

Wrap Around Services

A presentation to the
Standing Committee on Community Services

By Shelter Nova Scotia Representatives

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Shelter Nova Scotia supports 1300 people annually

Corrections Sector (halfway houses for transitioning back to community)

- Fleming House 20 beds and Nehiley House 8 beds

Homelessness Sector (emergency shelters)

- Barry House 17 snugs and Metro Turning Point 30 snugs

Housing Sector (supported apartments)

- The Rebuilding 19 individual apartments
- Herring Cove Apartments congregate living for 12 people

Community Sector (locating housing and keeping people housed)

- Trustee 200 clients
- Housing Hub 99 caseload clients plus 100+ participants since opening in November 2021

Homelessness, Housing and Community Sectors

- Operations partially funded by Provincial Department of Community Services and Federal Homelessness Partnering Strategy
- Ends meet through generous community donations of cash, services and goods
- Very pleased and proud that as of October 2021, the organization was stabilized by the Department of Community Services and now we offer a competitive wage to all 100 employees

Wraparound programs can include:

- **Prevention** Tenancy and Housing Support, planned discharges/transition plans from feeder institutions including transition plans)
- **Diversion** (Emergency housing, financial assistance)
- **Crisis care** (Shelters, outreach, drop ins, etc)
- **Case management** (Coordinated Access System, service coordination, data collection)
- **Low barrier health services** (primary care, mental health, harm reduction/addictions support, continuing care)
- **Legal services**
- **Recreation** creating welcome spaces for social inclusion and belonging
- **Transportation**
- **Education supports**
- **Peer Support**
- **Family support**, independent living supports, self-help or support groups
- **Rental subsidies**, affordable rapid rehousing, supported housing, permanent housing
- **Residential treatment**, respite care, palliative care (via harm reduction lens)

Shelter Nova Scotia offers some services now....

We are evolving to provide more wraparound services, with our newest program offering, and building a future vision to provide more supported housing and a service centre

Barry House

Emergency Shelter

2706 Gottingen Street Halifax

- 17 sleeping spaces (snugs) available
- Guests are single female identified and gender diverse individuals experiencing homelessness
 - Singles, youth, senior citizens
 - People living with mental health concerns, disabilities
 - Unemployed, under employed
 - Struggling with substance use, post traumatic stress, abandonment, rejection and poverty



Metro Turning Point

Emergency Shelter

2170 Barrington Street Halifax

- 30 sleeping spaces (snugs) available for male identified and gender diverse individuals
- People are sometimes in need of help for one night and sometimes need years of support depending on life circumstances.
- Veterans, senior citizens, youth
- People living with mental health concerns, disabilities
- Unemployed, under employed
- Using substances, suffering with post traumatic stress
- Struggling with abandonment, rejection and poverty



The Rebuilding

Supported Permanent Housing

5506 Cunard Street

- Tenants are people who identify as male who have experienced episodic or chronic homelessness
- All 19 units are permanent housing
- Some tenants make the decision to transition to other housing after stabilizing and requiring less support



Herring Cove Apartments

Supported Permanent Housing

191 Herring Cove Road Halifax

- A supported permanent residence for up to 12 high risk - high needs individuals with alcohol dependence and a history of chronic homelessness
- Some tenants have moved to a managed alcohol program
- Rely on volunteers in the community to provide one meal a day



Community Trustee

Downstairs at Metro Turning Point

- An eviction prevention program
- Supports 180ish individuals who are living independently across HRM. Assists with money management to ensure rent and other bills are paid
- Advocates and collaborates with the Department of Community Services landlords, Nova Scotia Power, banks, and other utility providers to ensure clients can remain housed.



Housing Hub (opened November 2021)

5506 Cunard Street Ground Floor (previous Shelter Nova Scotia administrative offices)

A) Support for past shelter users who are housed

- Advocacy/referral/support services for people once in Barry House or Metro Turning Point who are now living in the community.

B) Support for unhoused people

- Showers/laundry/food/help to find shelter and housing for people who are unhoused. Walk in service twice weekly.

C) Shelter Diversion

- Advocacy/referral/support

D) Microcosm of proposed new project next to Metro Turning Point



**SELLON'S HOUSE PROPERTY
CONCEPT DESIGN**

Issued for: Review




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The Housing Hub

A Pilot Wraparound Model

The Hub, opened to the public on November 15, 2021.

