

**TO:** Mayor Savage and Members of Halifax Regional Council

**SUBMITTED BY:**

Original Signed by 

\_\_\_\_\_  
Jacques Dubé, Chief Administrative Officer

**DATE:** January 7, 2020

**SUBJECT:** Navigator Program Multi-Year Funding

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## **ORIGIN**

### **Regional Council 2019-10-08<sup>1</sup>**

That Halifax Regional Council Direct the Chief Administrative Officer to return to Council, on or before February 1, 2020, with a Navigator Street Outreach Program report to permit further consideration of the multi-year (\$60,000 per annum) funding request for fiscal years 2020/2021 and 2021/2022.

Letter dated July 30, 2019 from the Downtown Dartmouth Business Commission and the North End Business Commission requesting a municipal contribution of sixty thousand dollars (\$60,000) per year over three fiscal years (2019-2022). See Attachment 1.

## **LEGISLATIVE AUTHORITY**

The Halifax Regional Municipality Charter, 2008, c. 39

### **Municipal expenditures**

**79A (1)** Subject to subsections (2) to (4), the Municipality may only spend money for municipal purposes if:

- (a) the expenditure is included in the Municipality's operating budget or capital budget or is otherwise authorized by the Municipality;
- (b) the expenditure is in respect of an emergency under the *Emergency Management Act*; or
- (c) the expenditure is legally required to be paid.

**Recommendation on Page 2**

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<sup>1</sup> See [Item 15.2.1 Halifax Regional Council October 8, 2019](#)

## **RECOMMENDATION**

It is recommended that Halifax Regional Council

1. Approve a contribution of \$60,000 to the Downtown Dartmouth Business Commission and North End Business Association for the Navigator Street Outreach Program for fiscal year 2020/2021 subject to budget approval.
2. Authorize the Mayor and Municipal Clerk to execute a Contribution Agreement between the Downtown Dartmouth Business Commission, the North End Business Association and Halifax Regional Municipality, in accordance with the key terms and conditions set out in Attachment 2.

## **BACKGROUND**

### **NSOP Overview**

The Navigator Street Outreach program (NSO) is a proactive, positive lifeline for individuals who struggle with securing and maintaining housing and employment due to addictions, mental health issues and homelessness. NSO works on the street, as opposed to within the shelter system. NSOP supports unsheltered, street involved and homeless individuals who are unwilling or unable to access provincially-funded support persons that work out of Halifax's shelters.

### **Historical municipal funding of NSOP Pilot**

In fiscal 2018/2019, NEBA and DDBC secured \$75,000 in combined provincial<sup>2</sup> and municipal<sup>3</sup> funding for an NSO pilot. Together with the business districts' combined contribution of \$15,000, these funds covered NSO operational costs for the period between December 22<sup>nd</sup> of 2018 and November 22<sup>nd</sup> of 2019. In October of 2019, Regional Council approved bridge funding in the amount of \$20,000 for fiscal year 2019/2020. This bridge funding was intended to ensure continuity of service to the street involved and homeless population (until March 2020) and permit consideration of the multi-year funding request in the context of the discussion and approval of the municipal operating and capital budget and tax rates for fiscal 2020/2021.

### **Provincial Funding Request**

NEBA and DDBC applied to the Province for a contribution to support NSO in fiscal 2020/2021.<sup>4</sup> Nova Scotia Department of Communities, Culture, and Heritage have informed NEBA and DDBC that the Province will not be renewing the contribution in support of the NSO (see Attachment 8).

### **Municipal Funding Request and Year-End Report**

Downtown Dartmouth Business Commission and North End Business Association have requested a municipal contribution in the amount of sixty thousand dollars (\$60,000) to be provided in the 2020/2021 and 2021/2022 fiscal years. A draft budget outlining anticipated NSO revenues and expenditures has been provided for fiscal 2020/2021 (see Attachment 9). This draft budget proposes a \$60,000 municipal contribution, a \$19,000 NEBA contribution and a \$15,000 DDBC contribution. NSO staff have produced a pilot project year-end report detailing activities undertaken between December of 2018 and November of 2019 (see Attachment 7).

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<sup>2</sup> In June of 2018, the Province approved a \$50,000 Building Vibrant Communities (BVC) grant by the Province in support of the NSOP pilot initiative. See [Grant Recipient List](#).

<sup>3</sup> In July of 2018, Regional Council approved a contribution of \$25,000 in support of the NSOP pilot initiative. See [Item No. 14.1.10 Halifax Regional Council July 31, 2018](#).

<sup>4</sup> Application was made to the Province's Vibrant Communities (BVC) program.

## **DISCUSSION**

### **Defining Homelessness**

Homelessness is a dynamic, person-specific problem that changes from night to night and from person to person. In 2012, the [Canadian Observatory on Homelessness](#) developed a homelessness definition that describes homelessness as a continuum: unsheltered; emergency sheltered; provisionally accommodated; and at risk of homelessness (see Table 3 | Attachment 4).<sup>5</sup> Factors contributing to housing instability and homelessness include a lack of affordable housing, insufficient supply of housing, inadequate income and/or employment opportunities, challenges or changes to an individual's physical or mental health, addictions, and family breakdown. Often, it is a series of crises that lead an individual or family to experience homelessness.<sup>6</sup>

### **Homeless-Serving System of Care (HSSC)**

A Homeless-Serving System of Care (HSSC) is a local or regional system for helping people who are homeless or at imminent risk of homelessness. The HSSC includes mainstream systems, community partners, all levels of government, philanthropists, faith communities and not-for-profit organizations – essentially all touch points serving people who are experiencing homelessness.<sup>7</sup> Halifax's current homeless-serving system is characterized by the delivery of three (3) general types of services and supports for individuals experiencing homelessness or at-risk of becoming homeless: (1) emergency shelters and crisis services; (2) homelessness prevention services; and (3) housing stability services and social housing. Individual service providers have unique service delivery models, target populations, prioritization criterion and performance indicators.<sup>8</sup>

### **Navigator Program Role within the HSSC**

The NSO program helps people, who are precariously housed, homeless, and/or street-involved, access housing, education, employment, mental health supports, addictions treatment, social programs, and healthcare. Bringing services directly to the streets makes NSO almost unique in its approach to service delivery. NSO staff check in regularly with individuals who are sleeping-rough, panhandling, and/or carrying out daily living activities on the streets. An on-street presence allows NSO to support individuals who are unwilling or unable to access embedded or in-house Homeless-Serving System of Care supports.

NSO works collaboratively within the homeless-serving system to connect clients – NSO both receives referrals from HSSC organizations and refers clients to HSSC organizations. The value of this two-way referral network is illustrated by the number and content of the NSO program letters of support attached to this staff report (See Attachment 6). NSO works in collaboration with other HSSC organizations to co-create individualized approaches to working with/for homeless and street-involved individuals.

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<sup>5</sup> See Canadian Observatory on Homelessness. (2012.) [Canadian Definition of Homelessness](#). Toronto: Canadian Observatory on Homelessness Press.

<sup>6</sup> In 2014, 8% of Canadians aged 15 and over reported that they, at some point in their lives, had to temporarily live with family, friends, in their car, or anywhere else because they had nowhere else to live—a situation referred to as 'hidden' homelessness. See [Insights on Canadian Society: Hidden homelessness in Canada](#).

<sup>7</sup> Figure 1 (Attachment 5) presents common components of homeless-serving systems.

<sup>8</sup> See [Item No. 14.4.2 Halifax Regional Council September 20, 2016](#) (Attachment 2; pp.46-53) ) for an inventory of entities that make up Halifax's homeless-serving system of care.

NSO engages in work that touches on all three segments of Halifax's homeless-serving system (i.e. emergency shelter/crisis services; homelessness prevention; and housing stability). NSO activities are summarized in Table 1 (see below).

