ANNUAL REPORT

2021-2022



www.victoriahomelessness.ca

greater victoria coalition to end homelessness

hope has found a home

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 (GVCEH) 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, postsecondary institutions, the faith community, people with lived experience of homelessness, and members of the community.

OUR VISION

A Region Without Homelessness

OUR MISSION

To ensure appropriate solutions are in place to serve those individuals experiencing chronic homelessness in the capital region.

To ensure all people facing homelessness in the capital region have access to safe, affordable, appropriate, long-term housing.

Outcome - Ultimate Benefit

Communities throughout the region are safe, healthy, vibrant, welcoming, and supporting of people from all walks of life and stages in their life journey.

Measure of Success: Functional Zero

Functional zero is a concrete, and measurable approach to ending homelessness.Simply put, it means that there are enough, or even more homeless-serving services and resources than neededto meet the needs of individuals who are experiencing homelessness.This definition and approach to ending homelessness gives communities the autonomy to reflect on what ending homelessness could and should look like.

Territorial Ackowledgement

We acknowledge with respect that we conduct our business within the traditional territories of many First Nations, including but not limited to BOḰEĆEN (Pauquachin), MÁLEXEŁ (Malahat), P'a:chi:da?aht (Pacheedaht), Pune'laxutth' (Penelekut), Sc'ianew (Beecher Bay), Songhees, SȾÁUTW̱ (Tsawout), T'Sou-ke, W̱JOŁEŁP (Tsartlip), W̱SIKEM (Tseycum), and xʷsepsəm (Esquimalt), all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.

We are aware of and strive to continue educating ourselves on the multilayered injustices that these communities still experience, and to keep on forging collaborative actions in addressing homelessness among Indigenous peoples.

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MESSAGE FROM **THE CO-CHAIRS**



LISA HELPS
Co-Chair



JEFF BRAY
Co-Chair

As we close the Fiscal Year 2021-22, our resolve to uplift and unite the sector and those it serves in our community is stronger than ever. 2021 saw a more encouraging outlook as pandemic restrictions were loosened, vaccines were distributed and businesses re-opened. As we transition from emergency response, and into sustainable delivery and planning, the relationships Greater Victoria Coalition to End Homelessness (GVCEH) forged through being part of a collaborative community response to the pandemic create a strong foundation for a future together.

Like any other organization and institution, we at the GVCEH have also faced formidable challenges. But these have not stopped us from fulfilling our mission, rather, these have fueled our determination to elevate the importance of safe, appropriate, and affordable housing, and support services.

Safety and security through housing have been the cornerstone of GVCEH's work, and in the context of a global pandemic, having a safe and appropriate home is the difference between life and death. We are tremendously grateful to all our community partners, who have enabled us to continue our mission during this most challenging time. Responding to adversity always represents an opportunity.

Housing is a human right. It is a social determinant of health. Experiencing homelessness almost universally means experiencing deteriorating health. The pandemic shone a light on this when people were pushed out of shelters into streets and parks. This inspired community to come together behind an innovative project – the Tiny Home Village – to create safe and secure shelter quickly, and inexpensively, where basic needs and basic rights became more accessible.

In May 2021, the first residents of the Tiny Home Village moved in. Thirty people who used to live in parks or use mat programs during the pandemic were able to have a private space, with a door they could lock behind them, to call their own. More than having a roof over their head, the residents are provided with 24/7 supports, healthcare, harm reduction supports, and employment training.

This project stemmed out from collaboration with Aryze Development, BC Housing, the City of Victoria, Our Place Society, hundreds of community donors, and various service providers. With Reaching Home funding from the federal government, we were able to furnish the Tiny Home units.

Additionally, this program allowed the GVCEH to provide brand-new furnishings from Dodd's Furniture & Mattress for people who were moving out of temporary housing sites such as motels, into permanent housing.



We continue to innovate and bring people together to build community and continue to build hope through action.

As the calendar year came to an end, we also ensured continuity in the GVCEH leadership. We would like to thank former Executive Director Kelly Roth, for her great work and for her dedication and tenacity. She stewarded the GVCEH through very difficult times and was integral to the important advances the organization and the community have made. We also want to congratulate and welcome Kelly's successor - the new Executive Director, Sylvia Ceacero. We are grateful and excited to have Sylvia on board as she brings her expertise and perspectives to the work of the organization and becomes instrumental in furthering our vision of a region, a province, and a country where everyone has a safe place, they can call home.

Amidst these interesting times, we will continue to pursue our mission to ensure that experiences of homelessness in the Capital region are rare, brief, and non-recurring and that housing and supports are culturally adaptive, creative, caring, and person-centered. With our Board's guidance, our staff's determined work, and our community partners' continued trust, we are prepared for our next big moves. Knowing that we have a strong ecosystem of service providers and scores of helping hands collaborating with us, we are optimistic that we can power through any obstacles and serve people experiencing homelessness as we look forward to more fruitful years ahead.

As your Co-Chairs, we thank you and hope for your continued and unwavering support. As outgoing Co-Chair after eight years with the organization, Lisa would like to thank all the GVCEH partners and all the people in the community who continue to work so hard to make sure that our most vulnerable community members who need care and love get that care and that love and the housing that each one needs and deserves.





MESSAGE FROM THE EXECUTIVE DIRECTOR

I have had the great privilege of leading this fantastic organization since the end of January 2022. Yet, I get to report on the amazing work that took place at the GVCEH in 2021. The gargantuan achievements in this difficult year can only be credited to the fantastic team that was and is still here and to all of our partners. The simple words I write are insufficient to explain the deep gratitude and admiration I have for the GVCEH family.

In 2021, our community demonstrated its unshakable belief that, to be healthy, we have to rely on each other's care and concern.

When shelters closed many of their beds due to the pandemic, many persons experiencing homelessness were forced to seek shelter anywhere they could find, including parks. Many encampments were erected to temporarily shelter those who could not find shelter elsewhere. The GVCEH sought to ensure that the people taking refuge in these encampments had what they needed until other viable options came online. Following the Provincial investments in temporary housing at hotels and motels, the GVCEH's newly formed Peer Housing Support Team assisted with the move out of encampments and the move into these transitional accommodation spaces. This person-centered work culminated in a successful transition and a renewed understanding of what was needed moving forward.

Concurrently, the GVCEH entered into an agreement with BC Housing to continue to provide The Lighthouse youth with temporary housing options, create opportunities for empowerment and autonomy for the youth living there, and develop emotionally supportive relationships so the youth could continue in their journey. This was the successful culmination of the tremendous work of the Youth Task Force, Youth Education and Advocating on Homelessness, Youth Leadership Research Team, and other teams who worked tirelessly to find innovated solutions to prevention of youth homelessness. The site transitioned to Beacon Community Services Society January 1, 2022.

