



greater victoria
coalition to end
homelessness

hope has found a home



annual report
2013/14

Throughout this report sketches and quotes from people with experiences of homelessness are highlighted. These sketches and quotes first appeared in *Facing Homelessness: Greater Victoria Report on Housing and Support 2012/13*. Listening to their voices is an important way to understand homelessness and the day to day struggles and challenges people face. We thank them for their wisdom and insightful contributions.

Funding for the Coalition is generously provided by:



Investment in housing and supports in Greater Victoria is being made by:



table of contents



about the coalition	2
canadian definition of homelessness	2
co-chairs message	3
executive director message	3
year in review	4
2013/14 priorities	4
successes this year	5
housing	6
priority housing project list	6
streets to homes	6
homelessness partnering strategy	7
homelessness prevention fund	7
communications	8
community awareness	8
homelessness is unacceptable campaign	8
homelessness action week	9
project connect	9
research	10
report on housing & supports	10
housing & homelessness in greater victoria	10
homelessness research plan: 2013 – 2018	10
greater victoria attitudes towards homelessness survey	10
prevention	11
aboriginal homelessness	12
reintegration	12
social inclusion	13
street survival guide	13
social inclusion advisory committee	13
speakers bureau	13
independent auditors' report	14
audited financial statements	15
year to come	18
successes since 2008	19
committees	20

about the coalition



The solutions to end homelessness are as diverse as homelessness itself, and we all have a role to play in ending homelessness. The Greater Victoria Coalition to End Homelessness Society (Coalition) is a partnership of all levels of government, service providers, business members, the faith community, post-secondary institutions and private citizens dedicated to ending homelessness in Greater Victoria. Working with our partners and the broad community, the Coalition coordinates efforts and drives commitments to end homelessness in our community.

Mission: To end homelessness in Greater Victoria by 2018.

Vision: By 2018, all people facing homelessness in our community will have access to safe, affordable, appropriate, permanent housing, with support if they require it. This will be provided in a coordinated, accessible and effective manner.

canadian definition of homelessness¹



Homelessness describes a range of physical living situations, organized here into four categories. Homelessness and housing exclusion include:

- **Unsheltered**, or absolutely homeless and living on the streets or in places not intended for human habitation;
- **Emergency Sheltered**, including those staying in overnight shelters for people who are homeless, as well as Violence Against Women Shelters;
- **Provisionally Accommodated**, referring to those whose accommodation is temporary and who do not have their own home or security of tenure;
- **At Risk of Homelessness**, referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

It should be noted that for many people homelessness is not a static state but rather a fluid experience where one's shelter circumstances and options may shift and change quite dramatically and with frequency.



"In my rooming house, I didn't have hot water for two years."

– Jimmy

¹Canadian Homelessness Research Network (2012). Canadian Definition of Homelessness. Available online at Homeless Hub.

co-chairs message



As the Greater Victoria Coalition to End Homelessness addressed its mandate over the past year, the key priority continued to be the creation of more housing. There were a number of important developments on this front.

A key report we released in September called *Housing and Homelessness in Greater Victoria* used the latest studies of shelter users to refine our estimated housing needs. Based on these revised estimates and looking at the housing we have built since 2008, we know that we still need a minimum of 250 units of supported housing, and as many as 750. Given that the Coalition initially estimated a need of 1,550 units in 2007, we believe this represents significant progress. We have also, for the first time, included affordable housing needs in our estimates. As data makes clear that the lack of affordable housing is a contributor to homelessness, it would be unwise of us to ignore it. We estimate a minimum of 1,500 units of subsidised, affordable housing are needed in Greater Victoria.

There was also good news on the housing front. Phase I of Siem Lelum opened its doors in Victoria in April 2013, Hope Centre in Sooke broke ground in September 2013 and in March 2014 Streets to Homes reached its full complement of 120 people housed with a rent supplement in private market locations throughout Greater Victoria. We hope to build on this success as the Provincial Government increased the rental assistance budget of BC Housing by nearly \$27 million in the February provincial budget.

The job is not done. We must continue to put pressure on our senior governments to properly fund housing. Having said that, these successes allow us to look forward with a certain amount of optimism.

Dean Foitin
Co-chair

Eric Jordan
Co-chair

executive director message



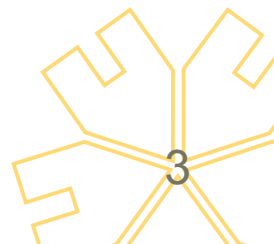
In this, my second full year at the Greater Victoria Coalition to End Homelessness, there are a number of things I am proud of. One of the most important is how we have continued to increase the involvement of those experiencing homelessness in our work. This has manifested itself in a number of ways.

The most prominent is the creation of the Speakers Bureau. Putting a number of volunteers through extensive training has given us a cadre of individuals who can tell their story in a safe way. Those who hear them learn just a bit about what it is to experience homelessness. More importantly, they learn that homelessness can happen to anyone from almost any walk of life. We will continue to expand and profile the Speakers Bureau as a way of increasing understanding of homelessness and what steps are needed to combat it.

In addition to the Speakers Bureau we created a Social Inclusion Advisory Committee. This body, co-chaired by Hilary Marks, has provided us with regular advice on issues like housing and communications. They provided input and insight into *Facing Homelessness* (our key research document this past year). They also played a significant role in the mixed tables planning dinner held in November 2013. This allowed members of our leadership group to enjoy a meal and conversation with those experiencing homelessness and learn from them prior to planning for 2014/2015.

We look forward to continued work with these key members of the Coalition to make our efforts more relevant and impactful in the coming year.

Andrew Wynn-Williams
Executive Director



year in review

The Coalition's Leadership Council identified seven top priorities for the Coalition to focus on for the 2013/14 fiscal year. Working with the input of Coalition Working Groups and Committees, the Coalition identified objectives for each of those priorities and prepared a Business Plan to address them.