The Hub aims

- to provide a safer space for individuals to access basic needs (food, showers, laundry) to people who are unhoused, create crucial opportunities for social inclusion, and to provide support with diversion and eviction prevention.

We target third party partnerships to provide

- accessible onsite services to individuals 19 years and older of all genders (hair cuts, legal services, health care and more)

The Housing Hub supported 173+ people in January 2022

- 74 individuals were supported via drop in
- 99 clients on the team's regular, ongoing caseload
- Of the 74 individuals (who do not receive regular case management support)
 - 40, or 54% returned for repeated support or services
 - 79% identified as male
 - 89% requests for clothing were for people sleeping rough or temporarily housed in hotel

Diversion supports provided to 131 people, in the form of funds to prevent eviction or hotel referral

- 62% are male identified



Wraparound Service Delivery

- Designed for people/families with complex needs and more than one barrier to housing
- Simplified pathways to services that *reach people where they are*
- Team-based, collaborative approaches utilizing people's strengths (versus looking for "problems" and seeking to "fix" people)
- The delivery plan reflects the needs of the individual/family, rather than availability of services
- Require connected supports through government departments



Wraparound Supports for Homeless Nova Scotians

STANDING COMMITTEE ON COMMUNITY SERVICES

MARCH 1, 2022

Wrap Around Supports for Homelessness

- ▶ Homelessness is a complex issue impacting Nova Scotians across the province.
- ▶ People experiencing or at risk of homelessness come from many walks of life. They include:
 - People exiting corrections
 - Victims and survivors of intimate partner violence, and families at-risk of homelessness
 - People living with mental health and addictions challenges
 - People experiencing racism, intergenerational trauma, homophobia, transphobia, and/or ableism
 - People experiencing income insecurity
 - People living with varying levels of abilities and life skills
- ▶ Understanding and addressing the nuanced unique needs of these individuals and their experiences is critical to achieving successful outcomes.
- ▶ Providing wrap around supports is a best practice approach that crosses many departments, program areas, and community partners that seeks to take a holistic approach to an individual's overall wellbeing.

Wraparound Supports for Homelessness

- ▶ Wrap around supports are provided in a variety of ways to meet the needs of individuals and families.
- ▶ Even when housing is provided, some individuals and families require supports to enable them to successfully retain safe housing.
- ▶ Wraparound supports require a collaborative case management approach that represents a point-of-delivery, rather than a system-level, approach to coordination.
- ▶ Wraparound programming must be flexible, strengths-based, family or person-oriented and may include mental and physical health care, addictions treatment, wellness checks, legal and other navigation services, employment, financial (e.g., rent supplements, income assistance), and life skills.
- ▶ Community partners play a critical leadership role in the delivery of wrap around supports across the province. They expertly undertake outreach within their communities and build trust with vulnerable Nova Scotians that ensures they get the supports they need.
- ▶ The continuum of wrap around supports in the homelessness spectrum falls within, and across, 4 key areas:
 1. Outreach and Prevention
 2. Emergency Supports
 3. Housing Support and Retention
 4. Supportive Housing

Supports to Address the Continuum of Homelessness

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Prevention & Early Intervention Supports

Chronic Homelessness

- Outreach support
- Sheltering/ emergency accommodation with supports
- Supportive housing- cannot usually live in private sector market independently (high rate of eviction)
- Onsite mental health/ addictions support
- Trustee services to support financial management
- Harm reduction (making housing safer for individuals using substances, etc.)
- Income needed to pay rent (Income Assistance/ OAS/ GIS)
- Social inclusion and life stability programming

Episodic Homelessness

- Rent supplement
- Housing search support and retention
- Diversion support (a one-time financial intervention, i.e., damage deposit)
- Trustee support
- Income Assistance
- Access to emergency shelter / hoteling
- Rapid rehousing initiative (Salvation Army Centre of Hope)
- Access to affordable housing (higher eviction risk)
- Case management / interventions, navigation

