

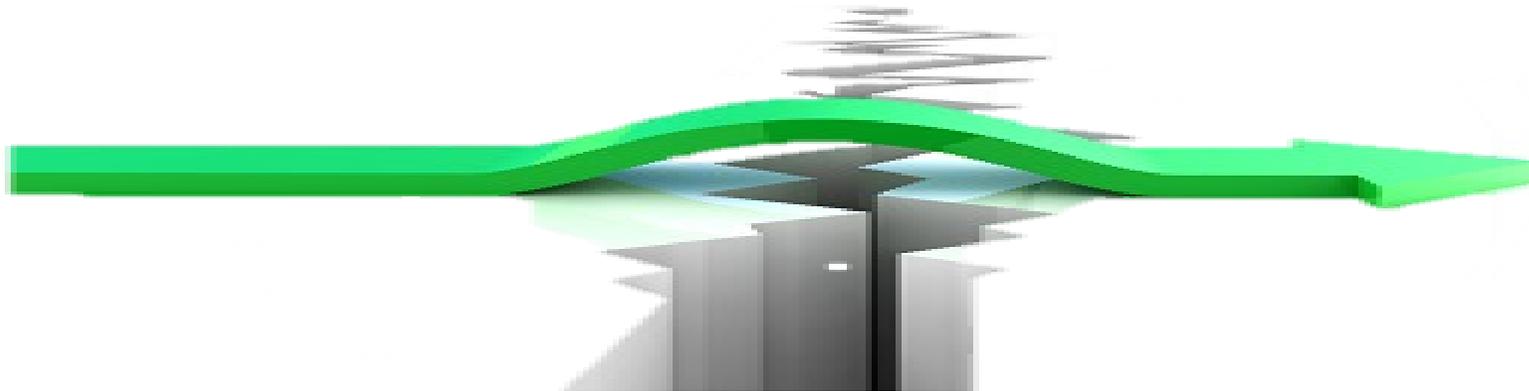
NAVIGATOR

STREET OUTREACH

Winter 2017

What Exactly is the NSOP?

- ▶ Beginning in 2007, the NSOP is a social program that is jointly funded by Spring Garden Business Association, Downtown Halifax Business Commission and most recently, HRM.
- ▶ Mission: Built on the belief that everyone should have equal access to social services, the mission of the NSOP is to support the homeless and street involved community to address barriers in accessing housing, education, employment, mental health supports, addictions treatment, social programs, and health care.



Why do People Panhandle?



Poverty

Addictions

Social Aspect

Lack of Familial Supports

Food/Personal Care Items

Historical Trauma

Mental Health Concerns

Learning Disabilities

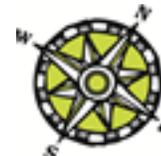
Physical Disabilities

Unemployment

Education

Income Supplement

Medication Costs



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Service Population

- Since the time of June 6th, 2016 the NSOP has connected with 222 individuals.
- Based on individual assessment, each service user can be classified as either High, Moderate or Low Acuity of need which determines the level and length of involvement with NSOP.

High Acuity: where NSOP has frequent contact with the service user to ensure needs are being met and supportive services are in place