2013/14 priorities



housing

Encourage the creation of more permanent supported housing projects throughout the region. The Coalition will distribute the Homelessness Partnership Strategy funds and continue to identify housing projects for the Priority Housing Project List. The Coalition will also assist with the on-going project development, create a five-year housing delivery plan and identify best practices of municipal policy to expedite projects.

communications

Building on the success of the Homelessness is Unacceptable campaign, the Coalition will extend the campaign through the BC Provincial Election and beyond. Throughout the year the Coalition will continue to put homelessness front and center in decision-makers' minds and create public awareness. This will be achieved with existing platforms and new initiatives including community forums on homelessness and the creation of a Speakers Bureau of those that have experienced homelessness.

research

Monitor and evaluate local trends in housing, income, homelessness and supports (with publications such as the Report on Housing & Supports). Using the *Homelessness Research Plan: 2013 – 2018*, the Coalition will identify research priorities to contribute to knowledge and solutions for ending homelessness.

prevention

Continue to implement the 2010 *A Plan to Prevent Homelessness*. This includes addressing prevention priorities such as: cognitive impairment, discharge to the street (from government institutions or programs), youth at-risk, and institutional barriers.

aboriginal homelessness

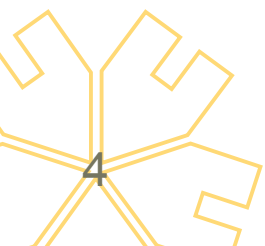
Working with the Aboriginal community as well as other key stakeholders from around the region, the Coalition will assist in the establishment of specific, meaningful and culturally responsive initiatives needed to provide housing and support to Aboriginal individuals, families and communities.

reintegration

Investigate programs and initiatives that enable those who have experienced homelessness to reintegrate with broader society in a meaningful way.

operations

The Coalition is committed to collaboration and social inclusion as part of its sound management of staff and resources. In addition to annual events and publications, the Coalition will create a Social Inclusion Advisory Committee of those that have experienced homelessness to advise and collaborate with the Coalition.





successes this year



housing

Siem Lelum. Victoria Native Friendship Society opened Siem Lelum Phase I, creating 26 units of supportive housing.

Hope Centre. The Society of St Vincent de Paul – Vancouver Island and M'akola Housing Society broke ground on Hope Centre in Sooke. When open in October 2014 it will create 25 units of supportive housing.

programs

Speakers Bureau. This year the Coalition launched the Speakers Bureau. The Bureau is a group of speakers who have experienced homelessness that have been provided with professional training so they can share their story in a safe way.

Streets to Homes. Thanks in part to funding provided by the Provincial Government, the Streets to Homes program now houses its full complement of 120 individuals. Developed in 2010 by the Coalition and eight partner organizations, the program houses individuals experiencing homelessness using a housing first approach (provide a home, supports for treatment and counselling without requirements based on sobriety).

Hard to Reach. The Island Health Hard to Reach program brings together population/public health programs with mental health and substance use services. The goal is to provide better and more coordinated support to reduce the harms associated with substance use for at-risk populations. More formal collaboration between Island Health's Public Health and Mental Health and Substance Use services and not-for-profit, community-based service providers will result in improved quality of programs and coordination of services. This program includes two Health Service Hubs, Mobile Harm Reduction Services and the Intensive Case Management 713 Outreach Team.

reports & publications

Street Survival Guide. Created by a group of dedicated individuals with street-life experience, the *Greater Victoria Street Survival Guide* is a one-stop resource for those experiencing (or at-risk of) homelessness in Greater Victoria. First published in February 2013, Edition II of the guide was published in March 2013 (online update only), followed by Edition III in June 2013.

Housing & Homelessness in Greater Victoria is a Coalition produced white paper analyzing the housing environment in the region.

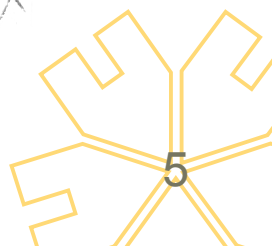
Homelessness Research Plan: 2013 – 2018. The primary purpose of this report is to identify research priorities to contribute to knowledge and solutions for ending homelessness.

Facing Homelessness: Report on Housing & Supports 2012/13. Prepared jointly by the Coalition and the University of Victoria's Centre for Addictions Research BC. The report outlines key factors contributing to homelessness and information about those at-risk of homelessness, the extent of homelessness and our community response to homelessness.

Greater Victorians Attitude Towards Homelessness is an annual survey commissioned by the Coalition to provide insight on the communities attitude towards homelessness and gauge the impact of our work.

"I know Streets to Homes has been a big help for some people. They're just really happy that they were able to access it. It's something that I can't get, but it's something other people have gotten. And it's taken them from the position of being on the street to being in a place. And that's been good for them."

– Syd



housing

PRIORITY: Encourage the creation of more permanent supported and affordable housing projects.

priority housing project list

The Priority Housing Project List (PHPL) contains housing projects and initiatives that act as priorities for the Coalition. As of March 31, 2014 the PHPL contained 186 supportive and 108 affordable units of housing.

Under the guidance of the Housing Working Group, the Coalition accepts submissions to the PHPL throughout the year. These submissions are evaluated by a committee consisting of key members of the Management Committee. The submissions are accessed using criteria such as community needs and support, value for money and project feasibility.

Priority Housing Project List:

- **Siem Lelum Phase II**, Victoria. 15 units of affordable and supportive housing.
(Proponent: *Victoria Native Friendship Centre*)
- **Rosalie's Village**, Saanich. 42 units of affordable housing for families and senior women.
(Proponent: *Society of St. Vincent de Paul – Vancouver Island*)
- **Cedar Grove**, Victoria. 60 units of supportive housing.
(Proponent: *Victoria Cool Aid Society*)
- **Cottage Grove Manor**, Saanich. 45 supportive housing units for seniors.
(Proponent: *Victoria Cool Aid Society*)
- **Wilson's Walk**, Victoria. 108 units of affordable housing.
(Proponent: *Pacifica Housing Advisory Association*)
- **S2H Lite**. 90 additional rental supplements to expand the Streets to Homes (S2H) program.
(Proponent: *Pacifica Housing Advisory Association*)

Removed from the PHPL:

Hope Centre, Sooke. The fully funded proposal is transforming the St. Vincent de Paul thrift store in Sooke into a four story facility that will incorporate 25 rental units targeted towards supportive housing for aboriginal and non-aboriginal youth experiencing homelessness. Estimated completion: October 2014.

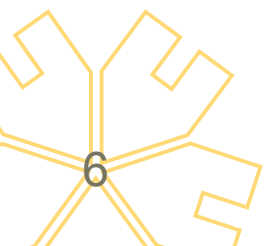
Central Gardens, Victoria. The Central Gardens Project was still part of the Priority Housing Project List at the end of the fiscal year (March 2014). Shortly thereafter the status of the property changed, and as the project is no longer being considered it has also been removed from this list.

streets to homes

The community, through the Greater Victoria Coalition to End Homelessness, has continued to support the fantastic work of the Streets to Homes program. A grant to this vital program of \$117,810 has provided funding for 17 rental supplements for a 21 month period beginning April 1, 2013.