During this time, the GVCEH and the Aboriginal Coalitions to End Homelessness embarked on a 5 phase National Housing Strategy, CMHC-funded Solutions Lab called Surfacing Our Strengths - Co-creating Strategic Solutions WITH Women+ At Risk of Violence and Homelessness. Forty-three organizations across 11 sectors, and a team of peer researchers with lived and living experience of gender-based violence and homelessness, worked together to co-develop and test new solutions and transformative approaches, such as developing a mapping app, to support women in their housing needs.

These are but three examples of how collaborations can achieve results. Cooperation is a cornerstone and a mainstay of the work of the GVCEH in community. I wish I could have many more pages to share all the important work that was achieved during this pivotal year thanks to the Health and Housing Steering Committee, the Systems Transformation Working Group, the Communications and Engagement Working Group, the People with Lived and Living Experience Council, the Board of Directors and many others who understand that true community requires commitment and openness and an unwavering willingness to connect beyond biases, assumptions, and stereotypes – that is when humanity rises and hope finds a home.



SYLVIA CEACERO
Executive Director

TO OUR DONORS AND COMMUNITY PARTNERS

thank you

- Aboriginal Coalition to End Homelessness
- Anawim Companion's Society, The
- AVI Health & Community Services Society
- BC Housing
- Beacon Community Services
- Boys & Girls Club
- Burnside Gorge Community Association
- Capital Regional District
- Cockrell House
- Committee to End Homelessness
- Community Social Planning Council
- Construction Foundation of BC
- Cornerstone Youth Society
- Cridge Centre for the Family, The
- Devi Trust Foundation
- Downtown Victoria Business Association
- Greater Victoria Chamber of Commerce
- Greater Victoria Housing Society
- Habitat for Humanity Victoria
- IPB Consulting Services
- Island Health
- Lookout Housing and Health Society
- Maritime Museum of BC
- Mustard Seed, The
- Neighbourhood Solidarity with Unhoused Neighbours (NSUN)
- Network of Homes Affordable Housing Society (NOH:AHS)
- North Park Neighbourhood Association
- Oasis Society for the Spiritual Health of Greater Victoria
- Our Place Society
- Pacifica Housing Advisory Association
- PEERS Victoria Resources Society
- RentSmart
- Salvation Army - ARC, The
- Société francophone de Victoria
- Sooke Homelessness Coalition
- Sooke Shelter Society
- South Mid Vancouver Island Zone Veterans Housing Society
- St. Vincent de Paul
- TBC Nominee Inc. (The Bay Centre)
- Threshold Housing Society
- Together Against Poverty Society
- Umbrella Society for Addictions & Mental Health
- United Way Southern Vancouver Island
- Victoria Brain Injury Society
- Victoria Cool Aid Society
- Victoria Foundation
- Victoria Native Friendship Centre
- Victoria Police Department
- Victoria Youth Empowerment Society
- Work BC (Maximus) was GT Hiring
- 9-10 Soup Club

We would like to extend our sincerest gratitude to our donors and community partners for your generosity and positive contribution for the welfare of our community. The meaningful work our sector does, would not be possible without the support and participation you have shown over the years.

We will continue to nurture these partnerships as we further our mission of ensuring that experiences of homelessness in the Capital region are rare, brief, and non-recurring.

GVCEH OPERATIONS

Departments as Core Functions

The GVCEH staff is organized into departments refecting these five core functions to support strategic priorities:



Ongoing Strategic Priorities

Internal operational plans support outcomes-based community planning

1. Funding effectiveness
2. System effectiveness
3. Inclusiveness
4. Evidence-based reporting

Causal Factors of Homelessness

Structural Factors

E.g. Stigma & discrimination, the lingering impacts of colonialism on Indigenous Peoples, and increased cost of living without equal increase in income

Systemic Failures

E.g. Falling between the cracks in our system of care, youth transitioning out of care, discharge from hospitals/ correctional facilities without homes

Personal Circumstances

E.g. Job loss, traumatic events, health problems, and family violence or conflict particularly for women, children, and youth

The 2019-2024 Community Plan to End Homelessness in the Capital Region

FIVE KEY COMMUNITY-BASED OUTCOMES

Building upon the outcomes identified through the Housing First Outcome Map, GVCEH developed five Community-Wide Outcomes to guide our community planning process.

Support Sverviices (SS)

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

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

Housing (HO)

A supply of accessible, appropriate and safe housing, centered around the unique needs of individuals is available.

Advocacy and Awareness (AA)

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.

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 and are effective, collaborative, supportive and inclusive.

The GVCEH was tasked with reviewing key documents in order to provide a combined list of initiatives, activities and recommendations intended to address the issue of homelessness across the Capital Region.

The following documents were reviewed and referenced in the final report (Homelessness Response System Document Recommendations Review: List of Recommendations).



SUPPORT SERVICES HIGHLIGHTS

Outcome:

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

Support services agencies have the mandate and capacity to deliver the needed services.

PEER HOUSING SUPPORT PROGRAM (PHSP)







25+ Individuals supported through Inreach

More than 25 people that have previous or current experiences of homelessness were supported through Inreach. Inreach provides emotional and social support , referrals for other social services that may be applicable to our peers, as well as supplementing peers' diets with grocery shops and coffee visits.

- 250+ supplemental grocery shops with Peers and Peer Support Workers
- 450+ coffee visits between Peers and Peer Support Workers

55+ Street Community Outreach shifts per week

- 10 Youth specific Street Community Outreach Shifts
- An average of 40+ people supported during each Street Community Outreach Team shift
  - » 2,000+ individuals supported during Street Community Outreach Team shifts
- Average of 2-5 external support referrals given during each shift
  - » 165+ external referrals made

45+ Peers are supported via drop-in peer support per week

During the 2021-2022 fiscal year, the Peer Housing Support Program has evolved to meet the diverse needs of our community. In 2021, our team provided Peer Research and Support at the Travelodge Hotel including drop-in peer support for 45+ peers each week and support for the moving transition efforts of peers at the Travelodge Hotel and Beacon Hill Park. Some of those involved in these moves continue to be supported in a one-on-one capacity through our Inreach program.

Our Inreach program has supported 25+ individuals who are currently or have previously experienced homelessness, providing our peers with 250+ grocery shops and 450+ coffee visits. At the end of 2021 the Street Community Outreach Team (SCOT) was developed. Supports are determined by the needs of the peer, with once-monthly to once-weekly meetings. SCOT supports peers in accessing additional supports, making referrals to external service agencies, assisting peers in navigating available social services, and providing social and emotional supports to our unhoused and newly housed peers.

In early 2022 SCOT shifts began, with team members going out 5 days weekly. One outreach shift per week has been dedicated to Youth experiencing homelessness. During fiscal year in 2022, there were 55+ SCOT shifts, with 10 dedicated to youth experiencing homelessness. SCOT commonly interacts with 40+ people each shift. To date, SCOT has supported upwards of 2,000 people and provided over 165 external resources or referrals.

