



Cobourg Council Delegation 2020–Pandemic Year

"At a Glance"



AGENDA

- 1) Mission and Vision
- 2) Client Profile
- 3) Pandemic Service
- 4) Community Well Being
- 5) 2020 Financials/COVID Grants
- 6) Strategic Directions/Vision

ABOUT US/OVERVIEW

Mission

Transition House Emergency Shelter provides temporary, short-term crisis housing in Northumberland. The shelter provides services to alleviate people's immediate housing crisis as a first step to being quickly and permanently re-housed.

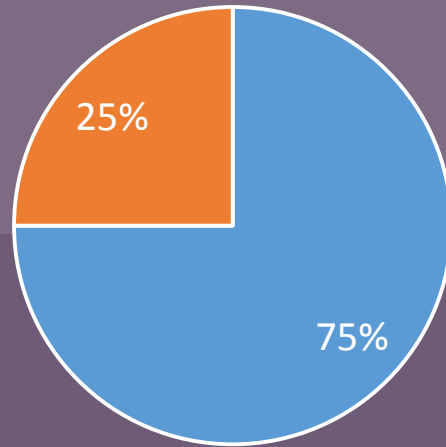
Vision

All people have access to permanent and suitable housing.

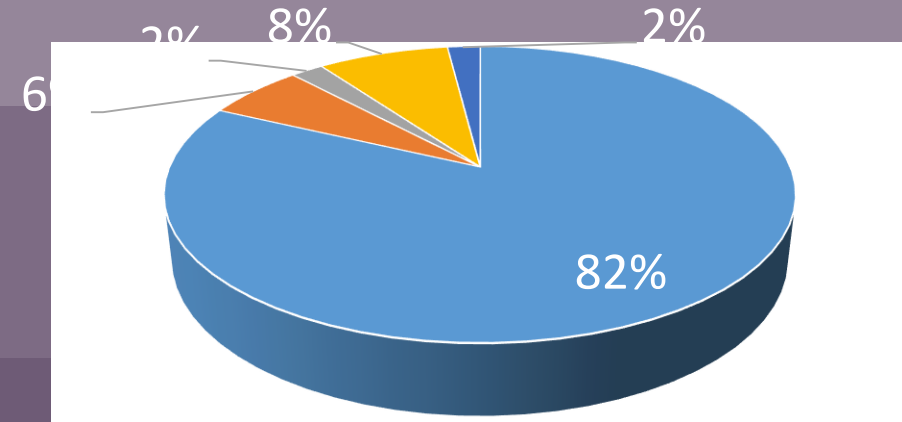


CLIENT PROFILE

Clients



■ Men ■ Women



■ Adults ■ Youth
■ Seniors ■ Indigenous
■ Veterans

PANDEMIC SERVICES

Since March 2020, Transition House Emergency Shelter has:

- Utilized funding options to support increased need and supply and raised \$690,400 of additional funding to support our community clients;
- Added value of creative service provision by providing an additional longer term housing option through the Next Step (Transitional Housing) program;
- Moved towards a centralized intake and mobile outreach (housing and health care) staff aiming for systems level support;
- We increased from serving 22 clients to 40 as our team became community connectors;
- Successfully engaged the larger community for food security options.