With this support, the Streets to Homes program continues to provide a number of supports to 120 individuals in need throughout the region.

The Streets to Homes program is a Housing First model that seeks to place individuals who are experiencing homelessness directly into stable, permanent housing with the necessary support to ensure the individual remains stably housed. Managed by Pacifica Housing, the program secures housing, integrates services, and improves coordination to more effectively deliver the necessary services to people experiencing homelessness and mental health and/or substance use challenges.





homelessness partnering strategy

The Federal Government's Economic Action Plan, 2013, announced nearly \$600 million for the Homelessness Partnering Strategy (HPS) for five years, from April 1, 2014 to March 31, 2019. The HPS 2014 - 2019 promotes strategic partnerships to assist people experiencing homelessness and those at-risk of homelessness move towards greater self-sufficiency, with a focus on housing solutions and the appropriate supports. This includes the recognition that a stable living situation provides the foundation necessary for improving health, education, and employment in a long-term and sustainable way.

HPS 2014 - 2019 adopts a Housing First model towards addressing the diverse needs within the community through a specific evidence-based approach towards reducing homelessness. Key to this model is the ability to rapidly move individuals experiencing chronic or episodic homelessness from the street or shelter into stable, long-term housing, with supports. The access to stable housing that is provided through this model establishes a platform for the delivery of services critical to addressing the issues frequently faced by those individuals experiencing chronic or episodic homelessness.

For Greater Victoria, the HPS 2014 - 2019 funds are delivered through the Community Entity Model in two distinct streams: Designated Funding and Aboriginal Priority Funding. Employment and Social Development Canada (ESDC), based on a recommendation from the Coalition, entrusts the Capital Regional District (CRD) with the ability to select and manage the initiatives within the area.

In terms of dollars and cents, the HPS represents an investment of \$531,270 per year in sub-project funding directly from the Government of Canada totaling \$2.66 million over the five-year program.

Combined with a strong focus on enhancing our region's existing Housing First initiatives through partnerships and collaboration, these resources will ensure that we have the tools necessary to provide appropriate types of housing and support programming for individuals experiencing, or at imminent risk of, chronic homelessness.

homelessness prevention fund

The Homelessness Prevention Fund (HPF) is an initiative of the Coalition and ten partner organizations. It provides emergency assistance grants to individuals and families in Greater Victoria who are in financial need and at risk of losing their housing. Recipients do not have to repay the grant, but can only receive it once in a 12 month period. With the generosity of a private donor, the fund was established at the Victoria Foundation in January 2011.

The 2013/14 the HPF distributed almost \$40,000 in grants to those that have exhausted all other means of help. From April 1, 2013 to March 31, 2014, the HPF helped 70 individuals and 22 families. With a maximum grant of \$500, most recipients (85%) used the funds for emergency rent top-up. The remaining 15% received help with damage deposits or utilities.

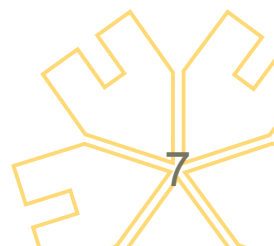
Since 2011, the Homelessness Prevention Fund has issued more than \$133,000 in grants, helping to keep 323 households from falling into homelessness.

centralized access to supportive housing

The result of five Coalition partners from the Service Integration Working Group collaborating to simplify the intake process for supported housing, the Centralized Access to Supported Housing (CASH) program is a cross-organizational hub for collecting applications and referrals to mental health and addictions supported housing in Greater Victoria. Prior to the creation of CASH, each supported housing provider had its own unique referral and intake process. With CASH in place there is now a single intake process for assessing and matching housing based on the client's needs and the supported housing site's service levels.

From April 1, 2013 to March 31, 2014, CASH received 669 referrals for supported housing. Of those, 254 have been housed. The remaining referrals are on the waitlist or their applications have been closed (due to housing no longer being required, loss of contact with referred, or the needs of the client are too high or low for supported housing).

For more information: www.victoriasupportedhousing.ca



communications

PRIORITY: Raise the profile of homelessness issues in Greater Victoria.

Using a Strategic Communications Plan developed with the input of the Community Engagement Working Group, the Coalition works to place homelessness front and centre in decision-makers' minds and create public awareness of how to end homelessness.

community awareness

Using the tools and platforms revamped in 2012/13, the Coalition continued to build its audience and increase engagement online.

facebook

- 1,005 fans, a 27% increase over last year
- Averaged more than 100 engaged users each week
- Reached an average of 937 people each week
- Made an impression on more than 4,100 people each week

twitter

- 1,565 followers, a 37% increase over last year
- More than 3,000 interactions
- 1,215 mentions of @homeforhope

home for hope newsletter

- More than 630 people receive the newsletter bi-weekly

victoriahomelessness.ca

- More than 40,000 pageviews

home for hope blog

- Nearly 7,000 pageviews

In addition to the online activities of the Coalition, a number of community events were held throughout the year. These included:

- 'Poverty & Homelessness' All Candidates Forum cohosted by the University of Victoria Poverty Law Club.
- 'Poverty, Homelessness & Harm Reduction' All Candidates Forum hosted by members of the Downtown Service Providers.
- Youth Homelessness Community Forum
- Speakers Bureau Launch Event

homelessness is unacceptable

Building on the success of the February 2013 Homelessness is Unacceptable campaign, the Coalition extended the campaign through the BC Provincial Election.

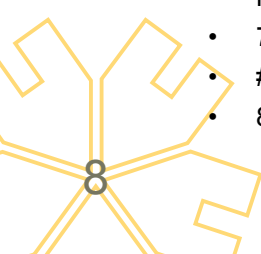
In addition to the social media engagement, the Coalition asked the public to send an 'postcard' to their MLA candidates with the Homelessness is Unacceptable message.

results

- More than 13,000 facebook impressions
- 762 facebook users engaged with the campaign
- #unacceptablyj was used 318 times on twitter
- 80+ email postcards sent to MLA candidates



Sample postcard sent to MLA candidate.





homelessness action week

Homelessness Action Week 2013 was October 13 to 17th. Using the week as an opportunity to raise awareness of the many hardworking organizations and groups working to end homelessness in Greater Victoria, the Coalition organized a community-wide Open House on Thursday, October 17, 2013. More than 25+ locations across Greater Victoria opened their doors, inviting the public to learn more about their work and the issue of homelessness. More than 160 people attended the inaugural event.