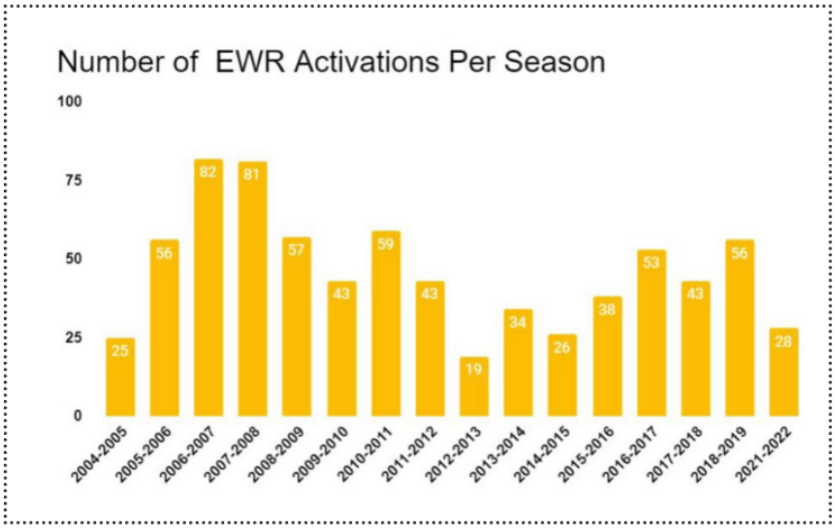
We continue to develop and strengthen our team through weekly meetings, focusing on the dynamics of peer support in each program (Inreach and Street Outreach). Additionally, we have our Community of Practice and Professional Development meetings which focus on continued learning and sharing peer support best practices, successes, and struggles.

EXTREME WEATHER RESPONSE (EWR) PLAN

28

EWR Activations 2021-2022

Over the 2021-2022 winter there were 28 EWR activations coordinated by GVCEH.



GVCEH developed the 2021/22 Greater Victoria Extreme Weather Response (EWR) Plan, with support from BC Housing. Nina Grossman, the GVCEH Communications Coordinator, was designated under Assistance to Shelter Act as the Community Representative for Greater Victoria and coordinated the EWR for the region.

The Greater Victoria EWR is a regional community program developed to address the shelter needs of people experiencing homelessness during periods of harsh wind, rain, snow, and/or subzero temperatures. This community response began as an emergency shelter program during a cold snap in the winter of 2003/2004. In January of 2004, the City opened an emergency cold weather shelter at the Silver Threads building in cooperation with various downtown service providers.

CITY OF VICTORIA WARMING CENTRES

In 2021/22 winter season, the City of Victoria, funded by Emergency Management BC, created a warming centre model to provide a safe and warm space for people experiencing homelessness during extreme daytime weather.



In addition to communications and coordination support, the GVCEH provided EWR shelter training for City of Victoria Auxiliary Staff. A special thank you to the Lived and Living Experience Council members who reviewed and provided feedback on the training package.





HOUSING HIGHLIGHTS

Outcome:

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

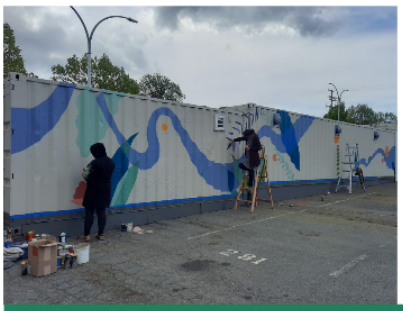
TINY HOMES VILLAGE

The Caledonia Tiny Homes Village is an initiative to provide additional transitional housing for community members experiencing homelessness. This innovative village, built from repurposed shipping containers, serves as a temporary place to call home on their journey to permanent housing.

30
Residents at a time

The first residents of the Tiny Home Village moved in May 2021. Thirty people previously living in parks or using mat programs during the pandemic now had a private space, with a door that locked behind them, to call their own. Residents also had access to 24/7 supports, healthcare, harm reduction supports, and employment training.

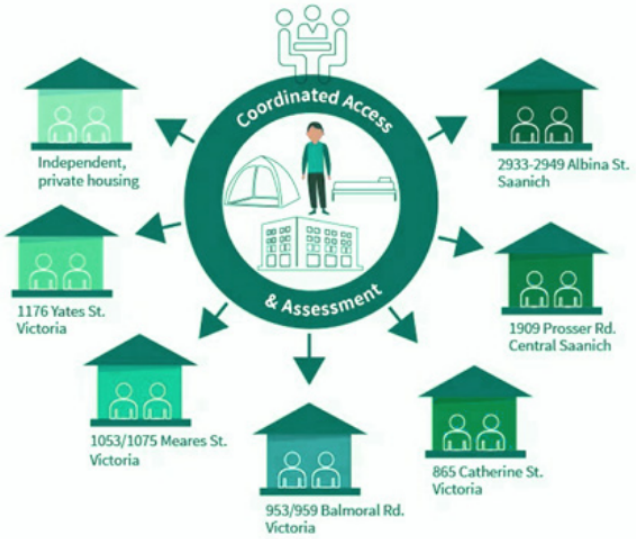
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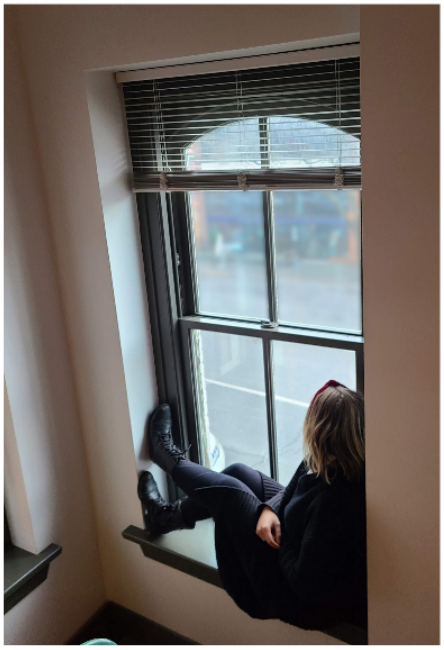


BC HOUSING COMMUNITY DIALOGUES

In March of 2021 BC Housing announced 6 new permanent supportive housing sites as part of the Province's long-term housing plan. In the following months there were a number of virtual community dialogues held for each of the locations. The GVCEH participated to provide perspective on the experiences of homelessness and answer community inquiries.



THE LIGHTHOUSE



During the COVID-19 Pandemic, a unique housing site for youth experiencing homelessness in Greater Victoria was developed by a dedicated group of partners including BC Housing, the GVCEH, youth with lived and living experiences of homelessness, and community service providers. This site was named The Lighthouse by the site's first residents. The Lighthouse was envisioned as a trailblazing opportunity to create a new model of housing led by youth residents and supported by community collaboration evidence-based research.

