SURFACING OUR STRENGTHS:

Co-creating Strategic Solutions with Women+ At Risk of Violence and Homelessness

Final Report for Phase 4 – Prototyping and Phase 5 – Roadmapping

Prepared by:
Greater Victoria Coalition to End Homelessness
Aboriginal Coalition to End Homelessness
SHIFT Collaborative

greater victoria coalition to end homelessness
hope has found a home

ABORIGINAL COALITION TO END HOMELESSNESS

SHIFT
shift to a better world

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Lab Structure

The Backbone Team

Sylvia Ceacero,
Executive Director, GVCEH

Coreen Child,
Executive Director, ACEH

Janine Theobald,
Director of Collaborative Engagement, GVCEH

Michelle Vanchu-Orosco,
Director of Research &
Data Analysis, GVCEH

Lehran Young,
Executive Assistant
to Coreen Child, ACEH

Meredith Elliott,
Public Relations
Coordinator, GVCEH

Kerri Klein,
SHIFT Collaborative

Stacy Barter,
SHIFT Collaborative

The Peer Researcher Team

Hilary Marks

Melissa Barnhard

Mandy (Amanda) MacKearney

Malinda

Alumni

Kelly Roth,
Executive Director, GVCEH
(start of lab – 01/2022)

Dana Pengilley,
Research Analyst, ACEH
(June 01, 2021-August 31, 2021)

The Leadership Team

- Inter-Cultural Association of Greater Victoria (ICA)
- Capital Regional District (CRD)
- Victoria Native Friendship Centre (VNFC)
- Peer Victoria Resource Society (Peers)
- Society of St Vincent De Paul (SVDP)
- Cool Aid Society
- The Cridge Centre for the Family
- Persons with Lived Experience

Funding

This project entitled *Surfacing Our Strengths: Co-creating Strategic Solutions with Women+ At Risk of Violence and Homelessness* received funding from the National Housing Strategy under the NHS Solutions Labs.

Overview of the Prototype Phase (August 2021 – January 2022)

Prototypes and Prototyping

A prototype is a physical or experiential representation of an idea and how it might play out in the real world. Prototypes can be products, services, programs, policies, systems, movements, roles, or interactions.

Prototyping is a fast, low-cost, low-risk, learning approach to **developing, testing, and improving ideas through feedback**. Prototyping happens at an early stage of development, prior to piloting, and before large-scale resources are committed to implementation of a solution idea.

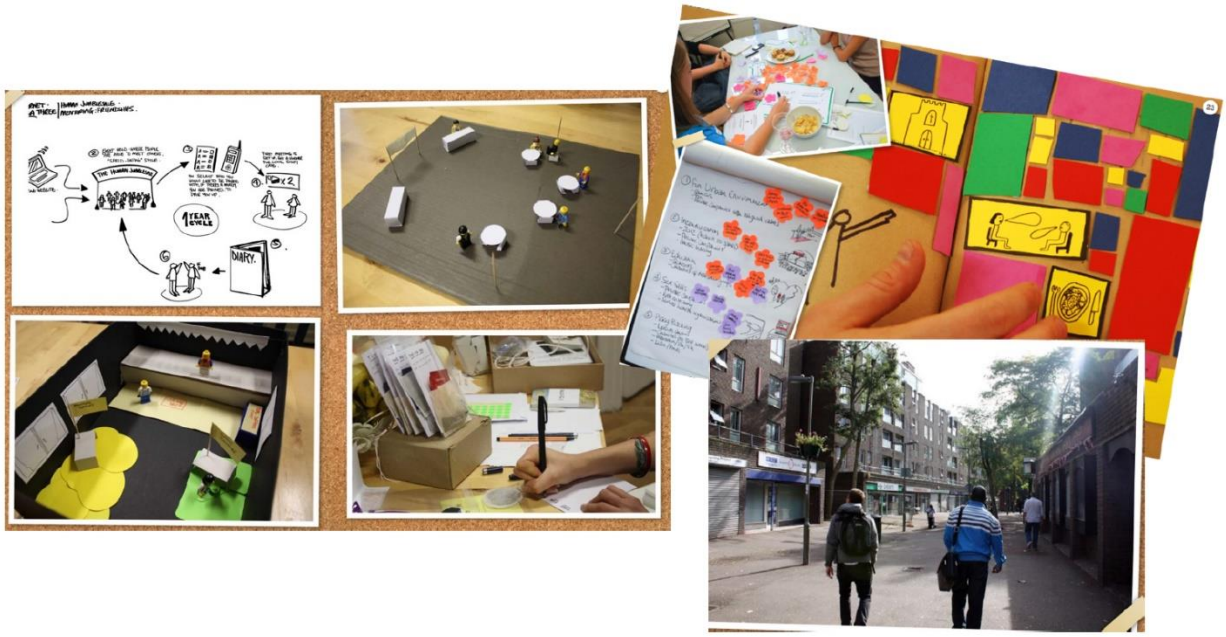


Figure 1: Sample Prototypes[1]

The Prototype Process

The purpose of prototyping is to develop a tangible expression of a good idea, often in the form of sketches, diagrams or models that can be tested and refined with those that might benefit from the idea and/or those that may be involved in the implementation of the idea. In the Surfacing Our Strength Lab, our approach to prototyping involved convening teams of 3-5 people that represented organizations and individuals who have interest, influence and/or

[1] Photos: NESTA/thinkpublic

personal experience around the prototype idea. Prototyping teams worked together to clarify the scope of their idea, then define questions they wanted to test and learn about through the prototyping process. Based on this information, the prototype teams chose prototyping methods that worked best for testing their prototype idea. The prototype was then developed and tested with potential users and stakeholders.

Prototyping is an iterative process, with the prototyping team adapting and refining their idea as they receive feedback, letting go of aspects that don't work, and choosing which aspects to continue to evolve, test further, and potentially bring forward for a fully-fledged pilot.