**Table 1: Key NSO activities<sup>9</sup>**

Category	Description	Clients Helped
Transit	Facilitating access to public transit (may include assistance securing a low-income transit pass and/or providing transit tickets).	335
Eviction prevention	Helping to keep individuals/families housed, including crisis support for people at imminent risk of eviction (may include landlord-tenant mediation, payment of damages and/or payment of rental/utilities arrears).	30
Housing acquisition	Interventions that help homeless individuals/families to rapidly access new/appropriate housing (may include payment of first/last month rent and/or damage deposits). <sup>10</sup>	13
Relocation	Helping precariously housed individuals to move/relocate (may involve support to set up a new apartment and/or moving related expenses).	35
Employment	Supporting individuals entering/re-entering the workforce (may include providing necessary work tools and/or clothing, <sup>11</sup> payment for specialized training programs, <sup>12</sup> assistance setting up a bank account <sup>13</sup> or facilitating relocation for the purposes of securing employment).	17
Identification	Facilitating replacement or first-time acquisition of official/government identification (may include ID-clinics). <sup>14</sup>	106
Health services	Interventions that help homeless individuals/families to access primary health care, addiction treatment and/or mental health services (may include attending appointments with clients <sup>15</sup> , transporting clients to health providers, paying for medication and/or encouraging clients to access on-street health services). <sup>16</sup>	43
Cold weather supplies	Ensuring individuals/families that sleep-rough are appropriately protected against the environment (may include providing cold-weather clothing and/or sleeping mats/bags).	16
Food	Supporting homeless and street-involved individuals who are food-insecure (may include direct provision of food and/or facilitating food-bank/food-kitchen access).	86

<sup>9</sup> Not all services are at a financial cost to NSO. NSO collaborates with local organizations that can either cover or defray applicable costs.

<sup>10</sup> NSO supports Halifax's Coordinated Access System (CAS) and Housing First (HF). Both HF and CAS require effective outreach to ensure vulnerable individuals receive housing support. The trusting and mutually respectful relationships NSO staff develop are critical to ensuring that individuals who refuse to use, or are denied access to, Halifax's shelter system, receive needed housing support.

<sup>11</sup> Including interview-appropriate attire, steel-toed boots and anti-skid shoes.

<sup>12</sup> Including WHIMS, food handling, traffic control and fall arrest courses.

<sup>13</sup> Bank accounts are necessary to accommodate direct deposit of wages.

<sup>14</sup> The NSO pilot program included an ID-clinic, offered in collaboration with Service Nova Scotia, that provided 105 individuals with new or replacement identification. Identification is critical to accessing income assistance and the lack of official identification can be a barrier to becoming employed and/or housed.

<sup>15</sup> NSO staff will work with the individual (and other service providers) to set up and attend appointments to ensure that the user's access to services is smooth and issue free.

<sup>16</sup> Mobile Outreach Street Health Services' (MOSH) letter of support highlights the integral role played by NSO in facilitating access to primary health care among street-involved individuals (see Attachment 6).

Community education	Supporting members of the business/residential community vis-à-vis homelessness (may include clinics/workshops to address addictions/overdose and/or mental health among the homeless population).	120
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**Rationale for Municipal Funding**

Halifax’s Public Safety Strategy is guided by a vision of a safe city where we collectively create, and continually improve upon, the conditions that enable all of us to enjoy the highest level of safety and security possible. Public safety includes not only feeling safe and secure, but also being able to safely take part in community life and enjoy municipal programs and services. The strategy calls on the municipality and stakeholders to adopt tactics/actions to improve resident resilience, make places safer and strengthen community cohesion. As outlined in the strategy, Halifax’s approach must be inclusive and recognize that intervention needs to be tailored to residents’ needs – whatever stage in life they may be at and whatever their degree of safety and security.

Homeless and street-involved individuals are among the most vulnerable members of our community. As such, special consideration must be given to their safety. Those experiencing homelessness are more likely to suffer harassment and criminal victimization than those who are housed.<sup>17</sup> Supportive, safe housing is critical to public safety. Once an individual has access to safe, secure and affordable housing, other issues (such as mental health, addictions, income security and employability) can be more appropriately addressed.

NSO’s mandate aligns closely with the Municipal Public Safety Strategy – improving the safety and wellbeing of vulnerable residents. NSO (indirectly or directly) supports 14 Actions (11, 13, 19-24, 48, 52, 59, 63, 68 and 70) and 8 priority areas (1.3, 1.4, 2.1, 3.3, 3.4, 4.1 and 4.3) from the Strategy (See Table 2 | Attachment 3). These include actions relating to housing, food security, mental health, community cohesion and harmful use of alcohol and drugs. The NSO program advances these public safety objectives for a segment of the population that is both very difficult to reach and largely underserved (by other existing health and housing-related supports).<sup>18</sup>

In July of 2019 the Federal government granted HaliFIX Overdose Prevention Society a one-year exemption to operate an Urgent Public Health Need site (UPHN) at 2158 Gottingen Street.<sup>19</sup> The UPHN site exemption was granted in response to rates of fatal overdose and infectious disease (primarily HIV).<sup>20</sup> As noted in staff’s recent UPHN report, municipal collaboration and leadership can help successfully integrate the UPHN site and promote positive community impacts (such as reductions in fatalities, overdoses, public consumption, needle debris, and public disorder).<sup>21</sup>

<sup>17</sup> Numerous studies have established that homeless individuals experience high levels of violence and victimization (both before and after becoming homeless) including higher incidence of property theft, physical assault and sexual assault. See [More Sinned Against than Sinning? Homeless People as Victims of Crime and Harassment](#).

<sup>18</sup> In part, this underservicing is owing to care avoidance among homeless people. Several studies have shown that homeless people have unmet care needs and poor access to care, and (partially) avoid or underuse this care. See [Care avoidance among homeless people and access to care](#) and [Primary healthcare needs and barriers to care among Calgary’s homeless populations](#).

<sup>19</sup> The site opened in September of 2019. Under the federal exemption, the site can only operate Monday through Saturday mornings. Extended hours are permitted at the end of each month.

<sup>20</sup> UPHN sites are designed to mitigate the negative impacts of drug use at both the individual and community level by changing the environment in which problematic drug use occurs.

<sup>21</sup> See [Item No. 15.1.2 Halifax Regional Council December 10, 2019](#).

Other jurisdictions in Canada have successfully paired safe consumption sites with an on-street presence to help save lives and reduce health, social and economic harms associated with problematic substance use.<sup>22</sup> Municipal funding for NSO would help to support the UPHN site.<sup>23</sup> During the pilot phase, NSO staff distributed naloxone kits<sup>24</sup> and facilitated the delivery of naloxone training to North End and Downtown Dartmouth businesses' staff. Increasing the capacity of local bystanders to respond to overdose is a positive step in addressing drug-overdose-related fatalities in the urban core – a step that is not likely to have occurred without the NSO pilot.

### **Recommendation**

Staff assert that the NSO plays a critical outreach role in the urban core. Navigators represent the only sustained, homeless-serving, on-street, presence in the urban core. NSO staff bridge the gap between homeless-serving-services and unhoused/street involved individuals. Given the unique and pivotal role played by the NSO program, staff recommend funding in the amount of \$60,000 for fiscal year 2020/2021 (subject to budget approval). This single-year funding commitment timeframe would coincide with the end-date for the rural-suburban homelessness pilot and for the previously approved multi-year funding for the Downtown Halifax/Spring Garden NSO program. Bringing these various NSO funding commitments into alignment will allow for consideration of how the municipality can best support our homeless and street-involved residents. This NSO review would be informed both by the pending Municipal Social Policy and community data made available through the municipality's Community Wellbeing Index project.

