

2019/20 annual report

hope for tomorrow



The solutions to end homelessness are as diverse as homelessness itself, and we all have a role to play. The Greater Victoria Coalition to End Homelessness Society (Coalition) was formed in 2008 with a mission to end homelessness in Greater Victoria. The Coalition consists of service providers, non-profit organizations, all levels of government, businesses, post-secondary institutions, the faith community, people with a lived experience of homelessness, and members of the community. This diverse membership is referred to as Coalition Stakeholders.

Our Vision

A Region Without Homelessness

Our Mission

- 1. To ensure appropriate solutions are in place to serve those individuals experiencing chronic homelessness in the capital region.
- 2. To ensure all people facing homelessness in the capital region have access to safe, affordable, appropriate, long-term housing.



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A Message From The Co-Chairs

Together IS better! As we reflect on our collective journey over this past year, we want to recognize the amazing work of our homelessness response sector in the Capital Region.

Our key message this year centres around our collective impact and our collective results! We all know that collaboration and partnership are essential ingredients in our quest for effective solutions. And it's going to take our shared humanity, a great deal of honesty and herculean courage to move forward. We need to continue our transparent open-hearted conversations and stay the course together to reach our Vision of a Region without Homelessness.

What do we need to do? We need to enact social change. Homelessness is a social issue not an identity. It's up to all of us to step into the work that needs to be done. We know that our work together can and will influence social change.

But what does that mean on the ground? How do we do that in a concrete way? We are happy to share a sample of the good work that has been accomplished toward our shared Vision over this past year. To be effective, we must first identify and name our challenges. That requires vulnerability and transparency. We can't solve the issues or determine solutions if we aren't having frank conversations. Today we want to thank all of the members and partners for being willing to engage in those difficult dialogues.

One of the concrete ways the Coalition actioned those frank conversations was through the facilitation of the engagement of our community partners in the development of the Community Plan to End Homelessness in the Capital Region 2019-2024.

Together with the CRD we engaged 98 members from over 40 organizations to build a plan that will lead to achieving outcomes that will have impact across the region. Our Coalition staff team led the facilitation of this comprehensive engagement. Through consensus we established a common agenda of 5 Community Outcomes.

Service providers, government partners and funders then engaged in building a responsive and comprehensive plan that identified 57 initiatives to be implemented across the region over the next 4 years. Now we will roll up our sleeves and action 23 of those initiatives identified in our Business Plan for 2020-21. The core community outcome areas include Support Services, Advocacy & Awareness, Prevention Support and Collaboration & Leadership. One of those key outcomes, Advocacy and Awareness, states that "Communities and neighbor-hoods are inclusive, empathetic, compassionate and welcoming of people experiencing homelessness..."

This desired outcome was identified to address our systemic challenges. One of our heart-breaking systemic challenges is stigma and discrimination. To address this challenge we would like to highlight some of the work the Face to Face with Stigma team has been doing across our region. Of note is the fact that this program is 100% peerdeveloped and delivered by a team of facilitators with lived experience of mental health and substance use challenges.

They have developed interactive workshops that facilitate awareness and education through storytelling. They have conducted workshops with 120 participants to date including the Victoria Police Department, new recruits and police officers, Community Support Workers and Mental Health and Additions students at Camosun College well as nurses from Glengarry Hospital and nursing students at the University of Victoria.

Does this advocacy and awareness work make a difference? Will it change the way our emergency services and support workers interact with our vulnerable population struggling with mental health and substance use? We'd like to share a sample of the results.

From a Vic PD member:

- "The personal stories were powerful. Educational and a reminder to have these in the back of my mind and in my practice as a police officer."
- "Hi Kay. I just wanted to send an email to see how you thought the workshop went. From my end, my students have really reflected on this in their weekly discussions with me. I had a talk with a student today who spoke about her patient, who was a 20 something woman who was pregnant, awaiting a termination, and using heroine by injection. She said: "The care that I needed to provide to this patient was completely influenced by the Face to Face workshop I attended. I kept thinking about the life this person may have lived, and how important it was that I not be another person to add to her life challenges, but someone she could count on for sup-port" "I was really glad to have taken that workshop as it helped me prepare for my work with this patient, and I feel I did a good job". We had a long talk about her feelings and the way she approached this person, and I have to say, she was highly influenced by the words of your facilitators. Thank you for all you are doing. I hope we can book you again, as I can't say enough about how powerful the experience was for some of my students."

On another note, our Housing Outcome states, "A supply of accessible and safe housing, centered around the unique needs of individuals is available".

We are very excited to announce that 533 Regional Housing First units are underway in the next 12 months and 117 of these units will be built to directly address chronic homelessness. This year we helped in the opening of our first Regional Housing First Building at Mill-stream Ridge, now housing folks who have transitioned from supportive housing and homelessness into the community of Langford. This transition into safe, affordable housing in the Westshore is a result of the innovative regional, provincial and federal government partnership. Again, collaboration IS the answer to our complex challenges. And while we know that housing is critical to ending homelessness, we also know that housing without human support can leave people feeling scared, lonely and isolated.

So an additional challenge is around learning how to better support people experiencing homelessness. We have learned that the best way to do this is to listen to their voices and learn from their journeys. Those voices and those journeys need to inform structural change in our health and housing partnerships.

We identified a qualitative data gap through the community planning process. As a result we developed a Participatory Action Research Framework through our Peer Housing Support Program. We launched an in depth case study of the transition from supportive housing and homelessness into our Millstream Ridge Building. Our Peer Housing Research team is dedicated to the development of an evidence base that is grounded in a strengths-based approach to qualitative data collection.

The design of this evidence base will help us understand the way in which housing supports need to be developed, if we are to truly provide person-centred support services. Through 94.5 hours of time spent in person-centred support our Peer Researchers recorded and transcribed 6 journeys out of supportive housing. This peer-based research data and the detailed recommendations will help our service providers address both the individual and structural causal factors of homelessness.

This will support all of our partners as they design and develop supportive and affordable housing across the region from Sooke to Salt Spring. Indigenous peoples as a priority in order to address the disproportionate number of Indigenous people experiencing homelessness.

Our funders are critical partners in our work. Without the business community and the funding foundations that support the work of our social sector, we could not hope to accomplish all the work that needs to be done.

Our partnership with Employment and Social Development Canada has funded 10 programs, through our Designated Community and Indigenous streams of funding in the first year of the new Reaching Home Program. With an allocation of almost \$900,000 for 2019 our funded programs will provide support and contribute to preventing and ending homelessness. We very much appreciate the hard work of our partners at the CRD and their work to roll out the funding recommendations of the Community Advisory Board.

Our work is not done and our unsheltered folks need us now more than ever. We need to continue the work until every person has a safe, warm and welcoming place to live surrounded by a community that cares. People need to be part of communities where they are welcomed and loved and part of the neighbourhoods they choose to live in. We all need to work together to build the complex matrix of supports we need so that there is no person is left out in the cold.

We won't stop until we achieve this herculean vision. We want to express our deepest gratitude to each and every one of you and the work you choose to continue to do every single day. And we also want to say a massive thank you to our small but mighty staff who go above and beyond in their work, each and every day.

We appreciate you. We need you and we love you.

Sincerely, Lisa Helps and Jeff Bray

Board of Directors Co-Chairs of the Greater Victoria Coalition to End Homelessness



Co-Chair







Remebering Ted Hughes



Mr. Hughes died on January 17, 2020 at 92.