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2020 FINANCIAL YEAR

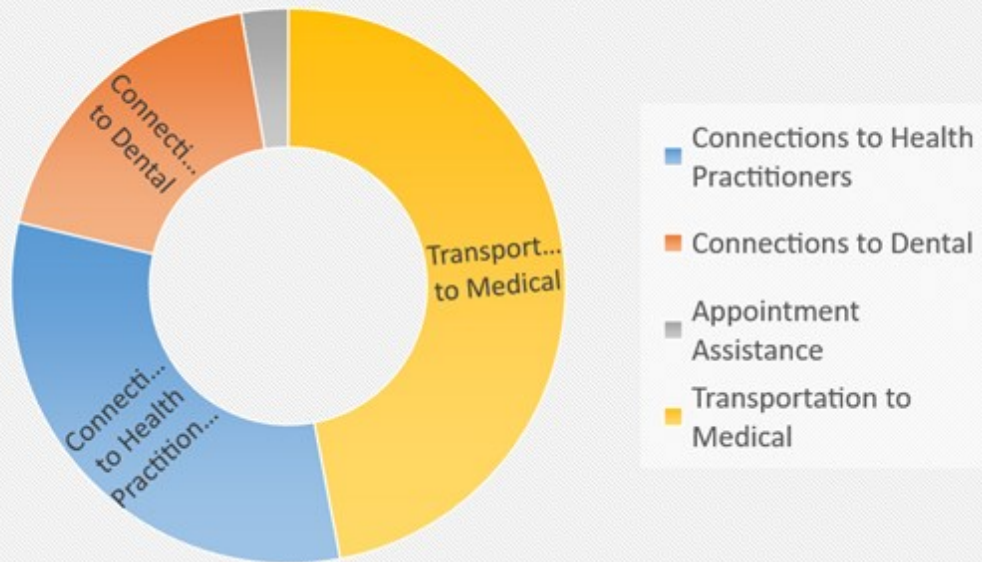
Service Increases in Pandemic

- ✓ Creation of Transitional Housing Program (Next Step)
- ✓ Motel Program (Centralized Intake)
- ✓ 2 Mobile Outreach (Housing) Workers (one funded through Reaching Home Rural and Remote (federal) funding and one funded through SSRF 2)
- ✓ Community Well Being (Mobile Outreach) staff (RN) – funded through SSRF 2 and Sisters of St. Joseph Grant
- ✓ Food Security – Partnership with Thirsty Goose and Durham Community Foundation Grant
- ✓ Peer Workers – engaging people with lived experience to support service access and program development – funded by SSRF 1 and 2.



PANDEMIC SERVICES

Community Well Being Connections



We successfully connected clients to practitioners and services including:

- Dental appointments
- Physician assessments and medication support
- Mental health assessments
- Diabetes clinics
- ODSP medical reporting

PANDEMIC SERVICES

Client Profile and Acuity Levels were assessed from medium to high acuity, which accounted for 94% of Transition House clients. Only 6% of clients presented with low needs and were easily transitioned into housing. Most clients were unable to move through the shelter system with the usual three month stay.

Many have remained with Transition House since the beginning and are still searching for a suitable long term housing options.

