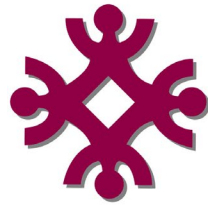


**BUILDING THE WILL &
LEADING CHANGE:
*COORDINATED ACCESS IN
SAINT JOHN***





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www.sjhdc.ca

Saint John, New Brunswick



Population: 67,580

Geographic Area: 316 km(2)

Fun Facts:

- First incorporated City in Canada (1785)
- The first Canadian YWCA (1870)
- Birthplace of the Marco Polo
- Birthplace of actor Donald Sutherland



HOMELESSNESS in SAINT JOHN

Highlights from the 2018 Progress Report



Saint John has seen a consistent annual increase in the number of people using emergency shelters, with a total of **417** in 2018



Emergency shelters had a combined **107%** bed occupancy rate



Average number of nights spent in an emergency shelter

28

Individuals



1,155 public housing units

A decrease of **4** from 2017

1,038 rent supplements

An increase of **15** over 2017

Point in Time Count

Over a 24 hr period **113** people experiencing homelessness were surveyed.



25% Identified as Indigenous

27% Were youth aged 16-24

48% Were in need of access to mental health counselling.



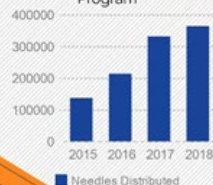
1,796

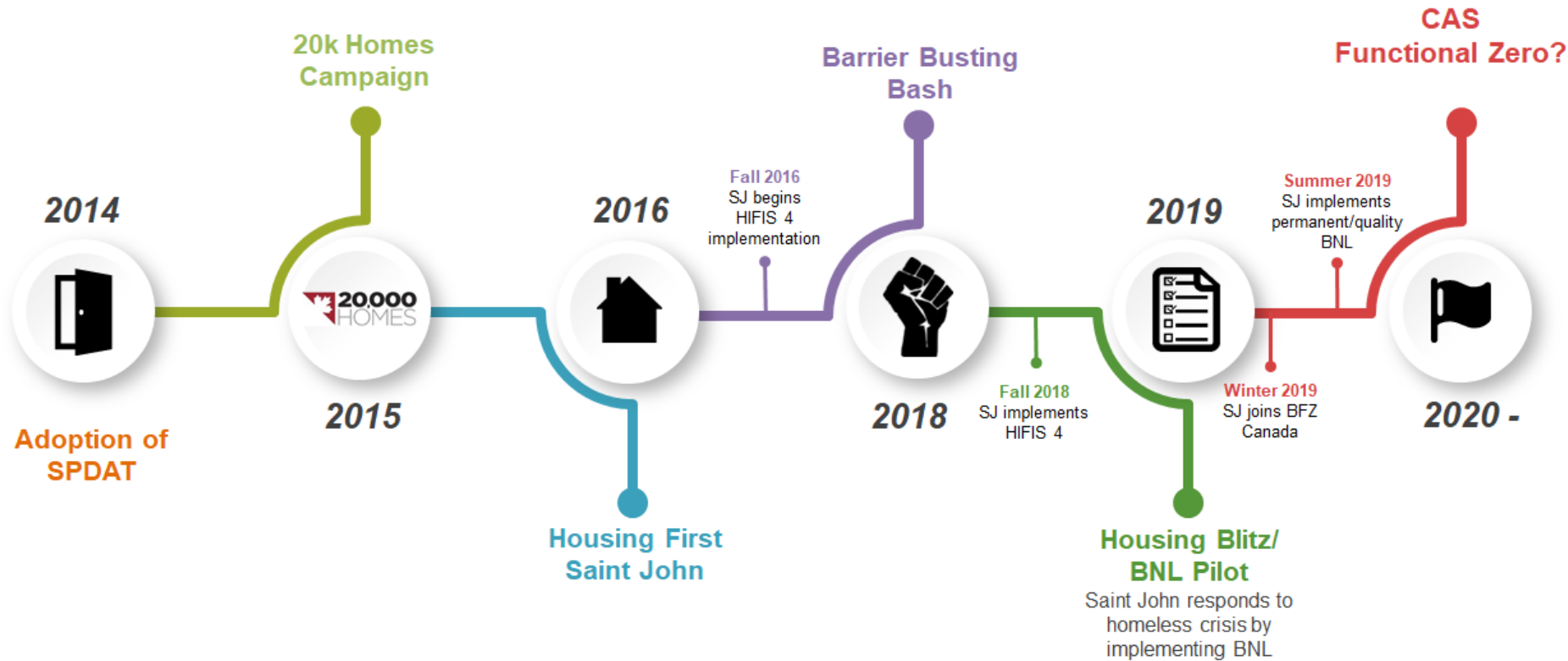
of people on the waiting list for affordable housing in the SJ region*

An increase of **228** over 2017

363,819

needles distributed through the Needle Exchange Program





We got stuck.