The Coalition also used Homelessness Action Week as an opportunity for local governments to show their commitment to ending homelessness and proclaim October 13 to 17, 2013 Homelessness Action Week. The Province of BC and nine municipalities took action and issued a proclamation.

Proclaimed Homelessness Action Week 2013

- Province of British Columbia
- City of Colwood
- City of Langford
- City of Victoria
- District of Central Saanich
- District of Highlands
- District of Oak Bay
- District of Saanich
- District of Sooke
- Town of Sidney

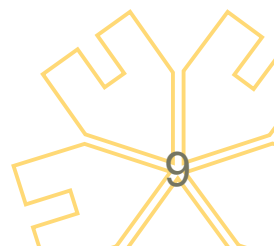
project connect

Project Connect is an annual one-day service and information fair for people experiencing homelessness and extreme poverty.

This year Project Connect was held at Our Place on October 22, 2013. It featured a wide range of free services including haircuts, ID replacement, pet care, bike repair, portraits, acupuncture and much more.

- Approximately 600 participants attended and almost 100 volunteers helped make Project Connect a success
- 1,400 hamburgers and 600 hot dogs were served with all the trimmings
- 48 Greater Victoria service agencies attended to provide access to resources and information

Participants were offered a care pack filled with items donated by the Greater Victoria community. Each care pack is custom made for the participants, they are able to select from items such as: socks, toques, gloves, deodorant, toothbrushes, soap, and granola bars based on their individual need.





PRIORITY: Identify research priorities to contribute to knowledge and solutions for ending homelessness.

housing & homelessness in greater victoria

In September of 2013 the Coalition released *Housing and Homelessness in Greater Victoria*, a white paper analyzing the housing environment in the region. The paper explores the housing environment in Greater Victoria to determine where the gaps on the housing spectrum are, the amount of housing required to address those gaps and explores the cost and benefit of doing so.

In the white paper the Coalition calls for:

- 250 units of supportive housing
- 500 units of housing to be planned as supportive or affordable
- 1,500 units of affordable housing (subsidized or low rent)



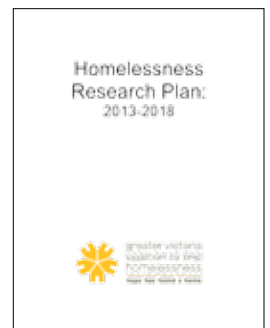
report on housing & supports

For the last six years, the Coalition has partnered with University of Victoria's Centre for Addictions Research of BC to undertake this ambitious research project. The 2012/13 report was released in September of 2013. Entitled *Facing Homelessness*, it tells the story of homelessness in the region by showing the key drivers of homelessness, key indicators of how many experience homelessness, and an analysis of the community response.



homelessness research plan: 2013 – 2018

The primary purpose of the *Homelessness Research Plan: 2013 – 2018* is to identify research priorities to contribute to knowledge and solutions for ending homelessness. The execution of this Plan is not the sole responsibility of the Coalition, but should provide guidelines for anyone intending to conduct research on homelessness issues in Greater Victoria.

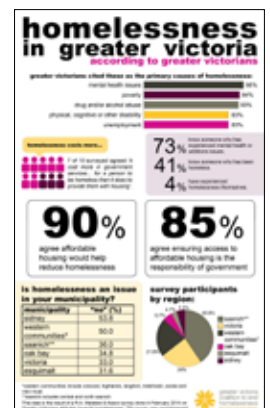


greater victoria attitude towards homelessness survey

The Coalition once again commissioned a R.A. Malatest & Assoc. survey of Greater Victorians and their attitudes towards homelessness. Commissioned annually, the surveys provide insight into how the community looks at the issue of homelessness.

Highlights of the survey results include:

- 90% agree affordable housing would help reduce homelessness.
- 85% agree ensuring access to affordable housing is the responsibility of government.
- 7 of every 10 people surveyed agreed 'it costs more in government services... for a person to be homeless than it does to provide them with housing'.



prevention



PRIORITY: Address preventing homelessness as a result of cognitive impairment, discharge to the street, youth at-risk and institutional barriers.

cognitive impairment

In the Fall of 2013 the Coalition completed a checklist addressing cognitive impairment. When paired with the training provided by Coalition partners, this checklist acts to better inform front line service workers about the individuals they may be dealing with. The training also recommends strategies for successful interaction. A number of training sessions were held throughout the fall and in early 2014.

youth at risk

Members of the Youth at Risk Prevention subgroup worked with a representative from School District 61 to develop a checklist for teachers. This checklist identifies early warning signs that a youth may be at risk of homelessness. The document also will provide teachers and schools with a recommended course of action and a list of relevant agencies. The *Youth Homelessness Checklist* and its companion guide will be available to teachers and councillors at the start of the 2014 school year.

reintegration

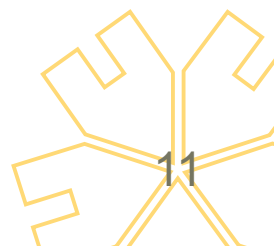


PRIORITY: Investigate programs and initiatives that enable those who have experienced homelessness to reintegrate meaningfully into broader society.

The Coalition engaged a practicum student between January and March of 2014 to conduct a survey of frontline service workers throughout Greater Victoria. Based on that work the Service Integration Working Group is following up on a research project to better understand the barriers facing those who would like to move from supportive housing to a more independent environment.

"We will die a whole lot quicker by pneumonia... Staying outside one night and freezing to death isn't likely to happen here, but we can be dead in three days by pneumonia."

– Robert



aboriginal homelessness



PRIORITY: Work with Aboriginal community and key stakeholders to assist in establishment of specific, meaningful and culturally responsive housing and support initiatives.

2013/14 saw two new Aboriginal housing initiatives created, Siem Lelum and Hope Centre.

