



greater victoria
coalition to end
homelessness

hope has found a home

Community Planning Day Summary

A Collaborative Outcome Framework to Address Homelessness in the Greater Victoria Capital Region

June 5, 2019

Facilitation Team Leaders:

Kelly Roth & Susana Guardado

Observer / Photographers:

Clare Pugh & Malcolm Sword

Document Writer/Designers:

Annette Wierstra & Kelly Roth

Facilitation Team:

Emily Jackson

Janine Theobald

Lisa Crossman

Nick Scott

Stef Hardman

All name lists are in alphabetical order.

Table of Contents

Introduction	3
Background	3
5 Priority Outcome Areas.....	3
Community Planning Day.....	4
Celebrating the Past.....	4
Looking to the Future.....	5
Next Steps	5
Outcome Area: Support Services (SS)	6
Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Support Services.....	6
Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Support Services.....	11
Support Services Planning Template	13
Outcome Area: Housing (HO)	16
Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Housing.....	16
Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Housing.....	21
Housing Planning Template	23
Outcome Area: Advocacy and Awareness (AA)	26
Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Advocacy and Awareness.....	26
Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Advocacy and Awareness.....	29
Advocacy and Awareness Planning Template	31
Outcome Area: Prevention Support (PS)	32
Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Prevention Support	32
Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Prevention Support	36



Prevention Support Planning Template.....	38
Outcome Area: Collaboration and Leadership (CL)	41
Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Collaboration and Leadership	41
Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Collaboration and Leadership	45
Collaboration and Leadership Planning Template	47
Appendix 1: Discussion on Measurements.....	48
Appendix 2: Community Planning Day Participants	50



Introduction

Background

The process for the Greater Victoria Coalition to End Homelessness (GVCEH) Community Planning Day is grounded in collaborative social development practice. The intention of this practice is to build and deepen community relationships facilitating trust and ultimately resulting in Collective Impact. Collective Impact is the outcome of community coordination, collaboration and the partnerships necessary to address the complex social issue of homelessness. This practice will support the humans experiencing homelessness in our region to live healthy lives.

The Housing First Outcomes Map was initiated through a comprehensive community engagement process in 2016. In April 2017 a community engagement process resulted in the determination of nine priorities. It was determined that 3-5 priority areas would be a realistic number of outcomes for the 2019-2020 Community Plan. A consensus building process provided the members of the Working Groups the opportunity to engage in an in-depth dialogue. This allowed a thoughtful and intentional negotiation of priority outcomes. These discussions happened throughout the month of May at the regularly scheduled Working Group monthly meetings; May 14th, 15th and 22nd. Systems Improvement, Monitoring and Evaluation and Community Engagement and Communications Working Group members provided the leadership that resulted in the determination of the 5 Priority Outcome Areas. In addition, the Youth Task Force held an Implementation Planning Day, May 10 to determine youth prevention of homelessness priorities that will be included in this document.

5 Priority Outcome Areas

Support Services (SS)

- A. People experiencing homelessness quickly and equitably receive the support they need over the course of their journey;
- B. Support services have the mandate and capacity to deliver services.

Housing (HO)

A supply of accessible, appropriate, safe and person-centred housing is available.

Advocacy and Awareness (AA)

Communities and neighbourhoods are inclusive, empathetic, compassionate and welcoming of people experiencing homelessness; facilitated through advocacy and awareness and our collective experience of homelessness.

Prevention Support (PS)

People are prevented from becoming homeless.

Collaboration and Leadership (CL)

Leadership at all levels of community and government share a common sense of purpose; are effective, collaborative, supportive and inclusive.



Community Planning Day

These five outcomes provided the platform for planning at the Community Planning Day on June 5, 2019 through a collaborative process inclusive of all GVCEH Working Groups as well as broader community engagement. Representatives from organizations, government, and people with lived experience (PWLE) came together to review the outcome areas both reflecting on the current situation and hopes and plans for the future.

Celebrating the Past

The morning of the Community Planning Day was a celebration of all the work that is being done to alleviate homelessness in the Greater Victoria Capital Region District. Participants created trees collages that described and documented work that they were part of. These trees reflected various levels of success using the following symbols:



Leaves include current activities, programs, strategies, or initiatives



Caterpillars mean that the activities, programs, strategies, or initiatives have been measured.

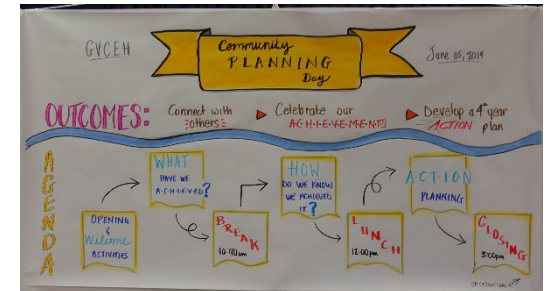


Butterflies mean that the activities, programs, strategies, or initiatives are running successfully.



Flowers are stories or testimonials about the activities, programs, strategies, or initiatives

The information collected on these trees are collated in the Celebrating the Past section for each outcome in this Summary.



Looking to the Future

For the afternoon of the Community Planning Day, participants reflected on each of the outcome areas. The intention was to identify Activities, Programs, Strategies, or Initiatives while considering:

1. What work is currently being done that needs to be continued?
2. What new work needs to be done to end homelessness?

These ideas are collated in the Looking to the Future section for each outcome in this summary. From the long list of ideas, participants then narrowed their focus to a few items and developed a quick, high level plan for potential implementation. These plans are collated in this summary in the Planning Template section for each outcome.

Next Steps

Working Groups will receive this Community Plan Summary of the work done at the planning day. All of these ideas and suggestions will be reviewed. The groups will review the outcomes that are more specific to the and will be using these Plans to frame and guide their work over this next year. If anyone was unable to attend the planning day or would like to add some additional information, they can contact the coalition.

























Outcome Area: Support Services (SS)


























A. People experiencing homelessness quickly and equitably receive the support they need over the course of their journey;

B. Support services have the mandate and capacity to deliver services.





















Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Support Services

LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Offered 'prep' program to Cool Aid Housing tenants and guests.			 We reached isolated individuals by doing testing at housing sites. Guest of tenants with no supports got tested and treated.	
 Pacifica Housing Helped myself and others I know and still are.			 Pacifica is #1 on support as long as you need their help support.	Tracee Szlzyry
 Funded staffing at Cottage Grove.				Ian, VIHA
 Lasting Homes Program by CRD & Pacifica				Christine, VIHA
 VNFC Community Lunch (Weekly)				
 Introduced a pharmacy delivery program to Cool Aid Housing				Holly, VCAS
 VNFC Seasonal Shelter				
 Out of the Rain				Jenn Mortimer, Beacon
 Peer Housing Support Team				Lisa Crossman
 Engaged tenants at Millstream Ridge to create an inclusive community environment				
























LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Started Foundations program (Social inclusion, CSFE skills, community)				Threshold
 Introduced a Health Outreach position to our CHC (Cool Aid)				
 Mental Health Diversion and Response				
 REES Casual Labour Pool (Cool Aid)			 Multiple Success stories of individuals moving to regular employment.	VCAS
 2 Peer Support workers hired at SSUP SCO emerging Peer Support Program				
 Completed an evaluation with new RHFP tenants at Millstream Ridge to assess success of transitions into housing.				
 Food bank?				
 HWH secured funding to hire an outreach worker to connect with women that are homeless.			 A woman who was living in her car and pregnant was helped to find transitional housing 3 years ago. She journeyed through detox treatment and now has 2 children in permanent housing.	Amanda Seymour
 Next steps to Employment (OPS)				Linda McLean
 Client Recovery Planning to ensure appropriate supports in place.				Ian VIHA
 In partnership with the ACEH, the Priority One Project was created (CoolAid)				
 Homelessness Partnering Strategy (HPS) funding for support services for housing individuals.				





LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Reaching Home Program funding housing outreach to house and support homeless individuals.				
 Based on...with the assistance of a Person with Lived Experience				
 Coalition Inclusion Team			 Created a working knowledge of systems, people, programs for staff.	Lisa Crossman
 Added Mental Health Navigation to Support Team (Threshold)				Colin T.
 Homelessness Prevention Program			 Is a requirement	Jenn Beacon
 Youth Outreach Program (PHS)				Elissa, PHS
 Same day walk-in appointments (Island Health)				Trudy, Island Health
 Winter Craft Fairs for emerging artists (Summer Market Supports)				nmethot@coolaid.org
 Opened an Overdose Prevention Unit at Rock Bay Landing.				Holly, VCAS
 Coalition PWLE Steering Committee				Lisa Crossman
 Mindfulness Program (YM-YW)				
 Free OR with Medical VNFC <ul style="list-style-type: none"> • Acupuncture • Massage Therapy • Plant Medicine • Doctor/Nurse Practitioner 				VNFC



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 AVI support workers work with people to prevent loss of homes/housing and connect people living with HIV/HCV to housing				Karen, AVI
 713 ICM Team (AVI & IH) focusses on preventing homelessness and connecting people to housing.				Karen, AVI
 HWH Case Manager's connect women to housing services.			 One woman had multiple children in care and was homeless. She secured housing kept the baby she was pregnant with and over the next 2 years had her other children returned.	Amanda Seymour
 Youth Self Sufficiency Program (YES)				
 Peer Support Housing Working Group			 Peer Housing Support. Lissons ONell (?) supports all who need and want help.	Lisa Crossman
 Food Security (SSVP)				
 Every Step Counts Running/Walking Group (10 Years!!)				Cool Aid
 Island Health Single Point of Access, reducing need to "chase" services. "Right door; first contact."			 So nice to speak to one person- not handed off.	Trudy, Island Health
 Therapeutic Recovery Community (OPS)				Linda McLean
 FN Support addressing historical trauma				
 Development of primary care networks and MHSU services in Western Communities (Island Health)			 Happy to not travel downtown for support	Trudy, Island Health



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Culturally appropriate services to support indigenous persons in their housing.			 Individuals who have been chronically homeless are successfully housed due to cultural supports (VCAS)	CRD-HPS & Reaching Home funding

Additional Notes:

- The support services NEEDS more people with their personal experiences of lived events
- Ensure space for feedback from people who were not at the meeting
- Inventory



Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Support Services

<p>Coordinated Approach:</p> <ul style="list-style-type: none"> • More outreach workers with continued or increased coordination between support services • Front line workers and service providers meet and develop actions around outcomes. 	<p>People Centered Services:</p> <ul style="list-style-type: none"> • Focus on people-centred approaches to choice and human experience. • Person centered planning. Shared assessment children's services model currently happening within MCFD and community partnering. • Communication of entry 'into' system/service support access. • Train frontline staff to support individuals.
<p>Housing Programs:</p> <ul style="list-style-type: none"> • Targeted outreach for people who have experienced homelessness and systematic barriers for a long time. • Support/operating funds to support new housing projects (regional housing first program). • Rent banks (stabilization). • There needs to be an alternative to abstinence(?) base and low barrier housing. • Home support services criteria needs to be expanded. • Portable services to meet people in homes and help to support people with less than acute challenges (fewer barriers). 	<p>Inclusive, Culturally Relevant Support Services:</p> <ul style="list-style-type: none"> • Culturally informed services to meet needs of indigenous peoples. • Inclusion with clients. • Inclusive language in forms/application, led by PWLE • Continue to support the culturally specific programs such as the ACIH and Cool Aid Partners. • Culturally appropriate peer run home support. • Services sensitive to institutional racism and trauma. • More mobile outreach supports for FN homeless community <ul style="list-style-type: none"> ○ Long term ○ Intergenerational trauma ○ Develop programs that rebuild spirits ○ By FN peoples
<p>Support for Youth:</p> <ul style="list-style-type: none"> • Drivers training/licenses for youth with barriers • More supportive housing for youth: <ul style="list-style-type: none"> ○ Low barrier beds, ○ Second stage beds for mental health ○ Overall housing. 	<p>Transitional Support Services:</p> <ul style="list-style-type: none"> • Need transitional supports for people leaving support housing to live independently. • Vocational opportunities across the spectrum (volunteering to full employment)



<p>Mental Health Supports:</p> <ul style="list-style-type: none"> • Communication of mental health navigation roles. • More long-term mental health supports, hospitals, treatments. • Adequate and appropriate and wrap around support for those struggling with mental health struggles. 	<p>Addiction Supports:</p> <ul style="list-style-type: none"> • Need to separate the conflation of addiction and mental health. Not enough supports in either area. • On demand accredited treatment with an exit plan (without stigma), options. • Immediate access to detox with direct access to stabilization. • Walk in detox. • Addition supports for homeless.
<p>Funding Support Services:</p> <ul style="list-style-type: none"> • Invest more money in the programs that work. • Coordinating and alignment of funding priorities between government and funders. 	<p>Support Staff:</p> <ul style="list-style-type: none"> • Staff support to prevent burnout and foster new ideas, innovation, and creativity. • More supports in housing. We have much higher acuity than 10 years ago and not increase in staff.
<p>Timely Support:</p> <ul style="list-style-type: none"> • People receive services as they need them. • Wait so long for support people become reluctant, lose courage, or motivation. • People have access to services needed immediately, not by luck. 	<p>Transparency and Open Communication:</p> <ul style="list-style-type: none"> • Consistent knowledge sharing for policy updates. • Support services is a closed environment: Secretive, hard to get into, lack of PWLE.



Support Services Planning Template

ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Build a wrap around support system to help families and individuals to navigate the system to address barriers contributing to their risk of homelessness support not attached to an agency. Using existing community resources and building collaborative capacity. Focussed on people using shelters, gendered lense.	This model exists in children's services. A blueprint pilot project (in second stage).	Proposed Team Lead: Proposed Team Members: <ul style="list-style-type: none"> Coalition Burnside Her Way Home MLFD Cridge VTW SVDP Evaluation Consultant 	<ul style="list-style-type: none"> Develop a proposal through NHS Solution Labs funding. Steering group to develop a trial plan to start the process. Obtain funding for an evaluator to work with community partners to implement and build a model that facilitates collaboration, develops a person centered planning process that empowers those supported. 	<ul style="list-style-type: none"> Existing model 1-2 system navigators Scattered shelter units Planning tools Training in best practice programs like Empath 	18 month pilot	<ul style="list-style-type: none"> Ongoing developmental evaluation.



ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
<p>STREET SURVIVAL GUIDE Single Point Access for Information:</p> <ul style="list-style-type: none"> • Print • Phone • On location • Online <p>Directory/One Stop shop</p> <p>For instance, ATM like setting with multiple choice as to what your needs are punching into the code of what crisis you are having.</p> <p>Create a single purpose portal technology.</p>	New	<p>Team Lead: Tracee Szczyry</p> <p>Proposed Team Members: Sub group of community engagement, communications, system engagement, and working group with PWLE</p>	<ul style="list-style-type: none"> • Gather focus group • Survey/inventory current resources: Street survival guide, 211. • Create a proposal (Uncomplicated but feasible to accomplish) • Identify location for information kiosks where they will be of best use. 	<ul style="list-style-type: none"> • Money • Time • Staff and volunteer support • Meetings locations and supplies • Technology experts (ie: for phone app/ coders) 	1 year pilot, 2 years total	<ul style="list-style-type: none"> • Everyone knows where to get help when in a crisis. • To be seen.
<p>Driver's license Training sponsorship for youth with barriers.</p>	New	<p>Proposed Team Lead: Sean</p> <p>Proposed Team Members: Jenn, Roberta, Jody, Troy, DVBA</p>	<ul style="list-style-type: none"> • Contact ICBC, DL training agencies 	<ul style="list-style-type: none"> • Money • Advocacy • Candidates • Car • Auto department at schools • Volunteers 		<ul style="list-style-type: none"> • Successful driver qualification.
























ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
COORDINATED SUPPORT SERVICES Support Services (SS) Outreach Services -Streets to Homes -Community Housing -Housing Outreach -DOS office (PS) -HART team -Landlord liaisons -Supportive Housing	Current	<ul style="list-style-type: none"> Pacifica Housing Cool Aid VicPD CRHC Coalition OPS PHS Comm Services PEERS VNFC ACEH Island Health BC Housing 	<ul style="list-style-type: none"> Comprehensive inventory of current funding investment in the region (Total \$ amount) -outreach workers -case workers -peer support workers -housing support workers 	<ul style="list-style-type: none"> Funding Coordination -Coordinated HMIS -CAA System 		<ul style="list-style-type: none"> Increased sustained long term housing for individuals Reduction in evictions Client centred outcomes achieved Increased personal wellness High level of success in transitions to independent living for those who choose
Peer Housing Support /Support Services Collaboration CRD housing support	New	Lisa, Chris, Stefanie	<ul style="list-style-type: none"> Meet and plan approach 	<ul style="list-style-type: none"> Community buy in 		<ul style="list-style-type: none"> Sufficient data is collected and informs practices



Outcome Area: Housing (HO)

A supply of accessible, appropriate, safe and person-centred housing is available.






























Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Housing

LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Millstream Ridge built (RHFP)				
 Opened Millstream Ridge RHFP Program			 Resident who transitioned from supportive housing got a job in a local appliance retailer. Residents who transitioned from supportive housing are working with CRHC to make change to traffic controls to make community safer for kids.	CRD
 Emergency Shelters				VCAS
 Supportive Housing			 Tenant at one of the sites was chronic street involved, has been housed for 10 years.	VCAS
 My Place transitional home				Linda McLean
 VNFC Housing				
 Foster homes (MCFD)				Laura
 National Housing Strategy passed				
 Created Regional Housing First Program (RHFP)				CRD
 PWLR Coalition Steering Committee				Lisa Crossman



























LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 With the future development of a mixed environment for equitable housing rentals.				
 Forrest House: 8 new units for youth				Colin T.
 Threshold expands target group to address service gaps				
 Opened Tally HO: 51 homes				
 Approved Croftonbrook RHFP Project				CRD
 Bought two properties in Sooke to build RHFP projects.				CRD
 Youth Outreach program				Elissa, PHS
 Increased \$ for Housing (Federal, BC Housing)				
 More housing coming soon (and later soon).				Sheila, BC Housing
 Investments in housing: \$90 million investment in City of Victoria, fed, provincial, municipality. 20% of 2010 rentals at shelter rates. (much more needed!)				City of Victoria
 Victoria Housing reserve: Funding to build affordable housing through partnerships (new funding opportunities)				City of Victoria
 Pandora Youth Apartments (YM-YW)				





LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Pandora Youth Apartments: 8 units, transitional housing			 Without PYA, I would still be being abused. Because of PYA, I got my teeth fixed and I haven't been suicidal.	Han
 Peer Housing Support Program				Lisa Crossman
 Peer Support Program, GVCEH				
 Peer Housing Support Program working group				Lisa Crossman
 Peer Support Participatory Action research with CAA system.				Lisa Crossman
 RHFP Housing, CRD Transition from supportive housing to more independent housing.				
 HWH Contracts with B& G club for 4 beds in their care home parenting program.				Amanda Seymour
 Approved Cedar Grove RHFP Project				CRD
 Threshold House: 8 new units for youth			 Access to a safe home with supports has given chance to heal and begin normalizing.	
 Opened Cottage Grove: 45 homes for seniors				Holly, VCAS
 Opened Mount Edwards: 78 homes for seniors			 Without housing here, a tenant would never have been able to have knee surgery. She can walk again.	Holly, VCAS
 Young mom's program (YM-YW)				



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Spa'Qun House, Jan 2020, ACEH, Indigenous Women				BCH, ACEH
 FN Women's Housing, transition supports				
 FN Stabilization housing. Low Barrier				
 919 Transitional Housing			 Senior male, absolutely homeless more than 3 years, active addiction, physical health, housed for 7 months, reduced use, psych stability	Linda McLean
 HWH Secured time limited funding to provide rent supplements to participants.				
 SHY Program (Scatterer (?) Housing for youth): 10 units				Colin T.
 Homelessness Prevention Program			 Yeah man!!	
 Rosalie's Village (SSVP): 40 unites affordable housing for women. <ul style="list-style-type: none"> • Single women up to SS • Single parents 				
 Rosalie's Village transitional housing support for women. 3 rd Stage up to 5 years.				
 3 shelter units at Rosalie's village in partnership with Burnside Gorge				
 HSP Funding for Rosalie's Village				



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 <p>PHS Johnson Street and Douglas Street supportive housing</p>				

Additional Notes:

In the future, homes/condos of mixed varieties; It is finally going to work positively.



Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Housing

<p>Increased Housing:</p> <ul style="list-style-type: none"> • Build more housing!! (x 4) • Government invest more in land/properties (empty lots) instead of buying buildings. Revenue generated by increasing property values (equity). Land can then be leased to non-profits/service providers which can find funding to put building on the empty lots. • Add to housing objective throughout the region. 	<p>Build Community:</p> <ul style="list-style-type: none"> • Incorporation of design in buildings that create opportunities of healthy community, belonging, and collaboration for tenants and staff. (Planners focus). • Creative design and programming to build community in new builds (e.g. to support aging in place).
<p>Affordable Housing:</p> <ul style="list-style-type: none"> • Affordable Housing: Stop inflation. This is a money issues, rent caps, raise wages, but keep rent/food the same. Be persistent. This is something the government needs to do. Rules and fines. Capitalism. Bad. • Community support welcoming the creation of new affordable and supportive housing options as a part of a diverse and inclusive and vibrant community. • More affordable housing options for families with multiple kids. • Consistent definition of affordability (not just subsidized/HILs, but below market as well) when municipal councils approve developments, ensure “affordable” housing relates to local income distribution. • On-going rent subsidies that don’t end. • Higher rent subsidies, more rent subsidies. 	<p>Focus on Diversity and Inclusion:</p> <ul style="list-style-type: none"> • FN housing with a support team to work though issues (i.e. eviction, prevention) • Gendered lens to housing insecurity. A model that addresses barriers and help build capacity to address situations that led to house insecurity. • Embracing new occupancy standards: tenants get input on what accessible occupancy standards for them. • Focus senior’s housingTargeted demographic, supportive housing: Youth, Seniors, Women • More mixed-use housing (incoming, demographics, age, etc.) • Pet friendly buildings