Over his long life, he was a Saskatchewan lawyer and judge. However, he is best remembered for his second career act as a senior B.C. civil servant and, eventually, a leader of inquiries and reviews that scrutinized the shortcomings of institutions and governments, to enact positive change.

"Ted was given puzzles that nobody else could solve and it turned out that the missing piece was Ted," says former Globe and Mail reporter Craig McInnes, the author of The Mighty Hughes: From Prairie Lawyer to Western Canada's Moral Compass.

Alongside his lifetime contributions and devotion to public service as a retired judge, Ted Hughes helped to build the groundwork of the Greater Victoria Coalition to End Homelessness in 2008 as the first co-chair of the Coalition with the mayor of Victoria.



I believe in hope. I believe that hope springs eternal and that when we lose hope, we have truly lost everything.

The Greater Victoria Coalition to End Homelessness brand line "Hope has found a home" means a great deal to me. My position that homelessness is a social issue not an identity is one of the ways I bring hope to the homelessness response sector. How does this bring hope? I believe that my voice saying these words will make a difference. I believe that every word we say in support of social change and social justice will make a difference. This year as we honour Ted Hughes I reflect on the opportunity I had to spend a very little bit of time in Ted's presence. Ted believed in justice and in community and in people. I believe that these role models in our society who choose to do the work they do every day, whether formally or informally make a vital difference.

The voices of every single person must be heard. The voices of lived experience at the centre of this work are crucial.

The networks of 'on the ground' outreach workers, the public citizens and the large scale systems all make a critical difference. The advocates, the activists, the politicians, all levels of government, the large and small not for profit agencies that together make up our homelessness response sector have a role to play.

A Message From The Executive Director

But it is not the "list of groups" that do the work.

We list these groups as our members and partners however it is one person at a time doing the work they choose to do every day that influence the issue of homelessness. It is the government policy analyst that pushes for change in government systems. It is the politician who stands up for the voices in community. It is the face to face worker who listens to the needs, stories and situations our humans experiencing homelessness every day.

It is the caring attitude that the sector workers bring to work every day and walk day after day through the steps of delivering what that ONE person needs. They help to find food, clean clothing and a warm place to sleep for one night. They build buildings for our folks to live in. They provide the health services our folks need. They provide harm reduction supplies to help keep folks using substances safe and alive. They are the human beings who provide a hug and words of support and choose to be there every step of the way when folks reach rock bottom. They are there for folks when they decide to choose alternate options for their lives.

These colleagues and partners in this work are the reason I have hope. Because they have hope and continue to do this work day in and day out. The Board of Directors and Steering Committee ground and inspire my team and I through their leadership and support. My team of staff that support this work are the reason I have hope. My inspiration is their amazing willingness to respond with innovative ideas, to pivot on a dime and to come together to laugh and cry each and every day.

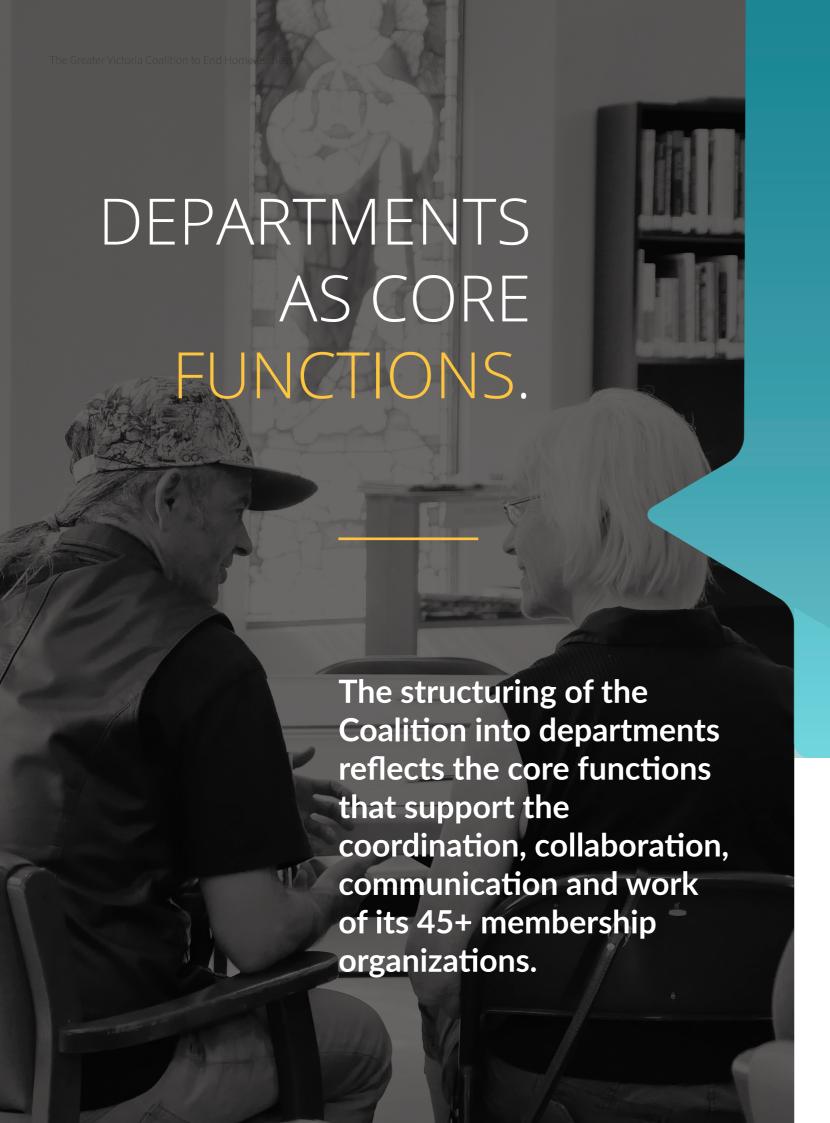
I couldn't do this work if I wasn't surrounded by a sector of amazing people, a staff of dedicated, creative, determined – yet stubborn I would say – individuals who are not afraid to say what they think, to argue and advocate in good faith for the best possible solution to the problems and challenges we face every single day.

I want to express my deepest gratitude for the role each and every one of you continue to choose to play every single day. There is not a day that goes by that I do not feel this sense of gratitude.

Gratitude and hope are what I leave you with. Please don't stop doing what you are doing. Playing your part. Every voice is needed, the solutions are in us. WE are the voices that will change this world.

With gratitude and kindest regards,

Kelly Roth Executive Director



Our Departments

These 5 functions support the strategic priorities and the implementations of outcomes and initiatives:

- 1 Administration & Leadership
- 2 Inclusion & Collaboration
- 3 Communications
- 4 Prevention
- **5** Research

Ongoing Strategic Priorities

Internal operational plans support outcomes-based community planning.

- 1. Funding Effectiveness
- 2. System Effectiveness
- 3. Inclusiveness
- 4. Evidence-based Capacity Building



Outcome 5: Collaboration & Leadership
"Leadership at all levels of community and government share a common sense of purpose and are effective, collaborative, supportive and inclusive."

- Community Plan to End Homelessness in the Capital Region

Capital Region Housing Corporation

- Commenced operations of the first Regional Housing First Program mixed market housing project, Millstream Ridge in Langford, consisting of 132 units in two multi-unit apartment buildings, of which 30 are renting at provincial income assistance shelter rates to address homelessness.
- In Victoria, planning has commenced to support the redevelopment of the Michigan Square project, which will include units to be used to address the needs of people experiencing homelessness.