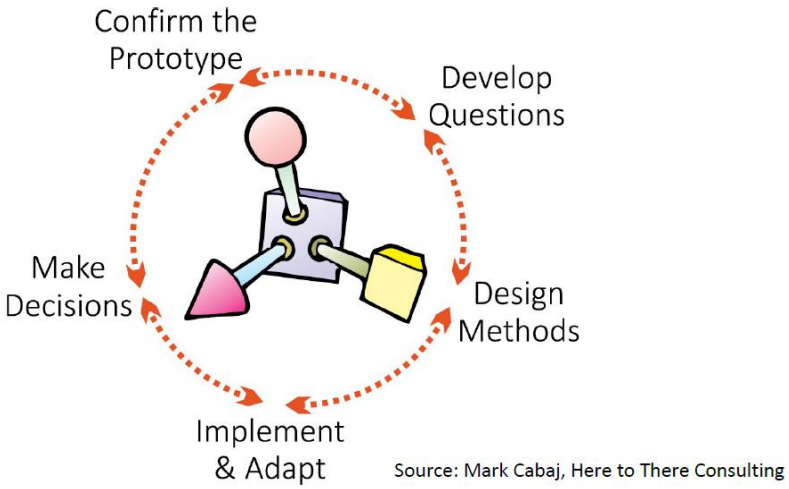


Figure 2: Prototyping Process[2]

Prototype Phase Approach and Activities

Our Prototype Approach

We used a 6-step approach in our prototyping process:

1- **Define the Prototype Challenge**: Identify the specific challenge you are developing a prototype to address.
2- **Create a Learning Plan**: Develop a guiding question(s)—e.g., "how might we…"—to get clear on what we want to learn and a learning plan.
3- **Build It:** Build the prototype (make it real and tangible)
4- **Create a Testing Plan**: Create a testing plan to answer – How will you test the prototype? With whom? When?
5- **Test It**: Test the prototype and receive feedback from potential users and stakeholders
6- **Refine It and Adapt**: Use the feedback to refine, evolve and test again.
7- **Reflect and Assess:** Summarize prototype results, recommended next stage and why.

[2] Cabaj, M. (2017). Aids4Action – Evaluating Prototypes. Here to There Consulting: https://www.tamarackcommunity.ca/hubfs/Resources/Tools/Aid4Action%20Evaluating%20Prototypes%20Mark%20Cabaj.pdf

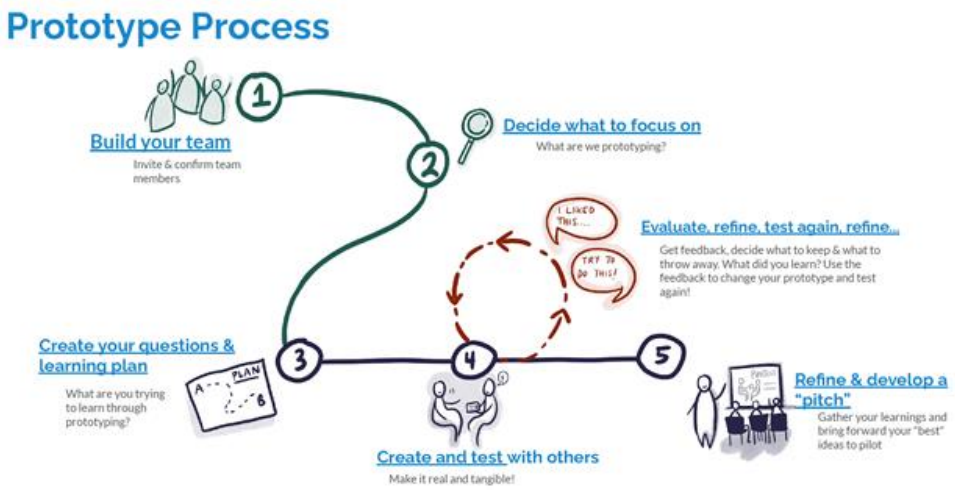


Figure 3: Prototype Process

The prototyping process helps inform the final "Roadmap" phase of the Housing Solutions Lab. In this phase, learnings and recommendations from each prototyping team were shared to develop a "Roadmap" to implement and scale the solutions that have been tested and refined. This included recommendations for next steps including solution ideas that should be further piloted and implemented.

Prototyping Key Milestones/Activities

Several activities and key milestones supported the prototyping phase (see Table 1).

Table 1: Surfacing Our Strengths – Prototyping Key Milestones and Activities

Date	Milestone or Activity
August – October 2021	Getting Started & Building Teams (Prototyping)
August 09, 2021	Backbone team Meeting: Transition to Prototype Phase (Phase 4)
August 31, 2021	Backbone team Meeting: Creating the Prototype Shortlist
September 09, 2021	Leadership team Meeting: Prototype Phase & Prototype Shortlist
September 24, 2021	SoS Prototype team Co-Leads: Orientation
October 15, 2021	SoS Prototype team Workshop: Developing and Testing Prototypes
October – November 2021	Building Prototypes
October 18 – November 01	SoS Prototype team Meeting #1: Build It[3]
November 2021 – January 2022	Testing Your Prototype and Getting Feedback
November 01 – November 30	SoS Prototype team Meeting #2: Create Your Testing Plan[4]
November 08, 2021	SoS Prototype Co-Lead Check-in and Coaching call
November 23, 2021	SoS Prototype Co-Lead Check-in and Coaching call
December 01 – January 20	SoS Prototype team Meeting #3: Test It[5]

[3] Teams met more than once to build their prototypes
[4] Teams met more than once to create prototype test plans
[5] Teams met with more than one set of participants to test their prototypes

December 9, 2021	SoS Peer Research team Testing Day
January 05, 2022	SoS Prototype Co-Lead Check-in and Coaching call
January 26, 2022	SoS Prototype Co-Lead Check-in and Coaching call
January – February 2022	Summarizing Learning and Prototype Evaluation
February 02, 2022	Leadership team Workshop: SoS Prototype Sense-making & Roadmap Creation
February 03, 2022	Backbone team Meeting: Leadership Prototype Workshop Debrief

Prototype Activities

The Backbone team (ACEH, GVCEH, SHIFT Collaborative) met in early August to discuss the transition to the Prototype Phase. During this meeting, the Backbone team reviewed ideas forwarded from the July 2021 "Ideas to Action" workshop. The team also developed and confirmed criteria that was used to shortlist the prototype ideas that would be put forwarded to the Leadership team October 2021.

Criteria used to determine which leverage points and prototype ideas to shortlist focused on the extent to which the prototype developed would likely be:

- Effective in achieving what we wanted to achieve,
- Feasible in the real world,
- Viable in the current context (economic, political, social, etc.),
- Supported by key stakeholders, and
- Scalable for bigger impact.

See Appendix A for more information on the prototype criteria.