In many respects, The Lighthouse has been a success. This site added desperately needed housing for youth in Greater Victoria who had limited options within existing youth housing, including those experiencing barriers such as substance use and acute needs. Each Lighthouse resident was able to participate in onsite employment, connect to services, build relationships, contribute to decision-making, create their own programs, and access harm reduction and recovery supports for substance use.

Starting December 2021 the Lighthouse Project was transferred to Beacon Community Services, operators of the Out of the Rain Youth Shelter since 1997. Beacon Community Services became full site operators January 1, 2022. Beacon Community Services is a part of a coalition that has been operating the Out of the Rain Youth Shelter in the community since 1997.

TRAVELODGE

Peer Housing Support Program
Move Transition Stats

- First day of physical moving activities - August 12, 2021
- Last day of physical moving activities – December 15, 2021
- # of Peer Support Workers who supported moves – 5
- # of Peers who were supported through peer support through the move transition in total – 34
- # of Peers who continue to receive ongoing support with the Peer Housing Support Program - 20

The Travelodge Motel, a temporary housing site operated by Cool Aid Society, ceased operations December 2021. There was a tremendous community-wide effort to support individuals staying there to move to alternate locations and into permanent housing. The Peer Housing Support Team who had been providing supports and facilitating engagement at the site where instrumental in supporting people through the moving transition.

"Feeling that you're not just a statistic and that there is someone out there who actually cares what you have to say or how you're feeling is important – it keeps you motivated to not give up on yourself."

- Previous Travelodge Hotel Resident

" It was very overwhelming...we had to deal with the emotional support around that. And particularly just letting people know that they weren't in this alone... And again, all the agencies coming together in some fashion around this really did help reduce the trauma around the transition..."

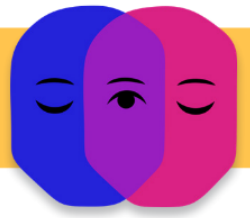
- Peer Support Worker



ADVOCACY & AWARENESS
HIGHLIGHTS

Outcome:

Communities and neighborhoods 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.



FACE 2 FACE (F2F) WITH STIGMA WORKSHOPS

This year, F2F with Stigma conducted a total of 18 workshops with a total of 575 participants from of the following groups:

- Camosun College Nurse Mentorship program
- Camosun college Social Justice
- Community engagement and communications working group
- Cool Aid
- Human Library
- Our Place
- Police Victims Services
- South Park School
- University of Regina-Faculty of Social Work
- UVIC Enviromental Studies
- UVIC School of Nursing
- VicPD- Jailor program, police recruits, special municipal constables, senior management team

18

Workshops provided by the Face2Face team

575

Persons participating in a Face2Face workshop

Face 2 Face with Stigma (F2F Stigma) is an anti-stigma workshop created, driven, and led by people with lived/living experiences. The goal of the workshop is to educate, inspire empathy and reduce fear toward people experiencing homelessness and/or substance use disorder.

In a safe environment, the workshop provided an opportunity for essential conversations about various topics. Personal stories presented used to foster equality to decrease stigma by changing mindsets and perspectives of the community.





STREET SURVIVAL GUIDE

The Street Survival Guide, a GVCEH flagship document, was created by group of people with lived and living experience of homelessness and continues to be a valued resource in the community. It is a fulsome list of resources, services, and contact information to help those experiencing or at risk of homelessness.

The Street Survival Guide has been updated to incorporate changes to organizations and services. This document will be kept updated especially following the impacts of Covid-19 and as restrictions have lifted.





PREVENTION SUPPORT
HIGHLIGHTS

Outcome:

People are prevented from becoming homeless.

UNIVERSITY OF VICTORIA STUDENT ENGAGEMENT

GVCEH engaged the University of Victoria Community Engaged Learning (CEL) Coordinator to support a collaboration between University of Victoria students in the Community Based Participatory Research (CBPR) geography course. In the summer of 2021, the students were tasked with supporting the initial stages to create an application or website for Women+ at risk of homelessness and fleeing violence to access Victoria specific aid.

The project culminated in a report, Navigator Project Stage 1 Findings, outlining findings and a call for passing the project to other students who have the computer science skills to create a digital resource.

During this engagement, two GEOG 491 - A02 students established and reported on a framework for local Victoria resources and organizations that would be suitable for Women+ at risk of homelessness and fleeing violence. The students started a non-exhaustive list of resources in the Victoria area. Their findings were laid out in a bullseye visual to depict the specific needs of someone fleeing violence and the overarching needs for survival with the expectation that the list will be added to as the project progresses.



Bullseye of needs for Women+ fleeing violence (Dufort & Lando, 2021)

SURFACING OUR STRENGTHS SOLUTIONS LAB

In partnership with the Aboriginal Coalition to End Homelessness and Shift Collaborative, the GVCEH convened an NHS Solutions Lab to explore the challenges and opportunities for creating accessible, safe, and appropriate housing supports and solutions for Women+ at risk of violence and homelessness in Greater Victoria. The SoS Solutions Lab was completed March 31st, 2022, and cycled through five phases (Definition, Discover, Development, Test & Prototype, and Roadmap). The SoS Solutions Lab included multiple agencies and organizations from across the Greater Victoria region, British Columbia, and across Canada. A final report was submitted to the Canadian Mortgage and Housing Corporation (CMHC).

The SoS Solutions Lab allowed us to create a cross-sectoral, systems-wide approach to develop strategies to support safe and stable housing for Women+ experiencing homelessness, who may have experienced or be at-risk of violence. We were able to build on local knowledge and efforts as we worked to address this issue. We were able to support a culturally appropriate, person-centred response to create prototypes to address safe and stable housing for Women+ experiencing homelessness, a population that is in greatest need, vulnerable, and having distinct needs not currently being addressed by the current systems.

