

April 2017



Saint John's 2016 Progress Report on Homelessness

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Introduction

Mass homelessness continues to be one of the greatest social challenges facing our country. On any given night 35,000 Canadians are homeless, and at least 235,000 will experience homelessness in a year (Gaetz et al, 2016). Saint John, like so many cities across the country, continues to grapple with the issue of housing instability and attempts to gain a better understanding of homelessness in our community. To this end, since 2009, the Human Development Council has released an annual report on homelessness. Often referred to as Homelessness Report Cards, these releases are produced in communities across the country as a way of tracking progress in combating homelessness. In this, Saint John's 2016 Progress Report on Homelessness, we take a closer look at the state of homelessness in our city. Despite the traditional "report card" format of these reports, the intention is not to assign grades or deem Saint John to pass or fail. Instead, we aim to continue a discussion on homelessness, informed by statistics and a deeper understanding of the community's response to this persistent and complex social issue.

This year's report highlights some troubling statistics: the number of individuals using Saint John's emergency shelters increased by more than 40% from 2015 to 2016; the average length of stay for individuals was up; and the shelters' occupancy rate increased by 20%. At the same time, the report shines a spotlight on some important local initiatives and profiles Saint John's Plan to End Youth Homelessness, our community's progress with "Housing First" and the results of our first comprehensive Point-in-Time Count.

Obtaining an accurate count of homeless individuals remains a near impossible feat. Couch surfers, for example, are not reflected in most local or national statistics, and this report is no exception. This is not because couch surfers are not considered homeless, but because an effective tool for measuring hidden homelessness does not exist. Similarly, we do not know the number of individuals who are at risk of homelessness. This places significant limitations on our ability to paint a full picture of homelessness in Saint John. However, emergency shelter statistics, on which this report is largely based, provide some valuable insight. The numbers are stubborn and perhaps discouraging - but they don't tell the whole story. By providing some context, highlighting local promising practices, and acknowledging a long-term reinvestment in affordable housing by the current federal government, this report attempts to fill in some of the gaps. While we still cannot paint a full picture of homelessness, the report aims to make the picture at least a little clearer.



The Numbers



Data Collection & Limitations

As mentioned in the introduction, obtaining an accurate depiction of homelessness is notoriously difficult. While data collection, management, and measurement tools have improved over time, we are still unable to assess the number of individuals who are hidden homeless (couch surfing) or at risk of homelessness. What we do know is the number is significant. One study conducted in Vancouver estimated 3.5 individuals to be hidden homeless for every one who was homeless (Eberle, et al. 2009).

Despite these challenges and limitations, we are able to report reliably on shelter use in Saint John, thanks to a shared data management software: the Homeless Individuals and Families Information System (HIFIS). All emergency shelters in New Brunswick, as well as many other service providers, manage and track data through HIFIS. This allows us to accurately report on emergency shelter statistics from year to year and glean information from some service providers as well. Other data collection tools such as Point-in-Time Counts complement our shelter use data and allow us to gather information on rough sleepers (e.g., on the street, in parks, etc.) as well.

We also draw on data from the Canadian Mortgage and Housing Corporation (CMHC) and New Brunswick Social Development for our Housing Indicators, to provide context for local housing challenges. These indicators (e.g., the number of public housing units, number of people on the subsidized housing waiting list, social assistance rate, and median rent) continue to show the uphill climb individuals face in securing safe, affordable housing. While the numbers don't tell the whole story, they provide us with some valuable insight as to the challenges our community faces and the work that is left to be done.

Housing Indicators Saint John	2015	2016
Number of public housing units	1159	1159
Number of rent supplements	905	948
# of people/families on waiting list (SJ region)	1377	1248
Social Assistance Rate (single individual)	\$537	\$537
Percentage of households in core housing need* (2011)	10.8%	10.8%
Median rent for a 1 bedroom	\$604	\$627
Median rent for a 2 bedroom	\$730	\$730
Vacancy rate for a 1 bedroom	9.4%	7.4%
Overall Vacancy rate (SJ CMA)	8.4%	8.6%

*Core housing need refers to households which are unable to afford shelter that meet adequacy, suitability, and affordability norms. The percentage used in this table is drawn from the 2011 National Household Survey. Low response rates likely significantly underestimate the actual percentage of households in core housing need.