The following leverage points and ideas for prototypes included:

Table 2: Leverage Points and Prototype Ideas

Structures for navigation and support
Idea #1: Peer Navigation Specialists
Idea #2: Journey Mapping / System Navigation Mapping
Idea #3: Navigation App
Idea #4: Cross-sector/agency information sharing and collaboration
Collaboration, coordination and alignment between sectors and organizations
Idea #1: Focus on Women+ at risk of violence in Coordinated Access & Assessment Process
Idea #2: Collaborative Structures for Housing Solutions for Women+ at Risk of Violence
Idea #3: Funder Collaborative for Women+ At Risk of Violence & Homelessness
Data, stories, and awareness raising
Idea #1: Coordination & alignment on Data Collection & reporting across Violence Against Women (VAW) and housing sectors

Idea #2: Asset-based storytelling from Women+ at risk of violence (web portal, speakers bureau)
Idea #3: Arts-based methods to raise awareness & share stories
Idea #4: Awareness Raising Campaign
Culturally appropriate housing and supports
Idea #1: Granting stream for Indigenous organizations to develop housing solutions for Women+ at risk of violence
Idea #2: Women's+ coalition to develop and implement ideas for cultural supports to Women+ at risk of violence & homelessness
Diversify housing supply
Idea #1: Development of co-op housing models for women+ at risk of violence and homelessness
Idea #2: Incentives for landlords
Idea #3: Model for funding housing programs and infrastructure

With the brevity of the solutions lab and already strapped resources, in part due to the COVID-19 pandemic, we were unable to explore the following leverage points. Thus, for the purposes of this solutions lab, they were removed from consideration.

- Supports for Women+ recent immigrants,
- Supports for Women+ with brain injury,
- Providing resources for obtaining documents,
- Providing resources for legal advice, and
- Supports for men (While supports for men may have positive impact on the challenge, Women+ victims, not perpetrators of Violence Against Women (VAW), are the focus of this Solutions Lab).

The Backbone team met late August 2021 and prioritized prototype ideas, focusing on creating a shortlist of prototypes to take to the Leadership team, using the criteria developed in early August. The prototypes being brought forward focused on five leverage point themes:

- Structures for Navigation and Support,
- Collaboration, coordination and alignment between sectors and organization,
- Data, stories, and awareness raising,
- Culturally Appropriate Housing and Supports, and
- Housing Supply.

See Appendix B for more information.

Leadership Team Meeting (Prototype Phase and Prototype Shortlist)

The Leadership team met for a 2.5-hour meeting on September 09, 2022. During this session, the Leadership team completed the following activities.

- Overview of Prototyping and Phase 4 activities
- Update & Discussion on Prototype Ideas
    - Presentation and review of the seven short-listed prototypes

- Peer Navigation Specialists
- Navigation App/Website
- Prioritization of Women+ at risk of violence in CAA process
- Strength-based storytelling and arts-based methods
- Women's+ space/coalition on cultural safety & cultural supports
- Increase amount & diversity of housing stock for Women+ at risk of violence and homelessness
- Incentives for landlords and/or developers

Following the overview and update of prototypes, the leadership group prioritized prototype ideas using the following criteria:

- *Potential for long term, deep, or wide impact*
  - On a scale of high, medium, or low leverage
- *Leadership or other group's ability to lead*
  - We have the capacity to lead this
  - We need, it is strategic for, others to lead this
- *Effort needed*
  - Easy to do
  - Requires more effort
- *Already happening (could be a positive or negative)*
  - Prototype has potential to "link up" existing resources or small-scale activities to have greater impact
  - Prototype process has potential to build important relationships and partnerships to carry it forward
- *Level of innovation*
  - On a scale of high, medium, or low level of innovation

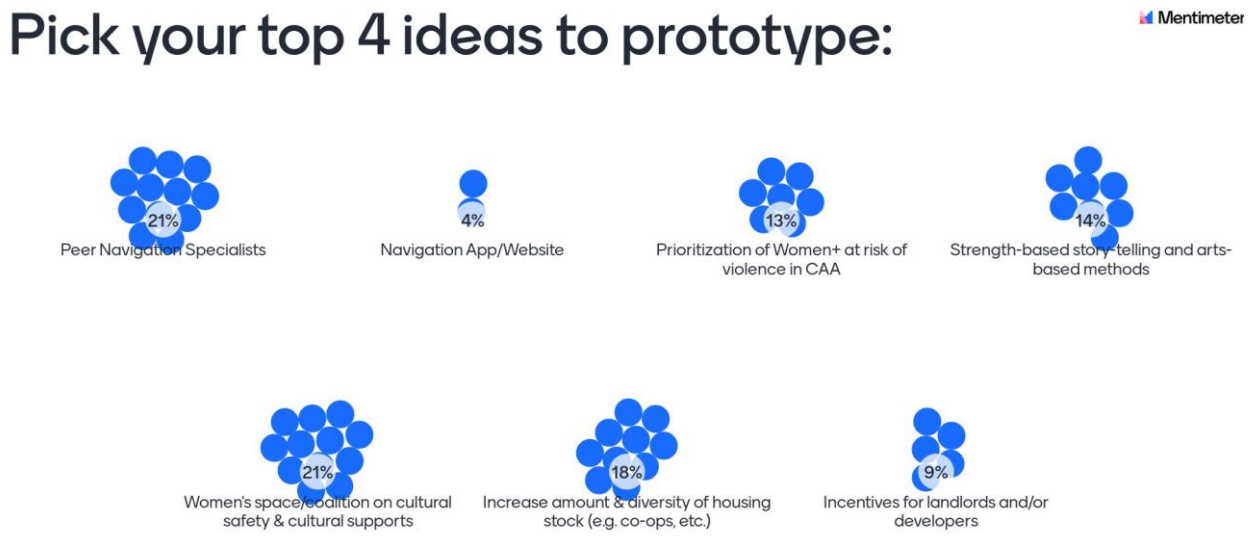


Figure 4: Mentimeter - Select your top four prototypes

The Peer Research team and the Leadership team aided in the selection of the top 5-6 prototypes to advance into the next phase (see Figure 4), narrowing the selection to the following five prototypes:

- Peer Navigation Specialists,
- Prioritization of Women+ at risk of violence in CAA process,
- Strength-based storytelling and arts-based methods,
- Women's+ space/coalition on cultural safety & cultural supports, and
- Increase amount & diversity of housing stock for Women+ at risk of violence and homelessness.

Once the prototypes were selected, the Leadership team identified Prototype Co-Leads and teams, focusing on:

- Desired characteristics of prototype team,
- Criteria for Prototype teams (e.g., involvement from Peer Research team (PRT) or Persons with Lived Experience (PWLE)),
- How PWLE and PRT were to be engaged across all prototypes, and
- Capacity and time commitments for co-leads.

Following the leadership team meeting, the Backbone team

- Confirmed co-leads for each prototype idea,
- Followed-up with confirmed co-leads for prototype teams,
- Sent packages to all co-leads, including a summary of the prototype idea, and
- Invited all co-leads to the co-lead orientation session at end of September 2021.

Getting Started & Building Teams (September – October 2021)

During the Team and Prototype building phase, Prototype teams attended a workshop and a first Prototype meeting, as well as meeting several times to work on the shortlisted prototypes (See Table 3).