Lab Engagement at a Glance



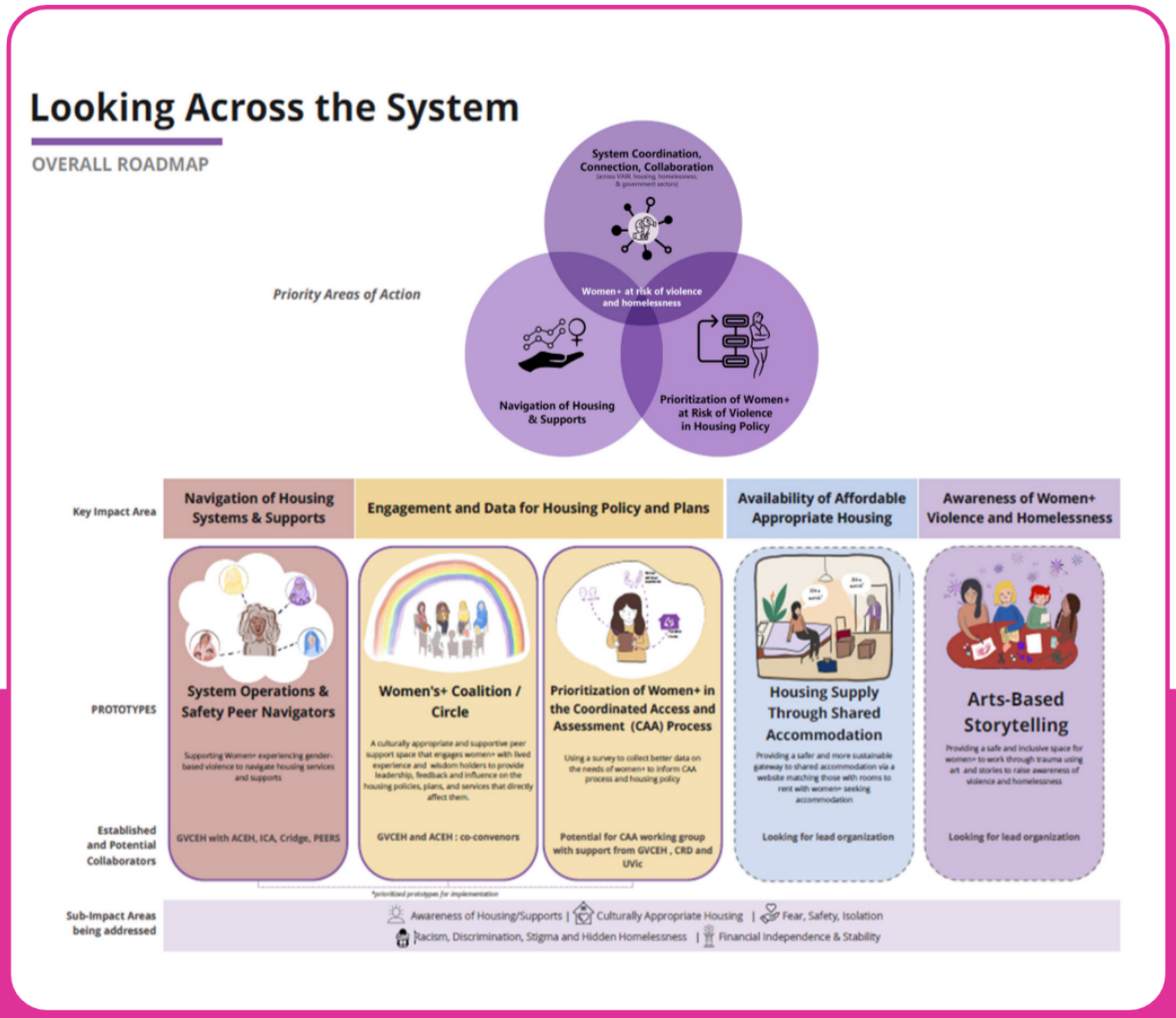
Our systems change process involved three, interconnected strategies: focusing on engagement, strengthening our relationships, and building from Women+'s lived experience to co-develop and test solutions.

Through the SoS Solutions Lab, SoS prototype teams were created and five prototypes were developed, culminating in a Road Map, complete with priority areas of action.



SoS Peer Research Team Testing Day (December 9, 2021)

While the NHS Solutions Lab was completed in March of 2022, this project will continue. We will implement the SoS Roadmap we developed to evolve and advance prototype ideas, seek resources to develop pilots, and continue nurturing existing partnerships as well as creating new partnerships and collaborations.



INCLUSION COORDINATOR

The Community Inclusion Coordinator was hired in the fall of 2021. The position creates opportunities for people who are accessing services to have a say and participate in the development and delivery of those services, particularly at supportive, temporary and shelter sites. The Community Inclusion Coordinator also provides opportunities for people accessing services to connect with the broader community.

The Inclusion Coordinator provides support for the Lived and Living Experience Council, develops healthy relationships with people with lived/living experiences and services providers, and facilitates talking circle/ Resident Advisory Committees at housing sites and in the community. This includes liaising with service providers to support communications and collaborative solution development.

The Inclusion Coordinator works closely with the Face 2 Face with Stigma team and the Peer Housing Support Team at the GVCEH. The Inclusion Coordinator also co-led facilitator training for members of other peer organizations in December 2021 to support ongoing lived experience engagement in the broader community.

This position is currently funded through the Provincial Strengthening Communities Grant.





YOUTH TASK FORCE

The GVCEH co-Chairs the Youth Task Force (YTF) with Threshold Society. The YTF was formed to collaboratively develop strategies and initiatives to address the systemic and individual challenges for youth experiencing homelessness in Greater Victoria, including addressing systems gaps through a prevention framework where the distinct needs of youth are front and centre through all intervention activities.

Early in its mandate the YTF identified the intersectionalities of youth populations and consulted with lived experience youth to ensure that the strategies developed at the table meet the needs of the youth. The main goal of the YTF is to shift the focus from reactive crisis intervention to strategic and proactive prevention. The homelessness prevention framework underpinning the YTF includes structural prevention, systems prevention, early intervention, eviction prevention and housing stability. YTF work is also intertwined with the ongoing work of the Coordinated Access and Assessment Advisory Committee and now represented at the Health and Housing Steering Committee leadership table.

BC COALITION TO END YOUTH HOMELESSNESS

The GVCEH is an active member of the BC Coalition to End Youth Homelessness (BCCEYH). The BCCEYH is a coalition of over 40 organizations across the province. The BCCEYH was founded to lead the development of a provincial plan to end youth homelessness in BC. The BCCEYH seeks to magnify the voices of young people with lived expertise to inform this plan and is supporting a provincial youth-led youth homelessness conference. The BCCEYH meets regularly to discuss current youth homelessness issues and to develop reports on various provincial ministries' roles and priorities related to youth homelessness. These reports are used to work collaboratively with the Office of Homelessness Coordination and provincial ministries towards our common goal of preventing, reducing and ending youth homelessness.

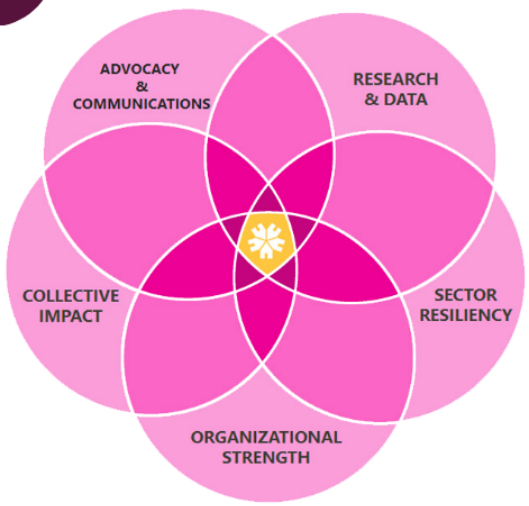


COLLABORATION & LEADERSHIP HIGHLIGHTS

Outcome:

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

GVCEH 2022-2024 STRATEGIC PLAN



In March of 2022, the GVCEH community convened to develop the 2022-2024 Strategic Plan and 5 Strategic Goals were identified.