### **Contribution Agreement**

If Regional Council approves funding for fiscal 2020/2021, staff recommend that the contribution be made in accordance with the proposed terms and conditions including value of contribution, scope of work and reporting expectations (see Attachment 2).

### **FINANCIAL IMPLICATIONS**

If approved by Regional Council, and upon signing of the Contribution Agreement with the NEBA and the DDBC, the municipality's contribution will be paid, provided that the terms and conditions of the Agreement are fulfilled. The total cost to the municipality shall not exceed \$60,000 for 2020/2021 and is subject to Regional Council's approval of the funding in 2020-21 operating budget.

### **RISK CONSIDERATION**

Risks are considered low. Reputational and financial risks are mitigated through the terms and conditions outlined in the attached Agreement.

### **COMMUNITY ENGAGEMENT**

Consultations were conducted during the preparation of the pilot project report in July of 2018.<sup>25</sup> Letters of support from businesses, agencies and politicians provide strong evidence of community support for the NSOP (see Attachment 6).

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<sup>22</sup> See Calgary's [Downtown Outreach Addictions Partnership \(DOAP\) Team](#).

<sup>23</sup> NSO staff takes a harm-reduction/client-centered approach that recognizes that not all homeless or street-involved individuals will be ready, willing or able to abstain from drug use. The realities of poverty, class, racism, social isolation, past trauma, sex-based discrimination and other social inequalities affect both people's vulnerability to, and capacity for, effectively dealing with drug-related harm.

<sup>24</sup> Overdoses can be prevented and need not be fatal if the right measures are taken including administering [naloxone](#), an emergency medication that reverses the effects of opioids.

<sup>25</sup> See [Item No.14.1.10 Halifax Regional Council July 31, 2018](#).

**ENVIRONMENTAL IMPLICATIONS**

No environmental implications identified.

**ALTERNATIVES**

1. Regional Council could decline to provide a contribution for the Navigator Street Outreach Program.
2. Regional Council could request amendments to the draft Agreement.

**ATTACHMENTS**

1. Letter from Downtown Dartmouth Business Commission (DDBC) and North End Business Association (NEBA) requesting multi-year municipal contribution.
2. Proposed Contribution Agreement Key Terms & Conditions
3. Table 2: Public Safety Strategy Priority Areas | Navigator Program Connections
4. Table 3: Typology of Homelessness
5. Figure 1: Homeless-serving system of care
6. Letters of Support
7. Navigator Program Year End Report
8. Province of Nova Scotia program application rejection letter.
9. North end and downtown Dartmouth Navigator Street Outreach Program budget (fiscal 2020-2021)

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A copy of this report can be obtained online at [halifax.ca](http://halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Scott Sheffield, Government Relations and External Affairs 902.490.3941

Report Approved by: Original Signed  
John W. Traves, Q.C., Director, Legal, Municipal Clerk & External Affairs 902.490.4219

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ATTACHMENT 1

Letter from DDBC and NEBA  
requesting municipal contribution to NSOP

July 8, 2019

Mayor Michael Savage  
Halifax Regional Municipality  
PO Box 1749  
Halifax, NS B3J 3AS

Dear Mayor Savage and Halifax Regional Municipality Councilors,

The Downtown Dartmouth Business Commission (DDBC) and the North End Business Association (NEBA) are requesting that the Halifax Regional Municipality support a shared Dartmouth/ North End Navigator Street Outreach Program (NSOP) for \$60,000 per year for each of the next three years 2019-2022. This funding would be pooled with funding from the business community.

Our districts have significant populations of street involved, homeless or precariously housed individuals that sometimes have difficulties accessing necessary services.

The attached report outlines the successes of the program over the past year. The DDBC/NEBA Navigator Street Outreach Program does not duplicate existing services offered by a variety of public agencies and not for profit organizations but connects them in a real way with people on the street in our districts. The outreach program has also facilitated training and education for the business community to assist in resolving potential issues in a positive manner with street involved individuals.

The Navigator program has demonstrated results in North End Halifax and Downtown Dartmouth mirroring the success in Downtown Halifax and on Spring Garden Road and similar programs that exist in cities across North America. We feel that this proposal will address a need in our communities and assist in advancing Halifax's Poverty Reduction Strategy.

Halifax Regional Municipality's financial support for the proposal will make it sustainable.

Respectfully Submitted,

*ORIGINAL SIGNED*

Patricia Cuttell Busby, BA,  
Executive Director  
North End Business Association  
patty@gonorthhalifax.com  
(902) 452-249

Tim Rissesco, Executive Director  
Downtown Dartmouth Business Commission  
tim@downtowndartmouth.ca  
902-430-8236

**n<sup>o</sup>rthend**



**ATTACHMENT 2**

Proposed Contribution Agreement  
Key Terms & Conditions

- a) The term of the Agreement shall be for one (1) fiscal year starting in 2020/2021 and that the amount of the annual contribution shall not exceed \$60,000.
- b) The annual contribution shall be subject to Council approving, in the budget, the funds for the contribution for the applicable fiscal year.
- d) The contribution shall be used in support of delivering the Navigator Street Outreach Program in the north end Halifax and downtown Dartmouth.
- d) The Agreement shall require annual reporting which accounts for the expenditure of any contribution received from the Municipality.

**ATTACHMENT 3**

Public Safety Strategy Priority Areas | Navigator Program Connections

**Table 2: Public Safety Strategy Priority Areas | Navigator Program Connections**

<b>Priority Area 1.3 Improve residents' mental health</b>	
Action 11	Deliver municipal programs and services that positively impact the mental health of residents, particularly youth and seniors
Action 13	Provide crisis support for children, youth and adults experiencing a mental health crisis.
<b>Priority Area 1.4 Build child and youth resilience</b>	
Action 16	Help children/youth build confidence, resilience and effective decision-making skills concerning drug and alcohol use
<b>Priority Area 2.1 Preserve and grow the supply of affordable and emergency housing</b>	
Action 19	Retain and grow the supply of non-market housing (public housing, non-profit housing, co-operative housing) and affordable market housing.
Action 20	Provide diverse, barrier-free, affordable, safe housing options to match our demographic profile.
Action 21	Ensure the availability of drop-in services and warming/ cooling centres for vulnerable, street-involved residents.
Action 22	Increase the supply of affordable emergency housing and transitional housing.
Action 24	Monitor emerging homelessness trends and support initiatives to address chronic and episodic homelessness.
<b>Priority Area 3.3 Make programs, services and facilities more inclusive</b>	
Action 48	Ensure user fees for municipal programs and services do not create barriers for low-income residents.
<b>Priority Area 3.4 Enhance community cohesion and engagement</b>	
Action 52	Provide community development training for residents to build local capacity.
<b>Priority Area 4.1 Decrease violent crime and criminal involvement</b>	
Action 59	Support youth-at-risk to avoid, or disengage from, criminal involvement.
Action 63	Increase the availability and awareness of services for perpetrators (such as advocacy, support, accommodation, skill development and counselling).
<b>Priority Area 4.3 Reduce the availability and harmful use of alcohol and drugs</b>	
Action 68	Intervene at early contact points with health, criminal justice and social care services to prevent escalation of drug use.
Action 70	Improve drug users' access to treatment and harm reduction support (particularly entrenched, long-term opiate users).