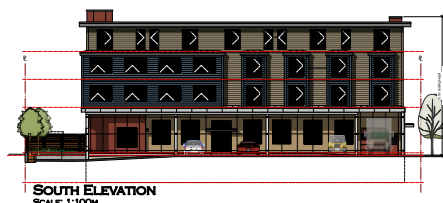
siem lelum

- The Victoria Native Friendship Centre opened the doors of Siem Lelum Phase I in June 2013, providing 26 units of housing for grandparents raising grandchildren, young families and single adults 19 to 25 who work or attend school. Siem Lelum is Salish for Respected House and reflects the vision to develop a safe, affordable, supported and holistic “urban village” where life-long skills and a healthy lifestyle will be modeled, and necessary resources will be provided.
- Renovations on Phase I began in early 2013 and involved renovating the existing building on the east side of the property to create 26 permanent apartments. Through these renovations, 14 studios apartments, three one-bedroom apartments and nine small family apartments have been created. The approximate cost of the renovations totals \$1.1 million with the project being funded in partnership between the Government of Canada’s Homelessness Partnering Strategy (HPS) – Aboriginal Homelessness funding, the Capital Regional District’s Housing Trust Fund, the Canada Mortgage and Housing Corporation, and the City of Victoria.



hope centre

- Hope Centre was removed from the PHPL in September 2013, following the proposal’s full funding. Since then ground has been broken in Sooke for the new 25 unit housing development. Hope Centre, a partnership between the Society of St Vincent De Paul – Vancouver Island and the M’akola Group of Societies, is designed to provide Aboriginal youth and adults who are experiencing or at risk of homelessness with access to more affordable rental housing.
- Partners for the Hope Centre include:
 - Government of Canada provided over \$1.8 million.
 - BC Government provided approximately \$1 million and \$781,897 in construction financing towards the affordable rental housing component.
 - District of Sooke provided \$80,000.
 - Capital Regional District’s Regional Housing Trust Fund provided \$375,000.
 - M’akola Housing Society contributed \$375,000.
 - Society of Saint Vincent de Paul – Vancouver Island provided the land valued at \$370,500 and will provide over \$1.2 million in long-term financing through a third party lender for the commercial portion.
 - M’akola Housing Society and the Society of St Vincent de Paul – Vancouver Island jointly provided \$34,532.
- Construction is estimated to be complete by October 2014.





PRIORITY: Engage with the experiential community to find solutions to homelessness.

street survival guide

Thanks to funding provided by the United Way of Greater Victoria, in 2013 the Coalition released the first ever *Greater Victoria Street Survival Guide* (Street Survival Guide). The Street Survival Guide provides information on resources and services available in Victoria to survive, and move on from, homelessness.

Created by a group of volunteers with street-life experience, the guide contains more than 80 resources, including; housing, food, laundry, harm reduction services and more. As of March 31, 2014, the guide had been updated three times and 3,000 copies had been distributed to those in need.

The Victoria Foundation has generously provided the Coalition with a grant to regularly update the guide and print additional copies.



social inclusion advisory committee

Following the success of the Street Survival Guide development team and the high level of engagement at the Speak Up Dinner Forums in 2013, the Coalition developed the Social Inclusion Advisory Committee (SIAC). Meeting monthly, SIAC is comprised of people who have experiences of homelessness in Greater Victoria.

In November 2013, the Coalition hosted a mixed tables dinner with SIAC, Leadership Council (LC) and Management Committee (MC) members. The dinner was an opportunity to discuss the issue of homelessness and inform LC and MC members prior to strategic planning meetings.

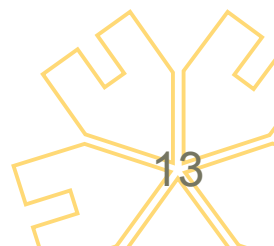
Members of the SIAC Committee played a lead role co-organizing Homeless Persons' Memorial Day with members of the Committee to End Homelessness. Homeless Persons' Memorial Day was held on December 21, 2013, the longest night of the year, and is an opportunity to honour and remember those who have died on the streets of Greater Victoria.

speakers bureau

The Speakers Bureau is a group of individuals who have experienced homelessness and want to share their story. Through funding provided by the United Way, the Coalition has provided training for these individuals to speak publicly about their personal experiences – putting a face to homelessness. Our speakers address a variety of issues from mental illness, substance use issues, domestic violence, disability issues, and unemployment. In addition to the problems surrounding homelessness in Greater Victoria, our speakers will also discuss the solutions and their personal successes. Since launching in October 2013, the Speakers have spoken at seven different events, from schools, to business groups to media interviews. At each event the Speakers have been well received and in many cases generated referrals for future engagements. www.victoriahomelessness.ca/speakers-bureau

"Homeless people should never give up. There is always hope. You just have to find the right people or make the right connection to get help and move on."

– Montana





To the members of Greater Victoria Coalition to End Homelessness Society

We have audited the accompanying financial statements of Greater Victoria Coalition to End Homelessness Society, which comprise the statement of financial position as at March 31, 2014, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for qualified opinion

In common with many non-profit organizations, the Society derives revenue from donations and fundraising, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society and we were not able to determine whether any adjustments might be necessary to revenues, net revenue, assets and net assets.

Qualified opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of the Greater Victoria Coalition to End Homelessness Society as at March 31, 2014, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

audited financial statements



Greater Victoria Coalition to End Homelessness Society Statement of Operations

Year ended March 31	2014	2013
Revenue		
Government grants (Note 6)	\$ 518,331	\$ 468,390
Contributions from other registered charities (Note 6)	169,369	137,006
Interest	6,896	8,946
Corporate donations	5,774	6,193
Individual donations	8,315	5,183
Miscellaneous revenue	1,339	-
Membership fees	1,085	1,304
	<u>711,109</u>	<u>627,022</u>
Expenses		
Amortization	4,301	7,398
Communications and consultation	20,996	63,587
Council and committee meetings	4,189	2,355
General administration	40,280	30,199
Grant transfer	-	117,810
Loss on disposal of asset	774	332
Professional fees	8,610	10,201
Programs (Note 7)	312,013	215,130
Rent	6,020	6,020
Wages and benefits	222,571	210,480
	<u>619,754</u>	<u>663,512</u>
Excess (deficiency) of revenue over expenses	\$ 91,355	\$ (36,490)

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society Statement of Changes in Net Assets

Year ended March 31	2014			2013
	Invested in capital assets	Unrestricted	Total	Total
Balance, beginning of year	\$ 9,075	\$ 253,922	\$ 262,997	\$ 299,487
Excess (deficiency) of revenue over expenses	(5,075)	96,430	91,355	(36,490)
Additions to capital assets	7,355	(7,355)	-	-
Balance, end of year	\$ 11,355	\$ 342,997	\$ 354,352	\$ 262,997

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society Statement of Financial Position