Table 3: Prototypes – at a glance

Prototype	Impact Area	Description
System Operations & Safety Peer Navigators (SoS-PN)	Navigation of Housing Systems and Support	Aim is to support Women+ experiencing gender-based violence to navigate housing services and supports. The role of the SoS-PN will be to support Women+ and gender diverse people to access emergency supports, shelter, and safety services and resources; and to identify gaps in services to fill where they can. To do so, Navigators will utilize a decolonial, trauma- informed, and brain injury-informed approach to not only be a resource to those seeking support, but to walk alongside them as they navigate available supports and services.
Prioritization of Women+ in the Coordinated Access and Assessment (CAA Process)	Engagement & Data for Housing Policy and Plans	Aim is to create a survey developed specifically for Women+ who are homeless that can be inserted into the Coordinated Access & Assessment (CAA) intake process. The goal is to create more robust data to better understand the experiences, preferences, and needs of homeless Women+ experiencing violence to be used to develop safe housing and supports for Women+ who

Prototype	Impact Area	Description
		aren't accepted or turned away from women's transition houses. The data can further be used to influence housing policy.
Women's+ Coalition / Circle	Engagement & Data for Housing Policy and Plans	Aim is to provide a Culturally Appropriate and Safe Space. The space focuses on establishing an engagement framework for Women+. By providing housing solutions, through a culturally appropriate and supportive peer support space that welcomes and engages wisdom holders (Women+ with lived experiences of violence and or homelessness) to share information and be empowered to provide leadership, consultation and influence on the housing policies, plans, and services. To be the decision makers.
Arts-Based Storytelling	Awareness of Women+ Violence & Homelessness	Aim is to create a safe space for Women+ to be supported by trained art therapists to tell their stories about fleeing violence and homelessness. The process will address stigma, raise awareness about the issue and will do so in a way that supports women to take control of their own narrative. Arts-based storytelling looks to provide a safe and inclusive space for Women+ to work through trauma using art and raise awareness.
Housing Supply Through Shared Accommodation	Availability of Affordable Appropriate Housing	Aim is to provide a safer and more sustainable gateway to shared accommodation via a website matching those with rooms to rent with women+ seeking accommodation. Working in partnership with Happipad, women's support organizations may be able provide a safer and more sustainable gateway to shared accommodation, through assessments and screenings of both parties before move in, lowering risk and increasing the chances of a successful outcome.

Prototype Teams

Once the prototypes were selected, prototype teams were created. Individuals volunteered as Co-leads (Convenors) for a prototype. Teams created were to be small and nimble, approximately three to five people.

With an emphasis on inclusion and equity, each Prototype team included both a Peer Researcher or other Women+ with lived or living experience of homelessness/experiences of fleeing violence and an individual working in the sector who did not identify as such. SHIFT Collaborative supported coaching calls to each Prototype team approximately every three weeks (See Table 1).

Prototype Scoping & Planning (September – October 2021)

Prototype scoping and planning took place over the course of two months in the Fall of 2021. Scoping and planning activities included three meetings, two led by SHIFT Collaborative; an orientation meeting for Prototype team Co-Leads and a workshop on developing and testing prototypes for all Prototype team members; and a "Build It" meeting led by the Co-leads for each Prototype team.

SHIFT Collaborative facilitated a 1-hour orientation for Prototype team Co-leads late September 2021. The orientation focused on introducing "concept vs field/live"[6] prototypes and potential methods for building prototypes. They also provided guidelines for the roles and responsibilities of Prototype team Co-leads and Team members (see Appendix C), created lists of potential team members to reach out to, presented the four stages for prototyping (team building, scoping and work planning, prototype building, and testing and getting feedback for the prototype), and provided information on the Summarizing and Roadmapping Phase. SHIFT Collaborative also provided support for each Prototype team to decide on their prototype approach.

In mid-October, all five prototype teams attended a half-day virtual workshop to:

- Orient to prototyping phase & templates
- Define the scope of their prototypes (what are we testing?)
- Develop learning plans (what do we want to learn and test?)
- Learn about the process, methods to create and build prototypes
- Schedule future meetings with their prototype team

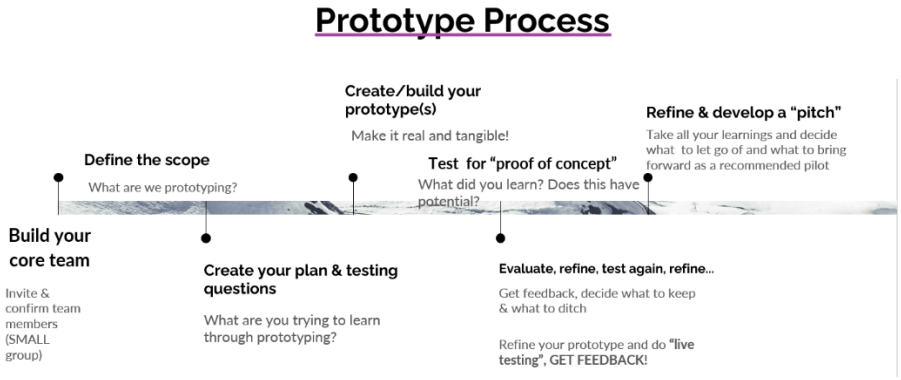


Figure 5: Prototype Teams - Prototype Process

To facilitate the first steps in prototype building, teams completed two exercises.

- Prototype Planning (Ideas & Learning Goals), see Appendix D for Worksheet #1.
- Prototype Approach, see Appendix E for Worksheet #2.

[6] Concept (rapid) prototypes make ideas tangible and live (field) prototypes test "manifestations" of the prototype ideas in real-life.

Building Prototypes (November 2021)

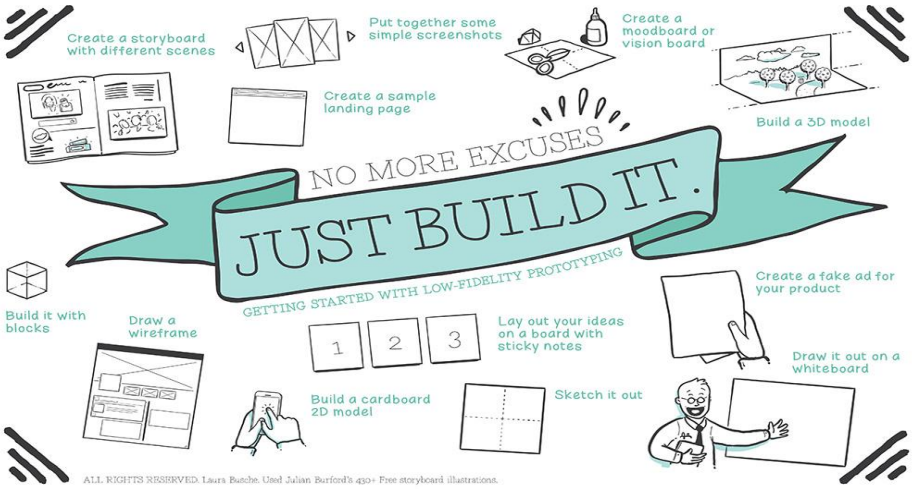


Figure 6: Building Prototypes

Co-leads for each prototype convened prototype teams for an in-person meeting to build their prototype to make it real and tangible and create a testing plan. The testing plan developed answered the following:

- How to test the prototype,
- Who to invited to test the prototype, and
- When to meet to test the prototype.