<p>Supportive Housing:</p> <ul style="list-style-type: none"> • Supportive recovery housing, 2nd stage on the continuum • Buildings set up for supports (e.g. operational funding, community space) • Her way home housing. 24 hr supportive housing • Wraparound supports as appropriate to work toward successful tenancy. • Youth 11-26: Joint collaborative venture MCFD, H, Community partners, BCH, to create a hub of supports in housing: <ul style="list-style-type: none"> ○ Low barrier beds, emergency ○ 2nd stage housing ○ 2 buildings or split housing 	<p>Scattered Sites:</p> <ul style="list-style-type: none"> • Scattered sited and increased support to programs like “street to home” • An outsider: More private landlords, scattered sites, increased programs like streets to homes. Support the landlords throughout the region for damage control? issues? • Have “subsidized” units in “market” buildings/rentals (not RAP or safer) • Zoning to support a variety of safe housing options throughout the region (i.e. granny suites, micro suites). • City mandated affordable units per building. City subsidizes the affordable units to \$375(ish).
<p>Work with Developers and Landlords:</p> <ul style="list-style-type: none"> • Supportive programs for landlords • Stronger incentives for developers to build more affordable housing. • Develop a relationship with property management companies to advocate for a direct payment of disability funds (with bad credit) are possibly safer than that of working adults with no savings (4-6 week wait for E.I. funds) 	<p>Transitional Supports:</p> <ul style="list-style-type: none"> • Focus on healthy exits from various systems or soft transitions from systems. • Housing focussed on healthy exits of systems: <ul style="list-style-type: none"> ○ Youth aging out fo care ○ Justice ○ Health ○ CYSN -> CLBC • Collaborative interagency process building capacity towards a wraparound process.
<p>Addictions Support:</p> <ul style="list-style-type: none"> • More managed alcohol and other drug housing options. Harm reduction oriented. • More flexibility in alcohol use for tenants who are moderate users <p>Broader definitions for “addictions” (i.e. food addict, sex addict, gambling) to qualify for CASH, etc.</p>	



Housing Planning Template

ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Create housing with supports to meet the needs of youth, 12 to those aging out of care and up to 26 years old, that has transitional options to move individuals through the spectrum of housing supports (only one kind of housing) we need those across the spectrum of all incomes and demographics.	Current that needs expanding (Pandora & Threshold)	<p>Proposed Team Lead:</p> <p>Laura Stratford</p> <p>Proposed Team Members:</p> <ul style="list-style-type: none"> Colin Tessier (Threshold) MCFD YMCA Health PHS BCH CRD Municipality (where land is) Community Association 	<ul style="list-style-type: none"> Send the money through partnerships, structures, supports Partner with funders, indigenous organizations Municipalities Land PWLE engaged in development/planning 	<ul style="list-style-type: none"> Capital Funding to operation supports Youth agreements Agreements with young adults Culturally informed Indigenous 		<ul style="list-style-type: none">



ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Develop a relationship with property management to advocate that people on disability (with bad credit) are low risk renters as they have a guaranteed income (4-6 weeks wait time for Unemployment Insurance).		Proposed Team Lead: Ken Krenbrink Proposed Team Members: -Kelly Roth Ready to Rent Pacifica Housing Market Rent Landlords	<ul style="list-style-type: none"> Determine first that nothing exists for this already (i.e. the homelessness provincial office newly opened. Draft a letter of our Intentions request communication of comments on proposal Establish who the property management companies are her in Victoria. Approach Ready to Rent to see if they are interested. 	<ul style="list-style-type: none"> Internet Obtain a real estate directory. Landlord BC 		<ul style="list-style-type: none"> The response or lack of response we get.
Continue to plan, approve and develop for occupancy, new RHF Projects	CURRENT	CRD Island Health CMHC BC Housing Coalition	<ul style="list-style-type: none"> New projects continue to be identified Projects need to be supported through approval processes Existing projects under construction need to be completed and occupied Adequate support services need to be in place (client-centred) 	<ul style="list-style-type: none"> 	2023	<ul style="list-style-type: none"> 370 new units online within the housing spectrum at provincial assistance rates























ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Work to leverage other housing resources being developed through provincial programs to help meet the needs of people experiencing homelessness (portion of units)	CURRENT	Coalition Members -BC Housing	<ul style="list-style-type: none"> • Monitor development of units within different programs • Work with housing providers to consider the use of units • Build relationships with organizations receiving funding for new units 	<ul style="list-style-type: none"> • Coordination, transparency, communication, collaboration 		<ul style="list-style-type: none"> •





















Outcome Area: Advocacy and Awareness (AA)

Communities and neighbourhoods are inclusive, empathetic, compassionate and welcoming of people experiencing homelessness; facilitated through advocacy and awareness and our collective experience of homelessness.















Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Advocacy and Awareness

LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Youth Engagement is a Thing				
 Focus on Information Accessibility: RTA Education sessions. Remove legal language			 Tenants started a drive for affordable renter's insurance after learning they weren't covered by RTA	Nicolas Methot, Cool Aid
 GVCEH sent Info packages to all municipal leaders/Mayors/council (elected)				
 Develop FN Workshops that are inclusive: Homeless & Community				Bernice
 Coalition PWLR Steering Committee			 Members feel that their voices are heard.	Lisa Crossman
 Community Advisory Committee (Burnside Gorge)				Sean, VicPD
 SSVP SCO Food with Dignity model for Food Pantry program and Free store established downtown.			 Daily positive feedback for those receiving services in the pantry.	
 Empowered Client Advisory Groups				Nicolas Methot, Cool Aid
 Youth Educating and Advocating about Homelessness (GVCEH)				



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 You Educating and advocating about Homelessness (YEAH) creating opportunities for change, growth and inclusion of the community.				
 YAY for Outreach frontline volunteers				
 Pandora Community Task Force				Linda McLean
 Approved Funding for 4 projects that provide supports to people who experience homelessness to achieve housing stability.				CRD
 Homeless Outreach worker.			 Expert worker receive positive feedback from people they have supported.	UNFC
 Low income artist gallery to animate new SSUP SCO Food Pantry				
 Creation of peer support positions on MHSU teams. Goal: Every team.				Trudy, Island Health
 Youth Outreach Services				Elissa, PHS
 More collaborative town hall opportunities between levels of government and communities.				
 Introduced our Indigenous Cultural Advisor Position; committed to reconciliation (VCAS)				Holly, VCAS
 Community & Neighbourhood Development downtown inclusive of business and differing opinions.				



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Approved 2 indigenous programs that provide experts to PWLE who are Indigenous.				CRD
 Peer Guidance for Frontline Staff Booklets.			 Produced this over 8 months! Casual staff at Cool Aid love it and regularly use it.	Nicholas Methot, Cool Aid
 Outcomes mapping day 2019				
 Renewed agreement with Government of Canada to administer the Reaching Home Program				CRD
 Speakers Bureau (GVCEH)			 Glad to have the opportunity speaking up. Positive, supportive letters sent to speaker by audience members.	
 Lawn signs that state wherever you've come from, you'r welcome in our neighbourhood.			 Has created awareness, community, and got people thinking.	

Additional Notes:

It's not completely accepted yet; It is a work in progress.