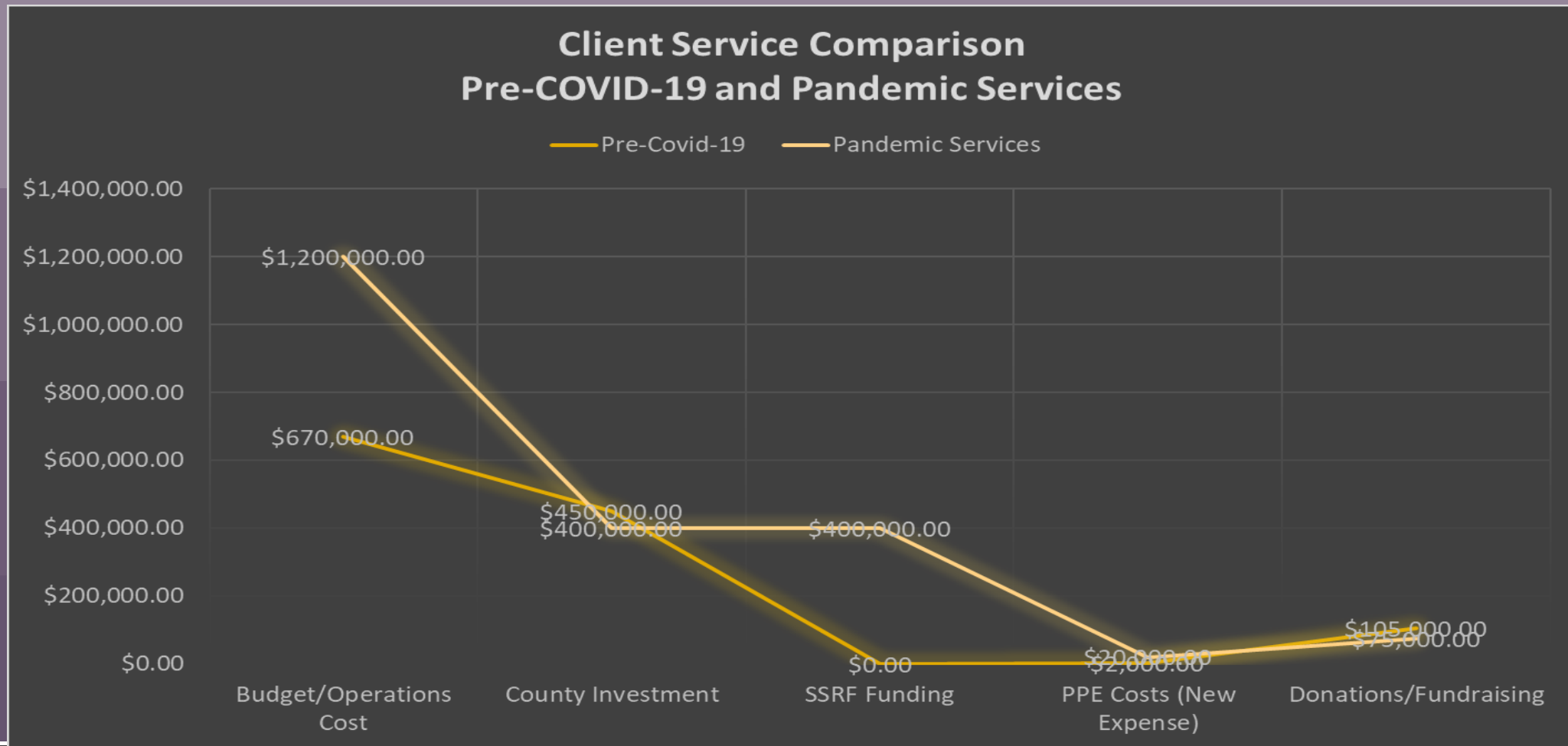
In Summary some general observations were:

- 75% of clients are single men
- TH saw an increase in couples looking to access shelter later in the year
- TH saw more clients remaining in shelter with decreased access to alternate housing options highlighting a real need for Supportive Housing Options.
- TH observed a significant increase in drug use and overdose in most clients.

| | |
|---------------|-----|
| Low Acuity | 6% |
| Medium Acuity | 47% |
| High Acuity | 47% |