327 people used an emergency shelter in 2016



250 male



75 female



2 transgender

Coverdale Centre for Women		
	2015	2016
Number of Shelter Beds	10	10
Number of Unique Individuals	70	76
Average Length of Stay (per visit)	5.1	8.7
Average # of Nights Stayed (over the year)	15.2	21.6
Occupancy Rate	67.8%	79.4%
Average Age	36	34
Number of Youth (24 or younger)	18 (26%)	21 (28%)
# of Chronically /Episodically Homeless	1	2

Outflow Men's Shelter		
	2015	2016
Number of Shelter Beds	20	20
Number of Unique Individuals	160	251
Average Length of Stay (per visit)	4.07	5.60
Average # of Nights Stayed (over the year)	32	29
Occupancy Rate	70.15%	97.90%
Average Age	44	39
Number of Youth (24 or younger)	20 (13%)	36 (14%)
# of Chronically/Episodically Homeless	12	12

Taking a Closer Look

According to almost every indicator, Saint John's emergency shelters saw an increase in need from 2015 to 2016, with the overall number of individuals rising from 230 to 327. While each shelter felt this increase, Outflow felt it most dramatically with an increase of 91 individuals. The average length of stay also increased, indicating that those who are using the shelter are staying longer - a trend seen across the country (Canada, 2016). Perhaps most tellingly, both Coverdale and Outflow saw a dramatic rise in their occupancy rates, which now sit at 79.4% and 97.9%, respectively. While this is not the highest rate we've seen for Outflow - it reached 102% in the fall of 2016 - it exceeds the national average of just over 90% (Human Development Council, 2016); (Canada, 2016).

Unfortunately, the data only tells us **what** is happening, not **why**. The fact that we've seen a dramatic increase in shelter use could be attributed to a number of factors. An important consideration is that 2016 marked the first full year that Outflow existed in the city's Uptown. Previously, the shelter was temporarily located in the city's North End - a 30 minute walk from Uptown - which was a significant barrier for men seeking shelter. After moving to its current location on Waterloo St in March of 2015, Outflow gradually saw an increase in its occupancy rate as it became more established in the community. Given this general trend, it was not unexpected that an increase would be seen from one year to the next.

It is also important to consider that these numbers only capture a portion of the homeless population: those using an emergency shelter. As mentioned earlier in this report, we are still unable to track hidden homelessness. Rates of rough sleeping, which we are able to track over time through Point-in-Time Counts, are also not reflected in these statistics. An individual who lacks stable housing may cycle through any or all of these forms of homelessness over time. Therefore, a decrease in shelter occupancy rates may correspond to increased levels of rough sleeping or hidden homelessness, just as an increase in shelter occupancy rates may indicate a decrease in rough sleeping. Unfortunately, we cannot say for certain.

Despite the discouraging numbers reflected by our shelter statistics, there is some reason for optimism, thanks both to innovative new programs at the local level, and a reinvestment in housing and homelessness on the part of government. Throughout 2016 the federal government conducted its cross-country "Let's Talk Housing" consultations toward the development of a National Housing Strategy. In the 2017 federal budget, the Government of Canada announced the allocation of \$11.2 billion for the strategy's implementation. Not only is the commitment to a National Housing Strategy a crucial step forward, this long-term reinvestment in affordable housing is encouraging after decades of inaction. There have also been positive steps taken at the provincial level, with a joint federal-provincial investment of \$56 million in affordable housing, announced in September of 2016.

A Local Piece to a National Puzzle

2016 saw a number of agencies in Saint John embark on ambitious projects, wholly developed and delivered at the local level. But as a community struggling with homelessness, Saint John also forms part of a broad national network. Often, this allows us to take part in projects with a national scope or to capitalize on the experience of other communities. This section will focus on a few major projects, undertaken or launched in 2016, that align with broader national projects or programs. First we will look at the launch of Saint John's Plan to End Youth Homelessness, a local plan that corresponds to a larger national undertaking. Next, we will turn our attention to Saint John's federally funded Housing First program which was launched in April of 2016. Finally, we will highlight some findings from the first nationally coordinated - and Saint John's first comprehensive - Point-in-Time Count. Each of these projects represents an important step for our community, in terms of broadening our understanding of homelessness, our ability to measure it, and working to end it.