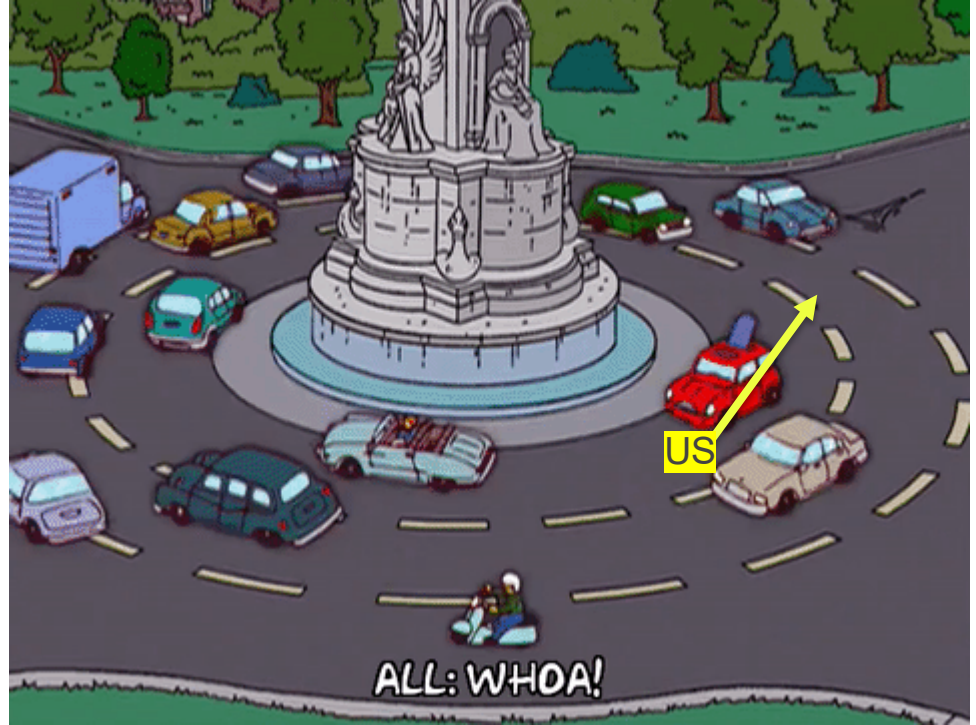
Key Turning Points:

Philosophically:

- Adopted a Bias for Action

In practice:

- Barrier Busting Bash
- Winter Housing Blitz



Barrier Busting Bash



ROLE: DANIEL (SERVICE RECIPIENT)

Name: Daniel **Gender:** M **Age:** 44

Education: Some college

Work History: Contract work in construction

Income: Social assistance (\$537 per single person)

Family Status: Single

Living Situation: Staying at emergency shelter

YOUR STORY:

You are a middle-aged male, who has had on and off contract work for the past 20 years. You grew up in an abusive home and this had led to long-lasting trauma. As you got older, you worked for several years in construction. The work was seasonal however, and during the off-season, you increasingly struggled with your experience of trauma. Eventually, you began using substances to cope with the painful memories, and eventually became unable to work during the construction season, which resulted in your losing your housing as you were no longer able to pay.

You couch-surfed for a while, but eventually began to stay in emergency shelters and sleep rough on occasion. On a recent evening where you slept rough, you had a run in with police officers, who arrested you for a minor drug possession. You've been in jail for 60 days and not used since you arrived. You are released from jail and have no place to go. You head to the nearest emergency men's shelter.

YOU KNOW:

- You find the shelter a hard place to stay clean.
- You need money from social assistance to get an apartment.
- You now have a criminal record.

YOU MUST:

(Complete tasks in order).

- GO to the EMERGENCY SHELTER (and ask about financial support)
- GO to SOCIAL ASSISTANCE
- GO to HOUSING OFFICE
- GO to SLIM LORD





Making Zero Count

User-Centred Design
& Strengthening Buy-in for
Greater Coordination Handbook



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Winter Housing Blitz

Saint John is a “bright spot” for tackling homelessness
National recognition for local successes

New Brunswick

Saint John's homeless squad fast-tracks people off the street

Bright Spot: With a 'bias for action,' Saint John moves 22 people out of shelter and into housing

April 14, 2019 - 11:00 pm / [Blog News](#)

Built for Zero Canada community Saint John, NB, armed with no more than rent supplements, partners sitting around a table and a By-Name List, housed 22 people in a three-month pilot project. This blog is a part of our Bright Spot series highlighting outstanding work in ending homelessness happening across Canada.



to put 17 people in furnished, subsidized housing

C News · Posted: Mar 14, 2019 6:00 AM AT | Last Updated: March 14



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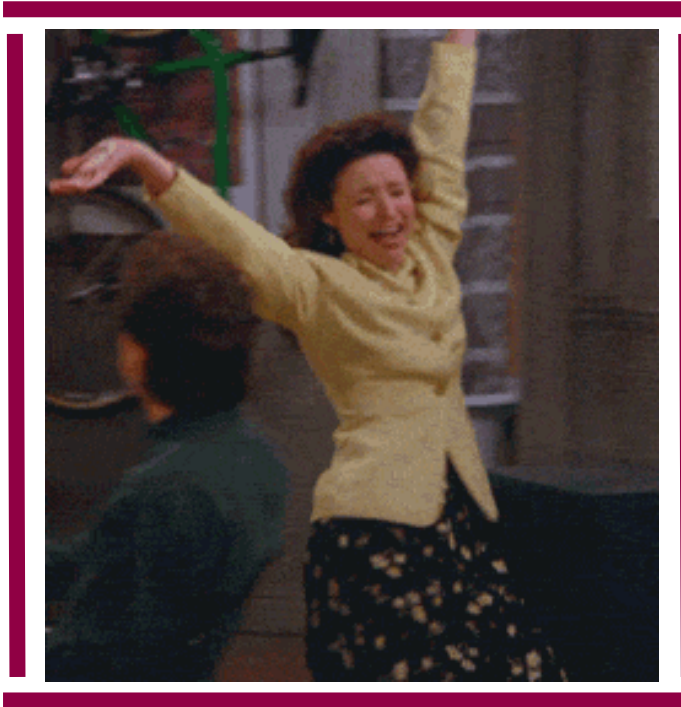
Lessons Learned



1. When you think the will has been built, keep building.



2. Celebrate wins / bright spots.



3. This is hard. Having people engaged is a win in itself.



Thanks!

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