The Regional Housing First Program (RHFP)

The RHFP is an innovative partnership initiated by equal investments from the CRD, the BC government through BC Housing, and the federal government through CMHC, under the National Housing Strategy's Affordable Housing Innovation Fund.

Highlights:

- The CRD and its partners agreed to seek \$10 million each in additional funding in order to support achieving the development of up to 2,000 units, which, if successful, will bring the total amount of capital funding available to \$120 million over the life of the program.
- A second Regional Housing First Project was approved in 2019 at 1938 West Park Lane in View Royal. The project consists of 152 units of which 34 will rent at provincial income assistance shelter rates, 44 are affordable rental and the remaining 74 units will rent at near market levels.

• As of December 2019, a total of \$33.6 million of the \$90 million in total RHFP capital funding had been approved for allocation to four RHFP projects that, combined, comprise a total of 412 units of new rental housing in the region.

Regional Housing Trust Fund (RHTF)

- In February of 2019 the RHTF Commission approved a resolution that suspended the receipt of Letters of Intent for non-RHFP projects until allocations for all qualified RHFP projects had been approved by the Commission. In May of 2019, the RHTF Commission and CRD Board approved a \$660,000 grant to support the development t of 44 units of affordable rental housing within the West Park RHFP project.
- The Aranza, the newest RHTF supported project, commenced operations in 2019, adding 56 units of affordable rental market to the housing stock in Sidney.

Reaching Home

From 2019-2024, the CRD is administering a five-year agreement under the Designated Communities Program for \$4.7 million, and a two-year agreement under the Indigenous Homelessness Program for approximately \$674,000. Both programs will continue to fund services that support the needs of those experiencing homelessness in the region.

Find Main Reaching Home Funded Programs:
 2020-21 at https://www.crd.bc.ca/project/reaching-home.



Five-Year Community Plan to End Homelessness in the Capital Region

The five-year Community Plan to End Homelessness in the Capital Region is a reflection of the work of many stakeholders including people with lived experience of homelessness, Indigenous serving organizations, community notfor-profit service organizations as well as representatives from government, business and funders.

We are deeply grateful for the heartfelt and intentional participation of all of our members.

With over 1,500 people identified as un-housed in the 2020 Point in Time Homeless Count, homelessness remains an enduring issue in the Capital Region.

The on-the-ground experience of the homelessness serving sector as well as the perspectives of people with lived experience and Indigenous people have helped inform the development of Five Key Community-Based Outcome Areas and their associated goals and objectives. These will help guide investments in housing and services over the next five years.

Together, we will work towards systems change, remove structural barriers and implement human-

centered approaches. Our financial and human resources will provide the support and energy we need to achieve all we have imagined.

We will continue to work with all levels of government and together we need to take responsibility for the social change necessary to eliminate homelessness.

We will continue to inform and engage the citizens in our region, communities and neighborhoods in honest and respectful community dialogues that lead us to collective solutions.

Together, we will make a difference.





June 2019





We honour the journey and wisdom of people with lived experience; they in turn use their strengths to support the journey of their peers and inform system transformation.

It has been an exciting year in the Inclusion and Collaboration Department within the Coalition. Our team and ways of doing are welcomed in engagement opportunities across the sector.

Inclusion Team Members participated in conversation café and facilitation training, to support discussions, sometimes around difficult topics at the Monthly Community Lunches for People With Lived and Living Experiences of Homelessness, and activities with the Pandora Task Force Consultation Work, including a BBQ and Charette on the 900 Block of Pandora Avenue.

Highlights:

- The Monthly Lunches, held at the Greater Victoria Public Library, were led and facilitated by Inclusion Team Members. They were regularly attended by 30-40 individuals, many of whom would participate in presentations and discussions.
- The group collaboratively developed questions for an All Candidates Forum hosted by the Downtown Service Providers Committee for Federal Election Candidates.
- A BBQ was held at Beacon Hill Park/Meegan in lieu of the Library Lunch on a wet September afternoon; it was well attended under event tents, with transportation to and from provided by the Community Action Bus.

"There was friendship, laughter, food, art and prizes shared."

• The team participated in development and refinement of the Victoria Declaration, a statement on Governance in Housing and Support Services in the region, facilitated with the UVic Indigenous Law Research Unit, by the Home In the City Project as part of Renée Beausoleil's PhD research.

Project Connect 2020

Project Connect 2020, hosted by the Downtown Service Providers was a resounding success. It was another rainy day in January, but hundreds of people attended the full day service and information fair at Kirk Hall downtown.



• People were: pampered with massages, haircuts, footcare and beautiful portraits; were gifted socks filled with gifts from members of Christ Church Cathedral; enjoyed a lounge with art supplies; and an all-day coffee bar, hot dogs from the Salvation Army Van and a sit down spaghetti dinner, served and provided by the United Way of Greater Victoria Labour Council. People with lived and living experience, and Peer Housing Support staff were active participants in the planning and delivery of the whole event.

Peer Housing Support Team Highlights

April

In April, the Peer Housing Support team added to their extended training opportunities with attending and receiving formal certifications in a two-day Mental Health First Aid course delivered by the Mental Health Commission of Canada.

In late April, the Peer Housing Support team saw a shift in staffing and leadership, as the role of Peer Housing Support Coordinator was created, and Lisa Crossman was hired to formally lead the team in the position of program coordinator. This marked the first time in the history of the program that a program coordinator role was filled by a peer support team member.

June 2 0 1 9

The month of June marked a new shift in role and purpose for the Peer Housing Support Advisory Committee to their new role of Peer Housing Support Working Group. This evolution in role and responsibility was a collaborative group decision and marked a positive change forward in terms of the shift from pilot project to ongoing organic program development in response to community need.