Saint John's

Plan to End Youth Homelessness

Two years ago the Human Development Council was selected to join 5 other communities to work in partnership with A Way Home Canada's pilot program, Mobilizing Local Capacity to end Youth Homelessness (MLC), to develop a plan to end youth homelessness in Saint John.

After the excitement of being selected for this national project wore off, we faced the daunting task of having to develop a strategy to end a complex social issue. When tracing a young person's paths into, and hopefully out of homelessness, the path can often become a tangled web. The number of government departments and community services a homeless youth may connect with and their related policies, promising practices requiring review in order to understand the issue all, overwhelmingly, come into play. However, the idea that homeless youth navigate the same services we were seeking to understand in the comfort of our office served as a constant reminder of the importance in having a strategy to prevent and end youth homelessness in Saint John.

But it was not the only motivating factor. It is understood that preventing a young person from becoming homeless or limiting the duration of their homelessness is essential in avoiding long term consequences such as exploitation, violence, abuse, involvement with the justice system, disengagement from school, difficulty getting a job, mental health and addictions and chronic homelessness. Developing and implementing a plan that prevents youth from experiencing any of these consequences makes sense. The MLC advisory committee was fortunate to have



"After the excitement of being selected for this national project wore off, we faced the daunting task of having to develop a strategy to end a complex social issue"

- Greg Bishop

the participation from representatives from youth serving agencies and provincial departments and homeless youth in the development of strategic framework for the plan.

The strategic framework includes 3 goals. The first goal is to prevent youth homelessness from happening in the first place by identifying root causes and ensuring that adequate supports are available to young people who are at risk of homelessness. Ensuring proper exit plans and supports are in place for those leaving the care of Government and diverting youth from adult to youth oriented housing and support options will assist in preventing youth homelessness from occurring.

The Second goal is ensuring that homeless youth in Saint John have access to housing options, supports and employment opportunities that match their needs. Adopting Housing First principles for youth, developing a housing continuum in Saint John so that there are appropriate housing options that meet the needs of homeless youth, and developing socially innovative education, training and employment programming are all important aspects of the second priority.

The third goal is that the plan is implemented through the creation of a system of care. Saint John has a lot of the resources needed to prevent, reduce and end youth homelessness. Enhancing how we work together will allow us to attain results set out in our first 2 goals. Adopting a shared definition of youth homelessness, using common intake and assessment tools, collecting the same data and having shared measurements and taking on the issue as a community will help prevent, reduce and end youth homelessness in Saint John.

-Greg Bishop,
Project Manager, HDC

To read the full report please visit www.sjhdc.ca

Housing First

Housing Alternatives' Housing First Saint John (HFSJ) program began April 1, 2016 after 15 months of development. Housing First is a housing intervention model targeting chronic and episodic homelessness. The HFSJ program will target 10 participants per year for the remaining three years of our current Homelessness Partnering Strategy funding term. In August 2016, it was announced HFSJ would also receive 20 rent supplements from NB Housing over the next two years to support HFSJ program participants.



Wayne Barthelot was the first client of the housing-first program . He moved into his unit in May 2016.

As of March 31, 2017, we have reached our target of 10 Housing First interventions. Referral sources have been varied and include Outflow Men's Shelter, Horizon Health, Parole Services, Coverdale Centre for Women, Hestia House, Mental Health Services, AIDS Saint John, and Fresh Start Services for Women. We cannot overstate the value of our community partners and we thank them for the ongoing support of our vulnerable program participants.

A phrase heard often when researching Housing First is that, "It is Housing First, not housing only." It is vital to participant stability and program success that provide participant-centred and on-site support to all HFSJ participants. It is for this reason that we have developed the Specialized Outreach Team (SOT). The SOT currently consists of the Housing Coordinator, a Social Worker with Mental Health Services, and an Outpatient Counsellor (OPC) with Ridgewood Addictions Services.