March 31	2014	2013
Assets		
Current		
Cash and cash equivalents	\$ 369,800	\$ 593,116
Term deposits	200,000	-
Accounts receivable	1,582	9,774
Prepaid expenses and deposits (Note 3)	19,815	10,854
	<u>591,197</u>	<u>613,744</u>
Capital assets (Note 4)	<u>11,355</u>	<u>9,075</u>
	<u>\$ 602,552</u>	<u>\$ 622,819</u>
Liabilities		
Current		
Payables and accruals	\$ 14,037	\$ 27,653
Deferred contributions (Note 5)	234,163	332,169
	<u>248,200</u>	<u>359,822</u>
Net Assets		
Invested in capital assets	11,355	9,075
Unrestricted	342,997	253,922
	<u>354,352</u>	<u>262,997</u>
	<u>\$ 602,552</u>	<u>\$ 622,819</u>

On behalf of the Board

Gordon S. Gunn

Director

[Signature]

Director

Greater Victoria Coalition to End Homelessness Society Statement of Cash Flows

Year ended March 31	2014	2013
Increase (decrease) in cash and cash equivalents		
Operating		
Excess (deficiency) of revenue over expenses	\$ 91,355	\$ (37,037)
Loss on disposal of assets	774	332
Amortization	4,301	7,398
	<u>96,430</u>	<u>(29,307)</u>
Change in non-cash operating working capital		
Accounts receivable	8,192	(3,499)
Prepaid expenses and deposits	(8,961)	(5,163)
Payables and accruals	(13,616)	18,853
Deferred contributions	(98,006)	(132,744)
	<u>(112,391)</u>	<u>(122,553)</u>
	<u>(15,961)</u>	<u>(151,860)</u>
Investing		
Purchase of term deposits	(200,000)	-
Purchase of capital assets	(7,355)	(5,562)
	<u>(207,355)</u>	<u>(5,562)</u>
Net decrease in cash and cash equivalents	<u>(223,316)</u>	<u>(157,422)</u>
Cash and cash equivalents, beginning of year	592,569	749,991
Cash and cash equivalents, end of year	\$ 369,253	\$ 592,569

See accompanying notes to the financial statements.

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society Notes to the Financial Statements

March 31, 2014

1. Purpose of the Society

The Greater Victoria Coalition to End Homelessness Society (the "Society") was incorporated on July 25, 2008 under the Society Act of British Columbia. The Society's purpose is to engage community organizations, governments and non-governmental agencies to work in partnership with each other and the broader community to lead and drive the commitment to end homelessness in the Capital Regional District of British Columbia. The Society received status as a registered charity effective April 1, 2009.

2. Summary of significant accounting policies

Basis of presentation

The Association has elected to apply the standards of Part III of the CICA Accounting Handbook in accordance with Canadian accounting standards for not-for-profit organizations.

Revenue recognition

The Society follows the deferral method of accounting for contributions.

Operating grant revenue is recognized in the year for which the grant is awarded. Accordingly, operating grant revenue awarded for periods subsequent to the current year is deferred to the next fiscal year.

Restricted contributions related to general operations are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions are recognized as revenue in the year received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Cash and cash equivalents

Cash and cash equivalents include cash on hand and balances with banks and highly liquid temporary investments with maturities of three months or less.

Amortization

Rates and bases of amortization applied to write off the cost less estimated salvage value of capital assets over their estimated lives are as follows:

Furniture and equipment	20%, straight-line
Computer hardware and software	33-1/3%, straight-line

Greater Victoria Coalition to End Homelessness Society Notes to the Financial Statements

March 31, 2014

2. Summary of significant accounting policies (continued)

Use of estimates

In preparing the Society's financial statements, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenue and expenses during the year. Actual results could differ from these estimates.

Financial instruments

The Society's financial instruments consist of cash and cash equivalents, accounts receivable, term deposits, and payables and accruals.

Financial instruments are recorded at fair value on initial recognition and are subsequently recorded at cost or amortized cost, unless management has elected to carry the instruments at fair value. The Society has not elected to carry any such financial instruments at fair value.

Volunteers

Volunteers contribute an indeterminable number of hours to the Society across its operations. Since no objective basis exists for recording and assigning fair values to donated time, the value of this time has not been reflected in the accompanying financial statements.

3. Prepaid expenses and deposits

Prepaid expenses and deposits include amounts paid to local organizations to be distributed to individuals as part of the Homelessness Prevention Fund and the Streets to Homes programs. As of March 31, the undistributed portions of these funds were as follows:

	2014	2013
Homelessness Prevention Fund		
Our Place Society	\$ 16,180	\$ 3,626
Other	3,635	7,228
	<u>\$ 19,815</u>	<u>\$ 10,854</u>

Greater Victoria Coalition to End Homelessness Society Notes to the Financial Statements

March 31, 2014

4. Capital assets				2014	2013
	Cost	Accumulated amortization	Net book value	Net book value	
Furniture and equipment	\$ 11,008	\$ 7,958	\$ 3,050	\$ 4,332	
Computer equipment	37,436	29,131	8,305	4,743	
	<u>\$ 48,444</u>	<u>\$ 37,089</u>	<u>\$ 11,355</u>	<u>\$ 9,075</u>	

5. Deferred contributions

Deferred contributions relate to restricted operating funding received that relate to future years.

	City of Victoria	Victoria Foundation	United Way of Greater Victoria	Donations direct to Coalition	Total 2014	Total 2013
Balance, beginning of year	\$ 297,246	\$ 3,625	\$ 31,298	\$ -	\$ 332,169	\$ 464,913
Received during the year	-	63,840	99,995	1,139	164,974	243,117
	<u>297,246</u>	<u>67,465</u>	<u>131,293</u>	<u>1,139</u>	<u>497,143</u>	<u>708,030</u>
Less: recognized as revenue during the year	92,549	39,945	129,424	1,062	262,980	375,861
Balance, end of year	<u>\$ 204,697</u>	<u>\$ 27,520</u>	<u>\$ 1,869</u>	<u>\$ 77</u>	<u>\$ 234,163</u>	<u>\$ 332,169</u>



Greater Victoria Coalition to End Homelessness Society Notes to the Financial Statements

March 31, 2014

6. Grants

The Society's major funding sources are from contributions received from other registered charities and grants received from government sources as follows:

	2014	2013
Government grants		
Capital Regional District	\$ 225,000	\$ 225,000
Vancouver Island Health Authority	100,000	200,000
Corporation of the City of Victoria	192,549	38,138
Government of Canada	782	5,252
	<u>\$ 518,331</u>	<u>\$ 468,390</u>
Contributions from other registered charities		
United Way of Greater Victoria - Social Inclusion Program	\$ 129,424	\$ 93,707
Victoria Foundation - Homelessness Prevention Fund	39,945	43,299
	<u>\$ 169,369</u>	<u>\$ 137,006</u>

7. Program expenses

Program expenses consist of the following:

	2014	2013
Social Inclusion Program	\$ 129,424	\$ 93,707
Housing Strategy	92,549	38,138
Homelessness Prevention Fund	41,007	42,899
Unacceptable Campaign	26,925	34,369
Community Support – Miscellaneous	18,564	509
Homelessness Action Week/Project Connect	3,544	5,508
	<u>\$ 312,013</u>	<u>\$ 215,130</u>

8. Economic dependence

The Society receives a substantial amount of its funding from government sources and is dependent on this funding to maintain operations at current levels.