Transitional Homelessness

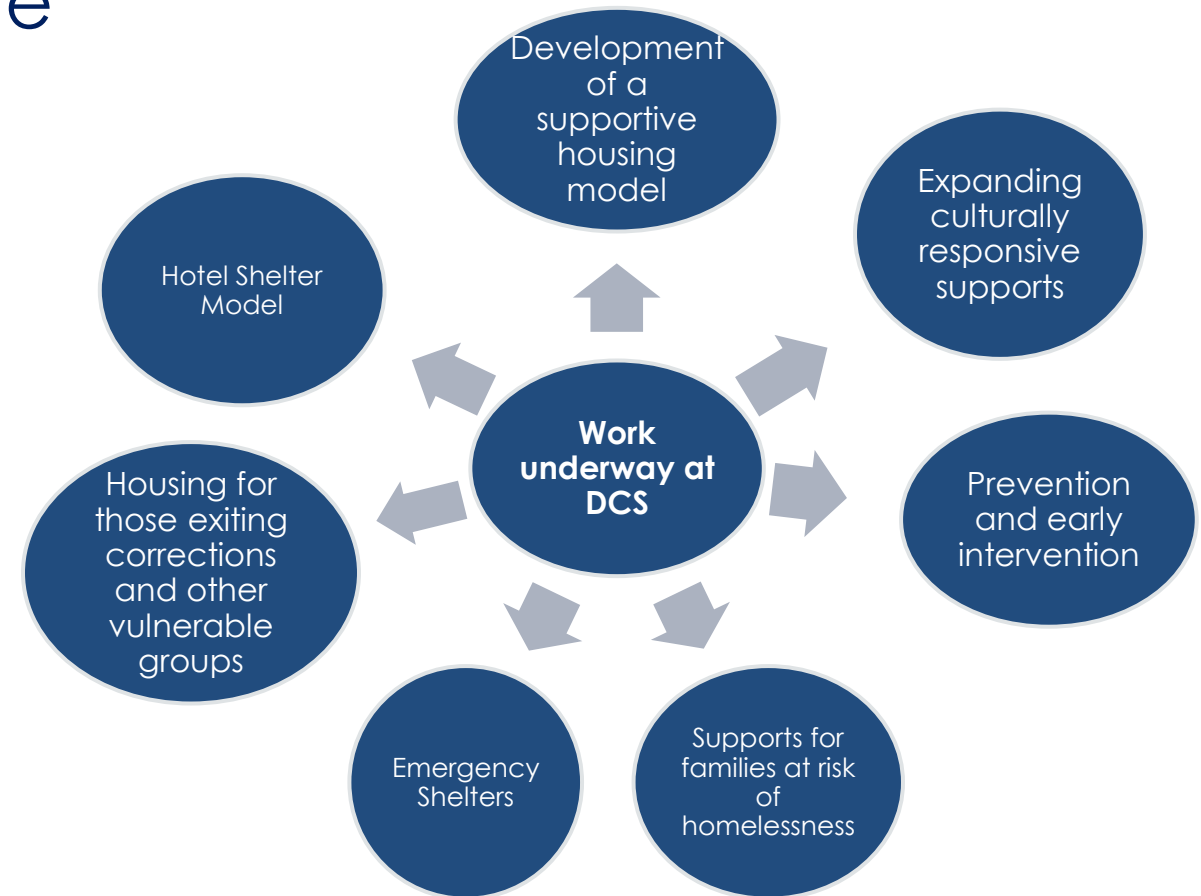
- Rent supplement
- Potential for private sector landlord/ lower risk of eviction
- Housing search support and retention
- Intensive case management, navigation
- Trustee support
- Income Assistance / employment support
- Access to emergency shelter / hoteling
- Access to affordable housing
- Rapid rehousing initiative (Salvation Army Centre of Hope)

Hidden Homelessness

- Income Assistance / employment support
- Rent supplements
- Housing search support and retention
- Light support/ intervention, case management, navigation

DCS Supportive Housing Mandate

- The Department's four-year mandate requires the development and implementation of the first supportive housing model for the province which will include short and long-term initiatives.
- A horizontal approach within government is critical for success. This work is being done in collaboration with the Office of Mental Health & Addictions, Municipal Affairs & Housing and community agencies.
- This model will provide a continuum of supports to meet the diverse needs of Nova Scotians who are experiencing, or at risk of, homelessness.
- Links to the Department's mandate to address child poverty and government's priorities around health and housing.