Our Social Worker is able to provide on-site case planning and management with a focus on mental wellness. Untreated mental illness is one of the major factors contributing to chronic homelessness. Addiction is another hallmark factor. Our OPC from Addictions Services is able to see clients in their homes and provide targeted support for substance abuse issues. Finally, the Housing Coordinator is responsible for all things related to apartment set up. This can include assistance with lease signing, apartment viewing and inspection, damage and utility deposit payments, . rent payments when necessary, complete outfitting of the apartment with needed furniture and supplies (with help from a grant from the Saint John Community Foundation), and move in.

The Housing Coordinator also provides post-move in follow up support in matters related to tenancy and anything not covered by other team members. We have also recently partnered with the Saint John Learning Exchange in the creation of a life skills development program that will provide targeted support related to apartment maintenance, food purchasing and preparation, budgeting, self-care, and pet care.

We are now one year into our HFSJ program. We have already identified some aspects of our program we need to improve and further develop. We will be doing a formal evaluation of the program this spring and our goal, as it has always been, is to provide the best support we possibly can to our most vulnerable homeless population.

- Ben Appleby,
Housing Coordinator, HFSJ



A phrase heard often when researching Housing First is that, "It is Housing First, not housing only."

- Ben Appleby

Point-in-Time Count

In February of 2016 Saint John, along with 31 other communities, took part in a nationally coordinated Point-in-Time Count. Funded by the Government of Canada's Homelessness Partnering Strategy, this was the first nationally coordinated PIT Count that the country has undertaken. Designed to measure the extent of homelessness in a community at a single point in time, the count enumerates individuals staying in emergency shelters, violence against women shelters, transitional housing, and sleeping rough (without shelter) on a single night. Surveys were conducted with these individuals to gain a better understanding of the demographics of homelessness in our community and gather baseline data which can be used to track changes over time. This page provides a breakdown of some of the findings in Saint John. We look forward to taking part in the next national PIT Count, in the Spring of 2018!



24 Hours



1 survey



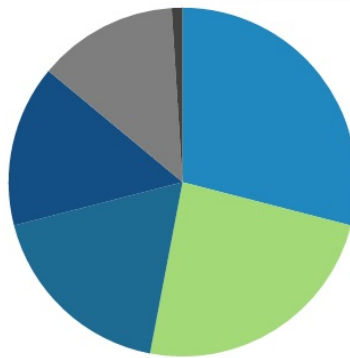
9 Agencies



30 volunteers



At least 60 people were absolutely homeless



- Domestic Abuse/Conflict (29%)
- Other (Unsafe Housing, Evicted, etc.) (24%)
- Addiction/Illness (18%)
- Incarceration (15%)
- Financial Factors (13%)
- Don't Know (1%)



31% had moved to Saint John in the past year



58% had used an emergency shelter in the past year

Demographics	
Population	Percent
Male	55%
Female	45%
Aboriginal identity	28.33%
Veterans	3.33%
Chronically Homeless*	20%
Episodically Homeless*	20%
Youth (age 16-24)	14%
Adult (age 25-55)	77%
Senior (age 56+)	9%

* Chronically homeless refers to individuals who have been homeless for 6+ months in the past year

**Episodically homeless refers to individuals who have had 3+ incidents of homelessness in the past year



A Collaborative Approach to Service

Service providers in Saint John are continually seeking out new and innovative ways to build up their clients and communities. For some organizations a desire to expand capacity and stretch resources while providing a more holistic and wrapping array of services led to the development of collaborative partnerships in 2016. By working together under these new models, agencies endeavored to better personalize program delivery for their shared clients, make appropriate referrals, and creatively take on some of the constraints facing the homeless-serving sector (financial or otherwise). Although the methods are new, the end goal in moving forward is familiar: to maximize capacity and better support clients. This section highlights two exciting examples of this new spirit of collaboration: a shared space for women serving agencies, and the Waterloo Street Outreach Program.

New 'Women's Centre' Aims to Improve Service

Elizabeth Fry, YWCA, and Fresh Start Synergize



Left to right are: Judy Murphy of Elizabeth Fry Society, Lois Merritt of Fresh Start Services for Women, and Melanie Vautour of YWCA Saint John.