Prototype teams met multiple times during the month of November 2021 to build out their prototypes. Additionally, SHIFT Collaborative provided templates and tools to support prototyping teams through this process (see Appendix F for an example of a template used).

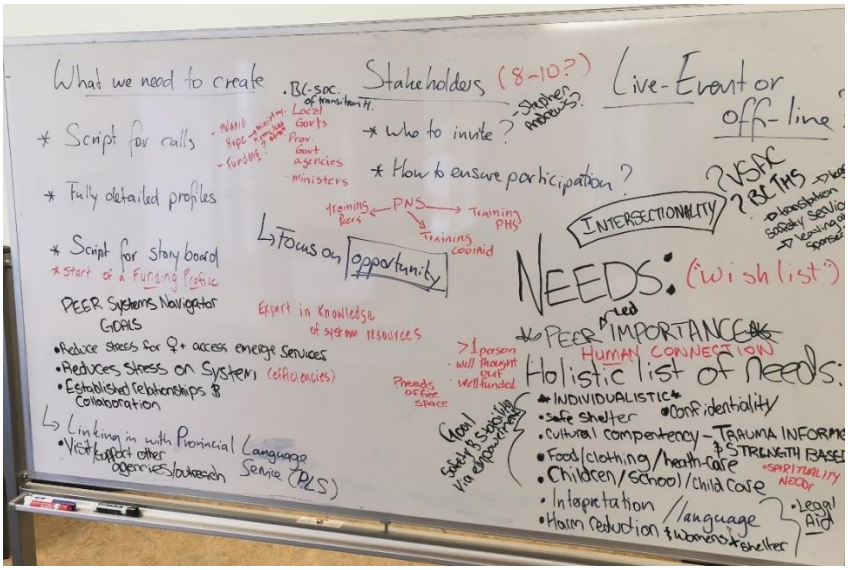


Figure 7: Example of early prototype for Peer Support Navigator

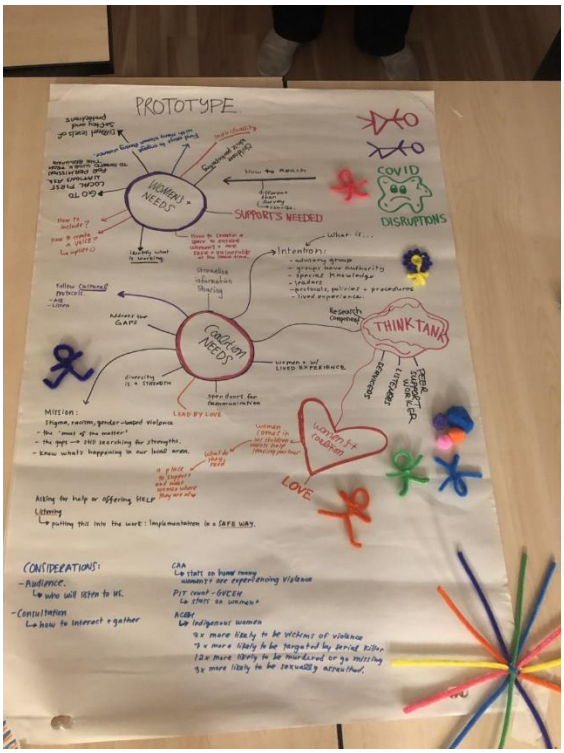


Figure 8: Example of early prototype for Women+ Coalition

Prototype Testing and Feedback (November 2021 – January 2022)

During the months of November 2021 through January 2022, Prototype teams were busy testing the prototypes they had built, incrementally gathering feedback, and reflecting and iterating on the development of their prototypes. It should be noted that teams were encouraged to, and did, test their prototypes on multiple occasions, which led to building more robust prototypes.

Early in November 2021, Co-leads attended a 1.5-hour workshop with SHIFT to learn about testing their prototypes. While the focus was on testing resources and access to testing templates, Prototype Co-leads also provided an update on prototype building,

Following the November 2021 workshop, Co-leads convened their teams for Round 1 of "Testing" their prototypes. In testing prototypes, Co-leads were asked to collect information regarding:

- What the team learned
- Engagement of others for feedback, and
- Developing a plan to iterate.

A resource for testing prototypes was provided (see Appendix G). A protype test plan, testing feedback, and prototype learning reflections templates, provided by SHIFT Collaborative, were to be used to keep track of the prototype testing process.

Late November 2021, Prototype Co-leads met to report on progress. During this meeting Prototype Co-leads were reminded to ask for feedback following a prototype testing event, methods for discussing and recording testing feedback were reviewed, and Co-leads were made aware of and encouraged to attend a prototype testing event that would include SoS Peer Researchers. Additionally, Prototype Co-leads were encouraged to keep track of information using the templates they were introduced to in early November.

SoS Peer Research Team Testing Day (December 9, 2021)
Prototype teams were invited to test their prototypes at a hybrid meeting (at GVCEH and online). Teams were provided with an opportunity to present their prototypes, some for the first time, to the SoS Peer Research team.

The following teams were available and were provided with feedback to support iteration of their prototype:

- Peer Navigation Prototype
- Women's+ Circle Prototype
- Arts Based Storytelling Prototype

Figure 9: Peer Researcher Prototype Testing Day

Following the December 2021 Prototype Testing Day, Co-leads convened their teams once again to discuss evaluation, refinement and testing their prototype (round 2 of testing). The purpose of the second round of testing was to focus on:

- Getting more feedback,
- Deciding what to keep,
- Deciding what needs to be reworked/evolve, and
- Deciding what to move forward with for further testing

Summarizing Learning and Prototype Evaluation (January – February 2022)

Prior to the Leadership team workshop, Prototype teams meet multiple times to continue to refine their prototypes. Teams also met with SHIFT Collaborative's Service Designer, Angela Tam, to create visual prototype summaries which could be used for any further testing the Prototype team might be doing and at the Leadership Team Workshop on sense-making and initial steps for creating the roadmap for the SoS Solutions Lab.