Examples of Recent Investments in Supportive Housing

▶ **Diamond Bailey House**

- ▶ The Diamond Bailey House will offer 32 shelter beds and 21 supportive housing units to urban Indigenous people experiencing homelessness.
- ▶ The Mi'kmaw Native Friendship Centre will deliver culturally responsive programs and services, including mental health and addictions, at Diamond Bailey House.

▶ **The Overlook**

- ▶ The Overlook has 60 permanent supportive housing units and is a joint effort by the provincial government, federal government and the North End Community Health Centre. Five additional units will be available for individuals experiencing or at risk of homelessness transitioning from the health care system.
- ▶ Annual funding is provided to the North End Community Health Clinic to provide direct client supports to the Overlook residents, including 24/7 onsite staffing for peer support, addictions support, mental health, personal care, occupational therapy and peer support.

Horizontal Collaboration to Address Homelessness

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Department	Collaborations
DCS	Partnerships with shelters, community and family resource centres; supportive housing; wraparound supports; Income Assistance; employment support services; disability supports, transition supports for youth in care; client connections for housing interventions / loss of housing prevention
DMAH	Affordable housing development and programs; building acquisitions; community housing sector supports; public housing and other affordable rental programs; grants for homeowners; landlord rent supplements
Service NS and Internal Services	Residential tenancies program; land services; rebate programs (e.g. energy, property tax, first-time home buyers) Client connections for housing interventions/ loss of housing prevention (at risk of eviction)
Health and Wellness/ Office of Mental Health and Addictions	Mental health and addiction wraparound supports Transition support for individuals being discharged/ released from hospital or incarceration Connections for housing interventions/ loss of housing prevention (transition, early access to community-based supports)
Justice	Through the Accessibility Directorate, apply an equity lens to supportive housing; initiatives and partnerships to support those exiting corrections Transition support for individuals being discharged/ released Connections for housing interventions/ loss of housing prevention (transition, early access to community-based supports)
Office of Equity and Anti-Racism	Applying an equity lens to supportive housing
Energy and Mines	Energy efficient housing supports
Lands and Forestry	Crown land to build supportive and affordable housing

Thank You



United Way
Halifax

Community Services Standing Committee United Way Halifax

March 1, 2022

unitedwayhalifax.ca

Background

With the ongoing housing crisis in Halifax and across Nova Scotia, United Way Halifax has committed to the role of social advisor, to businesses and government alike. Our roles of funder and advocate and our connection to five other United Ways in Nova Scotia, give us a unique understanding of the impacts of the housing crisis, immediate needs and long-term solutions. As such, we would like to highlight three areas for consideration:

Social Determinants of Health

- Safe, affordable, adequate housing is one essential piece of the social determinants of health. Without it, people have difficulty addressing other challenges in their life.
- Other pieces of the social determinants of health include nutrition, childhood development, absence racialization and discrimination, education, physical and mental health, healthy workplaces, income, social supports, gender and culture. Folks most at risk of homelessness are often missing several of these key determinants of health. **A broader focus that takes these other needs into consideration would help.**

Community Service Providers

- Direct service providers have noted that it is increasingly hard to meet their client's needs because of their lack of or precariousness of housing. Overall, their number of clients has increased, and their clients' needs have become more complex and thus take more resources.
- The community impact sector, although nimble and adaptable, has been under considerably more stress due to the COVID-19 pandemic. In addition to more complex needs, they're dealing with rising costs in labour, goods and more. They're also increasingly taking on more responsibility for the well-being of the public. **Support for operational or core funding would alleviate a significant burden on the sector.**

Coordination of Efforts

- The Cost of Poverty report tells us that poverty costs our province \$2 billion per year. It also tells us when people are left to struggle on their own, it costs the system more and leads to the increase in intergenerational poverty.
- Many of our most marginalized residents have interactions with various provincial departments: e.g. community services, health, addictions and mental health, justice. **Better collaboration, planning and resourcing between departments could prevent homelessness or provide better supports to stay housed, and it would be less costly to society.**

References: [A Crisis Beyond Housing](#), [Building Poverty Solutions](#), [The Cost of Poverty in the Atlantic Provinces](#)