

1. Statement of Emergency Sheltering Policy

Housing NWT on behalf of the Government of the Northwest Territories, provides Northwest Territories (NWT) shelter providers with funding to temporarily shelter adults, aged 19 years and older, and families in need. The Housing NWT Emergency Shelter program assists people experiencing homelessness with access to safe, supportive, overnight temporary sheltering and provides case management supports to locate housing options. Clients accessing

2. Housing Supports

The Housing Supports programming as a formalized practice within the housing stability system is a relatively new tool used to prevent the cyclical use of emergency shelters by providing individualized supports. programs are a best practice used by the Alliance to End Homelessness. Diversions help people seeking shelter, *“to identify alternate housing arrangements and, if necessary, connect them with services and financial assistance to help them return to permanent housing”*¹. Housing Supports – where implemented successfully – has the potential to reduce demand on the emergency shelter system in a safe and effective way.

Housing utilizes a number of familiar homelessness prevention and rapid re-housing approaches such as:

- provision of financial, utility, and/or rental assistance;
- short-term support or support coordination;
- conflict mediation;
- connection to services and/or benefits; and
- housing search support.

Diversion concentrates efforts in ensuring alternative housing arrangements are fully explored and supported where needed. Diversion is not saying ‘no’ to sheltering people that have exhausted all of their alternative housing options. Rather, diversion works to prevent people from cyclically accessing emergency sheltering and actively explores housing options, to ensure shelters beds are used as a resource only when absolutely necessary.

3. Partnerships

Housing NWT Shelter Program require Shelters to create partnerships community so they can assist shelter clients to access public systems of care, like medical, health and social services, income assistance, employment programs, cultural and on the land programming.

¹ National Alliance to End Homelessness. Closing the Front Door: Creating a Successful Diversion Program for Homeless Families. 2011. <http://www.endhomelessness.org/library/entry/closing-the-front-door-creating-a-successful-diversion-program-for-homeless> (accessed October 2012).

4. Sectors of the shelter system

Emergency shelters are sub-categorized by the client groups they serve; each of these sub-categories is called a sector. Presently, there are five (5) sectors: adult men, adult women, mixed adult (co-ed), youth and family.

5. Eligibility

Eligibility for funding is limited to not-for-profit organizations, Band Councils and Indigenous governments and community governments. **Private landlords or businesses are ineligible for shelter funding.** *Family Violence Shelters* are ineligible as they can apply for assistance through the Department of Health and Social Services (H&SS), GNWT.

In order to receive funding, existing service providers must express interest in delivering this type of service through the expression of interest form (attached). President provides the final approval for shelter funding. New service providers must also express interest in delivering this type of service; however, new service providers must demonstrate the need for and capacity to deliver this service through a detailed business and operating plan (including budget).

6. Enabling Legislation

Northwest Territories Financial Administration Act

The Northwest Territories Housing Corporation must operate within the parameters established under the Financial Administration Act: Part IX Public Agencies.

- Northwest Territories Housing Corporation (NWTHC) Act (R.S.N.W.T. 1988, c. N-1)
- Section 10 (d) The NWTHC may “make grants or loans to individuals, municipalities and other corporate bodies for the purpose of acquiring, constructing or improving housing;”
- Section 10 (j) The NWTHC may “prescribe forms of mortgages, agreements and other documents and execute and deliver deeds, grants, conveyances, transfers, releases, discharges or other documents as may be necessary in the conduct of its business.”

GNWT Financial Administration Manual Section 805: Contributions

Funding agreements are provided to non-government organization, and other third parties through block funding, one-time or on-going contributions under the following conditions:

- The purpose is consistent with the program for which the funding has been provided;
- The funding arrangement obligates the recipient to achieve stated objectives within specified timelines
- In the case of an on-going contribution, the purpose and amount of funding is reviewed and revised, as necessary on an annual basis;

- Funding is provided in accordance with a written agreement that complies with terms or criteria established by the Comptroller General.

7. Roles, rights and responsibilities

Role of the Housing NWT

Housing NWT is responsible for the administration of Territorial funding and the planning and management of the homeless shelter services on behalf of the Government of the Northwest Territories.

Housing NWT provides a wide range of housing and homelessness services intended to support all residents of the NWT to achieve housing stability. Other GNWT departments involved, to varying degrees, in the delivery of these services include Health and Social Services, Education Culture and Employment.

Housing NWT Homelessness division, within the Policy and Planning holds the primary responsibility for increasing housing stability for low-income and vulnerable residents by investing directly in a range of housing and homelessness services designed to help people find and keep permanent housing.