Greater Victoria Coalition to End Homelessness Society Notes to the Financial Statements

March 31, 2014

9. Related party transaction

Iconic Communications ("Iconic") is related to the Society as Iconic is owned by a family member of the Society's Executive Director. During the year the Society paid Iconic \$14,388 (2013: \$13,490) to develop a promotional campaign and design a housing report. The transactions were measured at their carrying amount.

10. Program allocations

The costs of programs detailed in Note 7 include the salaries and wages of personnel that are directly related to providing the services of the particular program:

	Housing Strategy	Social Inclusion Program
Personnel salaries have been allocated as follows:		
Housing Strategy Coordinator	100%	0%
Social Inclusion Coordinator	0%	100%

During the year, the Society began to allocate administration salaries and wages relating to the Executive Director, Manager of Stakeholder Relations, and Administrative Coordinator to the Social Inclusion Program at a flat rate of \$26,000 annually (2013: \$26,000).

11. Risk management

In the normal course of business, the Society is exposed to liquidity risk. The Society's primary risk management objective is to protect cash flow in order to support its operations. Risks are managed within limits ultimately established by the Society's Leadership Council and implemented by management.

The carrying value of cash and cash equivalents, term deposits, accounts receivable, and payables and accruals approximates fair value due to the relatively short-term maturity of these financial instruments. Unless otherwise noted, it is management's opinion that the Society is not exposed to significant interest, currency or credit risk arising from these financial instruments.



The Coalition's Leadership Council identified seven priorities for the Coalition to focus on in 2014/15. Working with the input of Working Groups and Committees, the Coalition identified objectives for each of those priorities and has prepared a Business Plan to address them.

housing

Encourage the development of residential and mixed use projects that provide additional affordable housing, supportive housing, and supported housing opportunities as well as work to support our partners protect the existing housing stock throughout the Greater Victoria region.

communications

Further develop and implement the Strategic Communications Plan, placing homelessness front and center in the minds of regional, provincial and federal decision-makers.

research

Support the production and integration of high quality evidence for ending and preventing homelessness in the Capital Region.

prevention

Continue implementation of the 2010 Coalition document *A Plan to Prevent Homelessness*.

aboriginal homelessness

Establish the specific, meaningful and culturally responsive initiatives needed to provide housing and support to Aboriginal individuals, families and communities.

economic inclusion

Encourage the development of programs and initiatives that enable those who have experienced homelessness to fully and meaningfully participate in broader society.

operations

Sound management of Coalition staff and resources, including the development of a business plan.



"They helped me back in January. Because of that I got to stay in my place. I had a roommate but my roommate left and I only had half the rent. The Homelessness Prevention Fund kept me off the street."

– Dee



housing

Housing units built since 2008:

Supportive Housing, 274 units

- Swift House, 23 units
- Clover Place, 18 units
- Siem Lelum Phase I, 26 units
- Camas Gardens, 44 units
- The 834, 12 units
- Olympic Vista, 36 units
- Mary Cridge Manor, 20 units
- Queens Manor, 36 units
- Rock Bay Landing, 23 units
- Abbeyfield Housing, 11 units
- Hope Centre, 25 units (opening October 2014)

Affordable Housing, 350 units

- 35 Gorge Rd., 68 units
- Vergo, 18 units
- Queens Court, 28 units
- Wing Building, 51 units
- Pembroke Mews, 25 units
- Magdelaine Court, 20 units
- Loreen Place, 52 units
- Waterway Apartments, 51 units
- Brackett Springs, 18 units
- Forest Heights, 19 units

programs

Streets to Homes. Launched in 2010, Streets to Homes was developed to house individuals in Greater Victoria experiencing chronic homelessness. Clients are housed using a 'housing first' approach, provide a home, supports for treatment and counselling without requirements based on sobriety.

Centralized Access to Supported Housing (CASH). Launched in 2012, CASH is a simplified intake process for supported housing in Greater Victoria. Rather than submitting applications at multiple agencies, a client submits a single application to a cross-organizational hub.

ACT & VICOT. Three Assertive Community Treatment (ACT) outreach teams and the Victoria Integrated Community Outreach Team (VICOT) – funded by Island Health. The teams take on small caseloads to provide access to housing to those experiencing homelessness, mental illness, addictions or serious chronic and acute health conditions.

Homelessness Prevention Fund (HPF) was launched in December 2010. The fund provides access to a one-time grant to be used towards rent or utility related expenses. Through the grant individuals and families are able to avert the threat of homelessness.

reports & publications

Finding Our Path: Aboriginal Housing and Homelessness – published in 2010 – addresses the need for specific and culturally appropriate initiatives to solve the crisis of Aboriginal homelessness.

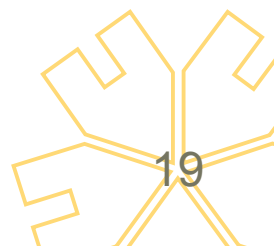
A Plan to Prevent Homelessness – published in 2010. As a result of the report the Homelessness Prevention Fund was created. The report calls for homelessness prevention by identifying target populations and trigger factors that lead to homelessness.

Housing & Harm Reduction – A Policy Framework for Greater Victoria – published in 2011 – was prepared by the University of Victoria's Centre for Addictions Research BC to guide the successful integration of harm reduction practices and philosophy into housing first strategies as they are implemented in our community.

Report on Housing & Supports – published annually 2009 to 2013 – is prepared jointly by the Coalition and the University of Victoria's Centre for Addictions Research BC. The report outlines data from six key areas of homelessness: housing, income, temporary accommodation, emergency shelters, and housing and outreach programs.