ATTACHMENT 4

Typology of Homelessness

Table 3: Typology of Homelessness<sup>26</sup>

OPERATIONAL CATEGORY	LIVING SITUATION	GENERIC DEFINITION	
<b>1. UNSHELTERED</b> This includes people who lack housing and are not accessing emergency shelters or accommodation, except during extreme weather conditions. In most cases, people are staying in places that are not designed for or fit for human habitation.	1.1	People living in public or private spaces without consent or contract.	<ul style="list-style-type: none"> <li>• Public space, such as sidewalks, squares, parks, forests, etc.</li> <li>• Private space and vacant buildings (squatting).</li> </ul>
	1.2	People living in places not intended for permanent human habitation.	<ul style="list-style-type: none"> <li>• Living in cars or other vehicles.</li> <li>• Living in garages, attics, closets or buildings not designed for habitation.</li> <li>• People in makeshift shelters, shacks or tents.</li> </ul>
<b>2. EMERGENCY SHELTERED</b> This refers to people who, because they cannot secure permanent housing, are accessing emergency shelter and system supports, generally provided at no cost or minimal cost to the user. Such accommodation represents an institutional response to homelessness provided by government, non-profit, faith based organizations and/or volunteers.	2.1	Emergency overnight shelters for people who are homeless.	These facilities are designed to meet the immediate needs of people who are homeless. Such short-term emergency shelters may target specific sub-populations, including women, families, youth or Aboriginal persons, for instance. These shelters typically have minimal eligibility criteria, offer shared sleeping facilities and amenities, and often expect clients to leave in the morning. They may or may not offer food, clothing or other services. Some emergency shelters allow people to stay on an ongoing basis while others are short term and are set up to respond to circumstances, such as extreme weather.
	2.2	Shelters for individuals/families impacted by family violence.	
	2.3	Emergency shelter for people fleeing a natural disaster or destruction of accommodation due to fires, floods, etc.	
<b>3. PROVISIONALLY ACCOMMODATED</b> This describes situations in which people, who are technically homeless and without permanent shelter, access accommodation that offers no prospect of permanence. Those who are provisionally accommodated may be accessing temporary housing provided by government or the non-profit sector, or may have independently planned for short-term accommodation	3.1	Interim housing for people who are homeless.	Interim housing is a systems-supported form of housing that is meant to bridge the gap between unsheltered homelessness or emergency accommodation and permanent housing.
	3.2	People living temporarily with others, but without guarantee of continued residency or immediate prospects for accessing permanent housing.	Often referred to as 'couch surfers' or the 'hidden homeless', this describes people who stay with friends, family, or even strangers.
	3.3	People accessing short term, temporary rental accommodations without security of tenure.	In some cases, people who are homeless make temporary rental arrangements, such as staying in motels, hostels, rooming houses, etc.
	3.4	People in institutional care who lack permanent housing arrangements.	People who may transition into homelessness upon release from: Penal institutions; Medical/mental health institutions; Residential treatment programs or withdrawal management centers; Children's institutions/group homes.

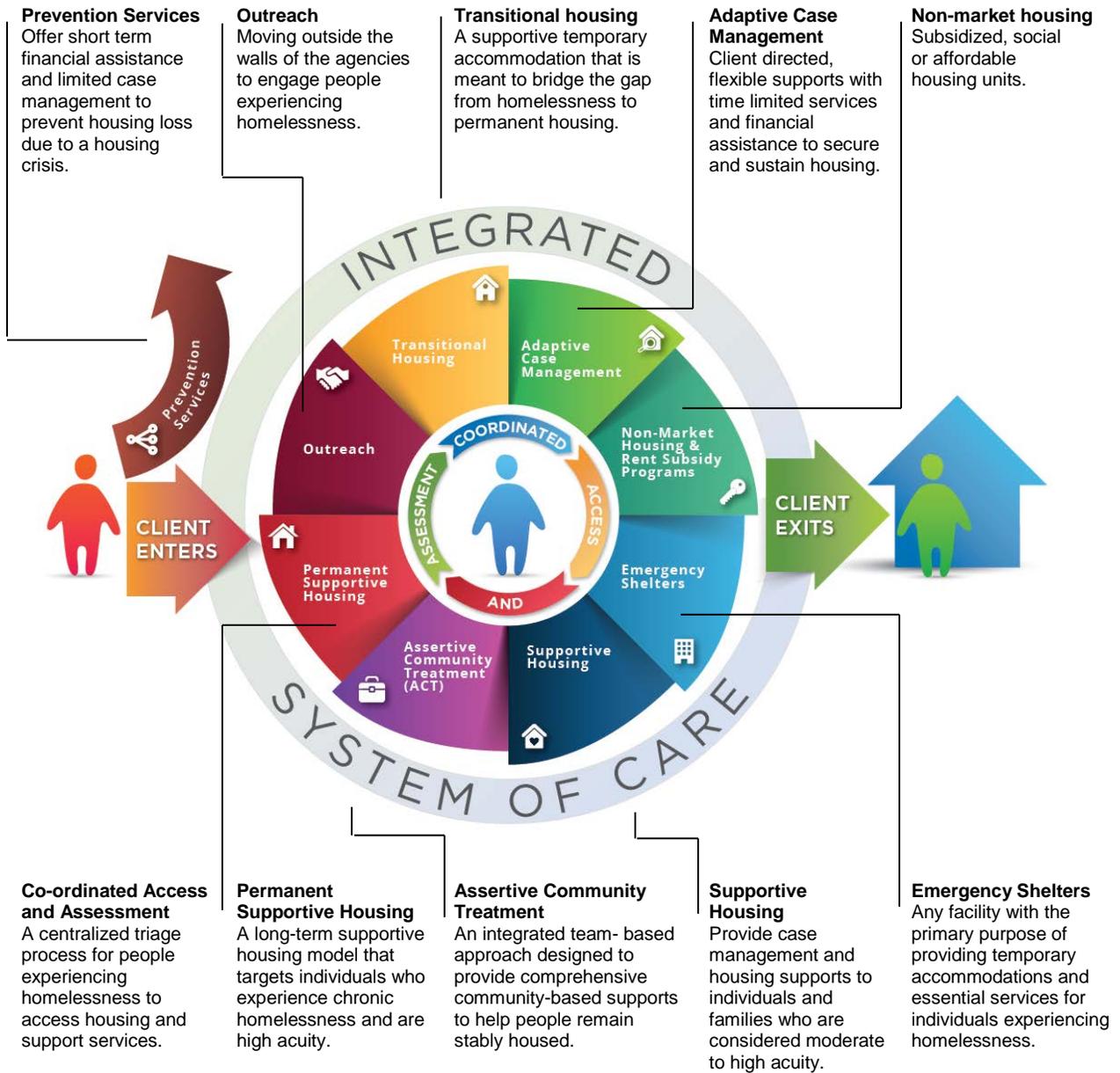
<sup>26</sup> See Canadian Observatory on Homelessness. (2012) [Typology of Homelessness](#). Toronto: Canadian Observatory on Homelessness Press.

		3.5	Accommodation/ reception centers for recently arrived immigrants and refugees.	Prior to securing their own housing, recently arrived immigrants and refugees may be temporarily housed while receiving settlement support and orientation to life in Canada.
<b>4. AT RISK OF HOMELESSNESS</b>	Although not technically homeless, this includes individuals or families whose current housing situations are dangerously lacking security or stability, and so are at-risk of homelessness. They are living in housing that is intended for permanent human habitation, and could potentially be permanent (as opposed to those who are provisionally accommodated). However, because of external hardship, poverty, personal crisis, discrimination, a lack of other available and affordable housing, and / or the inappropriateness of their current housing (which may be overcrowded or does not meet public health and safety standards) residents may be “at risk” of homelessness.	4.1	People at imminent risk of homelessness	<ul style="list-style-type: none"> <li>• Those whose employment is precarious</li> <li>• Those experiencing sudden unemployment</li> <li>• Households facing eviction</li> <li>• Housing with transitional supports about to be discontinued</li> <li>• People with severe and persistent mental illness, active addictions, substance use, and/or behavioural issues</li> <li>• Breakdown in family relations</li> <li>• People facing, or living in direct fear of violence/abuse</li> </ul>
		4.2	Individuals and families who are precariously housed	Those who face challenges that may or may not leave them homeless in the immediate or near future. CMHC defines a household as being in core housing need if its housing falls below at least one of the adequacy, affordability or suitability standards and would have to spend 30% or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards).