1. ADVOCACY AND COMMUNICATIONS
We amplify the voice of the sector to reach its functional-zero-by-2030 goal through the development and implementation of a sector-wide advocacy and communications plan.

2. COLLECTIVE IMPACT
We align and focus the opportunities that arise from the intersection of our work in community through the development and strengthening of partnerships that result in system transformation, upstream and downstream.

3. RESEARCH AND DATA
We uphold the highest standards of research and data to support evidence-based decision making at all level.

4. SECTOR RESILIENCY
We support the people working in our sector to thrive in the service of our community by developing best-practices approaches that are human capital centric.

5. ORGANIZATIONAL STRENGTH
We continue to develop a GVCEH team that is adequately resourced to augment capacity that aligns and focuses on mission-critical actions that support the evolving needs of the sector.



SOOKE HOMELESSNESS COALITION STRATEGIC PLAN

Between October 2021 and March 2022, the GVCEH team was delighted to facilitate 3 community strategic planning sessions with the Sooke Homelessness Coalition (SHC). The collaborative social development process built on the well-established relationships in Sooke, the Sooke Region Communities Health Network report Amidst the Paradise: Homelessness in the Sooke Region and the work of the Sooke Multi-Belief Initiative.

The sessions resulted in a localized framework within the 5 Community Outcome areas, and collective priorities to be implemented in 2022 through 2025.

The SHC was founded in 2020 to support local, regional and provincial service providers to meet regularly and coordinate their work. The SHC works closely with and holds up the work of the Sooke Shelter Society.



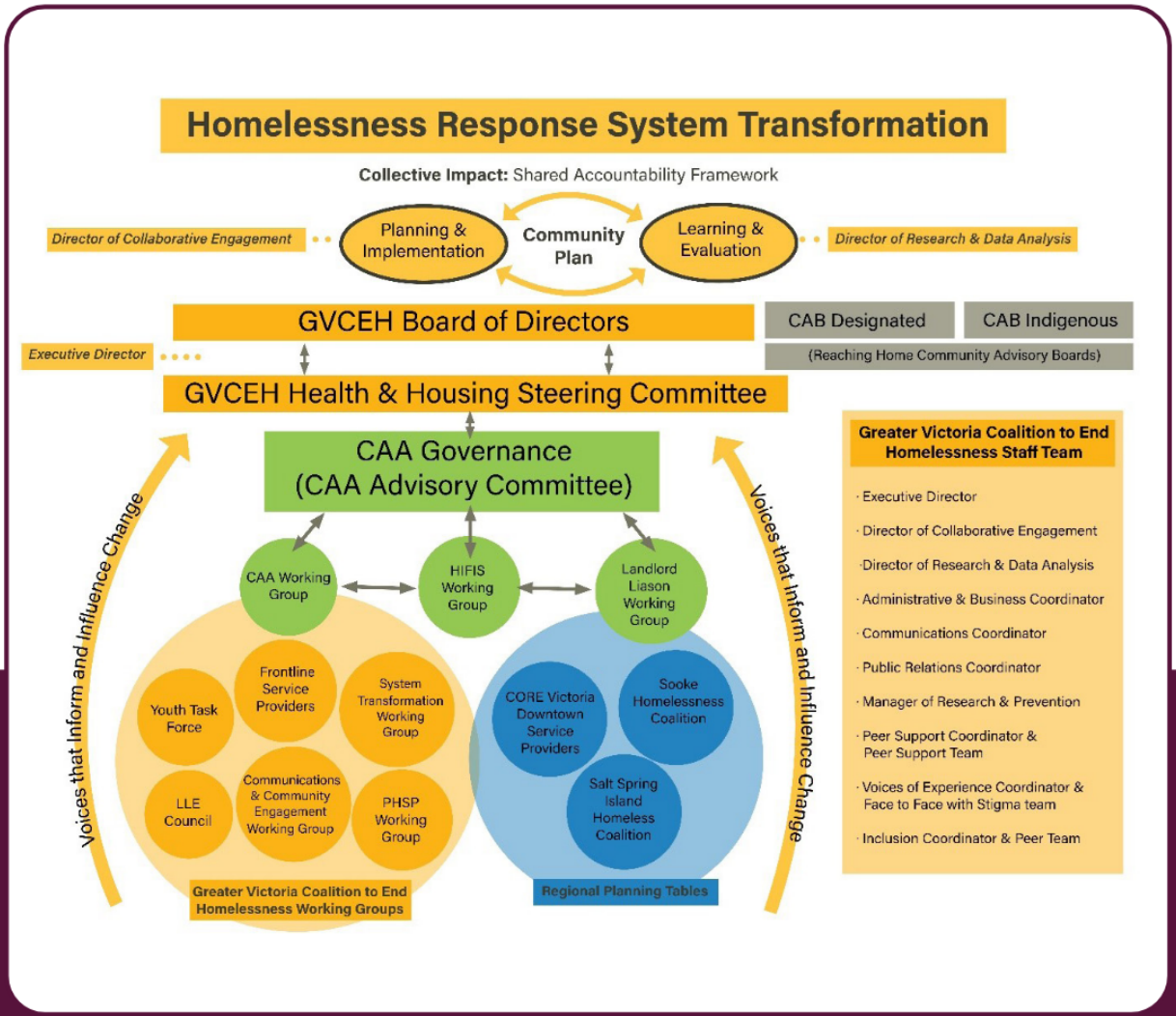


WELLNESS ALLIANCE & FUNCTIONAL ZERO WORKING GROUP

As the homelessness response continued to evolve and pivot throughout the ongoing pandemic, the Community Wellness Alliance Working Group, a table of government, business and social-service officials which had the goal of supporting over 200 individuals living in parks indoors, became the Functional Zero Working Group (FZWG).

The FZWG was convened by the GVCEH and undertook a review of the many tables and networks in the sector. The Homelessness Response System Shared Accountability Framework emerged from this review. Workplan items from the FZWG were disseminated to the various GVCEH and community convened tables and the FZWG was dissolved.

Between October 2021 and January 2022, GVCEH staff undertook a review of community research and reports of work done in the Capital Region to synthesize the most current learning and recommendations from these documents in an effort to focus efforts based on common findings and strategies, thus achieving collective impact.