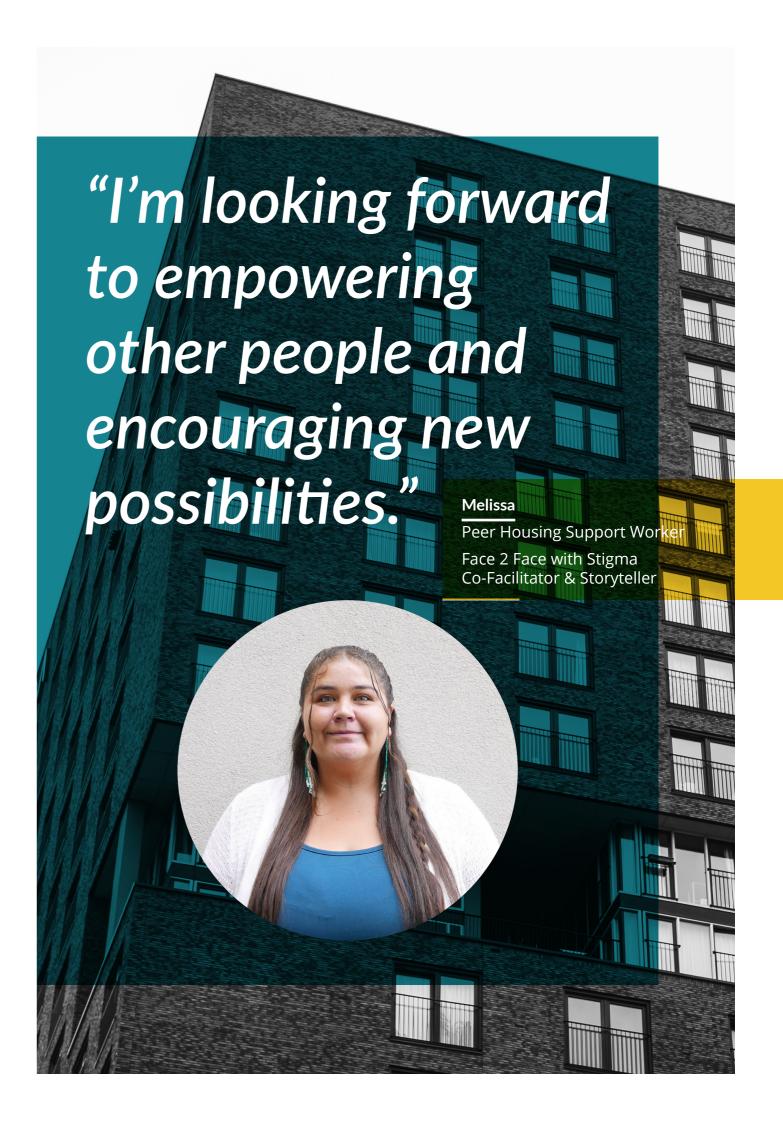
July 2 0 1 9

In July, the creation of a formalized working partnership agreement between the Peer Housing Support Program and the Victoria Cool Aid Society. This partnership marks an ongoing networking opportunity for providing supported access to the program for peers who live in Cool Aid housing who are wishing to receive formalized peer support through the Peer Housing Support Program.

November

2 0 1

In November, members of the Coalition Inclusion Team and the Peer Housing Support team attended and presented at the Canadian Alliance to End Homelessness (CAEH) Conference in Edmonton. The CAEH offers scholarships for people with lived and living experience to travel to and attend the conference. It was wonderful to be able to share the adventure with some of our community members.





"We all tell our story in workshops to share our knowledge and experiences with all kinds of people in our community."

The goal is to educate, inspire empathy and reduce fear towards people who are experiencing homelessness, mental health disorders and or substance use disorders. We use our stories to foster equality in the hopes to change mindsets and perspectives of the members in the community to decrease stigma.

Face 2 Face with Stigma

In July 2019, the Face 2 Face with Stigma Project was born out of a collaboration between the Coalitions Kay Martin and Solid Outreach. A full day workshop was developed, led and delivered by people with Lived and Living Experiences of Homelessness, mental health challenges and substance use.

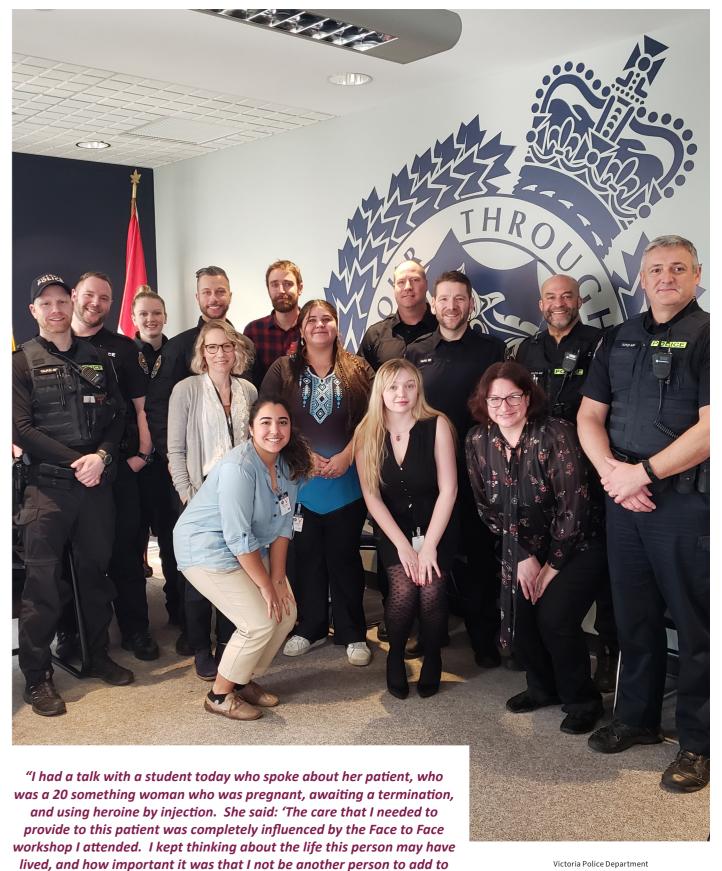
Participants were fully engaged and the calls to action from the day included identifying a need for more of these workshops. Inclusion team members and Peer Housing Support staff also participated to support facilitation of table discussions.

Today, Face 2 Face with Stigma is an anti-stigma workshop created, driven and led by a team of 10 People with Lived and Living Experience with mental health disorders, homelessness and substance use disorders.

Highlights 2019/20:

- Number of Workshops: 7
- Organizations: Victoria Police Department, University of Victoria, Victoria Police Board, Camosun College, Glengarry Hospital and Camosun College
- Audience: VicPD Police Recruits, VicPD Police Officers, Nursing Students, VicPD Police Board and Mayor, Community Support Workers, Nurses, and Mental Health and Addictions Students
- Number of Participants: 120
- Total Workshop Hours Delivered: 13.25





Victoria Police Department January 2020

- Face 2 Face with Stigma Workshop Participant

her life challenges, but someone she could count on for support."



Outcome 3. Advocacy & Awareness:

"Communities and neighbourhoods are inclusive, empathetic, compassionate and welcoming of people experiencing homelessness through advocacy and awareness that homelessness is something that impacts everyone in the community, un-housed and housed."- Community Plan to End Homelessness in the Capital Region

Community Awareness

Using our social tools and platforms of 2019/20, the Coalition has continued to build its audience and increase engagement online and in community.

Coalition Website:

www.victoriahomelessness.ca:

- 138,866 page views, 77% increase year over year
- 26,589 unique visitors, 56% increase year over year.

Online Results Most Viewed Pages:

- **1.** Resources: Meals and Food Banks, 21,156 Page Views
- 2. Street Survival Guide, 9,593 Page Views
- **3.** Resources: Emergency Shelters, 7,457 Page Views



Facebook:

- 61,027 engaged users each week,
 34% increase year over year
- 438,307 users reached each week

Twitter:

93,097 Impressions

Highlights:

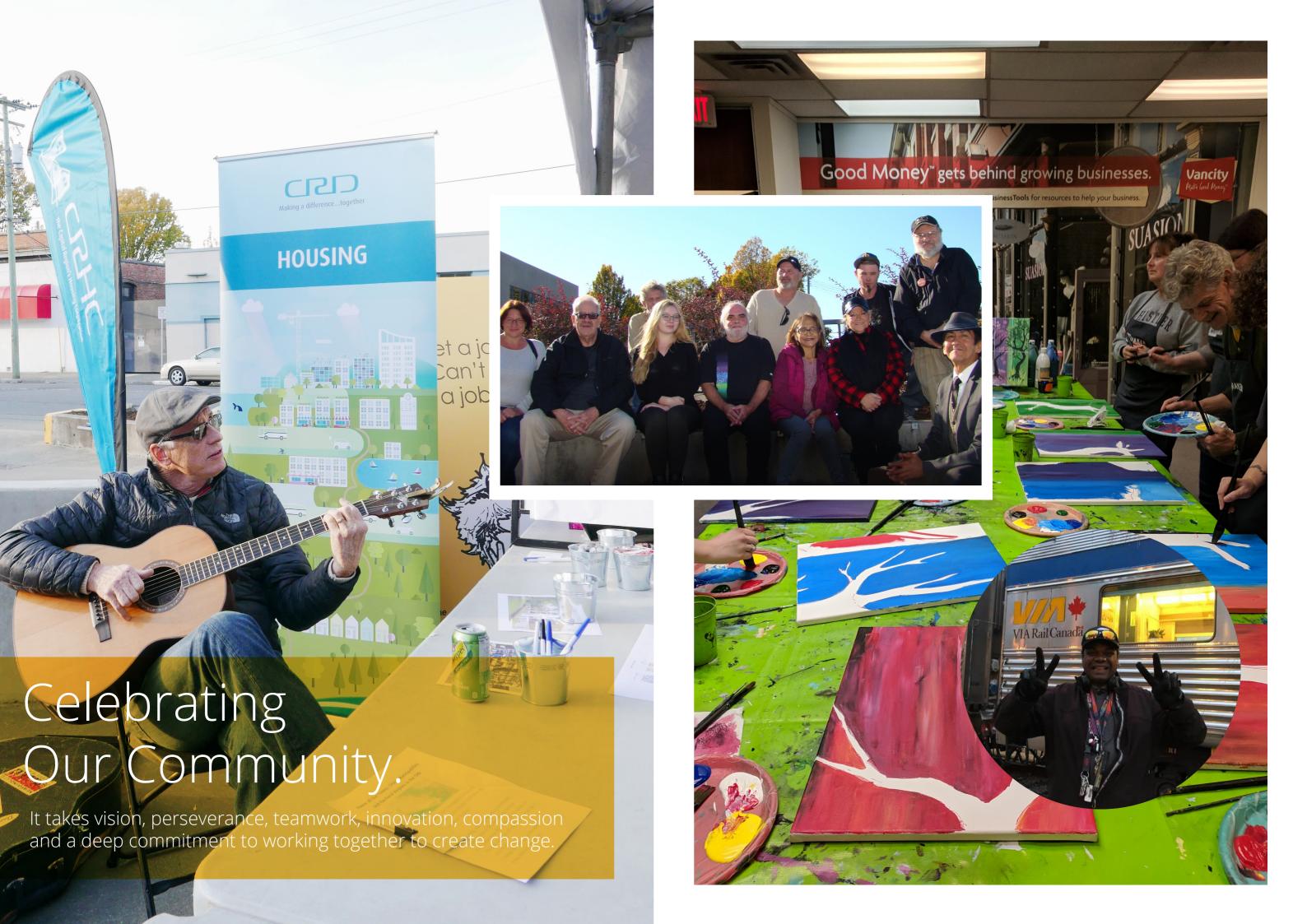
• October 10th is World Homeless Day.

The Coalition used this day as an opportunity to raise awareness of the many hardworking organizations and groups in Greater Victoria working to end homelessness. The Coalition once organized a community-wide Open House in partnership with Rent Smart, where participating Coalition organizations invited the public to learn more about their work and the issue of homelessness.



• Inclusion team members and monthly lunch participants (30-40 regular participants worked together to collaboratively develop Election Forum questions for an All-Candidates Forum hosted by the Downtown Service Providers Committee for Federal Election Candidates in September 2019.

Forum question themes included poverty, homelessness, housing affordability, addiction and substance use, and more.





This year, the Youth Educating and Advocating about Homelessness (YEAH) led impactful work, reverberating leadership, and healthy role-modelling across the youth community. Through these endeavours, each member increased skill development, sense of belonging, empowerment, and reached their own definition of 'success'.

YEAH Highlights:

• One of YEAH's most important causes is reconciling the relationship between youth and police. To further this goal, YEAH created the following report consisting of 56 stories of police conflict: Identifying Gaps: Police Conflict From the Voice of Youth Educating and Advocating About Homelessness.

This resulted in a productive meeting with the Chief of VicPD to discuss the findings and offer solutions.

- In collaboration with YEAH, the Youth Task Force and United Way the Youth and Policing Committee to plan an Emergency Service Provider/Youth Symposium was initiated (planning has been temporarily paused due to COVID-19).
- YEAH group created their first Case Study Report on the Ministry of Children and Family Development's tuition waiver/rent support program, titled: When Hope Has Limits: Addressing Barriers to Agreements with Young Adults (AYA) Program.

YEAH requested and attended a meeting with the Deputy Minister for Strategic Initiatives, Head of Agreements with Young Adults program to present findings and offer recommendations for change.

• During a consultation in Centennial Square, it was noted there was a lack of healthy activities for

the youth population. In direct response, YEAH worked with the Youth Task Force and City of Victoria to pilot an Art Mural project in Centennial Square.

Youth in the Square designed large murals supported by YEAH group members and two local artist mentors. They have since been mounted in the Square with a plaque describing the meaning behind the murals.



Brandon

Youth Art Mural 2019

"The youth artists wanted the community to know they are more than what the public sees in Centennial Square; they have causes they care about."

The youth wanted to show a cause that was important to them: climate change. The first mural hung in the square shows an underwater scene of a scuba diver surrounded by garbage and debris.

The Greater Victoria Coalition to End Homelessness



received by creating a campaign using social media, posters, and even speaking at public events about their project, no stone was left unturned! The hard work paid off, because YEAH received the most votes for their project!

That being said, if you ask them, they will say:

"It's not our project. It's the community's project. Our friends at Centennial Square decided what they wanted, we just facilitated it".

Participatory Budgeting Grant for Youth - We Won!

Through your votes, the votes of 5,000 people in our community, Emily Jackson the Coalition's Prevention of Youth Homelessness Coordinator and the Youth Educating and Advocating About Homelessness group (YEAH), were voted in as one of five project winners able to receive a share of 55,000\$ from the City of Victoria.

The day after hearing about the opportunity, they held a consultation in Centennial Square to ask the youth population what they would want YEAH to do with the funding if they received it. YEAH promptly wrote the grant application, requesting funding for the programs youth identified through the Centennial Square Consultation. After the application was submitted, the grant went to the community voting stage.

YEAH worked hard for every vote they

Once funding was received, YEAH coordinated the following programs:

- Weekly cooking group using food you would find at a local food bank
- RentSmart Certificate Course
- Education Forums with topics ranging from 'Healthy Relationships' to 'Filing Taxes and Budgeting' to 'First Aid Certificate Training' and more.

Due to recent COVID-19 limitations, youth were able to redirect funding from the Weekly Cooking Group program to author a Youth Lifestyle/Cookbook for first time renters utilising easy to make, affordable meals. This deliverable comes directly from YEAH's lived experience of eating fast food because they weren't sure what to cook with the food they received from the food bank.