When the Elizabeth Fry Society of Saint John held a strategic planning session in March of 2016, the idea for a women's centre was front of mind for many agencies. At the time, says Judy Murphy, the agency's executive director, "we didn't put it down as a strategic direction because it seemed so overwhelming...but it was the elephant in the room. You can't not see the need for it." It was something Melanie Vautour of the YWCA Saint John had thought about too. "Every agency had this dream of a full-service model centre for women" she says. But when the YW found its new home at 66 Waterloo Street in October of 2015, she didn't really plan for it to become the centre it is today - that is until a chance carpool that Melanie took with Lois Merritt of Fresh Start Services for Women.

"Every agency had this dream of a full-service model centre for women"

- Melanie Vautour

"I think we are in a position to show that it can work and we're starting to build that community level support for clients, not just our three agencies, but working with others to do it. So hopefully it gains momentum"

– Melanie Vautour

"We're working together to benefit the client"

– Lois Merrit

"We were heading to Fredericton for meetings and I said that I was looking for a new space", Lois recounts. At the time, Fresh Start was located in the Salvation Army building just down the street, but it had outgrown the space and needed room to expand. They discussed the possibility of Fresh Start moving in to the YW's new space and, in May of 2016, the deal was done. Less than a year later Elizabeth Fry Society made its move as well. "It just sort of grew organically", Judy says. While there is, as yet, no official name for the de facto women's centre, the three agencies are now working together to better serve the needs of their clients - and the benefits are apparent. "We're already sharing some clients" Lois notes, after discussing how complimentary their agencies' services are.

Each organization has a particular focus: for Fresh Start that focus is housing; Elizabeth Fry specializes in court support, while the YWCA offers a range of programs focusing on relationships, peer support, and support for sex workers. Not surprisingly, many women have needs across this spectrum and having the resources available in a "one stop shop" just makes sense, they say. Just one day prior to our conversation a woman had come to Fresh Start for help with housing. During their conversation, she shared with Lois that she was having some issues with the law and was also struggling with mental illness. Referrals were quickly made and all three agencies got involved. This kind of referral among the organizations isn't new, but now it's quicker and easier. Previously a referral would often involve a walk from one agency to the other, to support the women and introduce them to the other organizations. Now, a referral is as simple as popping your head in the office next door.

It isn't just about simplifying referrals, though. For these agencies, and several others in Saint John, this is part of a bigger project to improve services for women in the community. A group of women-focused organizations meets on a monthly basis to check in, discuss issues, and see how they can support each other. It seems part of a broader shift in the community towards thinking - and acting - collectively to better serve those in need. But it's not always easy. As Judy notes, this kind of collaboration requires agencies (and individuals) to check their egos at the door. "Each of us has our own specific mandate, that doesn't change. But there's sort of a synergy of coming together and we've found that, when we do that, we're creating this circle of support around the women. That's what it's all about."

In 2016, Fresh Start assisted 247 clients

- 27% were homeless, and many more were facing homelessness
- 24% disclosed that they are living with an addiction and/or mental illness
- 13% reported that they have experienced intimate partner violence

Waterloo Village Street Outreach

The Waterloo Street Outreach Program began in the spring of 2016. Discussion of the need for street level outreach had been expressed at the Waterloo Village Association meetings, through Saint John Community Policing and the Sex Trade Action Committee (STAC). Many were reporting an increase in "street activity" during the day; people in crisis, people in conflict, in the Waterloo Village area. The idea behind the project was that if people could be connected with supports and services, many of the issues causing distress could be avoided or, at a minimum, reduced.



AIDS Saint John, Fresh Start Services for Women, YWCA, Sophia Recovery Centre, Salvation Army and Coverdale Centre became the lead agencies for the program. In addition, eight more community partners came on board; Elizabeth Fry Society, John Howard Society, Community Health Centre, Public health, Outflow, Oasis Drop-in, Stone Church and the Waterloo Village Assoc. We began venturing out in the village area on June 1st every Wednesday afternoon. Within weeks, we added Wednesday mornings to our schedule.

During the first six months we were averaging approximately 50 interactions per month, 228 consultations were done and over 100 referrals to supports and services. Partner collaboration was strengthened through time spent together walking throughout the village. Most involved reported gaining a wealth of knowledge about their walking partners, their programs and services thus allowing for much more informed referrals for those being seen.