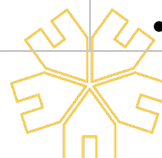


Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Advocacy and Awareness

<p>Storytelling:</p> <ul style="list-style-type: none"> • Personal stories on what happened and what helped. • Education opportunities for youth today, to share stories of youth homelessness and prevention with thought of creating allies in the future. • Share success stories more broadly with different neighbourhoods. • More speaker's bureau. For the people with lived experience. • Create a reaching home website. Stories of successful people and programs. • Communication strategies that support our shared experience of homelessness. Shifting our scope. Shaping our language. • Community art and demonstrations around homelessness. 	<p>Building Community/Neighbourhood Connections:</p> <ul style="list-style-type: none"> • Dialogue: Learning from each other. • Encourage people we serve/support to join neighbourhood associations. • Presentations to neighbourhood associations by Coalition and ACEH • Youth Task force present to neighbourhoods • Outreach to various communities (safe) • Safe open dialogue with broad community neighbourhood residents and businesses in the ongoing success of housing and supports. • Infiltrate neighbourhood associations to reduce bias and NIMBY. • Facilitate neighbourhood engagement around new housing development/health services implementation. • More inter-sector townhall opportunities with public and PWLE
<p>Accountability:</p> <ul style="list-style-type: none"> • Enforce decisions made in advisory sessions • Avoid tokenistic questions and advisory groups. Don't ask questions you aren't willing to act on. • Empowered client advisory groups. 	<p>Work on Destigmatizing Homelessness:</p> <ul style="list-style-type: none"> • Massive social campaigns around destigmatization of homelessness and addressing it collectively. • Normalizing homelessness through media, destigmatize, educate. • Education to reduce stigma.
<p>Develop Community within Programs:</p> <ul style="list-style-type: none"> • Development of community in housing. Extrinsic and intrinsic benefits for resident's sense of well-being and belonging. • "Welcome to Community" Group with introductions, hellos, orientation, baked goods. 	<p>Promote Diversity and Inclusion:</p> <ul style="list-style-type: none"> • Ensure territorial acknowledgements • No minimizing, belittling. To minimize is to talk down and downplay (on policies). Respect the voices of individuals. • Less doubt on client voices. Shifting perspectives to see diversity as a strength. Longer term, lots of types of actions are needed and a variety of formats of media types (TV, Ads, etc.)



<p>Promote Diversity and Inclusion:</p> <ul style="list-style-type: none"> • Ensure territorial acknowledgements • No minimizing, belittling. To minimize is to talk down and downplay (on policies). Respect the voices of individuals. • Less doubt on client voices. Shifting perspectives to see diversity as a strength. Longer term, lots of types of actions are needed and a variety of formats of media types (TV, Ads, etc.) 	<p>Provide Safe Spaces for Dialogue:</p> <ul style="list-style-type: none"> • Discomfort because we're not used to it. Distance = Fear • Emotional support training to teach anti-oppression. (So we are not being treated differently depending on what we look like/who we bring to meetings. • Feeling safe and not judged (it goes both ways). All voices respected through facilitation (encourage the diverse perceptions and opinions.) • Mediator at public events to support PWLE
<p>Connect People to Resources:</p> <ul style="list-style-type: none"> • Anyone can access information at anytime of day. 24/7 support. • Less wait times for receiving advocacy. Less barriers. Understanding best practices around client needs. • Engaging more with school systems around what supports are available. • Subsidized bus services for those below the poverty line allowing for access to resources. • MCFD liaison to advocate for youth aging out of care and inform them of resources available to them, thus creating awareness. • Neighbourhood meetings educate about who the people are, services where the people can get stuff (food, clothing, medical services) 	<p>Inter-sector Collaboration:</p> <ul style="list-style-type: none"> • Include leadership levels in advocacy and awareness • Connecting with city councils, land use communities, neighbourhood associations. Having PWLE representation speaking to these issues especially outside of the City of Victoria. • Government organizations directed to collaborate through all levels: Fed, Prov, Muni, Community • More tenancy around tenancy, metis, government institutions. • Apply for and provide delegation presentations to local government on the deed for and positive benefits of effective housing and support programs. • City Council to become better at educating the system and public on awareness. • Include people with lived experience in policy, planning actions (i.e. regional meeting, experience of homelessness in accessing services.)
<p>Develop Community within Programs:</p> <ul style="list-style-type: none"> • Development of community in housing. Extrinsic and intrinsic benefits for resident's sense of well-being and belonging. • "Welcome to Community" Group with introductions, hellos, orientation, baked goods. 	<p>Other Ideas:</p> <ul style="list-style-type: none"> • Advocacy for those in corrections • Advocacy that is not restricted or too structured. Wider range of support. • Change can't come without "crunchy" ideas.



Advocacy and Awareness Planning Template


















ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Promote ongoing neighbourhood engagement with housing site in order to maintain positive relationships. It promoted community integration and understanding.	Current but rarely occurs.	Proposed Team Lead: ? Proposed Team Members: Housing program leadership, BCH, IH, Pacifica, Cool Aid, SVDP, PHS	<ul style="list-style-type: none"> Initiate a stakeholders meeting. Establish commitment. Develop plan (is this feasible). Communicate with community and do public engagement. Feedback: Plans to continue. Ways to further engage. Who will continue this in the future. Pass it on to neighbourhood associations. 	<ul style="list-style-type: none"> Money Time People (Stakeholders) 		<ul style="list-style-type: none"> Positive feedback Shift in public perception (could assess through a survey).
Making housing affordable through advocacy.	New		<ul style="list-style-type: none"> Media Staff (PIT) 	<ul style="list-style-type: none"> 		<ul style="list-style-type: none">

























Outcome Area: Prevention Support (PS)

People are prevented from becoming homeless.























Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Prevention Support

LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Youth Mental Health Navigator at Threshold.				
 Participatory Action Research, Peer Support with CAA.				Lisa Crossman
 Youth Agreements (MCFD)			 It's good and bad: YAG's are open to all youth just at risk. No In-house housing. Need more PYA, Threshold. Youth agreements have been positive to me for the independence and growth. Helped me when I had nowhere to go. Supported me through independence. No help finding housing.	
 Threshold begins providing services to waitlisted youth			 Keeps youth out of care. Doesn't break family ties.	Laura
 Agreements with Young Adults (AYA) – funding (MCFD)			 Increased Awareness needed. Programs that have existed for 5+ years still called “new” to cover up lack of awareness. Helps jump start your future supports individual needs for all youth.	Laura
 HPS funding for homelessness prevention interventions.				
 Food Share Network				












LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Victoria Youth in Care Network (VYICN)				
 YES Life Skills Training			 Lack of life skills.	
 Youth Task Force			 Needs more eyes. Brings community together, relationship building.	
 Youth Educating and advocating about homelessness, meeting with policy directors, government, etc.			 Support Personal Growth	
 Social Programs: Cleaning Bees, BBQ, Block Parties. (Cool Aid)				Nicholas Methot, Kool Aid
 YMCA Young Moms Program			 Fabulous! Keeps kids safe and cared for. Problem: Can only have one kid.	
 Blade Runners program equips youth with job skills. (RentSmart or IHS?)			 Amazing. Gets you work certificates for Free! Plus they help you build a resume and find a job. They pay you.	
 AgedOut.com			 Many youth access this. East to adapt to needs, accessible one stop shop. Having a Safe home to go to when aging out of care.	
 As a direct result (Again!!) of the Outreach Teams. Thank you.				
 Research and launch Rent Smart guarantee Fund to support youth exiting care access house.			 Helps so much to remove barriers.	
 Relationship building program intro to FN.				



