

## Housing Outreach Worker Pilot Project Snapshot as of 9.5 Months

### PROGRAM SUCCESSES:

- 608 sessions to 265 individual community members plus 1308 combined referrals and resource supports.
- Directly prevented 32 people from losing their housing.
- Roughly 20% of participants identify as Black, Indigenous and/or a Person of Colour
- 7% of participants identify as being a part of the 2SLGBTQIA+ community
- Implementing a regular Housing Application Assistance Session at QVCC.
- Success indicated by widespread acknowledgement of the HOW Program at QVCC from many local service providers and Community Centres. *\*Please see letters of support from local Community Centres and other non profits. \*\*Two local faith groups have committed to \$600 monthly (started July 2022) in emergency support administered by our Housing Outreach Worker. They decided on this based on their alignment with and support of the QVCC Housing Outreach Workers' work.*

### Excerpts from Testimonials:

- S.G.: "Thank you again, you've actually made my day twice today. Very impressive. I am extremely grateful and want to make sure you know that I don't take this for granted at all.....I feel like I can sleep a bit better at night as we look toward the future."
- D. M.: "I want to thank you so much for all your help. This cheque will secure my housing for the month of February. You have been such a God send and I hope you realize every little bit of help you can extend is so very much appreciated."
- T. B.: "Thank you so very much for every help that you have given to me and to others in time of need!! I'm so grateful for you and appreciate you so much!!"
- S. D.: "Hello Shavonne and team! Just wanted to say thank you again for your help. I'm grateful thank you."

### Program Trends:

- Few other Housing Outreach Workers in the City and at QVCC, the "Outputs" metric below indicate an amount of people that is not compatible or sustainable for a single Housing Outreach Worker.
- High increase in people accessing support since March 2022

- Influx of community needs near the end/beginning of the month when most peoples rent is due
- Access to emergency rent supports has drastically reduced in the last several months, vacancy is around 1.1%, affordability in the market is drastically reduced and wait times for BC Housing are projected at over 2 years.

**CLIENT DEMOGRAPHIC:**

**OUTCOMES: (Goals)**

**INDICATORS:**

<p>Establish Awareness of the Housing Outreach Worker</p>	<ul style="list-style-type: none"> <li>· Roughly 75% of clients referred from other organizations 126 being referred from Rent Bank, TAPS, Burnside, Pacifica, The Cridge, etc.</li> <li>· Many organizations such as TAPS, Burnside, and Cool Aid have posters up about the Housing Outreach Program in their respective offices</li> </ul>
<p>Building and bridging the knowledge, skills and confidence to get the process of finding housing started and maintained.</p>	<ul style="list-style-type: none"> <li>· Community Members are given 1 on 1 sessions where they receive tips on how to navigate contacting people about rentals</li> <li>· HOW has created a presentation on how to navigate online methods of finding housing</li> </ul>
<p>Assisting single people and couples with unstable housing and tenancies that are ending to secure housing</p>	<ul style="list-style-type: none"> <li>· The 406 people that have contacted received support are either at risk of losing housing, or unhoused. The HOW supports each individual in applying for market and subsidized housing</li> </ul>



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<p>Providing housing outreach service to a diverse array of people</p>	<ul style="list-style-type: none"> <li>· Clients consist of all ages, from 18-80+</li> <li>· Roughly 20% of participants identify as Black, Indigenous and/or a Person of Colour</li> <li>· 7% of participants identify as being a part of the 2SLGBTQIA+ community</li> <li>· Participants are relatively equally balanced between men and women, with some clients of other gender identities.</li> <li>· The majority, if not all, of participants experience either a physical or mental disability, a mental illness, trauma, addiction, or a combination of these.</li> </ul>
<p>A set of housing information and referral resources for Community Centre staff that will be distributed when the role starts, 6 months into the role and through training (some time between the 9 and 12 month mark).</p>	<ul style="list-style-type: none"> <li>· The Housing Resource Document has been shared widely with social service providers and has been incredibly well received and appreciated.</li> </ul>



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<p>Connect with potential funders to continue the project beyond the first year.</p>	<ul style="list-style-type: none"> <li>· We were successful with our Victoria Foundation Vital Grant application for 30k and have other grants pending. (Island Health and Red Cross)</li> <li>· HOW has successfully obtained light funding from local organizations to support rent relief efforts, which proves ability to apply and receive funding.</li> </ul>
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**OUTPUTS NOV 2021 – JUNE 2022:**

# Participants Attending (Count each person each time they come to particular program)	<b>739</b>
# Individuals (count each person only once/year)	<b>265</b>
# of Sessions of Programs Offered	<b>608</b>
# of Program Hours	<b>680.5</b>
# of Participant Hours	<b>105.5</b>
# Resource Referrals or Provisions	<b>1308</b>