Diane Kerns, NEP Coordinator,
AIDS Saint John

- Diane Kerns

In 2016, AIDS Saint John:

- Distributed 204,312 Syringes
- Served 749 unique clients
- Recorded 8,373 client visits
- Made 1,168 referrals to programs & agencies



Emergency Shelters Show 'Enterprising' Spirit

"We're very socially focused people applying business strategies, which can be challenging. With social enterprise we aim for the perfect marriage."

-Mandy Burke Evans

As highlighted in our 2015 report card, both at the local and national levels, there has been a shift in focus from managing homelessness to ending it (Human Development Council, 2015). At a national level this has resulted in significant financial support for Housing First programs, the local of which was featured earlier in this report. That shift has also led some emergency shelters to rethink their role in responding to the homelessness epidemic. The role of emergency shelters in managing our current situation and providing immediate shelter for those in need will not subside for the foreseeable future. But that hasn't stopped Saint John's emergency shelters from expanding upon this role and exploring the world of social enterprise.

In basic terms, a social enterprise is a revenue-generating business with a focus on creating social good. But in reality, it is often much more. They can also promote the development of workplace skills, provide valuable experience, employment, and contribute much needed stability to individuals struggling with housing. "For us, it's about connecting individuals to their community and giving them a purpose" says Mandy Burke Evans, a Social Enterprise Developer with the Saint John Learning Exchange. "That's a major part of allowing individuals to meaningfully contribute to society, which supports their basic needs."

This section highlights two social enterprise initiatives created by Saint John's emergency shelters: Outflow Ministry's Catapult Industry and Coverdale's Gaining Ground.

Catapult Industry

When Catapult Industry received a heritage award at City Hall in February of 2017, there were two notable stories: the heritage restoration project and the company behind it. Catapult, a social enterprise operated by Outflow Ministry, aims for excellence in restoration, both in their construction projects and in the lives of those involved. As Jayme Hall, executive director of Outflow says, it's 'restoration work' in every sense of the word.

With less than a year under its belt – the company launched in April 2016 – Catapult has already proven itself to be a shining example of social enterprise. Profits from the construction company feed back into Outflow Ministry's programs, including their emergency men's

"Part of it is a mentorship capacity. So, for someone with an employment barrier, part of what we want to do is make sure people are taught hard and soft skills"

- Tony Dickinson



shelter, but the possible financial gain is only one of the benefits of the company. It also offers potentially marginalized individuals an opportunity for employment and skills training, gives them a daily routine and, possibly, a reference. Tony Dickinson, Director of Homelessness and Housing Services for Outflow, sees this as the real advantage of Catapult. "Part of it is a mentorship capacity. So, for someone with an employment barrier...part of what we want to do is make sure people are taught hard and soft skills".

It's something that Jayme and his team had envisioned since opening their men's shelter in 2014. "We always tossed around the idea of social enterprise...but what really motivated me was seeing what the Learning Exchange was doing; to see that it was possible - and it was working."

The Saint John Learning Exchange operates three social enterprises: Voila! Cleaning, Stone Soup Catering, and the Impact Market (you can find more information at www.sjle.org). Seeing the success of these businesses, the team at Outflow reached out to the Learning Exchange and discussed the idea of creating a social enterprise with Burke Evans.

"In our initial conversation Jayme was just curious about our struggles; how the whole business works; the legal side of things" she says. "There are different types of social enterprises: service, production, training, etc. So we worked on narrowing down their approach". Eventually, after considering what the most natural fit would be, they landed on construction, though their ambitions don't end there. "It's starting as a construction company but our group has more ideas for employment opportunities - other business ideas" Jayme says.

The connection between social enterprise and emergency shelters is not a new one, though it remains relatively uncommon. And while Outflow recognizes the important role it plays as a refuge for men seeking shelter, Tony says they see a larger role for their ministry. "If someone needs a place to sleep tonight, we can solve that tonight - but we're not willing to say that that's good enough. I think that's what's exciting".

As far as the future of Catapult and expanding on social enterprise initiatives, Jayme says there are other projects on the horizon. "I hope and pray that that's how Catapult goes for the future...to continue to say we're going to reclaim things - and not just stuff - but lives".

