing Association of Nova Scotia and the Province of Nova Scotia for their support. Below is a list of items and services provided to individuals and families accessing our services:

- Bus passes - 380
- Swim passes - 25
- Water bottles - 24
- Cellular phones - 3
- Rent Arrears - \$2,350
- Damage Deposit - \$450
- Power Arrears - \$528
- Storage Lockers (2 units) - \$845
- Welcome Packs (Toiletries, cleaning supplies, Pantry gift cards) - \$1735

Measuring Progress



Key Indicators

Progress

Maintain adequate staff to deliver services effectively

- All staff roles have been filled

Percent of Staff have received Intake Assessment Training

- All staff have received training to implement the Coordinated Access Intake
- Four staff have received training to deliver the Vulnerable Assessment Tool, which is used to measure acuity and support requirements prior to matching to resources or housing placement

Maintain reliable, balanced By Name List Data

- Preliminary data is now available for June 2022
- We will begin testing our data reliability Aug 31, 2022 as testing requires at least 3 months of data collection

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

Percent of accurate referrals between Coordinated Access and HEMS

- N/A - HEMS is not operational

Number of households at-risk served by program (cumulative) and projections for achieving goal of reaching 350 households by March 31, 2025

- 41 households have been served by the program from May 25th to June 30th, 2022
- The current average indicates a rate of 25-30 intakes per month. If the rate of intakes does not decrease, we project we will serve 800 households by March 31, 2025

Minimum ratio of planned to actual expenditures

- Financial Statements are currently being completed by our bookkeeper and will be provided once approved by the Board

Progress made toward financial diversification and stability

- Awarded Federal funding through Reaching Home in the amount of \$120,446 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 \$30,000 annually from the Federal and Provincial Government for the creation of a community Diversion Fund.