Source: Canadian Observatory on Homelessness (COH)

ATTACHMENT 5

Figure 1: Homeless-serving system of care



Source: [Calgary's System Planning Framework](#) | March 2017

## ATTACHMENT 6

### Letters of Support

To whom it may concern,

Nov 3rd 2019

I am writing this letter on behalf of Dartmouth Housing Help, a community initiative on behalf of The Public Good Society of Dartmouth & Welcome Housing Support Services that focuses on supporting individuals experiencing homelessness or precarious housing within the HRM, particularly the Dartmouth community. The office opened in the Spring of 2014, and has supported hundreds of individuals since its inception. Throughout the course of the last five years, we as an agency realized that there was still a gap within the community, the need for a Street Navigator within the Dartmouth community, bridging relationships between the community and society's most vulnerable.

Over the course of the last year, DHH has worked closely with the Dartmouth Downtown Street Navigator, Shawn Parker, mutually supporting individuals facing poverty issues, as well as each other. Shawn has assisted many DHH individuals in terms of groceries when Food Bank supplies are limited, identification when unable to access services, and assistance with power bills so families were not left in the cold. Most notably, Shawn and I worked together with an individual who was sleeping rough, supporting them in securing Income Assistance for the first time in two years. In terms of my own personal support, Shawn has connected our office with the businesses of downtown Dartmouth while helping us receive Naloxone training.

We believe that Shawn and the Navigator program is an excellent, and needed component in supporting individuals facing poverty related issues within the Dartmouth community. As a community resource, Shawn has been a responsive, determined, and proactive individual in terms of assisting the community. In addition, Shawn is genuine in his approach, following through at critical times, and treats everyone with the highest respect. Meeting Shawn for the first time is the same as meeting an old friend, you immediately feel a sense of comfort and authenticity to him.

Dartmouth Housing Help fully supports the continuation of such a program, and we look forward to working with Shawn Parker, and the Street Navigator Position for Downtown Dartmouth in some of society's most vulnerable individuals. Feel free to contact at the number or e-mail listed below.

Sincerely,

  
**Original Signed**

Darcy Gillis  
Housing Support Worker - Dartmouth Housing Help  
(t)902-466-3483  
darcy@dartmouthhousinghelp.ca



Mainline Needle Exchange  
2158 Gottingen Street  
Halifax, NS B3K 3B4

October 25, 2019

To whom it may concern,

Mainline a project of the Mi'kmaw Native Friendship Society, is a health promotion project based on a harm reduction model. The goals of Mainline are to reduce the acquisition and transmission of HIV, Hepatitis B & C among people who use drugs (PWUD) and to increase awareness and knowledge of HIV/AIDS, Hepatitis B & C and social issues affecting PWUD. Mainline is dedicated to supporting people who currently use or previously used drugs to focus on their well-being through raising awareness of the risks, education and empowerment.

Mainline provides peer support, including assistance with exploring and accessing detox, treatment and methadone, health services, education and employment as well as support with legal, social services and housing issues and creates an environment of stakeholders, partners and networks to promote community supports and reduce stigma for PWUD.

It is my pleasure to write this letter of support for the Street Navigator outreach project. The project supports people who live in poverty and face multiple challenges on a daily basis due to addiction and mental health issues. Mainline and the Street Navigator has built a collaborative and supportive partnership that works well with the populations we serve.

People who access Mainline and the Street Navigator face layers of intersecting disadvantages. They suffer poor health, ranging from infectious diseases (HIV, Hepatitis B and C) to opportunistic infections, as well as chronic conditions (e.g. liver and lung disease). They also face more social problems such as poverty, discrimination, low education, homelessness and exposure to physical and structural violence and we have become their only lifeline in their struggle to live a somewhat normal existence.

I strongly encourage you to fund the Street Navigator outreach project. If you have any questions please feel free to contact me. Thank you in advance for your support for this needed and valuable project.

Sincerely,

**Original Signed**

Diane Bailey



October 28, 2019

To Whom It May Concern,

I am writing to formally acknowledge how important the Downtown Dartmouth/Northend Business Association Navigator program has been in helping us serve the many people who rely on us in downtown Dartmouth. In the work I do as coordinator of Feeding Others of Dartmouth and Margaret's House, I have seen first-hand the impact that Shawn Parker has had on directly changing lives for the better.

Every day of the week, we deal with people who are in crisis. We do our very best to provide them with food, clothing and other personal necessities. We also strive to connect folks with services in our community such as housing, mental health and addictions care, etc. This is where Shawn Parker's skills and engaging personality are a huge asset. Whenever Shawn works with us at Margaret's House, I feel confident introducing people to him, as I know he will listen carefully and do everything he can to help them get closer to the support they require.

Since Shawn began offering his time and expertise to Margaret's House, I have seen numerous instances where he has gone above and beyond to help a person in need. One of the strongest examples of Shawn's impact happened a few weeks back: Shawn was able to help a man pay for some medication that was not covered. This man faced a long list of challenges and he was in serious trouble. However, once Shawn helped him get access to the medication, it was rather incredible to see how rapidly the man's life immediately improved.

I would be happy to list more examples of how Shawn has assisted women and men I know overcome obstacles - large and small. He is well-liked and trusted by the people who visit Margaret's House. I would love to see funding for the Navigator program increased so that Shawn could dedicate a full day per week exclusively to working with us.

I know from my own experience, and from conversations with my colleagues who represent other community organizations, that Shawn Parker's work as our community Navigator is already making a difference. I can only see us relying on him more in coming months and years, as the number of people who rely on Margaret's house increases, as does the need for affordable housing, access to mental health and addictions services, etc. Please give your most serious consideration to funding this valuable community program in downtown Dartmouth.

Sincerely,

## Original Signed

Karen Goudie  
Coordinator  
Feeding Others of Dartmouth  
Margaret's House



2101 Gottingen Street  
Halifax, Nova Scotia  
B3K 3B2  
Telephone: (902) 429-5290  
Fax: (902) 429-8319

October 29th, 2019

To whom it may concern,

I am writing this letter on behalf of Mobile Outreach Street Health (MOSH) in support of the work being done by Shawn Parker, outreach worker for the North End Halifax and Downtown Dartmouth Business Commissions. MOSH has partnered with Shawn for the past year to ensure the vulnerable individuals we collectively serve have access to health care and housing. MOSH came to fruition in 2008 as an independently funded arm of the North End Community Health Centre.

Our small-but-mighty MOSH team consists of nurses, an occupational therapist, a Nurse Practitioner and 12 Physician hours per week. We provide primary health care to individuals who experience homelessness, are insecurely housed and/or living in marginalized situations. Our partnership with Shawn has proven valuable on a few key fronts.

First, through our collaboration we promote access to health and wellness for those vulnerable individuals within Shawn's catchment. With the trusting and mutually respectful relationships Shawn is able to develop with clients, he is able to bring folks to the MOSH nurses during dedicated outreach. This ensures their primary health care needs are met, as well as provides access for those with mental health and addictions struggles. Without Shawn connecting these individuals through outreach efforts, many folks would continue to face barriers to wellness and fall through the cracks.

Second, through Shawn's participation in the emerging Coordinated Access System for people experiencing homelessness, individuals are connected to resources and supports to secure and maintain housing. Outreach to vulnerable individuals is a key aspect of the system, and Shawn ensures equitable access for those not staying in shelters. As one of the many service providers participating in Coordinated Access, I have witnessed the positive impact as Shawn engages with other agencies to co-create individual solutions for people.

On a final note, I believe Shawn's presence as an outreach worker – with his skills, experience and community connectedness – adds a needed dimension to our collected efforts in



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addressing marginalization. His voice and vision have broadened our understanding of the impact of our work on African Nova Scotian communities, and have pushed us to be better.

