

Wood Buffalo Wellness Society

Outreach Program

2019-20 Community Plan on Homelessness Grant Analysis

Rank: 3 - Prevention/Outreach

CIP Grant Summary:

| April 1, 2016 - March 31, 2017 | April 1, 2017 - March 31, 2018 | April 1, 2018 - March 31, 2019 | April 1, 2019 - March 31, 2020 Request | April 1, 2019 - March 31, 2020 Recommended by HISC | Difference of Recommended vs. Requested |
|-----------------------------------|-----------------------------------|-----------------------------------|--|---|---|
| 82,425 | 92,624 | 88,030 | 210,364 | 84,879 | (125,485) |

Program Reporting Required:

- Monthly Efforts to Outcomes (ETO) data reporting
- Monthly Program Reporting
- 6 Month Report - outlining successes and challenges
- Annual Report - outlining successes and challenges

Financial Reporting Required:

- Monthly financial claims with financial receipts and back up documentation for the amount claimed
- Annual Financial Statements

Notes:

This Outreach program aligns within the 10 Year Plan to End Homelessness with Goal III: Prevention.

It falls within the Provincial Classifications under Connection to Long Term Supports.

| Budget Line Description | 2019-20 Grant Request | 2019-20 HISC Recommended |
|-------------------------|--------------------------|-----------------------------|
| Staff Costs | 150,098 | 69,784 |
| Operational Costs | 9,142 | 3,879 |
| Client Related Costs | 32,000 | 3,500 |
| Subtotal | 191,240 | 77,163 |
| Administrative Costs | 19,124 | 7,716 |
| Total Costs | 210,364 | 84,879 |

2019-2020 Community Plan on Homelessness Call for Applications

The grant program under which your organization is applying has specific eligibility requirements. The Application Form should clearly show how the proposed program meets these requirements. The Application Form, including all required attachments, must be received by the closing date. **Late or incomplete applications will not be processed (Community Investment Program Policy FIN-220, Section 3.1.5).**

In order to complete this application for funding, please consider the following:

- Read thoroughly 2019 Community Plan on Homelessness Grant Guidelines
- Schedule a meeting with the a CPH representative by emailing CPH@rmwb.ca **before application deadline**





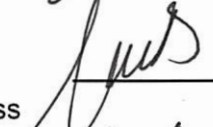





If you have reviewed the 2019 Community Plan on Homelessness Grant Guidelines and have any questions regarding this application form or eligibility, please contact CIP@rmwb.ca.

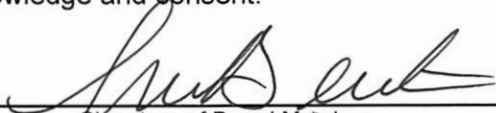
Organization Name: Wood Buffalo Wellness Society

Declaration: In making this application, we, the undersigned, confirm:

Board Member(s) and/or
Executive Director Initials:

- that we have read the Community Plan on Homelessness Grant Guidelines;
- that we understand that this application form and all attachments shall be part of the **public** Council agenda and accessible through all methods that the Council agenda is available;
- that we understand that this application form and all required attachments must be completed in full and received before 4:30 p.m. MT on Friday, December 7, 2018;
- that we understand the term of the Community Plan on Homelessness Grant is April 1, 2019 to March 31, 2020 and that all expenditures must happen during this term; and
- that we are authorized by the applicant organization to complete the application and hereby represent to the Regional Municipality of Wood Buffalo's Community Investment Program and declare that to the best of our knowledge and belief, the information provided is truthful and accurate, and the application is made on behalf of the above-named organization and with the Board of Directors' full knowledge and consent.

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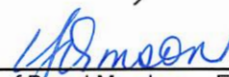
Signature of Board Member
(must have signing authority)

Christine Burton

Print Name

2018/11/23

Date: (YYYY-MM-DD)



Signature of Board Member or Executive Director
(must have signing authority)

Yvonne Ormson


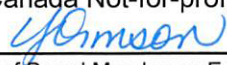
Print Name

2018-11-21

Date: (YYYY-MM-DD)