"I hope and pray that that's how Catapult goes for the future...to continue to say we're going to reclaim things - and not just stuff - but lives."

- Jayme Hall

For more information on Outflow Ministry go to www.outflowsj.com.



Gaining Ground



Coverdale Centre partnered with Alison Gayton, a ceramic artist with I Love Pottery Saint John in 2016 to create an innovative way for women to express themselves using the grounding effects of pottery. We had a very successful launch in June called Empty Bowls. Gaining Ground supports the ongoing work of Coverdale Centre in providing empowering opportunities for women in the community.

The main goal of the pottery workshops are to provide clay as an outlet for healthy expression by giving women space and opportunity to let go of their daily challenges so they can redirect energy into creating a unique piece of art. Through the sale of the pottery the women are supporting each other as well as making a keepsake for themselves. The sessions encourage women to reflect, accept and give back while leaving them with a sense of pride and accomplishment. All sales of the pottery goes directly towards future pottery programs. The workshops are provided free of charge to any women who are interested in participating. Coverdale is excited to announce we have secured funding to hold quarterly workshops for 2017 in our Wellness Room at 148 Waterloo Street.

For Gayton, the benefits of working with clay are obvious, particularly for women in crisis. "Women in crisis, like all of us, benefit from creating with clay; because clay has a grounding insulating effect. Acceptance and reflection are present throughout the workshops process, so everyone leaves the sessions with a feeling of empowerment and peacefulness."

This perspective is shared by the women taking part as well. As one participants says, "Above the fun, it is something to do more meaningful, a contribution to society, especially Coverdale, because they do a lot to support women". As an agency we are looking forward in continuing to promote positive initiatives/programs for all women in the community and to sustain Gaining Ground workshops in the future.

- Mary Saulnier-Taylor,
Executive Director of Coverdale

"Women in crisis, like all of us, benefit from creating with clay; because clay has a grounding insulating effect. Acceptance and reflection are present throughout the workshops process, so everyone leaves the sessions with a feeling of empowerment and peacefulness." - Alison Gayton

"I love the donation piece because it can help other women and give back".

- Gaining Ground participant

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Community Resources

Abuse/Assault

Emergency.....911

Domestic Violence Outreach.....632-5616

Fundy Region Transition House (for women).....466-4485

Hestia House (for women).....634-7570

RCMP (Hampton).....832-5566

RCMP (St. George).....755-1130

Rothsay Regional Police.....847-6300

Saint John Police Force.....648-3333

Social Development (Govt of NB).....1-866-441-4340

Sussex Vale Transition House (for women).....433-6999

Addictions

Alcoholics Anonymous.....650-3114

Gambling Help Line.....1-800-461-1234

Narcotics Anonymous.....1-800-564-0228

Portage (residential program for youth with drug dependencies).....1-888-735-9800/839-1200

PASAGE Saint John (Substance Abuse and Gambling Education).....642-4035

Ridgewood Addiction Services.....674-4300

Sophia Recovery Centre (non-residential care for women recovering from addictions).....633-8783