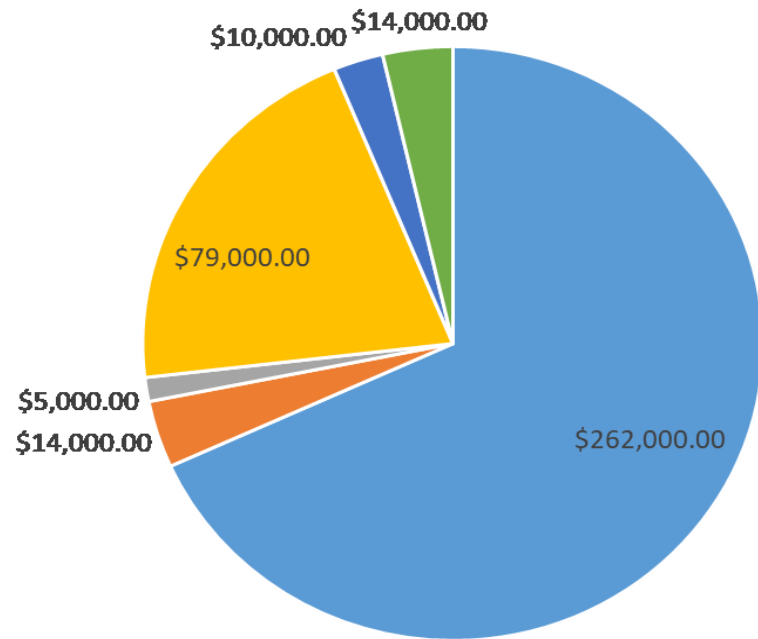


FUNDING PROFILE



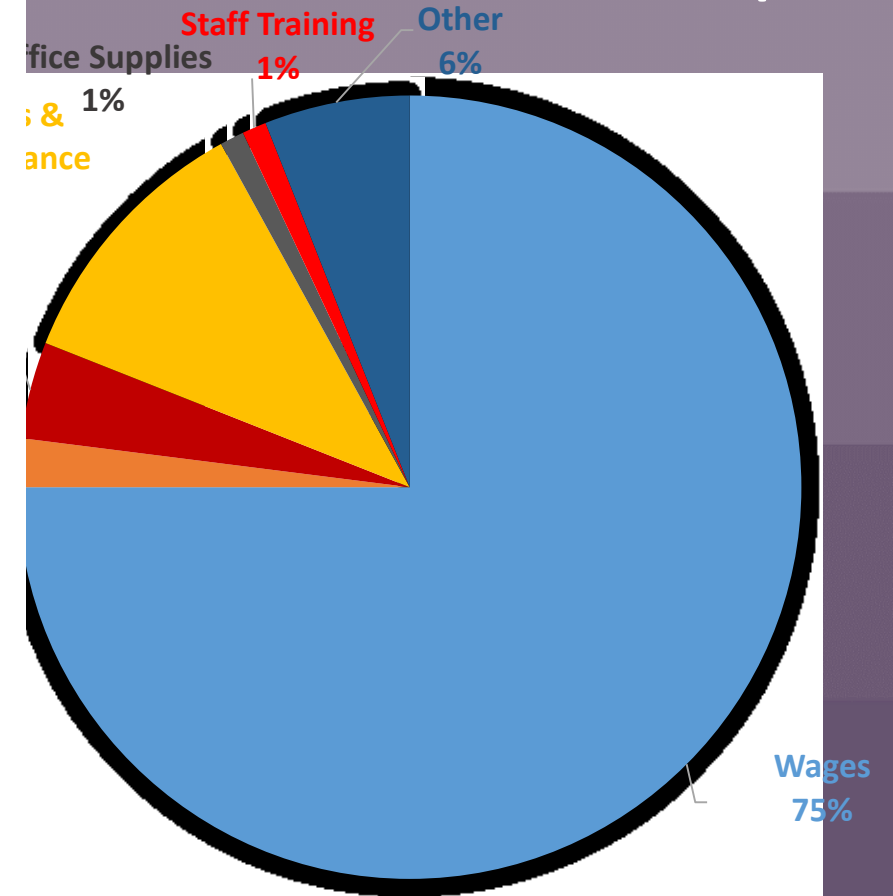
2020 FINANCIAL YEAR

Funding



■ Northumberland County ■ Northumberland United Way ■ Cameco
■ Rural and Remote (SUW) ■ Durham Community Foundation ■ Individual Donations

Expenses



PLATFORM FOR SUCCESS

In order to ensure effective implementation of our strategic plan, there are two foundational elements to be considered and developed:

- Ensuring clarity in Transition House's vision, which focuses all the effort and work delivered by the organization, and is clearly communicated to share that vision with all stakeholders.
- Developing our strategic communications plan to enhance Transition House's community profile, including:
 - ✓ Core messaging
 - ✓ Visual identity
 - ✓ Communication tools and tactics



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STRATEGIC DIRECTION

In every way possible, at the core of each of our strategic directions, we will:

- Treat everyone with dignity and respect, ensuring our services are accessible and welcoming.
- Be clear with effective communicators and engage with all the people we work with and the broader community with honesty and in meaningful and reciprocal ways. We will engage others, seek opinions and feedback from with whom we interact with when decisions impact them.
- Move forward in a solutions-focused manner.



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Ensuring High-Quality Service Delivery

- Safety
- Evidence Based
- Facility
- Diversion



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Fostering a Healthy Workplace Culture

- Training & Development
 - Human Resources
 - Consistency
 - Engagement



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Enhancing Organizational Stability & Impact

- Fund Development
 - Campaign Ready
 - Physical Infrastructure
- Risk Management



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Engaging Our Community and Partners

- Partners
- Engagement
- System level change



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Strengthening Organizational Governance

- Governance Board
 - Policies & Procedures
- Board Rejuvenation
 - Expertise
 - Committees



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QUESTIONS???



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