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Rent Smart in High schools ~200 Students			 Helps empower people Lots of testimonies from graduates and educators that it helped and empowered.	
 Rent Smart certificates recognized as reference by BC housing, CRD, etc.				
 Rent Smart Tenant Education to find and maintain housing and ongoing support.				
 Boys and Girls Club program. <ul style="list-style-type: none"> ISSP Programs for young moms and/or incarcerated youth. 			 Need for more lower barrier Got me back on track when I was lost.	
 PWLR and Coalition steering committee			 Inclusive	Lisa Crossman
 PHA Youth Outreach program			 Has both housing and outreach! Great, low barrier for those who are struggling.	
 Emerging Peer support program being developed in partnership with Our Place				
 Peer Housing Support Program. (GVCEH)			 Peer to peer mentorship gives me comfort and belonging.	
 Housing Action Support Team (HART)				Sean, VicPD
 365 Day instrumental needs services. OSP Drop In Centre.				Linda McLean
 Food Security Program at SSVP Building Tenant Capacity through education, committees, and employment opportunities.				
 MCFD Transition Planning			Need to push focus in provincial government for increased capacity.	



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Homelessness Prevention Fund			 Need for less Barriers!	Jenn Beacon
 Rental Subsidy Program				VNFC
 Homelessness Prevention Program				Jenn Beacon
 Funding for subsidy on rental income.				
 Foundry (?) Harm Reduction.				

Additional Notes:

Once an advocate worker senses intuitively a need.



Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Prevention Support

Increased Housing: <ul style="list-style-type: none"> Increased level of housing first opportunities and supplies. More housing. The government needs to be proactive and buy land for this now and for the future. 	Educational Support: <ul style="list-style-type: none"> Financial literacy Emotional empowerment Building on evidence based practice to build capacity Communications campaigns to share info about available services to people can access them. Preventing homelessness.
Support Families: <ul style="list-style-type: none"> Supporting families in communities rather than placing children in foster care. Ensure there are adequate parent support programs to avoid youth homelessness. Family separation and family violence supports. 	Reach at Risk Children in Schools: <ul style="list-style-type: none"> School early intervention assessments to highlight risk signs for children. Build community, lunch provided at schools throughout the summer in at risk neighbourhoods. Youth school programs on job search and family planning. How to find housing.
Landlord Support: <ul style="list-style-type: none"> Guarantee fund Landlord liaison Private owners as well as larger corporations 	Youth Programs: <ul style="list-style-type: none"> Macro review of youth prevention supports including current contacts to resources and how community aligns priorities. Youth justice beds. Aging out of care. Remove age restricted barriers.
Early Support: <ul style="list-style-type: none"> Expand system capacity to move away from triage system. Everyone who need immediate supports receive it immediately regardless of level of acuity. More contingency emergency funds to support people in crisis and prevent them from entering homelessness. 	Culturally Aware Approach: <ul style="list-style-type: none"> More educational programs on cultural awareness and cultural intelligence (Incl. Schools). The aboriginal definition of homelessness is relevant to all cultures and homeless populations: the more holistic definition.

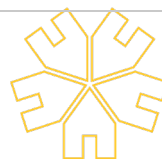


<p>Make Rent Affordable:</p> <ul style="list-style-type: none"> • Support basic annual income as a prevention measure. • Increase income supports so people can afford rent. • Increase and have more rent supplements so people can rent in the market. Higher rent subsidies and ongoing subsidies. • Leverage provincial property tax money to fund prevention program. • Portable rent subsidies, choice. • More rent banks to sustain people in their homes (shorter term loans) • Vocational rehab to create stability and income security. • Effective rent control, tied to unit, not to person. 	<p>Prevent Eviction:</p> <ul style="list-style-type: none"> • Eviction prevention strategy and supports. • Eviction prevention process: Avenue for different voice to be heard and evaluate the risk factors to prevent homelessness. • Residential tenancy branch: eviction prevention policies that focus on tenant needs and landlord need to be successful. • Supportive housing providers have more latitude in tenant selection to increase sustainable milieus in building to prevent evictions and strain on operations. • Prevention funding: <ul style="list-style-type: none"> ○ Reaching home • Eviction mitigation for those not connected to programs. • Ensure Rapid rehousing is a reality in the new CAA System. • Residential Tenancy Branch: <ul style="list-style-type: none"> ○ Better protection against unfair evictions (renovictions). ○ In person RTB office ○ Right of first refusal for displaced tenants in redevelopment.
<p>Support People in Transition:</p> <ul style="list-style-type: none"> • In Transition and respite units. • Develop a housing and supports for people who are being released from the hospital into the streets. • Funding for transition planning from systems <ul style="list-style-type: none"> ○ MCFD ○ Health ○ Justice • Corrections and hospitable workers liaisons participate in CAA Processes so people are not released into homelessness 	<p>Other Ideas:</p> <ul style="list-style-type: none"> • Strengthen resources around hoarding supports. • Incentivize and encourage peer to peer support • Connectedness, community all efforts must include how to bring this about. • Settlement supports for immigrants. • Root causes: Add mental health and addiction supports in community and for treatment. • Extended CLBC Supports around housing for adults with disabilities.



Prevention Support Planning Template

ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Guarantee funds to provide assurances to landlord in case of damages or arrears. Vulnerable population to overcome barriers to housing.	In progress, early stages.	Proposed Team Lead: Ready to Rent Proposed Team Members: <ul style="list-style-type: none"> Pacifica Young Moms Other organizations supporting vulnerable individuals. Ken Krenbrink 	<ul style="list-style-type: none"> Apply and get funding. Layout guidelines and regulations Administer fund Evaluation and impact. Expansion. 	<ul style="list-style-type: none"> Funding Involvement of like-minded individuals. 	Pilot launched Fall 2019	<ul style="list-style-type: none"> Survey of Applicants. Did fund application help to secure housing. How long has applicant been in housing. Payout numbers? How sustainable is the fund.
Housing and support programs focused on transitions from government system and follows through to safe housing and stabilization. Youth must be a priority group with a focus on aging out of care, youth justice and health.	New	Proposed Team Lead: <ul style="list-style-type: none"> Threshold Housing YVES Bacay Pandora Youth Housing Proposed Team Members: <ul style="list-style-type: none"> Youth sector partners (Youth Task Force) MCFD Island Health BC Housing Justice 	<ul style="list-style-type: none"> Leverage evidence/ research on emerging practice to advocate for funding. Leverage clear data between adult to chronic homelessness and poor transitions form government systems during youth. Create MOV and related partnership documents between lead organizations and team members like MCFD. 	<ul style="list-style-type: none"> Housing Funding for staff, housing subsidies, program costs. 	This should be a priority now. Dependant on funding.	<ul style="list-style-type: none"> Reduced recidivism to system exited. Housing stabilization. Improved quality of life and health.



ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Ensure Community Living BC provides range of supportive housing options and supports for adults with disabilities exiting foster care or adoption services. For all levels of disabilities not just most severe.	New	Proposed Team Lead: Proposed Team Members: <ul style="list-style-type: none"> Linda Amy 	<ul style="list-style-type: none"> Collect Stats on homeless population that are CLBC clients. Journey map for individuals from youth homelessness, post adoption, MCFD care. 	<ul style="list-style-type: none"> Caregiver network Concerned citizen Front line workers 		<ul style="list-style-type: none"> Successful transition from youth services to adult services including variety of housing options.
Homelessness Prevention Fund	CURRENT	Jenn Mortimer Pacifica Coalition	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Funding 		<ul style="list-style-type: none">














ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Community Lunch program	New	Proposed Team Lead: School board Proposed Team Members: <ul style="list-style-type: none"> Volunteers Neighbours Rotary Service Agencies Government (Funder) 	<ul style="list-style-type: none"> Pilot project at one school (i.e. George Jay) Look to Oahu's program Locally sourced food Educational program for cooking, serving, nutritional, canning food preservation. 	<ul style="list-style-type: none"> Money Political will Donations (food, money) Kitchen space Approval from school board PAC groups Island Chef's collaborative Camosun collage 	By next summer (2020)	<ul style="list-style-type: none"> How many meals served. Consistency of attendance How many vulnerable children were identified and supported. How many participated in implementing the program and gained skills as a result. Engaging low income individuals below the poverty line who are not interested in accessing charity support, but wish to engage in working in the program to receive skill/supports while working and contributing.
















Outcome Area: Collaboration and Leadership (CL)

Leadership at all levels of community and government share a common sense of purpose; are effective, collaborative, supportive and inclusive.

Celebrating the Past: Current Activities, Programs, Strategies, Initiatives in Collaboration and Leadership

LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Youth Task Force			 Outcomes achieved through collaboration. Day 1, Youth Task Force folks didn't know what each org did. Now orgs working together creatively for outcomes collective. "Together can do so much," Helen Keller	Sean, VicPD
 Reviewed and updated the regional Housing Affordability Strategy.				
 Other Municipalities coming to the table. Eg. Royal, Sidney				
 We have a national housing strategy!				
 Front Line Training				VCAS, CRD, Community Agencies
 Reaching home program. Collaboration between Gov't of Canada, CRD, housing & Support organizations. (GVCEH, ACEH)				
 Online Homelessness Prevention Toolkit to support communities and orgs in working upstream to prevent homelessness.				RentSmart
 Partnering to develop a low-income art gallery downtown. (SSVP, Cool Aid, Our Place)				






LEAF	CATERPILLAR	BUTTERFLY	FLOWER		CONTACT NAME
 Collaboration between organizations with HPS landlord liaison project.					
 Stronger partnerships & funding opportunities between fed, province, and municipality for housing (more needed!)					
 National Housing Program: Funding for housing and homeless programs					
 City of Victoria approved in the 2019 strategic plan a “peer informed community wellness task force and strategy.” <ul style="list-style-type: none"> • Prevention (housing) • Integration of services • Education (End Stigma) • Advocacy (more & train upper levels of government.) 					
 Contributed funding to the GVCEH					
 System Improvement Working Group (GVCEH)					
 Participation in Community Action Team					Holly, VCAS
 Provided HPS funding to the Aboriginal Coalition to End Homelessness.					
 OPS (POD) Temporary emergency OD Prevention Collaborative OPS					
 DSP Strategic Plan					



LEAF	CATERPILLAR	BUTTERFLY	FLOWER	CONTACT NAME
 Bringing FN organization to gather to develop strategy				
 Coalition PWLC Steering Committee				Lisa Crossman
 Rent Smart certificate across Canada. Verifiable, recognized across 100 communities in Canada			 Participant: "This program doesn't suck"	
 Cool Aid CHC helped establish BC Associations of Community Health Centres.				
 Finally Accepted!				
 Storage initiative OPS			 Able to go to job interviews without carrying all my stuff with me.	
 CAA Advisory Committee				Sean, VicPD
 Inclusion Leadership Tables @ GVCEH				
 Coalition Inclusion Team				Lisa Crossman
 Systems Improvement Working Group (SIWG)				Sean, VicPD
 Peer Housing Support Working Group				Lisa Crossman
 The CTEH Community Engagements has show and demonstrated a willingness to listen to the needs and voices of the business.			 Our voices and experiences.	



LEAF	CATERPILLAR	BUTTERFLY	FLOWER		CONTACT NAME
 HART Outreach				"You saved my life," a senior	
 CAA Partnership					

Additional Notes:

- That needs to share, verify, Internationally, globally.



Looking to the Future: Suggested Activities, Programs, Strategies, Initiatives for Collaboration and Leadership

<p>Collaborate with Government:</p> <ul style="list-style-type: none"> • Education opportunities within levels of governing bodies and jurisdiction, that provide a joint foundation of understanding and shared purpose. Emphasis on our shared experience of homelessness. • Involvement of government ministries beyond housing: <ul style="list-style-type: none"> ○ Social development and poverty reduction ○ Jobs and tourism ○ Corrections and justice ○ Health ○ Child and family development. • Have government people actually listen to smaller programs and their ideas, have meetings and talk about what is needed to fix it. Be vocal! Don't hide problems from the public. 	<p>Collaborate with Other Organizations:</p> <ul style="list-style-type: none"> • Use existing funding to create partnerships and collaboration. • Continue to build on collaboration between BCH, IH, and CRD. • Cross pollination between agencies to focus on similarities and expertise. • Focal point in very organization and agency responsible for implementing collective decisions. • Leaders of organizations, politicians, academics, and their institutional leaders play a fundamental role in destigmatization efforts with respect to people experiencing homelessness.
<p>Collaborate with Indigenous Community:</p> <ul style="list-style-type: none"> • Supporting indigenous leadership. Bringing together different indigenous communities and people to address unique needs and experiences of indigenous people. Based on the input that community has shared. 	<p>Collaborate with Community:</p> <ul style="list-style-type: none"> • Municipal Councils bringing together community to discuss and learn about the realities of being homeless and the benefits of providing local housing and supports. • Bring “detractors” (e.g. community/neighbourhood associations) into contributing and leadership roles.
<p>Collaborate with Front Line Workers and PWLE:</p> <ul style="list-style-type: none"> • Leadership to involve more PWLE. More people will listen. • More front-line input at community table, committees, advisories, working groups. 	<p>Consider People Living with Trauma:</p> <ul style="list-style-type: none"> • Provide Leadership for advocacy for programs to prevent homelessness in youth in care, people with trauma (etc.) though early, early intervention. • Trauma is a factor, yet money to social services is reduced. (e.g. Opioid crisis).





Support the Support Workers: <ul style="list-style-type: none">• Support system wellness to avoid burnout.• Leadership at the organizational level to improve morale and support staff to reduce burnout. Trickle down positivity, higher pay and understanding the difficult, complex job and based on outcomes.	Consider Funding: <ul style="list-style-type: none">• Funders ensure resources are directed to greatest need: Operation, support, prevention.• Collaboration between government, funders, and community to assess current resources and assets.
Focus on Youth Initiatives: <ul style="list-style-type: none">• Continue Youth Task Force.• Driver's license sponsorship: a public-private partnership/Car Sponsorship for youth employment, to be perceived as a valued member of society, increased self-esteem.	Assess and Evaluate Programs and Progress: <ul style="list-style-type: none">• Deepening understanding of inter-relatedness of "root cause" issues and commitment to address together.• Determine how we can improve, change, build capacity in a participatory way (i.e. individuals impacted contribute to determining the outcome).• Determine how we can assess impact. We need to measure and do impact assessments for restricting and collaboration. Who is affected when we optimize programs (ie. CASH -> CAA).