I look forward to our continued partnership. Please feel free to connect with me directly if you have any questions about this letter.

Sincerely,

Original Signed

 EJ Davis  
Team Lead – MOSH Housing First  
902-802-8252  
[ejdavis@nehc.com](mailto:ejdavis@nehc.com)

October 31, 2019

To whom it may concern:

I am writing this letter to show support for extending the North End/Downtown Dartmouth Navigator Street Outreach program. What this program and the Street Outreach Navigator, Shawn Parker, provide to the community has proven invaluable in the short time that it has been operating.

The Halifax North Memorial Public Library has close ties to the program, as we provide meeting and office space for Shawn Parker to meet with clients. We have trouble keeping his business cards at hand because we give out so many in the course of a day, a week, or a month. To support the extension of this project, the library will continue to hold space for the Navigator, as the library is a trusted space in the community that people are comfortable coming to when they are at their most vulnerable.

The impact on us as a small community library is profound. There is a limit to what we can do for the clients we share with the Navigator Street Outreach worker. We have struggled to find the right resources to support customers who are dealing with issues around homelessness, addiction, poverty, and more, and often can't directly help. The Navigator Street Outreach program has given us the much-needed support to help the people who walk in our doors with needs that we don't have a way to remedy in a meaningful way.

I and the staff at Halifax North Memorial Public Library have seen firsthand how this program has helped many of the people we see every day. We hear customer stories about how Shawn was able to help them in small and big ways, from paying a phone bill so they don't get cut off while job searching, to making sure they have enough to eat for the rest of the month, to being a friendly listening ear to someone who no longer sees a point in moving forward.

As a community partner, I feel that this program directly and positively impacts the lives of people who are street-involved or low income in the North End of Halifax, and supports the local businesses and service providers to better serve the community as a whole. Its extension has our continued support and commitment to space in the branch.

Sincerely,

Elinor Crosby  
Manager, Halifax North Memorial Public Library



Halifax Public Libraries  
60 Alderney Drive  
Dartmouth, NS B2Y4P8  
t. 902-490-5744  
f. 902-490-5762  
halifaxpubliclibraries.ca

October 31, 2019

Community Y

2269 Gottingen St.

Halifax , N.S.

To whom it may concern,

I am writing this letter in support of the Navigator Program run through the North End Business Association.

I have been involved and partnered with this program for the last year and I view it as an important resource in our Community.

We at the Community Y work with young people in the Community between the ages of 5- 18, but we also do some adult programming and find the Navigator program and worker our go to person to get updated on what is happening in our Community on the street. We are happy to provide space for this program when they are running courses and information sessions for the Community.

The navigator is an excellent resource for our children in terms of coming in and speaking with the youth around a number of relevant issues.

We would like to offer our support for the continuation of this very valuable Community Resource.

Irvine Carvery

Director Community Y



Oct 28, 2019

Re: Letter of Support for the Navigator Program

On behalf of the Volunteer Board of Directors and Staff please accept this as a letter of support for funding for the Navigator Program in Downtown Dartmouth.

In downtown Dartmouth including; Alderney Landing on the Dartmouth Waterfront, we consistently have people that come to our area looking for or are in need support. It is crucial to our community to help the people that need it most. We have with Shawn's support, helped people get the leg up that they need. Kindness from our Market vendors, and permanent vendors have provided a meal, developed relationships with some people that had no choice but to sleep outside, with support they are guided to shelters they can go to. With Shawn's support some of these individuals have successfully made their way to finding critical services and in one case employment. There are many reasons that people can slip through the cracks. Sometimes all they need is to feel is supported, valued and given a chance to rebuild themselves.

We strongly support the continuation of this crucial service.

Sincerely,

Bea MacGregor

## Original Signed

Executive Director

Alderney Landing

[www.alderneylanding.com](http://www.alderneylanding.com)

902 233 2196

Claudia Chender, MLA  
Dartmouth South  
Phone: 902-406-2301

33 Ochterloney Street  
Suite 120  
Dartmouth, NS B2Y 4P5  
ClaudiaChenderMLA@gmail.com

November 2019

To whom it may concern;

I write today to express my support to extend the Downtown Dartmouth/Northend Business Association Navigator Program. As MLA for Dartmouth South, my office has had many opportunities to avail ourselves of the expertise Shawn Parker offers the Dartmouth Community. It is safe to say that without his help, there would be more empty stomachs and more cold feet in my community than there are today.

In the last few months, our office has seen a surge in evictions and homelessness. Of the approximately one-dozen times our office has reached out to Shawn, he has always been able to offer assistance. In one case, Shawn's financial assistance helped make it possible for a family to place a security deposit on an apartment rental and escape homelessness. He has also been able to alleviate the financial stress of back rent and power bills for folks who have exhausted all other avenues. Because of Shawn, we have been able to connect constituents with food gift cards where other avenues were unable to meet their needs. While the sums have been small, they have been impactful.

Beyond financial aid, Shawn's deep understanding of the community has been an invaluable asset to our office. He is more often than not aware of a situation before we connect with him, and he is also able to give our office insight into upcoming issues in the community before constituents reach out to us.

Shawn's intimate connection to the community extends to individuals who can offer support in addition to organizations and programs. In times of crisis, some programs can be cumbersome to access. Shawn has been able to break down these barriers and help folks access help quickly.

Shawn is comforting, calm, and in control. He approaches his clients where they are at and his temperament de-escalates highly charged situations, allowing him to help his clients navigate to resources. His presence in the community makes my employees feel safer. He is a proactive navigator who leans toward nipping a situation in the bud.

My office is here to assist constituents when navigating governmental programs and services and we do it well. But we cannot be out on the streets every day. Shawn is an invaluable connector who helps us anticipate help we may need to offer, and understand the complexities at play in the community that

Claudia Chender, MLA  
Dartmouth South  
Phone: 902-406-2301

33 Ochterloney Street  
Suite 120  
Dartmouth, NS B2Y 4P5  
ClaudiaChenderMLA@gmail.com

lead to crisis situations. I offer my full support for a three-year funding opportunity from the Nova Scotia Government to keep Shawn's position in Dartmouth and Halifax.

Sincerely,

Original Signed

Claudia Chender  
MLA Dartmouth South

120-33 Ochterloney Street  
Dartmouth, NS B2Y 4P5  
902-406-2301

Halifax Community Office:  
808-1888 Brunswick St.  
Halifax, NS, B3J 3J8  
Tel: 902 426 8691  
Fax: 902 426 8693  
andy.fillmore@parl.gc.ca



Parliament Hill Office:  
House of Commons  
Ottawa, ON, K1A 0A6  
Tel: 613 995 7614  
Fax: 613 992 8569  
andy.fillmore@parl.gc.ca

## Andy Fillmore, MP

Halifax

October 30, 2019

**RE: Navigator Street Outreach Program in North End Halifax and Downtown Dartmouth**

To whom it may concern,

I write today in support of the Navigator Street Outreach Program in North End Halifax and Downtown Dartmouth, and its Navigator, Shawn Parker.

My office deals with vulnerable people on an almost daily basis, and often people will arrive at my office in desperate situations. There are concrete ways we can help, but due to the various jurisdictions assigned to the different levels of government, we're often only part of the solution, and we must direct constituents to other offices and agencies to get the help they need.

In particularly desperate situations where time is a factor, Mr. Parker has been an invaluable resource. As a dedicated agent, Mr. Parker is able to quickly analyse a person's situation and help co-ordinate the numerous offices, social agencies, mental health supports, and affordable housing options for their needs. This has been incredibly helpful and beneficial to the constituents in need, my staff, and the community as a whole.

Dedicated funding for this program would help ensure our social services are reaching those who need it most.

Thank you for your time and consideration.