Early January Prototype Co-leads met to report key findings and discuss final steps for the Prototype Phase. Prototype Co-leads were asked to complete a prototype summary (see Appendix H), work with Angela Tam to create initial visual summaries for their prototypes, and prepare to present their prototypes at the February 2022 Leadership meeting.

Prototype Co-leads met late January to review prototype visual summaries and discuss the February workshop presentation. In preparation for the February 2022 workshop, Prototype Co-leads were encouraged to focus on the following for their 10- to 15-minute presentation/pitch:

- What was the specific challenge the prototype aimed to address?
- Describe the prototype and how it works, its key elements and the outcomes the team hoped to create
- What were the main learnings from testing the prototype?
- How did the prototype change or evolve (if at all)?

Leadership Team Workshop: SoS Prototype Sense-making & Roadmap Creation (February 02, 2022)

All Prototype teams and Leadership team members attended a half-day Leadership Workshop in early February.

During the first two-thirds of the workshop, Prototype teams shared their five innovative ideas (prototypes) that were developed over 4 months and designed to address housing supports and solutions for Women+ at risk of violence and homelessness in Greater Victoria. There was time allocated for Leadership team members to ask Prototype team members questions about their prototypes. Prototypes presented were:

- System Operations & Safety Peer Navigators, SoS-PN

- Prioritization of Women+ in the Coordinated Access and Assessment, CAA Process
- Women's+ Coalition: Providing safety, cultural safety, and support
- Arts-Based Storytelling (originally Strengths based storytelling and arts-based methods)
- Housing Supply through Shared Accommodation (originally Happipad)

During the final third of the workshop, the Roadmapping Phase was introduced through two small group exercises; reflections on the prototypes and deciding what was next for each prototype. Results for these exercises are provided in Appendix I.

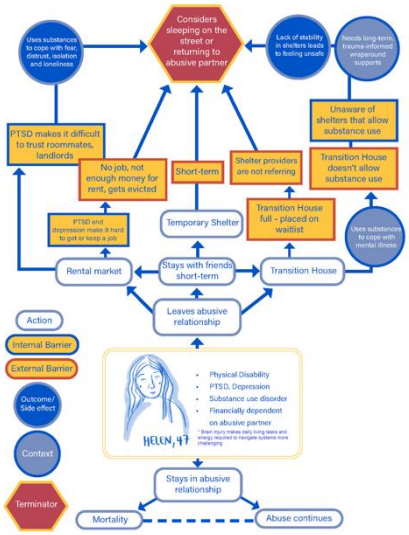
Summary of Prototypes

A brief summary of each prototype is provided below. Please see Appendix J for a full summary of each prototype.

Prototype #1: System Operations & Safety Peer Navigators

The housing system in BC is enormous, made up of many smaller organizations and systems that don't always effectively communicate with one another, and is unsurprisingly difficult to navigate the many moving pieces and barriers. As a system that is complex and often confusing, these challenges are even more unmanageable for women who are actively in crisis. The process is managed through a "one size fits all" approach and does not take into account the different needs of people who are trying to access supports. Users aren't always able to access the right knowledge or tools to make it through the process, and therefore enter a system that doesn't often set them up for success.

The *System Operations & Safety Peer Navigators (SoS-PN)* prototype is a specific community role/team developed with women+ and gender diverse folks with lived experiences who will be trained to support women+ at risk or fleeing from violence to navigate and leverage the resources within the system.



The role of the SoS-PN is to support women+ and gender diverse people to access emergency supports, shelter, and safety services and resources; and to identify gaps in services to fill where they can. To do so, they utilize a decolonial, trauma-informed, and brain injury-informed approach to not only be a resource to those seeking support, but to walk alongside them as they navigate available supports and services. Behind the scenes, the SoS-PN role is also engaged in connecting organizations to "pre-navigate" the system, support inter-organizational cooperation, and uncover better ways to build intersecting infrastructure.

Prototype #2: Women's+ Coalition and Circle

The *Women's+ Coalition and Circle* started with an idea to create a safe and culturally appropriate space to uplift Women+ to use their voices and become active players in the decisions and services that are made for them.

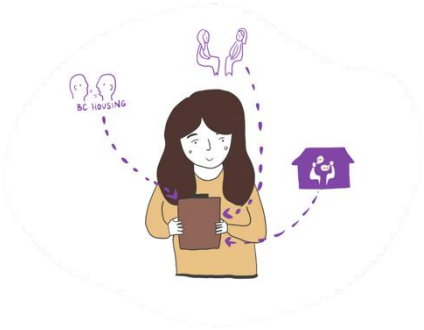
Throughout the process of the housing lab, partners, and Women+ with lived experiences of violence and/or homelessness have described a disconnect between the homelessness sector and the violence against women sector. There is lack of connectivity of holistic and integrated support. Despite many different organizations and governmental agencies identifying Women+ at risk of violence as a group that needs support, there is no one group to engage and bring forward the voices of women+ with lived experience. Thus, the need was identified to create a space that would allow for the empowerment of the voices with lived to inform housing policies, plans, supports and become the decision makers.

The goal of this prototype is to build a culturally appropriate and supportive peer support space that welcomes and engages wisdom holders (Women+ with lived experiences of violence and / or homelessness) to share information and be empowered to provide leadership, consultation and influence on the housing policies, plans, and services that directly affect them.

The Women's+ Coalition and Circle will work to empower and strengthen those experiencing violence and/or homelessness, bringing to light and linking together the Wisdom holders to guide those currently experiencing violence and/or homelessness. The Coalition is intended to be a place to uplift and lead to solutions. This will be accomplished by connecting those with Wisdom of the experiences to empower others to a safe place, providing tools for navigation.

Prototype #3: Prioritization of Women+ in the Coordinated Access and Assessment (CAA Process)

The *Prioritization of Women+ in the Coordinated Access and Assessment* (CAA) prototype team began with the identification of a gap in the CAA process. Additional priority was not given to Women+ experiencing violence, thus there were issues for these Women+ to access existing supportive housing in the CAA process.



However, after further thought and discovery, the team realized that this problem statement was inadequate - they could work on a prototype to prioritize Women+, but what housing would the Women+ be prioritized to? In the current system, there is insufficient housing that is suitable for Women+ who are experiencing violence. Existing supportive and transitional housing facilities are often inappropriate, unsafe, and even traumatic, for Women+. Due to this revelation, the team felt that their prototype would not be tackling the right challenge, so the team pivoted to focus on creating better data collection to reflect Women+'s needs for housing; something that is currently lacking in research and therefore implementation. This pivot turned into a survey made specifically for Women+ who are homeless, with the hope that the information from the survey will be inserted into the CAA intake process. While the system is not yet able to provide more appropriate housing, it is hoped that this data will support the creation of safer and more suitable housing in the future. The goal of this prototype is to create more robust data to better understand the experiences, preferences and needs of homeless Women+ experiencing violence. Ultimately it is hoped that this information will be used to develop safe housing and supports for Women+ who aren't accepted or are turned away from women's transition houses.