2019-2020 Community Plan on Homelessness

Call for Applications

| Organization Details | |
|---|---|
| Organization Name: Wood Buffalo Wellness Society | |
| Street Address: 214-9914 Morrison Street, Fort McMurray | |
| Province: AB | |
| Postal Code: T9H 4A4 | |
| Phone Number: 587-537-8477 | |
| Email Address: wbwsed@telus.net | |
| Website Address: www.woodbuffalowellnesssociety.com | |
| Main Contact | |
| Name: Yvonne Ormson | |
| Title: Executive Director | |
| Daytime Phone: 17(1) | |
| Email Address: wbwsed@telus.net | |
| Board Chair/President | |
| Name: Christine Burton | |
| Daytime Phone: 17(1) | |
| Email Address: 17(1) | |
| Executive Director | |
| Name: Yvonne Ormson | |
| Daytime Phone: 17(1) | |
| Email Address: wbwsed@telus.net | |
| Is your organization registered as a not-for-profit society or corporation? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | |
| <div style="display: flex; justify-content: space-between;"> <div> Registration Number: 50132022378 </div> <div> Act Registered Under: <div style="display: flex; flex-direction: column; gap: 5px;"> <input checked="" type="checkbox"/> Societies Act (Alberta) <input type="checkbox"/> Companies Act (Alberta) <input type="checkbox"/> Canada Not-for-profit Corporations Act </div> </div> </div> | |
| <div style="text-align: center;">  <hr style="width: 100%;"/> <p>Signature of Board Member (must have signing authority)</p> <hr style="width: 100%;"/> <p>Christine Burton Print Name</p> <hr style="width: 100%;"/> <p>2018/11/23 Date: (Year-Month-Day)</p> </div> | <div style="text-align: center;">  <hr style="width: 100%;"/> <p>Signature of Board Member or Executive Director (must have signing authority)</p> <hr style="width: 100%;"/> <p>Yvonne Ormson Print Name</p> <hr style="width: 100%;"/> <p>2018-11-20 Date: (Year-Month-Day)</p> </div> |

Community Plan on Homelessness Board Questionnaire

1. Minimum number of board members according to bylaws: 5
2. Number of board members: Currently: 5 2018: 5 2017: 5
3. How often does the Board of Directors meet? 6-8 times per year
4. Please list your current Board of Directors:

| Name | Board Position | Years on Board |
|------------------|----------------|----------------|
| Christine Burton | Chair | 12 |
| Dave Hill | Vice-Chair | 10 |
| Ryan Pruden | Treasurer | 3 |
| Amber Fort | Director | 1 |
| Curtis Hilman | Director | 1 |
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5. Are any Board members being paid, or receiving an honorarium for being on the Board or for other positions in the organization outside of their role on the Board?

☐ Yes ☒ No

6.

| Board member name | Paid role in the board / organization | Amount received |
|-------------------|---------------------------------------|-----------------|
| | | |
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The personal information collected in this application is collected under the authority of section 33(c) of Alberta's Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to process the application and contact you if needed, during the review of this application. If you have any questions about the collection and use of the personal information you may contact the Manager, Community Investment Program, at 9909 Franklin Avenue, Fort McMurray, AB T9H 2K4 or at (780) 743-7918.

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7. Which of the following classifications will your program address?

(Please check the one that applies)

- ☐ Prevention
- ☒ Outreach
- ☐ Coordinated Access
- ☐ Diversion

8.

Describe, **in detail**, how **the program** will meet and address the classification selected above.
How does the program align with the RMWB 10 year plan? Please attach a current logic model.

This program aligns with Prevention, Outreach and Diversion classifications within the Regional Municipality of Wood Buffalo 10 Year Plan to End Homelessness 2010-2010 (also referred to as the Community Plan on Homelessness (CPH). It also falls within the connection to long-term supports classification in the agreement with the Province of Alberta for funding under the Outreach Support Services Initiative (Ministry of Community and Social Services). The WBWS Outreach Program has a very high rate of housing success (over 11 %) and serves to divert and prevent clients from becoming chronically homeless. This program has proven to play an integral role in diverting clients from the traditional Housing First programs (Rapid Re-Housing & Housing First). Further, this program has demonstrated significant success in preventing clients from becoming chronically homeless.

Community Plan on Homelessness

Proposed Program Details

9. Program Name: OUTREACH

Note: The term of the Community Plan on Homelessness Grant is April 1, 2019 - March 31, 2020. All program expenditures must occur during this term.