With respect to shelter services, Housing NWT is responsible for:

- (a) Providing operational funding to homeless service providers.
- (b) Administering and ensuring contract compliance with contribution agreements between Housing NWT and community-based organizations that deliver shelter and related services including emergency and transitional shelters, housing first, rapid rehousing and diversion programs within shelters.
- (c) Ensuring service quality assurance by maintaining and providing funder oversight for the implementation of programming by homeless service providers.
- (d) Developing policies that improve homeless service provider's efficiency and capacity to generate positive outcomes for all stakeholders.

Role of Shelter Providers

The role of shelter providers is to deliver high-quality services to individuals and families experiencing homelessness while fulfilling the obligations set out in their Contribution Agreements.

Housing NWT -funded shelter providers operate a majority of the shelters in the NWT. Their operational contributions as well as their knowledge, skills and experience serve as critical inputs to the development and refinement of system-wide policies and service delivery leading practices.

1. Quality assurance

Housing NWT undertakes a number of activities and uses a variety of tools to ensure that shelter providers deliver services in an effective and efficient manner. Housing NWT conducts audits/reviews of shelter providers' operations and is primarily concerned with:

- a) Ensuring that shelter providers meet their contractual obligations as set out in their Contribution Agreements.
- b) Reviewing shelter providers financial viability, budget submissions and service delivery performance
- c) Providing information and assistance to shelter providers with respect to their shelter's budgets, policies, services and business processes.
- d) Monitoring, reviewing and resolving complaints from clients and the community.
- e) Audits and reviews focus on shelter providers' services, bed management practices, budget and related submissions, financial controls, capital assets and organizational/ administrative functions. These are conducted at regular intervals and as needed.

2. Eligible expenditures

Funding is provided annually through

- Staff Compensation & Benefits
- Office Supplies
- Contract Services
- Fees & Payments
- Shelter Materials & Supplies
- Diversion Materials & Supplies
- Purchases Services
- Travel
- Utilities
- Other

3. Evaluation criteria

Community Readiness Requirements (attachment A)

For the development and delivery of community, based homelessness programming Housing NWT will use the Community Readiness Requirements checklist (attached). The community organization must demonstrate that they have capacity and resources to develop, implement and maintain community-based homelessness programming that will meet the needs of the population it serves and does not create undue harm to the population receiving services.

Housing NWT Shelter and Diversion Service Standards (attachment B)

For the development and delivery of community, based homelessness programming Housing NWT will use Housing NWT Shelter and Housing Service Standards (attached). The community organization must demonstrate that they have capacity and resources to develop, implement and maintain community based homelessness programming that will meet the needs of the population it serves and does not create undue harm to the population receiving services.

4. How to apply

Organizations may fill out Expression of Interest Form (attached). Expressions of Interest will be provided annually to district housing staff and publically circulated to interested community groups. Expressions of Interest forms will also be posted to the Housing NWT's website.

Housing NWT Manager of Homelessness Strategy and Implementation will provide support to applicants in developing their program, and answer questions about the application.

You can send your application by fax, mail, e-mail or deliver it in person. You must submit your application to Housing NWT:

HOUSING NWT EMERGENCY SHELTER PROGRAM

Northwest Territories Housing Corporation

Phone: 767-9328 ext. 85024 Fax: 867-873-9426 or

E-mail: renay_ristoff@gov.nt.ca

If you have submitted an application and have not received confirmation that it was received, please contact the NWTHC to make sure your application has been received.

THE NWT SHELTER AND DIVERSION PROGRAM EXPRESSION OF INTEREST FORM

Contact Information

Project Title:	
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Sponsoring Organization	
Organization Name	
Address	
City/Town	
Territory	
Postal Code	
email	

Project Contact Person	
Name	
Title/Position	
Telephone	
Fax	
Email	

PLEASE FILL OUT ALL OF THE FOLLOWING QUESTIONS

Part 1: About your Organization

1. Describe your organization:

Role in the community?

Do you have a board or council that directs and plans services and programming?

What services/programs do you provide day to day?

Who are the people you provide support to?

2. This agency has been in operation for :

- <5 years
- 5-10 years
- 10-20 years
- 30 years or longer
- Other please explain

Describe your agency's work and what you do day-to-day:

Community programs: _____

Financial programs: _____

Support and assistance to certain people of our community

Other – please explain: _____

Does your agency have a board or committee that decides on the operation and management of funding and programs for your agency?

What community agencies are on the board or committee?