REGIONAL **HIGHLIGHTS**

CENTRAL POOL FURNISHINGS PROGRAM



The Central Pool of Furnishings was created to support people who were moving from temporary sheltering sites, encampments or other transitional housing sites. 30 Furniture Packages from Dodd's Furniture includes a Kitchen Table with 4 chairs; a love seat/pull out couch; bed frame; mattress; night table.

This furnishing supply was available for any person who had previously experienced homelessness and was transitioning to permanent housing. This included a variety of types of housing including but not limited to Regional Housing First, Market Rent housing and/or 'other' housing.



COMMUNITY LAUNDRY PROGRAM





Between July and December 2021, the Community Laundry Program provided weekly free laundry facility access, at Scrubby's Laundromat in Victoria, for people experiencing homelessness or precarious housing situations.

The Community Laundry program was originally delivered by the Indigenous Harm Reduction Team and funded by the Reaching Home Program. The North Park Neighborhood Association took over operations through 2021-2022.

The project was funded by the Victoria Foundation's Community Recovery Program and a generous grant from the Kirk and Marlyn Davis Family Foundation.

Transportation was provided to service users, through bus tickets or client transport from our volunteer drivers. Warm meals were provided in a heated canopy tent while program participants waited for their laundry to finish. Additionally, outreach workers engaged in culturally safe interactions through meaningful conversation.

40+
Individuals served

900
Total loads of laundry

"It's so awesome to have this service available. When you live outside or don't know where you'll sleep tonight, having your laundry sorted is a major weight off your back. Clean, dry clothes make a big difference, especially in the winter when it's cold and wet."

-Program participant

LIVED & LIVING EXPERIENCE COUNCIL



The Lived & Living Experience Council (LLEC) (formerly People With Lived Experience Steering Committee) is comprised of people who have current and previous experiences of homelessness. The group is co-chaired by GVCEH Lived Experience Board Directors and supported by the GVCEH Inclusion Coordinator. The LLEC is represented at the System Transformation Working Group (STWG) and the Health & Housing Steering Committee (H&HSC).

The LLEC is consulted on GVCEH and broader community projects providing feedback to ensure activities are informed through the lens of someone who understands the experience of homelessness. The LLEC reviewed the training materials for the City of Victoria Warming Centres which greatly improved the sessions. Members of the committee worked closely with the GVCEH Communications Coordinator to update the Street Survival Guide.

Members of the LLEC sat down for coffee with people who have lived and living experiences of homelessness and asked them: "Other than housing, what is the biggest need for people experiencing homelessness?" They created an infographic about their, and the community's findings and top priorities. These were presented to the STWG, H&HSC and GVCEH Board of Directors and add to the wealth of data demonstrating the needs of people with lived and living experiences of homelessness and poverty.

BURNSIDE GORGE NEIGHBORHOOD ENGAGEMENT – **PHASE 1**

A Neighbourhood Engagement Team was formed in the spring of 2021, as part of Burnside Gorge Community Association's (BGCA) strategic community. The team is comprised of BGCA Board members, local residents (including people with lived and/or living experience of homelessness), the Greater Victoria Coalition to End Homelessness, Pacifica Housing, Siem Lelum House (Victoria Native Friendship Centre), and the City of Victoria, represented by Neighbourhood Liaison, Councillor, now Mayor, Marianne Alto. The GVCEH provided administrative and facilitation support for the Neighbourhood Engagement Team.

Phase 1 of the overarching Burnside Gorge Neighbourhood Engagement strategy, funded by the Provincial Strengthening Communities Grant, was the administration of an online survey of people living and/or working in Burnside Gorge, located in lək̓ʷəŋən Traditional Territories. Subsequent phases of in-person engagement took place in 2021-2022.



TINY HOMES VILLAGE **COMMUNITY ADVISORY COMMITTEE**

The Tiny Homes Village Community Advisory Committee (CAC) was developed in collaboration with BC Housing, Our Place Society, the City of Victoria and the North Park Neighbourhood Association. This included creation of a Terms of Reference, hosting an 'everyone welcome' Tiny Homes Village Virtual Neighbourhood Meeting to share about the project, the purpose of the CAC and to invite local residents, businesses and not-for-profits to apply to join. The GVCEH provides ongoing facilitation and administrative support for the CAC. The CAC endeavours, and provides support, to have two residents of the Tiny Town site to participate in the meetings.

One Word Check Out Wordle:



The group acts as an advisory body that met monthly April – November 2021 and continues to meet bi-monthly to build and maintain positive and trusting relationships amongst the community, the facility operators and the program partners. This includes information sharing, identifying and problem solving around challenges or issues that may arise, to celebrate and support success of the site, and to identify opportunities to build community.

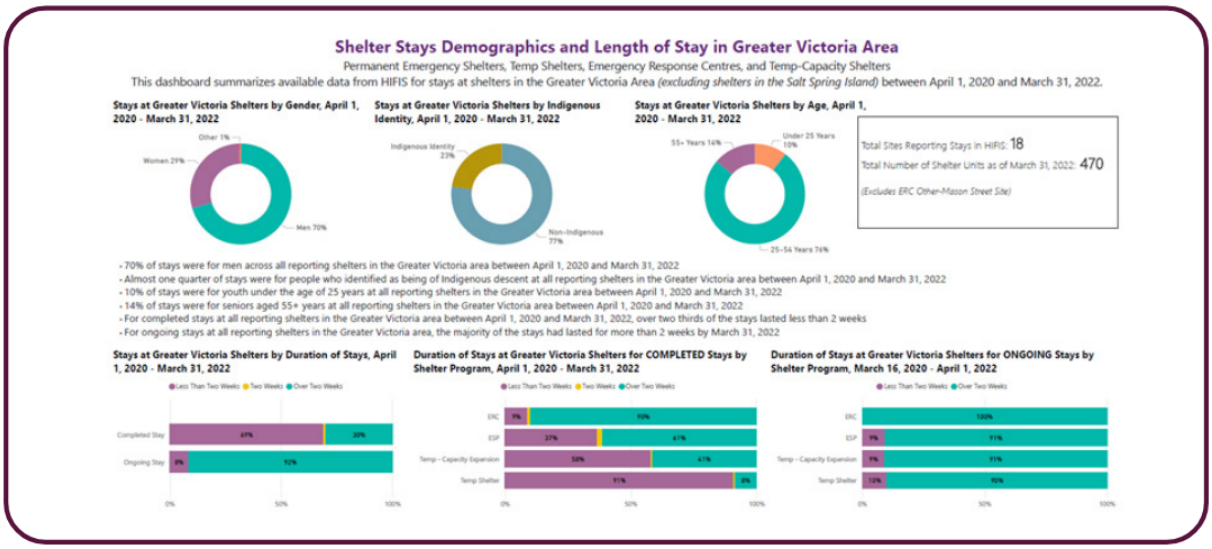
The Victoria Harbour Cats have provided tickets and hot dog vouchers to residents to attend baseball games, and the North Park Neighbourhood Association has included the residents in events such as the multi-cultural fairs, and the activities at the Lending Hub.