10. Briefly describe the program proposed.

The Wood Buffalo Wellness Society (WBWS) Outreach Program provides a short-term crisis response to individuals and families needing housing support but only requiring minimum interventions. Clients assessed by Centralized Intake workers, and deemed to not be in sufficient need for Housing First or Rapid Re-Housing, can be referred to the Outreach worker. The Outreach worker also spends time in the community educating potential clients about the program.

The Outreach worker will assist the client in identifying and addressing any barriers contributing to their current housing situation and some funding is provided for damage deposits and client needs.

If a client's needs increase, or their situation worsens, the client can be re-screened and could enter either the Housing First or Rapid Re-Housing programs.

We feel that the Outreach Program fulfills an integral role in serving to capture individuals and families before they become chronically homeless or at risk of homelessness. In the first 7 months of 2018-19 program year, our Outreach worker served 156 clients HOUSED 17 clients, and made 167 referrals to other agencies and community supports to prevent participants from becoming chronically homeless.

WBWS has been operating with one Outreach worker and has found the demand for Outreach services far exceeds this staffing level. We are asking for funding for two full-time Outreach workers, in order to expand our ability to prevent clients from entering onto the Rapid Re-Housing and Housing First caseloads.

11. What is your organization's vision and mandate? (If your organization received funding for **this program** in 2018/19, skip to Question 13)

12. How does the program align with your organization's vision and mandate?

13. What will be the positive impacts to the community?

The positive impacts to the community include increased community strength and well-being; Decrease in number of homeless or at-risk-of-homelessness individuals and families within the RMWB; Increase in participants' autonomy, concurrent with resultant decreased need for and usage of community services both Governmental and NGO--including emergency health-care, social-profit, police and court systems, etc.; Reduction in Housing First and Rapid Re-Housing caseloads; Increased positive rental experiences for landlords and tenants within the RMWB.

14. List community partners and include letters of support.

WBWS internal-agency partnerships: Mark Amy Treatment Centre, WBWS Rapid Re-Housing & Centralized Intake Programs;
Inter-agency partnerships: Waypoints; Centre of Hope (Drop in/Intake, HF, Outreach, PSH); Regional Municipality of Wood Buffalo (Landlord/Tenant Support); YMCA; CHOICES; STHT; Salvation Army (Mat & HF Programs); SOS; FNIHB; HIV North; Alberta Works; Mental Health Diversion Program; Canadian Mental Health Association; Northern Lights Regional Health Centre; Fort McMurray Recovery Centre; Athabasca Tribal Council; NEAFAN; Wood Buffalo Housing Development Corporation; Fort McMurray First Nation Band Office; Nistawoyou Friendship Centre; Soup Kitchen; Wood Buffalo Food Bank; Public Health; JSYF; St. Aiden's Society; Pastew Place Detox.

Outcomes:

15. What is the change you anticipate will happen as a result of the program?

Please see attached Logic Model:
Notable Outcomes:
Increased number of participants obtaining and maintaining appropriate, stable housing;
Decreased number of homeless or at-risk-of-homelessness individuals and families within the RMWB;
Increase in participants' safety;
Increase in participants' autonomy concurrent with resultant decrease in need for and usage of other community agencies & supports;
Increased community strength and well-being.

Outcome Measures:

16. How will you know the program is working?

Achievement of CPH contract requirements;
Program operates within contract budget;
Current and accurate data collection as required by CPH;
Satisfactory participant enrollment numbers as per CPH contract;
Participant satisfaction to be measured by surveys and/or oral interviews;
Funder satisfaction to be measured by CPH to Agency reporting.

Outputs:

17. What are the direct results of the program activities? (percentages, numbers)

--Two full-time Outreach staff each providing 40 hours/week of program delivery;
--Daily program supervision provided by Team Lead and Executive Director;
--In the first 7 months of 2018-19 program year, our Outreach worker served 156 clients
HOUSED 17 clients, and made 167 referrals to other agencies and community supports to
prevent participants from becoming chronically homeless. We anticipate continued, increasing
housing rates in the 2019-20 program year.
--Decreased number of individuals and families entering the traditional Rapid Re-Housing and
Housing First programs.
--Outreach workers and supervisory staff attendance at trainings and meetings are required by
the CBO.

18. How will you identify this program or project to the public as funded by the Municipality?

With required permissions, we will identify program funders via usage of approved statements
on documentation, and across various media (including social media & website), and other
agency promotions.