Clothing/Food/Meals

West Side

Guy's Frenchy's Family Clothing Outlets.....635-8944

West Side Food Bank.....635-1060

East Side

Lakewood Headstart Association (food, clothing).....696-6164

Saint John East Food Bank.....633-8298

Value Village.....696-5301

City Centre/South End

Community Food Basket of Saint John.....652-2707

Outflow.....658-1344

Romero House.....642-7447

Salvation Army (Hope Cafe).....632-8391

St. Vincent de Paul.....634- 3097

Teen Resource Centre (TRC), food and clothing.....632-5531

North End

Rivercross.....642-8060

ONE Change.....635-2035

Grand Bay-Westfield

River Valley Food Bank.....738-2088

Kennebecasis Valley

Kennebecasis Valley Food Basket.....847-5854

Sussex

Freddy's New Frenchys.....433-8210

Sussex Sharing Club.....433-6047

Help Lines

CHIMO Suicide Crisis Line (24/7).....1-800-667-5005

Kids Help Phone.....1-800-668-6868

Mobile Mental Health Crisis Service.....1-888-811-3664

Emergencies (Police/Fire/Ambulance).....911

Employment/ Life Skills Training

Coverdale Centre for Women.....634-1649

GED Information: Saint John.....658-6701

Sussex.....433-6109

Job Bank.....1-888-434-7070

John Howard Society.....657-5747

NBCC (Continuing Education).....658-6600

ONE Change (North End).....635-2035

Options Outreach Employment.....652-3977

Saint John Learning Exchange.....648-0202

Anglophone School District

Hampton Education Centre.....832-6143

SJ Education Centre.....847-6262

St. Stephen.....466-7300

Teen Resource Centre (TRC).....693-8513

Service Canada.....1-800-926-9105

YMCA.....693-9622

YWCA.....608-3112

The Work Room.....1-855-412-3330

Simonds High.....643-7422

Agar Place.....658-5580

KVHS.....848-6693

Financial Assistance/Social Assistance

Social Development NB.....1-866-441-4340

Student Loans NB.....1-800-667-5626

Canada.....1-888-815-4514

Gay/Lesbian/Bisexual/Transgender

PFLAG.....1-888-530-6777/6489227

Health Clinics/Hospitals

Crown Street Medical Clinic.....635-2273

KV Medical Clinic.....849-2273

Market Place Wellness Centre.....674-4335

ONE Change.....635-2035

Romero House.....642-7447

Saint John Regional Hospital.....648-6000

St. Joseph's Hospital, Walk-in/Urgent care.....632-5555

Telecare Nurses (24 hours).....811

Westside Medical Clinic.....693-2273

HIV/AIDS

AIDS Saint John.....652-2437

HIV Anonymous Testing.....643-7404 or 658-3998

Sexual Health Centre.....658-3998

Mental Health/Counselling

Canadian Mental Health Association.....633-1705

Community Mental Health Services.....658-3737

Family Plus/Life Solutions.....634-8295

Gentle Path Counselling.....652-7284

Mobile Mental Health Crisis Service.....1-888-811-3664

PEER SJ (Drop-In).....658-5374

Needle Exchange

AIDS Saint John.....652-2437

Pregnancy/Parenting

Clinic 554 (All Inclusive).....1-855-978-5434

Family Resource Centre.....633-2182

First Steps Housing Project.....693-2228

Mother/Baby Clinic.....648-6379

Motherisk.....1-877-439-2744

Postnatal Breastfeeding Class.....648-6379

Public Health.....658-2454

Public Health (Sussex).....432-2003

Sex Work Support

Coverdale Centre.....634-1649

Sexual Health/Birth Control/Condoms

STI Information Line.....1-877-784-1010

AIDS Saint John.....652-2437

Sexual Health Centre/Public Health Office:

Saint John.....658-3998

Sussex.....432-2691

Shelters/Housing/VAW Transition House

Coverdale (Females only).....672-6285

Fundy Region Transition House.....466-4485

Hestia House (Females only).....634-7570

Housing Alternatives Inc.....632-9393

Shelters/Housing/VAW Transition House

Coverdale (Females only).....672-6285

Fundy Region Transition House.....466-4485

Hestia House (Females only).....634-7570

Housing Alternatives Inc.....632-9393

One L.I.F.E. (transition housing for youth).....635-2035

Outflow Men's Shelter (males only).....658-1344

Safe Harbour. House.(youth only).....642-6647

Social Development NB.....1-866-441-4340

After Hours.....1-800-442-9799

Sussex Vale Transition House (females only).....433-6999

Support Services

Coverdale Centre.....634-1649

Drop-in - Teen Resource Centre (TRC).....632-5531

Salvation Army. Drop-in.....634-1633

Fresh Start Services.....638-1409

John Howard Society.....657-5547

RiverCross Church Outreach Programs.....642-8060

Shower, Laundry, etc. - Oasis Room (Youth).....632-5531

YWCA.....642-2113

Other

Birth Certificate.....1-888-762-8600

Employment Insurance Inquiries.....1-800-206-7218

Elizabth Fry Society.....635-8851

GST Credit (Cheques).....1-800-959-1953

ILegal Aid.....633-6030

Medicare Card.....1-888-762-8600

NB Rentalsman.....1-888-762-8600

Saint John Transit.....658-4700

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