DATA DASHBOARD STRATEGIC INITIATIVE

The CRD mobilized Employment and Social Development Canada's Community Capacity and Innovation funding to support the homelessness response sector to build a regional Homelessness Management Information System. This funding and sector system improvement support will contribute to the building of a Monitoring (Learning) and Evaluation Framework. Key deliverables for 2021-2022 include the priority development of the Data Dashboard as a key strategic initiative. Next steps include the coordination of Homeless Individuals and Families Information System (HIFIS) and the development of the By Name List (BNL).

As there is no single data repository for housing stock at this point in time, GVCEH convened housing operators working in the homelessness serving sector at the start of the 2022 – 2023 fiscal year to work on the Community Data Dashboard initiative..

An example of the type of information that will be included in the Community Data Dashboard



Source: BC Housing, Research Centre

BOARD OF DIRECTORS & COMMITTEES

We want to take this opportunity to send out a huge appreciation to our Board of Directors and to all members of the Committees.

Thank you for your enormous contribution and continued commitment to the values and mission of the sector we all serve.

BOARD OF DIRECTORS

Co-Chair: **Jeff Bray,** Downtown Victoria Business Association
Co-Chair: Mayor **Lisa Helps,** City of Victoria (Capital Regional District)
Treasurer: **Donna Spence,** Baker Tilly
Secretary: Mayor **Geoff Orr,** North Saanich (Capital Regional District)
Mark Breslauer, United Way
Dr. Richard Crow, Island Health
Keva Glynn, Island health
Hilary Marks, Director with Lived Experience
Shayne Ramsey, BC Housing
Sandra Richardson, Victoria Foundation
Ned Taylor (Capital Regional District)
Charlayne Thornton-Joe (Representative Board Member of the ACEH)
Don Elliott, Capital Regional District (Ex-Officio)

- FINANCE & AUDIT COMMITTEE
- GOVERNANCE & POLICY COMMITTEE
- GVCEH STEERING COMMITTEE
- PEOPLE WITH LIVED/LIVING EXPERIENCE STEERING COMMITTEE
- FUNCTIONAL ZERO WORKING GROUP
- SYSTEMS IMPROVEMENT/ MONITORING & EVALUATION WGs
- YOUTH LEADERSHIP RESEARCH TEAM
- PEER HOUSING SUPPORT WORKING GROUP
- HEALTH & HOUSING THINK TANK
- PEER SUPPORT WORKERS
- FACE 2 FACE TEAM/ SPEAKERS BUREAU
- YOUTH TASK FORCE
- COMMUNITY ENGAGEMENT & COMMUNICATIONS WORKING GROUP
- NHS SOLUTIONS LAB
- GVCEH STAFF



Independent Auditors' Report

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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, 2022, 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, 2022, 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.

Grant Thornton

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.

Grant Thornton LLP

Victoria, Canada
August 17, 2022

Chartered Professional Accountants

Greater Victoria Coalition to End Homelessness Society
Statement of Financial Position

March 31	2022	2021
Assets		
Current		
Cash and cash equivalents (Note 5)	**$ 347,638**	$ 830,873
Accounts receivable	**3,544**	1,435
Government remittances receivable	**3,120**	5,503
Prepaid expenses and deposits	**12,996**	8,519
	367,298	846,330
Tangible capital assets (Note 3)	**578,680**	403,919
	$ 945,978	$ 1,250,249
Liabilities		
Current		
Payables and accruals	**$ 39,430**	$ 428,568
Deferred contributions (Note 4)	**223,554**	102,195
Deferred capital contributions (Note 5)	**565,548**	550,178
	828,532	1,080,941
Net Assets		
Invested in capital assets	**13,132**	23,376
Unrestricted	**104,314**	145,932
	117,446	169,308
	$ 945,978	$ 1,250,249

Commitments (Note 10)

On behalf of the Board



Director Director

See accompanying notes to the financial statements.

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

Year ended March 31

	Invested in capital assets	Unrestricted	**2022 Total**	2021 Total
Balance, beginning of year	$ 23,376	$ 145,932	**$ 169,308**	$ 221,195
Deficiency of revenue over expenses	(7,718)	(44,144)	**(51,862)**	(51,887)
Additions to tangible capital assets less capital contributions received	(2,526)	2,526	**-**	-
Balance, end of year	$ 13,132	$ 104,314	**$ 117,446**	$ 169,308

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society
Statement of Operations

Year ended March 31	2022	2021
Revenue		
Government grants (Note 6)	$ 2,035,285	$ 2,054,041
Individual donations	270,097	69,577
Corporate donations	219,124	26,458
Contributions from other registered charities (Note 6)	70,401	161,150
Miscellaneous revenue	1,286	936
Membership fees	725	875
Interest	165	389
	2,597,083	2,313,426
Expenses		
Amortization	573,266	10,465
Communications and consultation	13,692	30,172
Council and committee meetings	7,296	2,197
General administration	64,983	50,315
Professional fees	20,724	12,478
Program expenses (Note 7)	1,427,166	1,759,727
Rent	65,364	50,436
Wages and benefits	476,454	449,523
	2,648,945	2,365,313
Deficiency of revenue over expenses	$ (51,862)	$ (51,887)

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society
Statement of Cash Flows

Year ended March 31	2022	2021
Increase (decrease) in cash and cash equivalents		
Operating		
Deficiency of revenue over expenses	**$ (51,862)**	$ (51,887)
Amortization of deferred capital contributions	**(565,548)**	-
Amortization	**573,266**	10,465
	(44,144)	(41,422)
Change in non-cash operating working capital		
Accounts receivable	**(2,109)**	(620)
Government remittances receivable	**2,383**	(3,258)
Prepaid expenses and deposits	**(4,477)**	18,528
Payables and accruals	**(389,138)**	401,736
Deferred contributions	**121,359**	15,944
	(271,982)	432,330
	(316,126)	390,908
Investing		
Purchase of tangible capital assets	**(748,027)**	(388,888)
	(748,027)	(388,888)
Financing		
Deferred capital contributions	**580,918**	**550,178**
	580,918	550,178
Net increase (decrease) in cash and cash equivalents	**(483,235)**	552,198
Cash and cash equivalents, beginning of year	**830,873**	278,675
Cash and cash equivalents, end of year	**$ 347,638**	$ 830,873

See accompanying notes to the financial statements.

Funding for the GVCEH is generously provided by:











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







211-611 Discovery St. Victoria, BC V8T 5G4

For further information on
the Greater Victoria Coalition to EndHomelessness Society,
or to request copies of the 2021-22 financialstatements,

please contact us at:
250-370-1512
admin@victoriahomelessness.ca

or visit :
www.victoriahomelessness.ca