19. Operational Budget Review

Grant agreements cannot be issued until Council has approved the CPH allocation.

If approved, agreement term will be the 12 month period of April 1, 2019 to March 31, 2020.

| Budget Item | Amount (12 months) | Notes |
|-------------------------------------|----------------------|---------------------------|
| Salaries & Benefits (# of staff) | 150,098.00 | 2 full-time staff members |
| Client Needs (# of clients) | 32,000.00 | 400+ |
| Operating Costs | 9,142.00 | |
| Rent Supplement | | |
| Administrative Costs (10% of Total) | 19,124.00 | |
| Total Program Costs | \$ 210,364.00 | |

20. Provide any additional information that may assist in developing a better understanding of your organization or its programs/projects during the grant review.

The Wood Buffalo Wellness Society, operates both the Community Services (Homeless and Housing Programs) and the Mark Amy Treatment Centre (an in-community Life Skills and Addictions Program accredited with "Excellence in Service"). Within the last 5 years, we have seen marked growth in our programming and our ability to further our mandate of quality client care.

Through our Housing First service delivery we have positively impacted and assisted hundreds of clients to improve the quality of their lives through attaining housing, addressing mental health and addictions barriers, gaining employment/training and measurably improving their emotional well-being and physical safety. We have now been able to assist clients through much of their professional continuum of care in accessing service for addictions and mental health as well as securing safe, stable and appropriate long-term housing.

We pride ourselves on our skilled employees, our commitment to client-centered, strengths-based approach to client care and adherence to our core values of the 7 Traditional Aboriginal Teachings of wisdom, love, respect, courage, humility, honesty and truth.

There is genuine caring and dedication of our staff for the people we serve.

All staff continually utilize professional development opportunities within our budget, and Senior staff have attended Leadership Training with Org Code and the T3 institute to ensure program fidelity and compliance with Housing First best practices.

Completed and Signed Applications are to be submitted:

In Person or By Mail:

Community Investment Program
Corporate and Community Services
Regional Municipality of Wood Buffalo
9909 Franklin Avenue
Fort McMurray, AB T9H 2K4

OR

By Email: CIP@rmwb.ca

**LATE or INCOMPLETE applications will not be processed
(Community Investment Program Policy FIN-220, Section 3.1.5)**



WBWS Outreach Program Logic Model

| INPUTS | ACTIVITIES | OUTPUTS | SHORT-TERM OUTCOMES | INTERMEDIATE OUTCOMES | LONG-TERM OUTCOMES |
|---|---|--|--|--|--|
| <ul style="list-style-type: none"> - Two Full Time Outreach Workers -Supervisor/Team Lead. -Executive Director. -Social Profit Partners. -Funders -Stakeholders. -Program Participants (Clients). -Office space, computer & equipment and supplies. -Vehicle(s). | <ul style="list-style-type: none"> -Accept referrals from CI, other community agencies, Government and NGOs, shelters, as well as self-referrals; -Delivery of Program via Office visits, community interactions, staff attendance at Marshal House, MATC, Salvation Army Mat program, COH, Soup Kitchen, etc.; -Appropriate housing location search support; Initiation of landlord contacts; | <ul style="list-style-type: none"> -Each Outreach staff provides 40 hrs/week of participant support and program delivery. -Daily Program supervision provided by Team Lead and Executive Director. -Staff attendance at trainings and meetings as required by CBO; -Relevant and required data recorded into Efforts to Outcomes (ETO) database. | <ul style="list-style-type: none"> -Increase in supportive relationship for participants via WBWS staff and referrals to community supports; -Increase in number of participants connected to appropriate, stable housing; -Initiation of landlord contacts and relationships; --Creation and initial implementation of participants' self-directed goals and increased number of participants referred to support services; | <ul style="list-style-type: none"> -Increase in participants' actual and perceived well-being; -Increase in participants' safety; -Increase in participants' social skills; -Increase in participants' autonomy— concurrent with resultant decrease in need for and usage of other community supports; -Increase in participants' ability to obtain employment and/or a secure source of income support; -Increase in participants' sense of | <ul style="list-style-type: none"> -Long-term maintenance of appropriate, stable housing for participants. -Decrease in number of homeless or at-risk-of-homeless individuals and families within the RMWB. -Increased community strength and well-being. |