Moderate Acuity: Intense involvement for shorter periods of time

Low Acuity: Those in need of Navigation services with minimal NSOP intervention



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Barriers to Intervention

Discriminatory Social Policies & Structural Barriers

Identification

Housing

Unwilling or Unable to Address Mental Health Concerns

Distrust of Social Systems

Absence of Familial Support

Accessibility of Addictions Services

Access to Health Care

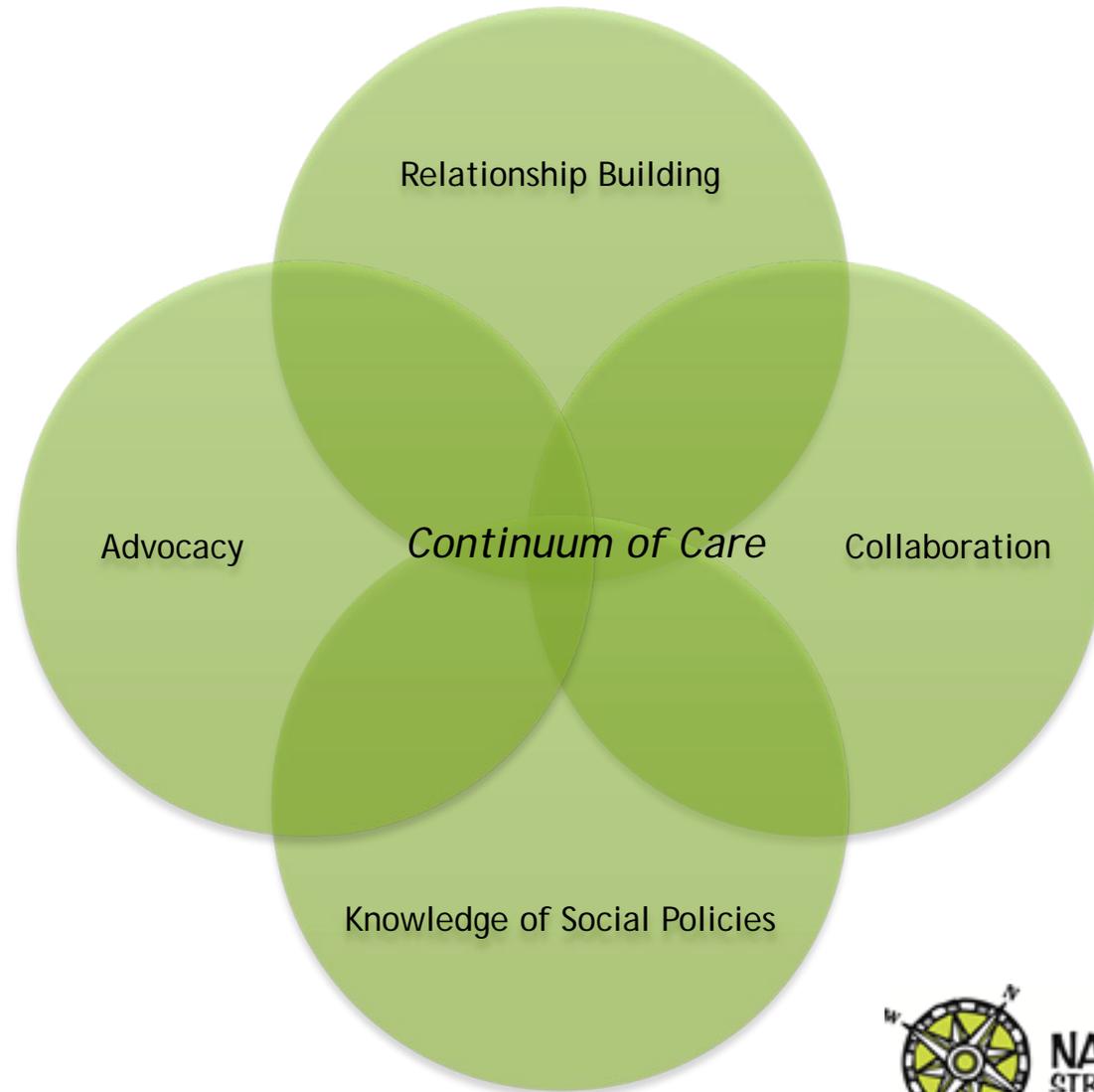
Services Acting in Silo

In Office Service Provision

Trauma

Social Aspect of Street Involvement & Panhandling

Bridging The Gap



Intervention

- ▶ At NSOP our interventions range from immediate on the spot crisis mitigation to ongoing case management.
- ▶ Service users gain entry into the program via outreach, self referral or being referred by another community or government organization
 - ▶ During the initial contact services users are asked to sign consent for other Agencies whom they are working with
 - ▶ A risk assessment is completed with each individual where information is gathered regarding housing status, substance use, mental health, supports, infectious disease/s etc
 - ▶ A needs assessment is then completed with each individual to ascertain and prioritize the areas of assistance
- ▶ The goal of every intervention is for the service users to ultimately become self-sufficient with the appropriate community supports in place to promote long term sustainable change.

Prevention

- ▶ Much of the work that NSOP does is preventative in nature:
 - ▶ Working with municipal and provincial levels of government to address structural issues that perpetuate and maintain issues of poverty
 - ▶ Working collaboratively with policy decision makers, community members and stakeholders to address barriers to equity in service delivery
 - ▶ Work with service users and other community resources to prevent loss of housing
 - ▶ Engaging with new panhandlers to address areas of need
 - ▶ Working with individuals who are street involved and not panhandling in efforts to impede enmeshment in the street involved/panhandling community



Moving Forward

- ▶ NSOP is in the process of developing a comprehensive policy manual equip with program goals and evaluation measures
- ▶ There will be an increased emphasis on balancing preventative and active interventions
- ▶ NSOP will continue to work with policy developers and stakeholders at both the municipal and provincial levels to address issues of inequity in social services
- ▶ Continued collaboration with both community and government resources
- ▶ “Office Hours” on weekly basis at St. Mary’s Basilica
- ▶ The NSOP will continue to gain momentum in the community as a respected and meaningful service



Service User Statistics

Male	163
Female	58
Transgendered	1
Youth	23
Adults over 55	27

Downtown Halifax Area	73
North End-Clayton Park	52
Dartmouth	61
Spryfield	11
Sackville	6
Travelling	19

Identification (Birth Certificate/MSI/ID)	52
Housed	29
Evictions Prevented	15
Employment & Education	34
Mental Health Support	16
Addictions Support	12
Physical Health Care	13

Housing Status At Time of Initial Meeting

Shelter	39
Rough Sleeping	13
Couching	13
Sleeping in Vehicle	3

Intervention Success

"I feel like part of the community again"
-service user

"Things are finally starting to look up for me and my family, thank you" -service user

"Thank you for taking the time to listen" -211

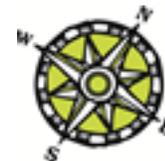
"Thank you for helping me find my power again!"
-service user

"Thank you for all of your help, I am now back to working full-time"
-service user

"I cannot believe that I got in! I am so proud of myself" -service user

"Wow, the pain is finally gone"
-service user

"Thank you for being my voice when I couldn't be my own"
-service user



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Funding

- ▶ Downtown Halifax Business Commission and Spring Garden Area Business Association remains committed in to their combined contribution of \$45,000 to NSOP
- ▶ Moving forward, NSOP is requesting the ongoing matched support of \$45,000 from HRM annually



Questions

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