Housing Procurement Action Plan (HPAP) – published in 2012 – is an update of the Coalition's first housing procurement plan (prepared in 2008). This version includes revised timelines and sets out specific ways to meet the needs of Greater Victoria's residents for permanent housing with supports.

Solving Homelessness in British Columbia's Capital Region: A Community Plan – published in 2012 – the Community Plan is a summary of the common vision and strategies of Coalition partners to focus action over the next three years in Greater Victoria towards ending homelessness.



committees

leadership council

Co-chair: Dean Fortin, Capital Regional District

Co-chair: Eric Jordan, Community Director

Frank Bourree, Greater Victoria Chamber of Commerce

Leslie Brown, University of Victoria

Cheryl Damstetter, Island Health

Paul Gerard, Capital Regional District

Gordon Gunn, Community Director

Fran Hobbis, Downtown Victoria Business Association

Patricia Jelinski, United Way of Greater Victoria

Julianne Kasmer, Downtown Churches Association

Brenda Metropolit, Service Canada

Shayne Ramsay, BC Housing

Sandra Richardson, Victoria Foundation

Vicki Sanders, Capital Regional District

Lillian Szpak, Capital Regional District

Maja Tait, Community Director

Charlayne Thornton-Joe, Capital Regional District

Allen Tysick, Community Director

Mike Woodcock, Ministry of Social Development and Social Innovation

management committee

Roger Butcher, BC Housing

Jeanette Gault, Ministry of Social Development and Social Innovation

Henry Kamphof, Capital Regional District

Bruce Parisian, Victoria Native Friendship Centre

Maurice Rachwalski, Capital Regional District

Kelly Reid, Island Health

John Reilly, City of Victoria

Catherine Schissel, United Way of Greater Victoria

Kathy Stinson, Victoria Cool Aid Society

Charlayne Thornton-Joe, Leadership Council

Shannon Whissell, Cridge Centre for the Family

community engagement working group

Terry Edison-Brown, Anawim Companion Society

Katie Josephson, City of Victoria

Louise MacDonald, Victoria Foundation

Shannon Marshall, Island Health

Mary Katharine Ross, Community Social Planning Council of Greater Victoria

Alan Rycroft, Victoria Cool Aid Society

Heather Skydt, United Way of Greater Victoria

Shannon Whissell, Cridge Centre for the Family

Peggy Wilmot, Faith in Action

prevention working group

Judith Armstrong, Island Health

Jennifer Bilsbarrow, M'akola Housing Society

Suzanne Cole, Burnside Gorge Community Association

Beth Diprose, Boys & Girls Club of Greater Victoria

John Fawcett, School District #61

Amanda Gafter-Ricks, BC Public Service

Russ Godfrey, Tenant Resource and Advisory Centre

Irene Haig-Gidora, Victoria Cool Aid Society

Gordon Harper, Umbrella Society

Marna Johns, Vancouver Island Regional Correctional Centre

Yuka Kurokawa, Together Against Poverty Society

Kristen Kvakic, AIDS Vancouver Island

Karin Landra, Ministry of Children and Family Development

Samantha Lawrence, Ministry of Social Development and Social Innovation

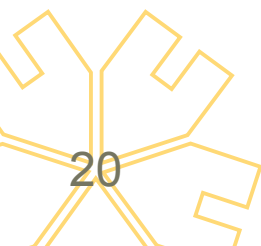
Hazel Meredith, BC Schizophrenia Society

Mark Muldoon, Threshold Housing Society

Kelly Newhook, Together Against Poverty Society

David Pitre, School District #61

Elaine Venables, Beacon Community Services





homelessness prevention fund

Laura Allen, Ministry of Social Development and Social Innovation
 Roberta Bell, Victoria Native Friendship Centre
 Emma Cochrane, Victoria Cool Aid Society
 Jordan Cooper, Our Place Society
 Grant Croswell, Society of St. Vincent de Paul – Vancouver Island
 Gina Denis, Victoria Cool Aid Society
 Brent Donovan, Mustard Seed Food Bank and Church
 Kristen Kowalko, Victoria Cool Aid Society
 Lynsey Madine, Pacifica Housing Advisory Association
 Kelly Moriarty, Ministry of Social Development and Social Innovation
 Kelly Newhook, Together Against Poverty Society
 Larry Stevens, Victoria Cool Aid Society
 Colleen Wolfe, Burnside Gorge Community Association

housing working group

Kevin Albers, M'akola Housing Society
 Roger Butcher, BC Housing
 Jim Bennett, Victoria Real Estate Board
 Kathie Chiu, Salvation Army, ARC
 Christine Culham, Capital Region Housing Corporation
 Karyn French, Pacifica Housing Advisory Association
 Henry Kamphof, Capital Regional District
 Kaye Melliship, Greater Victoria Housing Society
 Ian Munro, Island Health
 John Reilly, City of Victoria
 Kathy Stinson, Victoria Cool Aid Society

service integration working group

Laura Allen, Ministry of Social Development and Social Innovation
 Kathie Chiu, Salvation Army, ARC
 Terry Edison-Brown, Anawim Companion Society
 Don Evans, Our Place Society
 Karyn French, Pacifica Housing Advisory Association
 Jeanette Gault, Ministry of Social Development and Social Innovation
 Bruce Parisian, Victoria Native Friendship Centre
 Joe Power, Island Health
 Kathy Stinson, Victoria Cool Aid Society

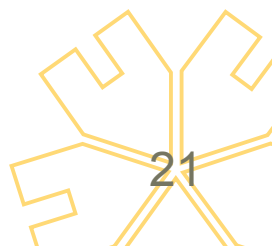
social inclusion advisory committee

Co-chair: Hilary Marks

Diane C.
 Michelle C.
 Chris C.
 Craig D.
 Dave L.
 Nathan M.
 Rory M.
 Brian O.
 Michael W.
 Malcolm
 Michelle
 Raymond
 Rod
 Sean
 Sean
 Simon
 Star
 Tony

"For about six to seven years, every six months, I phoned in to BC Housing and made sure everything was updated and where was I sitting in the waiting list for BC Housing. Then I got a letter [after submitting a supplemental form] and they said weren't going to help me because I don't have a mental health issue and don't have an addiction. That was a big let down."

– Aaptaa





www.victoriahomelessness.ca



facebook.com/homeforhope



[@homeforhope](https://twitter.com/homeforhope)



www.homeforhope.ca (blog)