Collaboration and Leadership Planning Template

ACTIVITY / PROGRAM / STRATEGY / INITIATIVE (What are we going to do?)	CURRENT OR NEW IDEA	TEAM / ACCOUNTABILITY (Who is going to do it?)	ACTIONS REQUIRED / STEPS TO BE TAKEN (How are we going to do it?)	RESOURCES (What do we need to do it?)	TIMELINES (When will it be done?)	MEASURE / INDICATOR OF SUCCESS (How we know it is successful?)
Create partnerships to develop expertise and fill gaps in service. Identify who has the expertise to fill gaps (e.g. Indigenous lens to planning, services, and housing; landlord liaison; peer housing support.	New	Proposed Team Lead: GVCEH Proposed Team Members: <ul style="list-style-type: none">Janine (Coalition)StefACEHService Providers	<ul style="list-style-type: none">Downtown service providers identify gaps and expertise.Coalition and ACEH identify gaps and expertise.Identify resources and funding.Identify partnerships.	<ul style="list-style-type: none">Funding \$100KPeopleConsultant	Fall 2019 – Fall 2021	<ul style="list-style-type: none">Partnerships developedMore people accessing SVCS they needOrganizations have expertise
To use the existing infrastructure of the DSP, CAT, and GVCEH steering committee (community engagement and communications working group) to use their shared expertise to provide education	New way of leveraging current resources	Proposed Team Lead: Kathy Stinson Proposed Team Members: <ul style="list-style-type: none">Representatives of each group/committee named (self-selected)	<ul style="list-style-type: none">Shared action items between represented groupsEducation and advocacy initiatives will be created.	<ul style="list-style-type: none">Human capacity and timeFunding	TBD	<ul style="list-style-type: none">Education and advocacy initiatives will be deliveredCommunity participants will report a changed perspective.



Appendix 1: Discussion on Measurements

What is a measurement / evaluation?

People in Homes

- People are housed.
- What does successful housing look like?

Cyclical Homelessness

- Does cyclical homelessness indicate success? Or is it unsuccessful?
- Cyclical homelessness is a measurement of gaps and barriers that exist.
- How do we capture the cyclical person who is homeless? Make sure that we are tracking them through multiple services and times through services and not as a new participant. We are failing to capture this.

Formal Measurements

- Measurement happens with some programs at the 6- and 12-month marks.
- Both quantitative and qualitative data is important. We need the specifics and details of qualitative data and the richness of experience reflected in qualitative data. Mixed methods of research and assessment are best.
- It would be good to collect data and measure across programs and organizations, having the same mandate and pulling in the same direction would create a better system.
- Have indigenous people collect stories and data from indigenous PWLE because they will be more culturally sensitive and make the PWLE feel more comfortable and share more openly.

Identifying Those at Risk

- Measuring numbers of people who receive/do not receive housing.
- Action in program can identify those who are at risk that have not been identified before to receive support.

Measuring Success and Failure

- Need to measure and share both the successes and the failures because we can all learn from both, especially the failures.
- Trial and error, specifically for youth



Collaboration

- How many partnerships and collaborations have we identified?
- Networking between each other in community strengthens support services for those at risk
- Everyone know what services are available to better direct and assist people.

Supporting Staff

- Good staff moral.

Share the stories

- Collect and share the stories that are collected in evaluation and review
- People remember the stories more than the numbers. Stories give the numbers context.



Appendix 2: Community Planning Day Participants

NAME	AFFILIATION / ORGANIZATION	EMAIL ADDRESS	PHONE	PREFERRED CONTACT METHOD		
				CALL	TEXT	EMAIL
Amanda Seymour	Her Way / Island Health	amanda.seymour@isha.ca	250-519-3678			✓
Aygul Khalaileh	Ready to Rent BC	aygul@readytorentbc.org	250-388-7171			✓
Bernice Kamano	PAS	berniceonkamano@yahoo.com bernicesnkamano@yahoo.com	250-661-6909	✓	✓	✓
Candice MacDonald	Cool Aid	cmacdonald@coolaid.org	250-414-4798			✓
Christine Hartwig	Island Health	Christine.hartwig@viha.ca	250-888-3728*			✓
Clare Pugh	GVCEH	cpugh@victoriahomelessness.ca	250-613-2264			✓
Colin Tession	Threshold Housing	colin.t@thresholdhousing.ca	250-213-8831			✓
Elissa Cook	PHS	elissa.cook@phs.ca	250-896-3513	✓	✓	✓
Gina Dolinsky	CRD	gdolinsky@crd.bc.ca	250-360-3319			✓
Hanna Lalev	YEAH	lalevhanna@gmail.com	778-350-7048		✓	✓
Holt Sivak	Our Place	holts@ourplacesociety.com	250-388-7112			✓
Ian Munro	Island Health	ian.munro@viha.ca	250-889-4290*			✓
Janine Theobald	GVCEH	JTheobald@victoriahomelessness.ca				✓
Jenn Mortimer	Beacon Community Services	jmortimer@beaconcs.ca	250-884-3701	✓	✓	✓
Jody Yurkowsky Pace	Threshold	jody.y@thresholdhousing.ca	250-858-9126			✓
John Reilly	CRD	jreilly@crd.bc.ca	250-360-3081			✓



NAME	AFFILIATION / ORGANIZATION	EMAIL ADDRESS	PHONE	PREFERRED CONTACT METHOD		
				CALL	TEXT	EMAIL
Karen Leman	AVI Health & Community Services	karen.leman@avi.org				✓
Kathy Stinson	Cool Aid	kstinson@coolaid.org	250-414-4792			✓
Ken Krenbrink	GVCEH	kkrenbrink@victoriahomelessness.ca	250-406-0404			✓
Laura Stratford	MCFD	laurastratford@gov.bc.ca	778-698-3444			✓
Linda Amy	Ready to Rent BC	ed@readytorentbc.org	778-977-4626			✓
Linda McLean	OPS	lindam@ourplacesociety.com	403-829-8945		✓	✓
Lisa Crossman	GVCEH	lcrossman@victoriahomelessness.ca	250-580-0465	✓	✓	✓
Lois Gabitous	BC Housing	lgabitous@bchousing.org	250-978-2932			✓
Maggie Kerr-Southin	GVCEH, Comms Working Group	maggiekerrsouthin@gmail.com	250-516-5596			✓
Margaret Forbes	SSVP	mforbes@sudpvictoria.com	250-727-0007		✓	✓
Monica Legge	YMCA / YWCA Pandora Youth Apartments	mlegge@vancouverislandy.ca	250-857-1175			✓
Nicholas Methot	Coolaid	nmethot@coolaid.org	250-535-8613			✓
Quart 'Whey' Tun / Leonard James	CTEH		250-590-7262	✓		
Roberta Bess	Victoria Native Friendship Centre	roberta@vnfc.ca	250-888-4602		✓	✓
Sarah Potts	City of Victoria	spotts@victoria.ca	250-418-0134			✓
Sheila D'Albertanson	BC Housing	sdalbert@bchousing.org	250-978-2911			✓





NAME	AFFILIATION / ORGANIZATION	EMAIL ADDRESS	PHONE	PREFERRED CONTACT METHOD		
				CALL	TEXT	EMAIL
Shellie Gudgeon	CTEH / Community Engagement Work Group	Sean.hand@vicpd.ca	250-995-7654			✓
Tracee Szlzyry	Advisory Steering Committee Community of Engagement	tszczyry@gmail.com	778-433-4048	✓	✓	✓
Troy Tucker	GVCEH	Troytucker333@gmail.com	250-508-9076	✓		
Trudy Chyzowski	Island Health	Trudy.chyzowski@viha.ca	250-886-5648			✓

*no area code included, assumed 250.