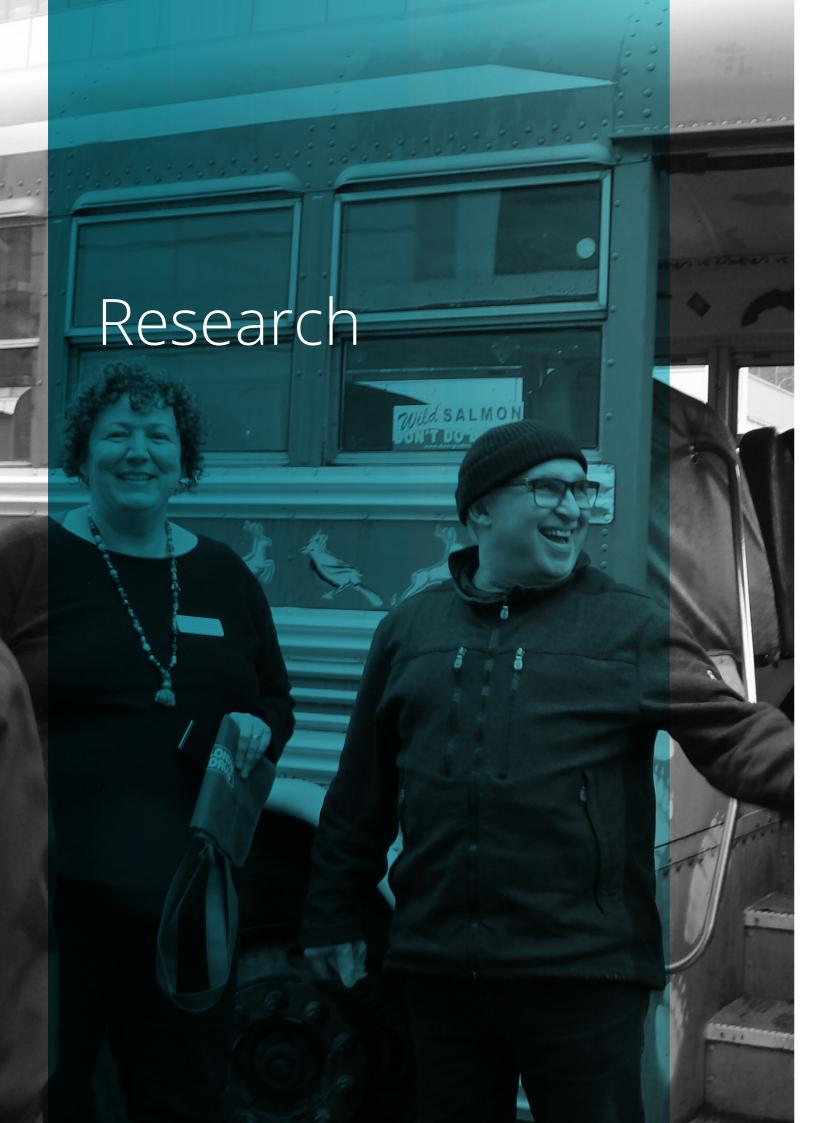




Most exciting to the YEAH group this year is receiving their first grant: Participatory Budgeting Grant for Youth through the City of Victoria.

Improving the lives of youth in V What We Need: Preventi of Youth Homelessness Greater Victoria Coalition to End Homelessne Participatory Budgeting funding: \$27,520 What is the project? The 2018 Point-in-Time Count reported that over 259 youth are homeless in Greater Victoria. Our lived-experience group 'Youth Educating and Advocating about Homelessness', is determined to meet the needs of homeless and at-risk youth through: · a weekly cooking group to provide healthy, affordable food planning experiences, job opportunities and relationship-building · a monthly education forum to empower youth through mentorship and life skills training on topics they have posed, and • a tenancy program to overcome barriers to housing through advoca support and educating youth and landlords How the project benefits the lives of youth in Victoria Peer-to-peer engagement is essential to our work; designing our pro by-youth approach is vital. Instead of deciding what is beneficial to y We consulted 96 homeless youth. Lack of life skills, confidence and key contributors to their experience of homelessness. Our project will equip youth with resources to find employment, hou: fostering independence and belonging in a healthy environment. Wh program could look like – this is what youth in Victoria envisioned.

> Emily Jackson October 2019



Together, let's support the production and integration of high quality evidence for ending and preventing homelessness in the Capital Region.

Highlights:

• Mid-July 2019, saw the formalized planning processes for developing a pilot research project through the Peer Housing Support Program, in collaboration with the Capital Regional Housing Corporation (CRHC). The intent of the project being to connect with tenants who were housed through newly built mixed-market rent housing with the CRHC, and who had also received transitional supports through the Regional Housing First Program (RHFP), with various housing and support services organizations within Greater Victoria.

Participatory Action Research (PAR)

August 2019, marked the official beginning of one-on-one peer support meetings between Lisa Crossman (Peer Housing Support Researcher) and CRHC tenants, in what would grow to become a team of Peer Researchers totalling 7 members over the course of the project.

Together, through a method of Participatory Action Research (PAR), a model of Peer Housing Support Research was created and formalized with the direction and guidance of Peer Researchers, and with the support of the Peer Housing Support Researcher, the GVCEH, and the CRHC to develop the 8-month project.

Participants in the pilot project (Peer Researchers) were given the opportunity to develop their own personalized supportive research activities, and to work closely with one another, and with their Peer Housing Support Researcher through regular peer support activities. Qualitative data in the form of: freestyle creative writing; various artwork mediums; photography; interviews (with interview questions developed by Peer Researchers); and journal

entries were submitted monthly over the course of the project to create an understanding of the personal journeys of this group of Peers with their experiences with accessing housing and supports services within Greater Victoria through the RHFP.

This collection of qualitative data illustrates each Peer Researchers' personal experiences with recovery from varied experiences with homelessness.

• Accessibility Legislation Consultation Event
On November 25, the Inclusion team staff
hosted and facilitated the Accessibility Legislation
Consultation Event for members of the GVCEH's
Lived Experience committees.

This event was funded by the Ministry of Social Development and Poverty Reduction through SPARC BC, and funds were distributed to the GVCEH to host a one-day intensive qualitative research data-gathering event toward informing the development of a provincial framework report on Accessibility Legislation. The contributed data was reported to SPARC BC to inform the development of a legislation that will see the creation of new laws, standards, and policies to remove and prevent barriers in accessibility for a wide spectrum of supports and services for differently-abled persons within our communities.

On February 5, 2020, the Accessibility Legislation Framework Report was released and noted a contribution from over 7, 000 individuals from across B.C., with the three most commonly noted themes through feedback in consultation of: Breaking Down Barriers; Advancing Human Rights; and Promoting Fairness and Equity.

Board of Directors & Committees

BOARD OF DIRECTORS

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Ron Rice, Victoria Native Friendship Centre (Representative of the
Aboriginal Coalition to End Homelessness)
Sandra Richardson, Victoria Foundation
Shayne Ramsey, BC Housing
Christine Culham, Capital Regional District (Ex-Officio)
Donna Wingfield, Service Canada (Ex-Officio)

GOVERNANCE AND POLICY COMMITTEE

Coalition to End Homelessness)

Ian Batey, Police Victim Services of British Columbia Marika Albert, Community Social Planning Council Patricia Mamic, The Salvation Army (Board Secretary)

PEOPLE WITH LIVED EXPERIENCE STEERING COMMITTEE

Co-Chair: Leonard James Blanche Samuel Bill Krampé Darrin Murphy David Tataryn Co-Chair:Bruce Livingstone Jahnava Moore Malinda Riffle (Guest) Tracee Szczyry Troy Tucker

FINANCE AND AUDIT COMMITTEE

Kelly Preston, Vancouver Island Health Authority

Donna Spence, Director/Treasurer

PEER HOUSING SUPPORT ADVISORY COMMITTEE

Amber Cushing Malcolm Sword
Jahnava Moore Tracee Szczyry
Lese-Anne McGill Leonard James

STEERING COMMITTEE

Angela McNulty-Buell, Pacifica Housing
Candice MacDonald, Victoria Cool Aid Society
Christine Culham, Capital Regional District
Fran Hunt-Jinnouchi, Aboriginal Coalition to End Homelessness
Heidi Hartman, BC Housing
Holt Sivak, Our Place Society