Prototype #4: Housing Supply Through Shared Accommodation

The *Housing Supply Through Shared Accommodation* team were looking to tackle a large problem – there is not enough housing stock for Women+ at risk of violence and homelessness in Victoria. With such a sizeable challenge to start with, the team looked to come up with a model in which both the housing providers and housing seekers would feel safe and comfortable. They realized that, to produce a workable prototype, the best approach was to focus on a more targeted solution that would positively impact at least a portion of their target population.

Recognizing an existing backlog in the city's transitional housing programs, they sought to find an accessible option for those moving on from 2nd and 3rd stage housing. For Women+ transitioning out of these supportive programs, there are increasingly limited options for safe and stable housing; subsidized units are scarce to non-existent and rents in market housing are largely out of reach, particularly for those who rely solely on Income Assistance (IA) or Person with Disabilities Assistance (PWD) benefits leaving shared accommodation as the only affordable option in many cases. Shared accommodation can be a risky prospect for anyone, as shared living has no oversight body to protect tenants from issues that may arise. This is even more risky for Women+ who have experienced abuse.

Through research, the team discovered an existing housing website in BC, Happipad, a social purpose venture that matches prospective tenants with homeowners who wish to rent out space in their homes. What makes Happipad different than a Craigslist ad is that the Happipad organization strives to ensure that the tenant and the homeowner are compatible, thus able to share a living space.

While Happipad currently focuses on matching seniors who want to stay in their homes with students seeking affordable accommodation, the team saw the potential to benefit their target group. Working in partnership with Happipad[7], women's support organizations would be able to provide a safer and more sustainable gateway to shared accommodation, through assessments and screenings of both parties before move in, thus lowering risk and increasing the chances of a successful outcome.

Prototype #5: Arts-Based Storytelling

One of the challenges identified in this lab is the stigma and fear experienced by Women+ at risk of violence. As a result, homelessness for Women+ at risk of violence is often an invisible or hidden and, generally, there is a lack of awareness of the extent of the problem and, subsequently, a general lack of action.

[7] While the team did reach out to Happipad, they have not yet had the opportunity for further conversations to discuss the interest or feasibility. However, because Happipad is already a social purpose venture, with funding from CMHC (Canadian Mortgage and Housing Corporation), which also provides funding for women's shelter housing, it seems like a potentially well-aligned partnership.

When thinking about person-based supports, education, and advocacy for Women+ at risk of or fleeing violence, we heard a consistent desire to share stories. This team was interested in exploring ways that could support Women+ to have autonomy to share their stories in a way that makes the issue of violence against women visible, breaks down stigma, and empowers Women+ experiencing and fleeing violence and at risk of homelessness take control of their narratives.

The Arts-Based Storytelling Prototype aims to create a safe and inclusive space where Women+ can gather, either individually or in groups, to work through their trauma by expressing their feelings and their stories through mixed media visual arts. Facilitated by trained art therapists, the sessions will empower Women+ to own their stories, giving them the strength to break the myths and shame of domestic violence. With permission and the guarantee of privacy/anonymity as requested, the artwork created could be used to educate the public on the issues of violence against women. This could include a gallery showing or displays at the proposed Women+ Coalition centre.

The ultimate goal is to provide the space where Women+ can take control of their own narrative, and by owning their story, make meaning from it and use these stories to raise awareness of the challenges faced by Women+ at risk of violence and homelessness in Great Victoria. Increased awareness is critical to making this issue a housing priority.

Phase 4 Developmental Evaluation (March 2022)

The Phase 4 developmental evaluation of the SoS Solutions Lab was conducted over two meetings and through a survey of Leadership team members.

Prototype Process Developmental Evaluation

Team members from each of the prototypes participated in developmental evaluation of the solutions lab. Results from the survey indicate that team members felt that the prototype process was effective in creating new ways of thinking about the challenge and possible solutions. Team members found prototype templates helpful in building and testing prototypes. Prototype teams also found prototype check-in calls to be useful. Additionally, they found the prototype testing process provided valuable lessons that helped team members reframe and refine their prototype and that support provided for creating visual summaries of their prototypes was valuable.

Figure 10: Prototype Process - What Worked Well?

Figure 11: Prototype Process - What Was Challenging?

Results of the developmental evaluation over the course of the lab are provided in the March 2022 Evaluation Report.

Overview of the Roadmapping Phase (February – March 2022)

Figure 12: What is the Roadmap Phase?

Roadmapping Key Milestones/Activities

Multiple activities across teams supported the roadmapping phase over the course of February through March 2022.

Table 4: Surfacing Our Strengths – Roadmapping Key Milestones and Activities

Date	Milestone or Activity
February – March 2022	Roadmapping
February 16, 2022	Backbone team Workshop #1: Roadmapping Part 1
February 23, 2022	Backbone team Workshop #2: Roadmapping Part 2
March 07, 2022	Leadership team Meeting: SoS Roadmap Phase

Roadmapping: Key Learnings

Learnings and recommendations from each prototyping team were shared in order to develop a full "Roadmap", incorporating information from each prototype developed, that can be used to implement and scale the solutions that have been tested and refined. Recommendations for next steps including solution ideas that should be further piloted and implemented were discussed for each of the five prototypes.

Overview of Roadmap and Next Steps

In the roadmap phase, we looked across everything we had learned in the lab, including learnings from the prototypes. Beyond the specific challenges addressed in the prototypes, there were three intersecting, cross-cutting areas of action identified as priorities to "move the needle" on this issue moving forward: (i) System Coordination, Connection, and Collaboration; (ii) Collecting and Sharing Data on Women+ at Risk of Violence and Homelessness; and (iii) Prioritization of Women+ at Risk of Violence in Housing Policy. We have developed a roadmap for action and next steps in these three priority areas of action as well as for each prototype.