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|---|---|--|--|---|--|
| | <ul style="list-style-type: none"> -Provision of financial supports such as damage deposits, rent supplements, basic client needs, etc.; -Provision of community services support to participants via education and advocacy; -Ongoing support to participants and landlords; -Required documentation as per CBO guidelines; -Staff attendance at relevant and/or required trainings and meetings; | | | <ul style="list-style-type: none"> belonging to community; -Increase in number of participants connected to appropriate, stable housing; -Decrease in wait times for participants to receive housing; -Increase in participants' knowledge of RTA guidelines; -Increase in number and strength of positive landlord relationships; -Decrease in participants' usage and dependency on emergency and court services. | |
| Outcome Indicators of Success: <ol style="list-style-type: none"> 1: Achievement of CPH Contract requirements. 2: Program operates within contract budget. 3: Current and accurate data collection as required by CPH. 4: Satisfactory participant enrollment numbers as per CPH contract. 5: Participant satisfaction to be measured by surveys and/or oral interviews. 6. Funder satisfaction to be measured by CPH to Agency reporting. | | | | | |



Wood Buffalo Food Bank Association

I am pleased to write this letter in support of the Wood Buffalo Wellness Society in their application to provide the Centralized Intake and Outreach Programs.

The Wood Buffalo Wellness Society serves a demonstrated need in our community, especially to our Housing First, homeless, and at risk of homelessness populations.

The continuation of their Outreach and Centralized Intake Programs would be of great benefit to our community as we move forward in our 10 Year Plan to End Homelessness.

This agency has shown a high standard of professionalism and execution of best practices, and I would not only support but encourage the funder to approve their application in its entirety.

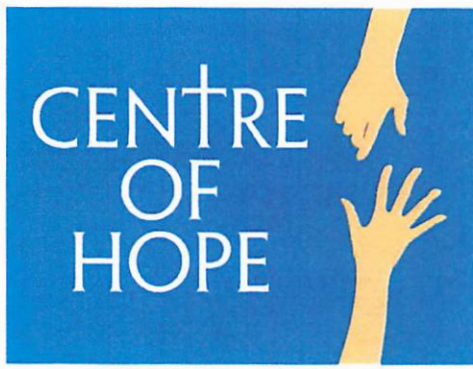
We at the Wood Buffalo Food Bank are very proud to be a supporting agency for the Wood Buffalo Wellness Society as they are to the Food Bank. We look forward to continuing our valued partnership.

If you would like to speak to me in person, please contact me at 780-743-1125.

Regards,

A handwritten signature in black ink that reads "Dan Edwards".

Dan Edwards
Executive Director
Wood Buffalo Food Bank Association
p.780.743.1125 ext229
f.780.743.9156



*Supporting individuals living in homelessness through
collaboration with the community and its support
systems*

To Whom it May Concern,

I am pleased to offer a letter of support for the Wood Buffalo Wellness Society, particularly their Centralized Intake and Outreach Program. The WBWS is a vital agency in our Community Plan On Homelessness. Having the WBWS Team as member of our service community allows for a more diverse community centered approach. Team Leads of all the CPH programs meet to form a collective approach towards clients case conferencing, community strategies, best practices, agency updates, and to share program successes. The WBWS Team provides insights and linkages to other programs being operated in their agency, which allows for easier client access and services.

The Centre of Hope's Housing Program, Permanent Supportive Housing Models, and Eviction Prevention programs receive and accept referrals from WBWS Centralized Intake program. The relationships between our agencies support staff is positive, and together they create a warm and safe environment for the client transfer. The Centralized Intake Program at WBWS also works closely with the Intake and Outreach services located at the Centre of Hope Drop in Program. The supporting staff maintains a positive and easy rapport with the Outreach Coordinators making communication and case conferencing productive.

The Outreach Program hosted through the WBWS is a key component of supporting individuals living in homelessness who do not meet the requirements for our currently Housing programs in community. It is imperative that these individuals receive the support to ensure that their needs are being met and that they are not moving further into chronic homelessness in this region.

I am happy to offer my support now and in the future for these very worthwhile initiatives. These programs are making a very real and positive impact in the lives of the clients served, and in our community.

Should you have any questions, or require additional information, please feel free to contact me at 780-743-3912 ext 222.

Amanda Holloway, BSW, RSW
Executive Director
Centre of Hope