Ian Batey, Police Victim Services of British Columbia

Jason Laidman, Victoria Police Department
John Reilly, Capital Regional District
Kathy Stinson, Victoria Cool Aid Society
Kelly Reid, Vancouver Island Health Authority
Kim Grantham, Government of British Columbia
Maggie Kerr-Southin

YOUTH EDUCATING AND ADVOCATING ABOUT HOMELESSNESS (YEAH)

Alayah Han Brandon Julia Catt Julian Han Troy

YOUTH TASK FORCE

Co-Chair: Christine Culham, Capital Regional District Amanda Seymour, Vancouver Island Health Authority Andrew Holeton, Ready to Rent BC Anne van Beers, YMCA-YWCA April Feduniw, MCFD Bradley Mooney, PHS Community Services Society Bryce Toth, ohn Howard Society Victoria Candace Stretch, The Cridge Centre for the Family Chris Dunham, Binkadi Community Services Christine Culham, Capital Regional District Clarice Silva, Boys and Girls Club of Greater Victoria Colin Tessier, Threshold Housing Society Corie Aarsen, GT Hiring Solutions Dalyce Dixon, Boys and Girls Club of Greater Victoria Danella Parks, United Way of Greater Victoria Darin Reimer, The Sanctuary Deborah Chaplain, Vancouver Island Health Authority

Fran Hunt-Jinnouchi, ACEH
Gavin Donatelli, Boys and Girls Club of Greater Victoria
Jack Stirling, Island Metis Society
James Nyce, Victoria Native Friendship Centre
Jason Walsh, Threshold Housing Society
Jenn Mortimer, Beacon Community Services
John Reilly, CRD
Jose Bingham, Vic PD
Julie-Anne Hunter, Victoria Youth Empowerment Society
Kristina Lane-Birkland, YMCA-YWCA
Laura Stratford, MCFD
Lisen Karlstrom, Government of British Columbia
Lorna Mace, Vancouver Island Health Authority
Marjorie Wall, Threshold Housing Society
Me-Kon Hayes, Binkadi Community Services
Monica Legge, YMCA-YWCA

Co-Chair: Sandra Richardson, Victoria Foundation

YOUTH TASK FORCE CONTINUED

Pat Griffin, Victoria Youth Empowerment Society Rachel Carroll, United Way of Greater Victoria Raelene Curry, Victoria Native Friendship Centre Rosalie Fralick, The Foundry Rosamond Graham, VIHA Sandra Richardson, Victoria Foundation Sean Hand, Vic PD

HOMELESSNESS PREVENTION FUND

Beacon Community Association Burnside Gorge Community Centre Cool Aid Society Ministry of Social Development Mustard Seed Our Place Society

SYSTEM IMPROVEMENT WORKING GROUP

Chair: Holt Sivak, Our Place Society Amanda Seymour, Vancouver Island Health Authority Avery Taylor, PHS Community Services Society Bernice Kamano, Indigenous Advocate Bernie Pauly, University of Victoria Candace Stretch, The Cridge Centre for the Family Carol Hall, Victoria Foundation Charlayne Thornton-Joe, City of Victoria Chris Forester, Pacifica Housing Christine Harrtwig, Vancouver Island Health Authority Colin Brown, Victoria Police Danella Parks, United Way of Greater Victoria Debbie Berg, Our Place Dee Hoyano, Island Health Don Evans, Our Place Society Don McTavish, Victoria Cool Aid Society Doug King, Together Against Poverty Society Dr. Rachel Phillilps - Peers Victoria Resources Society Geoff McKee, Island Health lake Palmour, BC Housing

MONITORING AND EVALUATION WORKING GROUP

Chair: Chris Forester, Pacifica Housing
Adrienne Carlson, Burnside Gorge Community Centre
Aygul Khalaileh, RentSmart Education
Captain Sheldon Feener, The Salvation Army
Christina Kante, Victoria Native Frienship Center
Danella Parks, United Way of Greater Victoria
Denise Paul, Vancouver Island Health Authority
Emily Rogers, Together Against Poverty
Gina Dolinsky, Capital Regional District

Sheila D'Albertonson, BC Housing Shelley Morris, The Cridge Centre Suman Singh, MCFD Susan Gmitroski, VIHA Susie Girling, VIHA Sydney Richdale, Threshold Housing Society Tom Arsenault, John Howard Society Victoria

Pacifica Housing The Salvation Army St. Vincent de Paul Together Against Poverty Society Victoria Native Friendship Centre

Vice-Chair: Candice MacDonald, Victoria Cool Aid Society Jen Tessier, Capital Regional District John Reilly, Capital Regional District Katrina Jensen, AIDS Vancouver Island Kelly Reid, Island Health Ken Krenbrink, Homelessness Advocate Kim Duffus, Island Community Mental Health Association Lindsay Dolling, Victoria Youth Empowerment Society Lois Gabitous, BC Housing Margaret Forbes, Community Social Planning Council Michele Powell, Peers Victoria Resources Society Michelle McElroy, RestSmart Education Patricia Mamic, The Salvation Army Patrick Sibley, St. John the Divine Anglican Church Peggy Kumala, Greater Victoria Chamber of Commerce Roberta Bell, Victoria Native Friendship Centre Russ Maynard, Portland Housing Society Sean Hand, Victoria Police Troy Tucker, Youth Homelessness Advocate Trudy Chyzowski, Island Health

Co-Chair: Helma Libick, Victoria Cool Aid Society
Holt Sivak, Our Place Society
Ian Munro, Island Health
Jenn Mortimor, Beacon Community Services
Julie-Ann Hunter, Victoria Youth Empowerment Society
Patricia Mamic, The Salvation Army
Roberta Bell, Victoria Native Friendship Centre
Tammy Bennett, BC Housing

COMMUNITY ENGAGEMENT AND COMMUNICATIONS WORKING GROUP

Chair: Jeff Bray, Downtown Victoria Business Association
Alan Rycroft, Victoria Cool Aid Society
Brittany V. Vis, Maritime Museum of BC
Bruce Livingstone, Individual
Danella Parks, United Way of Greater Victoria
Grant MacKenzie, Our Place Society
Jasmine Campbell, Threshold Housing
Jennifer Parisi, Island Health
John Reilly, Capital Regional District
Kyle Wells, Victoria Foundation

Co-Chair: Patricia Mamic, The Salvation Army Laura Robin, Maritime Museum of BC Maggie Kerr-Southin, Individual Roberta Bell, Victoria Native Friendship Centre Roberta Randall, BC Housing Shellie Gudgeon, Terrazzo Ristorante Suzanne Reul-Zastre, The Salvation Army Suzanne Germain, Island Health Tracee Szcsry, Homelessness Advocate



Independent Auditors' Report

Grant Thornton LLP Suite 650 1675 Douglas Street Victoria, BC V8W 2G5

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To the members of Greater Victoria Coalition to End Homelessness Society

Opinion

We have audited the accompanying financial statements of Greater Victoria Coalition to End Homelessness Society ("the Society"), which comprise the statement of financial position as at March 31, 2020, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly in all material respects, the financial position of Greater Victoria Coalition to End Homelessness Society as at March 31, 2020, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance 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.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Audit | Tax | Advisory

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Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud
 or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that
 is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material
 misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve
 collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the
 disclosures, and whether the financial statements represent the underlying transactions and events in a
 manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on other legal and regulatory requirements

As required by the Societies Act of British Columbia, we report that, in our opinion, the accounting principles in the Canadian accounting standards for not-for-profit organizations have been applied on a consistent basis.