Sincerely,

Original Signed 

Andy Fillmore, MP  
Halifax

# DARREN FISHER

Member of Parliament / Député  
Dartmouth - Cole Harbour

November 4, 2019

Re: Navigator Street Outreach Program in Downtown Dartmouth and North End Halifax

To Whom It May Concern,

I am writing in support of the Navigator Street Outreach Program in Downtown Dartmouth and in North End Halifax, along with its incredible Navigator, Shawn Parker.

All orders of government work hard to assist vulnerable constituents, and despite these efforts, folks continue to slip through the cracks. Whether overwhelmed, struggling with mental health, or at-risk due to other reasons, it can be cumbersome for constituents to navigate and access resources that are available to help them through these difficult situations.

This is where Shawn Parker comes in. Local businesses, community police officers, government offices and stakeholders working within the community often interact with those most vulnerable. And when they come across someone in crisis and in need of expedient guidance, they know to call Shawn. As the Navigator, Shawn's warm and compassionate personality connects with people. And in turn, he can assist and connect them with shelter, affordable housing, employment, mental health services—and at the very least point them in the best direction possible.

As Downtown Dartmouth grows and flourishes, there is a greater need for more affordable housing, and better resources for folks in need. And there is a greater potential for those who are street-involved to slip through the cracks. Shawn also provides invaluable resources, like free Naxolone training to Downtown Dartmouth businesses and stakeholders and holds community meetings to work on long-term solutions to the issues folks are experiencing Downtown.

I firmly believe that dedicated funding for this program would ensure that more vulnerable constituents are able to access the resources they need.

Thank you for your attention to this matter.

Best,

## Original Signed

Darren Fisher, MP  
Dartmouth—Cole Harbour

Connect with Darren /  
Communiquez avec Darren  
[www.DarrenFisher.ca](http://www.DarrenFisher.ca)  
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Suite 200  
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T: 902-462-6453  
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130 Confederation Building  
House of Commons /  
Chambre des communes  
Ottawa, ON K1A 0A6  
T: 613-995-9378  
F: 613-995-9379

From: **The Nook** info@thenookhfx.ca  
Subject: Support of Navigator Program  
Date: July 18, 2018 at 9:34 PM  
To: Patricia Cuttell patty@gonorthhalifax.com



---

Patricia,

As the owners of business on Gottingen we have worked hard to find ways to support the local community, be inclusive, and embrace social responsibility. Our token program is an example of our commitment to address issues of food insecurity and giving back to those in our community. But the issues in the neighbourhood extend beyond our efforts. We believe a program like the Navigator is essential in helping local businesses be better equipped in mitigating issues related to addictions and mental health that we face on a daily basis. Training, information sharing, and support of a outreach social worker would be a great benefit in helping the local the business community become more engaged in addressing the hardships that so many in our Community face.

Sincerely,

Brian and Nicole Brook  
Co-Owners  
The Nook Espresso Bar  
Gottingen | Bedford  
[info@thenookhfx.ca](mailto:info@thenookhfx.ca)  
902.225.6441

ATTACHMENT 7



**The North End / Downtown Dartmouth  
Navigator Street Outreach Program**

Year End Report

December 2018 - November 2019

*Prepared by: Shawn Parker, NSOP North End / Dartmouth*

**1. OVERVIEW**

The North End/Downtown Dartmouth Navigator Street Outreach Program (NSOP) was founded on a belief that individuals who are facing challenges should have equal access to community services. By engaging with individuals who are homeless or street-involved, the NSOP looks to provide support through this challenging time in their life.

A significant role of the NSOP is to be an advocate for these individuals and meet them where they are at in the moment. NSOP seeks to encourage and support individuals and to cultivate their true potential as engaged and healthy members of the community. NSOP offers support to secure employment, find sustainable housing solutions, prevent eviction, purchase medication, obtain addictions and/or mental health services, provide financial assistance with utility arrears, address food security, acquire essential/adequate clothing, provide transportation, connect with education institutions, obtain valid/mandatory identification, assist with relocation. Referrals are also made to the appropriate community services departments.

**2. PARTNERSHIPS**

NSOP is an initiative of the North End Business Association and Downtown Dartmouth Business Commission. It works in collaboration with the greater Halifax community of agencies and organizations with the aim of creating long-term solutions to the challenges faced by those NSOP serves. Organizations which NSOP has worked with include:

- MOSH/Housing First
- Alderney Public Library
- Adsum House
- Canadian Mental Health Assoc
- Community YMCA
- Shelter Nova Scotia
- Dalhousie Legal Aid
- Dartmouth Housing Helps
- Dartmouth Non-Profit Housing
- Mainline
- Margaret's House
- Metro Regional Housing Authority
- Metro Turning Point
- Mi'kmaw Native Friendship Centre
- North End Community Health Center
- North End Memorial Public Library
- Salvation Army



### 3. SERVICES PROVIDED

From December 2018 to November 2019 the NSOP has connected with 812 individuals in North End Halifax and Downtown Dartmouth. Whether it was engaging folks in a conversation, guiding them in a direction that could best serve their needs, or following up to ensure a successful connection was made, below is a summary of the people connected with and the supports provided.

#### A) People Reached

##### Category Clients(interactions)

Male 331  
Female 162  
Senior's 165  
Youth (16-24) 149  
**Total 812**

#### B) Client Services Provided:

NSOP has played a significant role in helping individuals with housing, eviction prevention, paying damage deposits, paying for medication, assisting with residential moves, obtaining employment, transportation fare, utility arrears, obtaining ID's and community services. Below is a summary of these interactions:

Housing 13  
Employment 17  
Eviction Prevention 30  
Damage Deposit 11  
Apartment set up 23  
Relocation/movers 12  
ID's 106  
Food/Vol 86  
Bus Tickets/Pass 335  
Medication Support 16  
Clothing 16  
Addictions 13  
Mental Health 11  
**Total Services 689**



#### 4. COMMUNITY ENGAGEMENT

##### **“North End is Listening” & “Downtown Dartmouth is Listening” (March, April)**

NSOP conducted two community workshops. North End is Listening and Downtown Dartmouth Is Listening. Both events were well attended (30+ participants — see appendices). The topic of discussion was Mental Health, Addictions, and Housing. These workshops were designed to bring the business community and service providers together to have a dialogue on these challenging issues faced in North End Halifax and Downtown Dartmouth. The objective was to build capacity and empathy with business owners and staff, to be better able to respond to those in the community facing issues. It was very much appreciated and welcomed by those in attendance.

The feedback NSOP received from these sessions:

- Need specific mental health & addiction training for employment service providers for better understanding and ability to help members with these barriers
- More services for mental health & addictions needed
- Transition programming needs to be provided to people that are being released from prison
- Sharps containers in public and business washrooms
- Less barriers for youth needing to obtain mental health services
- Sensitivity training for business owners and their staff to have a better understanding of mental health and addictions
- Cultural sensitivity training for business owners to have more awareness of the African Nova Scotian Community
- Covered bus shelters
- Creative ways to effectively deal with panhandlers

##### **Naloxone Training (June, July and September)**

Naloxone is a medication used to block the effects of opioids. It is used for decreased breathing in opioid overdose. Training was provided in the use of the Naloxone kit to business owners and staff as well as local service providing agencies. Over 60 people attended these trainings. More training sessions are being arranged for 2020. See appendices for list of participants.

##### **Nova Scotia photo ID clinics (October and November)**

Two ID clinics were held in the Community Services office in partnership with MOSH Housing First, Access Nova Scotia and NSOP. Over 100 people obtained a valid government photo identification free of charge. Obtaining ID is one of the biggest challenges for people. ACCESS NS is located in a difficult to reach place, creating a barrier for those who need ID. Without ID, it is difficult for people to get the support and services they need.