Part 2: Existing Programs and Services

3. Please check all funding partners this program from government/ nongovernment agencies:

- Community Wellness funding

- Community Justice funding
- Health and Social Services Health Promotion Fund
- Education Culture and Employment (ECE)
- Industry Tourism and Investment (ITI)
- Private agencies – oil and gas, diamond mines etc.
- Band / Council / Hamlet funding
- Federal funding
- Other: _____

4. Please check the programming you will be providing for participants in the program:

- Provides safe supportive sheltering including; healthy eating, budgeting, cooking
- Provide supports to reintegrate people into the community
- Provide cultural counselling / programming
- Provide on the land programming
- Link clients to suitable resources (education resources, employment or counselling within the community)
- Provide shelter for individuals and families at imminent risk of homelessness
- Basic or urgent needs services (food, clothing, accommodation)
- No services are currently provided
- Other, please describe below:

PART 3: Partnerships and Community Services

5. Community Services available for clients

Please check those community agencies you will be working with to provide programming and information about the partnership

- Aboriginal organizations and/or governments please list: _____
- Local community governments i.e. SAO
- Income support & Employment officers
- Health and Social Service workers
- Community Counselors
- Community Wellness Worker

- Community Health Nurse
- Local Housing Organization
- Local landlords
- Community Justice
- RCMP
- Others, please list: _____

6. Please describe how the supportive sheltering program will work with the agencies above to coordinate services to support clients to achieve their housing goals and independence.

PART 4: Housing Priorities & Client Group

7. Please describe why a supportive sheltering program is a priority for your community? Who is the program intended to support ?

8. Target Group(s) for supportive sheltering program

Please describe the target group this program is intended support through this program.

- Number of single adult Men experiencing homelessness: ____
- Number of single adult Women experiencing homelessness: ____
- Are there people who have special/complex needs experiencing homelessness (mobility, mental or physical health needs) please explain _____

9. Please describe in more detail why this group is a priority for a supportive sheltering program.

10. Priorities of your supportive sheltering program - please check those that apply

<input type="checkbox"/> To improve the self-sufficiency of homeless Individuals through coordinated client centred services.	<input type="checkbox"/> Connecting clients to income supports, ID, setting up personal accounts <input type="checkbox"/> Assisting clients with life skills development (e.g. budgeting, cooking, cleaning) <input type="checkbox"/> Provide supports opportunity to improve clients' social integration <input type="checkbox"/> Connecting clients to clinical supports for mental health, health or counseling <input type="checkbox"/> Cultural & traditional supports <input type="checkbox"/> Good tenancy skills <input type="checkbox"/> Connecting clients to education and supporting success <input type="checkbox"/> Link and refer to other appropriate resources <input type="checkbox"/> Basic or urgent needs services <input type="checkbox"/> Bridging clients with resources to stable housing upon exiting the program <input type="checkbox"/> Assisting clients with pre-employment support, and bridging to the labour market
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<input type="checkbox"/> Client-Driven Program & Services.	<input type="checkbox"/> Program offers opportunities for feedback at all levels of the program: within the individual services client receives to discussions with the organizations planning committee operation of the program.
<input type="checkbox"/> Service choice.	<input type="checkbox"/> Participants have the right to choose, modify, or refuse services and supports at any time, except regular face-to-face visit with program staff. <input type="checkbox"/> Participants may have some say in choosing, modifying, or refusing services and supports, but program staff has final say in client's service participation. <input type="checkbox"/> Participants have little say in choosing, modifying, or refusing services.
<input type="checkbox"/> Other: please describe	

PART 5: Measuring Success

Program Data Collection / Interim and Annual Reporting

At a minimum, programs will need the following data points to measure how the program is performing:

1. Beds usage by month
a. Total number of female clients
b. Total number of male clients
c. Intoxicated
2. Total number of clients who were turned away each month
3. Total number of clients who received case management
4. Please provide a list for all of the communities, provinces, territories clients residing in shelter are from.
5. Total number of referrals to shelter from other public services – RCMP, ambulance, street outreach, health and social services etc.
6. Total number of participants who have received diversion assistance to exit shelter this year:
a. Back into permanent housing
b. Reside with family members
c. Treatment services
d. Travel assistance back to home community
e. Other please list
7. Challenges of the program
8. Successes of the program

Financial Reporting

Complete only the appropriate financial reporting form for the funds you received

Organizations Name:			
Number of beds			
Number of clients			
Number of staff			
Housing Program proposed Budget 2020-2021			
Budget Item /detailed breakdown		Total amount requested from GNWT	Total cost
			In-kind / GNWT contributions
Wages			
Housing Navigator / shelter worker			
Sub-total			
Subtotal wages and benefits			
Operational Expenses			
power / utilities			
heat			
Phone			
computer			

TV						
Program Supplies						
Transportation/Travel						
Training - Professional Development						
Sub-Total Operational cost						
Program Activities title/costs associated:						
					-	
budget completed by:						
Administration %10:						
Subtotal:						
Grand Total:						