Victoria, Canada September 8, 2020

Chartered Professional Accountants

Grant Thornton LLP

Audit | Tax | Advisory

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Annual Report 2019-20 The Greater Victoria Coalition to End Homelessness

Greater Victoria Coalition to End Homelessness Society Statement of Financial Position

March 31		2020		2019
Assets Current Cash and cash equivalents Accounts receivable Prepaid expenses and deposits	\$	278,675 3,060 27,047	\$	351,016 3,798 30,832
Prepaid expenses and deposits	_	308,782	_	385,646
Tangible capital assets (Note 5)	_	25,496	_	23,874
	\$_	334,278	\$ _	409,520
Liabilities Current Payables and accruals	\$	26,832	\$	23,789
Deferred contributions (Note 6)	_	86,251 113,083	_	119,962 143,751
Net Assets Invested in capital assets Unrestricted	_	25,496 195,699	_	23,874 241,895
	_	221,195	_	265,769
	\$_	334,278	\$	409,520

Commitments (Note 10)

On behalf of the Board

Director

See accompanying notes to the financial statements.

Director

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Greater Victoria Coalition to End Homelessness Society Statement of Operations

Year ended March 31		2020	2019
Revenue			
Government grants (Note 3)	\$	561,549 \$	425,000
Contributions from other registered charities (Note 3)		144,082	169,710
Individual donations		11,935	8,055
Interest		1,760	4,334
Corporate donations		6,849	
Miscellaneous revenue		5,079	1.496
Membership fees	_	870	1,057
		732,124	609,652
	_	732,124	009,002
Expenses			
Amortization		4,550	5,475
Communications and consultation		28,838	33,662
Council and committee meetings		8,740	8,097
General administration		62,310	50,534
Professional fees		12,210	14,328
Program expenses (Note 4)		240,249	182,612
Rent		37,361	14,323
Wages and benefits	_	382,440	411,003
	_	776,698	720,034
Deficiency of revenue over expenses	\$_	(44,574) \$	(110,382)

Greater Victoria Coalition to End Homelessness Society Statement of Cash Flows Year ended March 31

Increase (decrease) in cash and cash equivalents			
Operating			
Deficiency of revenue over expenses Amortization	\$	(44,574) \$ 4,550	(110,382) 5,475
	_	(40,024)	(104,907)
Change in non-cash operating working capital			
Accounts receivable		738	(1,040)
Prepaid expenses and deposits Payables and accruals		3,785 3,043	(25,573) 3,746
Deferred contributions	_	(33,711)	47,423
	_	(26,145)	24,556
	_	(66,169)	(80,351)
Investing			
Net change in term deposits			200,000
Purchase of capital assets	_	(6,172)	(18,789)
	_	(6,172)	181,211
Net (decrease) increase in cash and cash equivalents		(72,341)	100,860
Cash and cash equivalents, beginning of year	_	351,016	250,156
Cash and cash equivalents, end of year	\$	278,675 \$	351,016

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society

Year ended March 31					2020		2019
	Invested in capital assets		Unrestricted	_	Total		Total
Balance, beginning of year	\$ 23,874	S	241,895	\$	265,769	S	376,151
Deficiency of revenue over expenses Additions to tangible capital assets	(4,550) 6,172		(40,024) (6,172)		(44,574)		(110,382)
Balance, end of year	\$ 25,496	s	195,699	\$	221,195	s	265,769

See accompanying notes to the financial statements.

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

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-powermental appendes 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

Revenue recognition

The Society follows the deferral method of accounting for contributions.

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.

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 Computer equipment Leasehold improvements

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

March 31, 2020

Summary of significant accounting policies (continue

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 instrument

The Society's financial instruments consist of cash and cash equivalents, accounts receivable, 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.

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

Tangible capital as	sets				_	2020	-	2019
		Cost		cumulated nortization		Net book value		Net book value
Furniture and equipment Computer equipment Leasehold improvements	s 	12,428 54,119 18,386	s 	11,813 45,581 2,043	\$	615 8,538 16,343	\$	899 6,632 16,343
	s	84,933	s	59,437	\$	25,496	\$	23,874

6. Deferred contribution

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

	BC Housing	United Way	VanCity	Victoria Foundation	Island Health Authority	Canadian Mortgage and Housing	Total 2020	Total 2019
Balance,								
beginning of year \$	40,000	\$ 1,413 \$	307	\$ 69,910 \$	8,333 \$	- \$	119,962 \$	72,539
Received during the year	40.000	1.413	307	42,253	8,333 16,666	61,947	112,533 232,495	217,889 290,428
Less: recognized as revenue during the year	38,529	1,413	307	97,663	8,333		146,245	170,466
Balance, end of year \$	1,471	s <u> </u>	-	\$ 14,500 S	8,333 5	61,947 \$	86,251 \$	119,962

7. 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, 2020

Grant

The Society's major funding sources are from contributions received from other registered

	_	2020	-	2019
Government grants Capital Regional District Island Health City of Victoria BC Housing	\$	310,000 100,000 113,020 38,529	\$	225,00 100,00 100,00
	\$	561,549	\$_	425,00
Contributions from other registered charities United Way of Greater Victoria - Homelesness Prevention Fund Victoria Foundation - Homelessness Prevention Fund Victoria Foundation - Homelessness Victoria Foundation - Turni	\$	1,413 57,635 16,200 21,466 33,062 306 14,000	s	15,38 28,57 1,00 103,37 15,87 5,49
	\$_	144,082	s_	169,71
4. Program expenses		2020		2019
Program expenses consist of the following Beacon Community Association Covid Vulnerable Population Response Face to Face With Stigma Homelessness Prevention Fund Inclusion & Collaboration Millstream Research Peer Housing Support Project Connect Social Inclusion Program Social Planning and Research Council Youth Homelessness	\$	21,357 14,721 13,663 34,167 4,941 2,929 80,633 635 21,157 1,495 44,551	\$	28,9 - 28,9 - 36,7 - 11,5 -
	\$	240,249	s _	182,6

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

March 31, 2020

8. Risk managem

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 Board of Directors 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 thes financial instruments. Unless otherwise noted, its managements opinion that the Society is not exposed to significant interest, currency or credit risk arising from these financial instruments.

9. Remuneration

Under the new Societies Act, which came into effect November 28, 2016, societies must disclose remuneration paid to directors, and to employees and contractors whose remuneratio was at least \$75,000 for the fiscal year. During the year, the Society paid no remuneration to directors.

During the year, the only employee who met this criterion was the Executive Director, who we paid total remuneration of \$110,000 (2019: \$109,095).

10. Commitments

e Society has operating leases with future minimum aggregate lease payments as follows:

2021 2022 2023	\$	37,46 38,47 39,48
	\$_	151,87

To the community, members and organizations who join together as the Greater Victoria Coalition to End Homelessness, we appreciate the support you have shown over the years,

Our collective voice and action is critical to the Coalition's continued progress in the mission of ending homelessness in Greater Victoria.

Funding for the Coalition is generously provided by:











Investment in housing and support services in Greater Victoria are made by:









211 - 611 Discovery st.
Victoria, BC V8T 5G4
www.victoriahomelessness.ca

For further information on the Greater Victoria Coalition to End Homelessness Society, or to request, copies of the 2019-20 financial statements, please contact us at:

250-370-1512 admin@victoriahomelessness.ca

or visit : www.victoriahomelessness.ca