Medication Support		100		26	112		63	84	98	183	96	147	\$909
Addiction Support													\$0
<b>Housing Subtotal:</b>	<b>\$0</b>	<b>\$379</b>	<b>\$320</b>	<b>\$367</b>	<b>\$1,087</b>	<b>\$750</b>	<b>\$1,377</b>	<b>\$666</b>	<b>\$468</b>	<b>\$883</b>	<b>\$397</b>	<b>\$577</b>	<b>\$7,272</b>
<b>COMMUNITY SUPPORT:</b>													
Healthy Bags						750	1,787						\$2,537
Training x 4						0	536						\$536
Mental Health First Aid											300		\$300
North End Is Listening					423							150	\$573
Downtown Dartmouth Is Listening				777								150	\$927
<b>Community Sup Subtotal:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$777</b>	<b>\$423</b>	<b>\$750</b>	<b>\$2,323</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$600</b>	<b>\$0</b>	<b>\$4,874</b>
<b>MONTHLY TOTALS</b>	<b>\$45</b>	<b>\$775</b>	<b>\$654</b>	<b>\$1,516</b>	<b>\$1,861</b>	<b>\$2,232</b>	<b>\$4,956</b>	<b>\$1,166</b>	<b>\$1,107</b>	<b>\$1,231</b>	<b>\$1,403</b>	<b>\$841</b>	<b>\$17,786*</b>

*\*Note: Expense tracking may differ slightly from NEBA financial records due to tax calculations based on NFP rates. Expense tracking records are an in-house tool for managing Navigator funds.*

## 6. SUCCESS STORY

Success would typically be measured by the support the NSOP provides to people whether it's housing, preventing eviction, keeping their electricity on during the winter months, obtaining ID's, paying for medication, bill payment, food and transportation. But I truly feel it's more about the relationships that are cultivated and having people know that there is someone who will advocate on their behalf and help to eliminate some of the barriers that they face.

During one of my regular stops at the Salvation Army, I met an individual standing outside. We had a conversation which lead me to ask him to go for a coffee. Once we sat down, he started to tell me his story. He was just released from the Burnside Correctional facility and he wanted to get back on his feet. Through the conversation I found out that he had no ID and he wanted to get his own place to live. Our first mission was to obtain ID which we did. We then moved on to our next goal, a place to live. With some hard work, this individual secured housing with financial help from NSOP (the damage deposit).



The program also helped him find a job. He calls me on a regular basis to let me know how he's doing and how thankful he is of the support from the NSOP. This is one of many examples of how the NSOP has assisted in helping individuals navigate through these barriers.

## 7. FUTURE OF THE PROGRAM

### Value of Program

The relationship that the NSOP has developed with the citizens facing daily challenges is the most important part of this work. It is where the Navigator program can provide assistance that makes a difference to both individuals and the community. The proof is in seeing and hearing the differences that have been made in people's lives. Also, engaging various businesses and agencies in this meaningful work has been really important. That is the support network for this program. The NSOP has played a critical role in connecting these organizations and people to them.

### Biggest Challenges in NSOP Work

**A. Adequate/affordable housing:** The lack of affordable, accessible housing for people requiring assistance is the biggest challenge in terms of being able to make sustainable, timely, and effective change. This is not something NSOP has any control over. NSOP participates in housing discussions and will continue to advocate, where possible, for more social and affordable housing.

**B. Wait time to access necessary services, particularly in addiction and mental health services:** The street involved community is very transient. Long wait times often mean that by the time the required help is available, people have moved on and are not getting the help they need.

**C. Food insecurity:** People living in precarious situations often have to make choices between paying bills, paying rent, or buying food. Also, the cost of food is increasing, making it more difficult to get enough. Food banks only provide limited support. Food insecurity is a growing issue.

**D. Lack of respect, within society, towards street involved citizens:** Stigma and a lack of understanding around mental health and addiction issues continues present challenges for finding long-term solutions to addressing issues with street-involved citizens.

### Program Needs

Continued/increased funding because clients do not receive enough money to pay for their basic living expenses, therefore they are not able to pay all of their monthly expenses and rely on the NSOP to help with arrears. The NSOP also assist citizens that have no income and rely 100% on handouts and agency support. NSOP has been working with partner organizations to help people get the means to be able to access government programs, like the ID clinics, but there is a critical support gap, which the NSOP helps to fill where it can.



## 6 Month Work-plan

### ***Goals & Objectives***

- Foster relationships and provide support to street involved individuals
- Continue to support local business with challenges they face with street involved individuals
- Continue to network with local agencies/organizations that also support street involved individuals
- Continue and grow program capacity

### **A. Community Engagement**

- Provide four (4) Naloxone Training workshops for local businesses, agencies and organizations to equip them with the knowledge to deal with an opioid overdose situation.
- Part 2 of North End is Listening and Downtown Dartmouth is Listening workshops on Mental Health First Aid, and building community capacity for responsibly responding to vulnerable individuals.
- Foster stronger relationships with business community, service providers, community organizations and to be present at community events.

### **B. Supporting Street-involved Community**

- Street outreach and connecting people to services
- ID Clinics

### **C. Advocacy**

- Attend roundtables and discussions to highlight issues and needs in the street involved community.

### **D. Professional Development**

- Mental health training
- Navigator best practice and addiction training



**6 Month Workplan (December 2019 – May 2020)\*\***

	Dec	Jan	Feb	Mar	Apr	May
Naloxone Training						
Northend is listening 2						
Dartmouth Is Listening 2						
ID Clinic						
Outreach with Rick the Nurse						
Coordinated Access						
Mosh						
Client Interaction						

\*\* The North End/Downtown Dartmouth NSOP has funding until the end of March 2020, through HRM (\$20,000 bridge funding), NEBA, and DDBC. Additional funding and a long-term commitment to the program is being sought through HRM and the Provincial NS Government. Completion of 6-month workplan is dependent upon funding being granted.

*Questions or comments regarding this report?*

*Please contact:*

*Shawn Parker*

*North End / Downtown Dartmouth Navigator Street Outreach Program*

*T. 902-943-0095*

*E. [neddnavigator@gmail.com](mailto:neddnavigator@gmail.com)*

ATTACHMENT 8



1741 Brunswick Street, PO Box 456  
STN Central, Halifax, Nova Scotia  
Canada B3J 2R5

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902 424-0710 F  
cch.novascotia.ca

File Number:  
5014845

December 20, 2019

Patricia Cuttell Busby  
North End Business Association  
2099 Gottingen Street  
Halifax, NS B2K 3B2

Dear Patricia Cuttell Busby:

Your recent application submitted for funding under the Building Vibrant Communities Program was assessed. I regret to inform you that your project has not been approved for funding under this program.

If you would like to set up a telephone appointment to discuss the decision and your application, please contact Simone Garcia by telephone at (902) 424-5793 or email at [CommunitiesNS@novascotia.ca](mailto:CommunitiesNS@novascotia.ca).

Sincerely,

**Original Signed**

Sheila Srinivasan-Thomas  
Program and Development Officer

**ATTACHMENT 9**

**North End and Downtown Dartmouth Navigator Street  
Outreach Program NSOP Budget (2020-2021)**

**Revenue**

Downtown Dartmouth Business Commission (DDBC) \$15,000

North End Business Association (NEBA) \$19,000<sup>1</sup>

Halifax Municipality (Contribution Request) \$60,000

**Total Revenue \$94,000**

**Expenditures**

Administration \$9,000

Transportation (Clients) \$2,000

Communications<sup>2</sup> \$1,000

Salary and Employer Costs \$62,000

Outreach Support \$15,500

Education and Training<sup>3</sup> \$5,000

**Total Expenditures \$94,000**

<sup>1</sup> Inclusive of in-kind contributions.

<sup>2</sup> Cell phone for the Navigator.

<sup>3</sup> Delivery and tools for education programs aimed at building local community capacity (e.g. Mental Health First Aid)