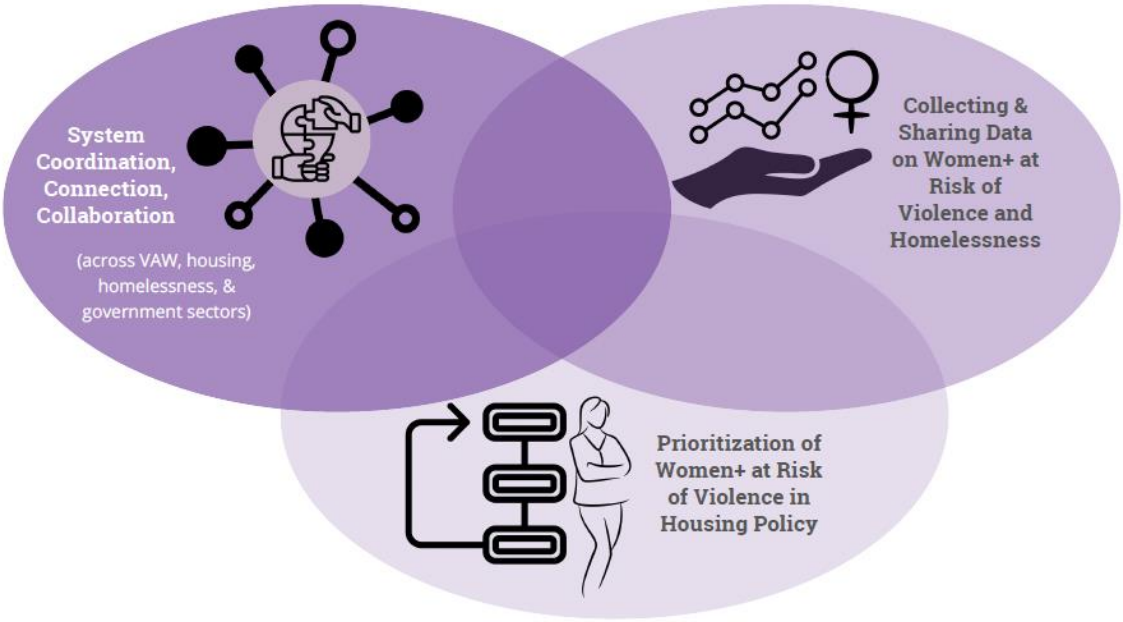


Figure 13: Priority Areas of Action

Through a final Leadership meeting in early March, lab partners and participants gathered to discuss roadmap and next steps. This included:

- Share-back of the draft roadmap for each prototype and the overall roadmap,
- Discussion and identification of organizations that may have an interest in, or capacity to move, the prototypes and other prioritized actions forward, and
- Exploration of the future of the leadership team.

While planned, time did not permit for engaging attendees in an evaluation discussion of the SoS solutions lab.

During this meeting the Leadership team and Prototype Co-leads explored short- and medium-term actions for each prototype, leadership and next steps for each prototype, and the value in the leadership team continuing in some capacity in future. The result for the exploration of short- and medium-term actions for each prototype and the leadership and next steps for each prototype is summarized in the following System Roadmap.

Looking Across the System

OVERALL ROADMAP

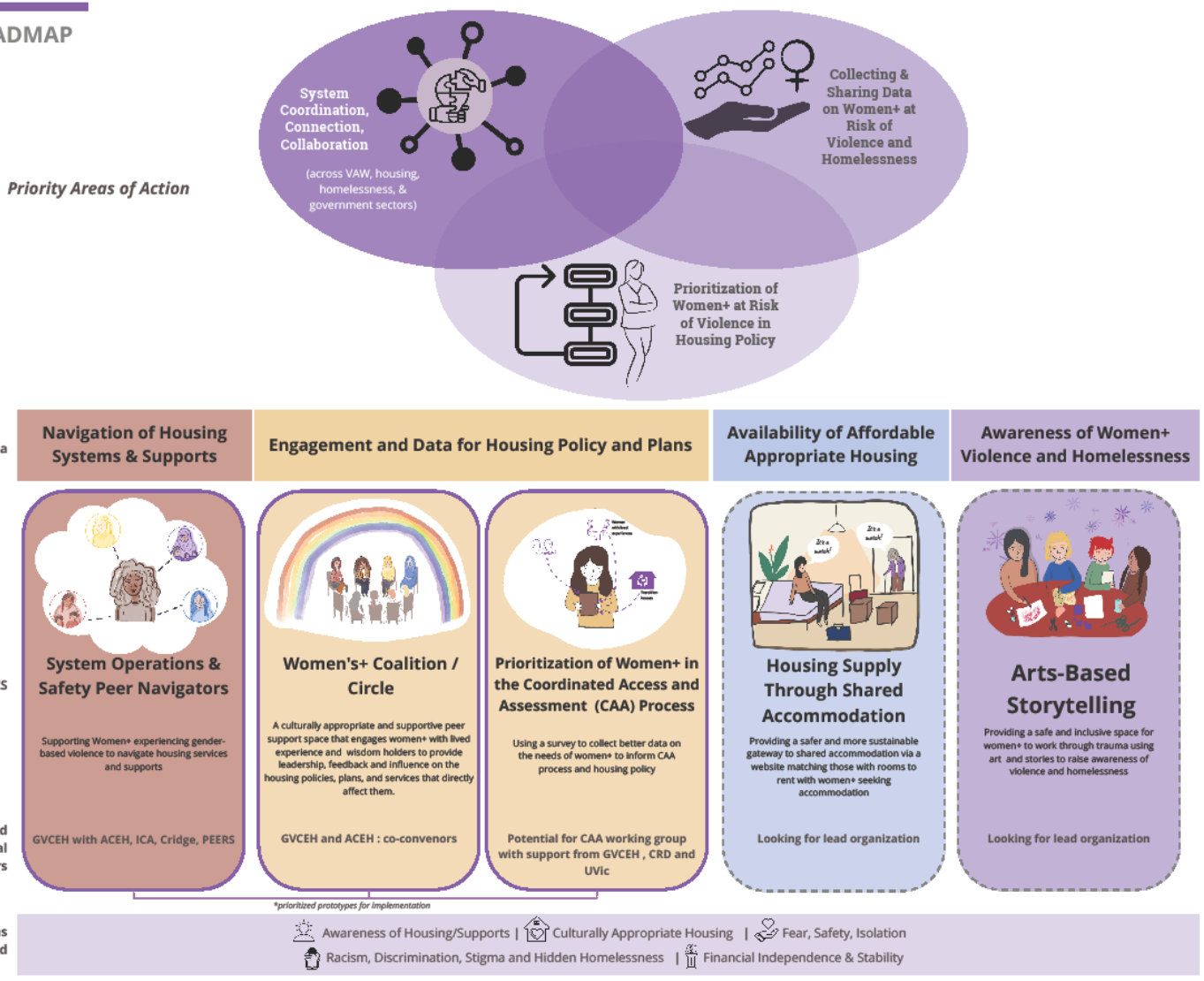


Figure 14: Looking Across the System

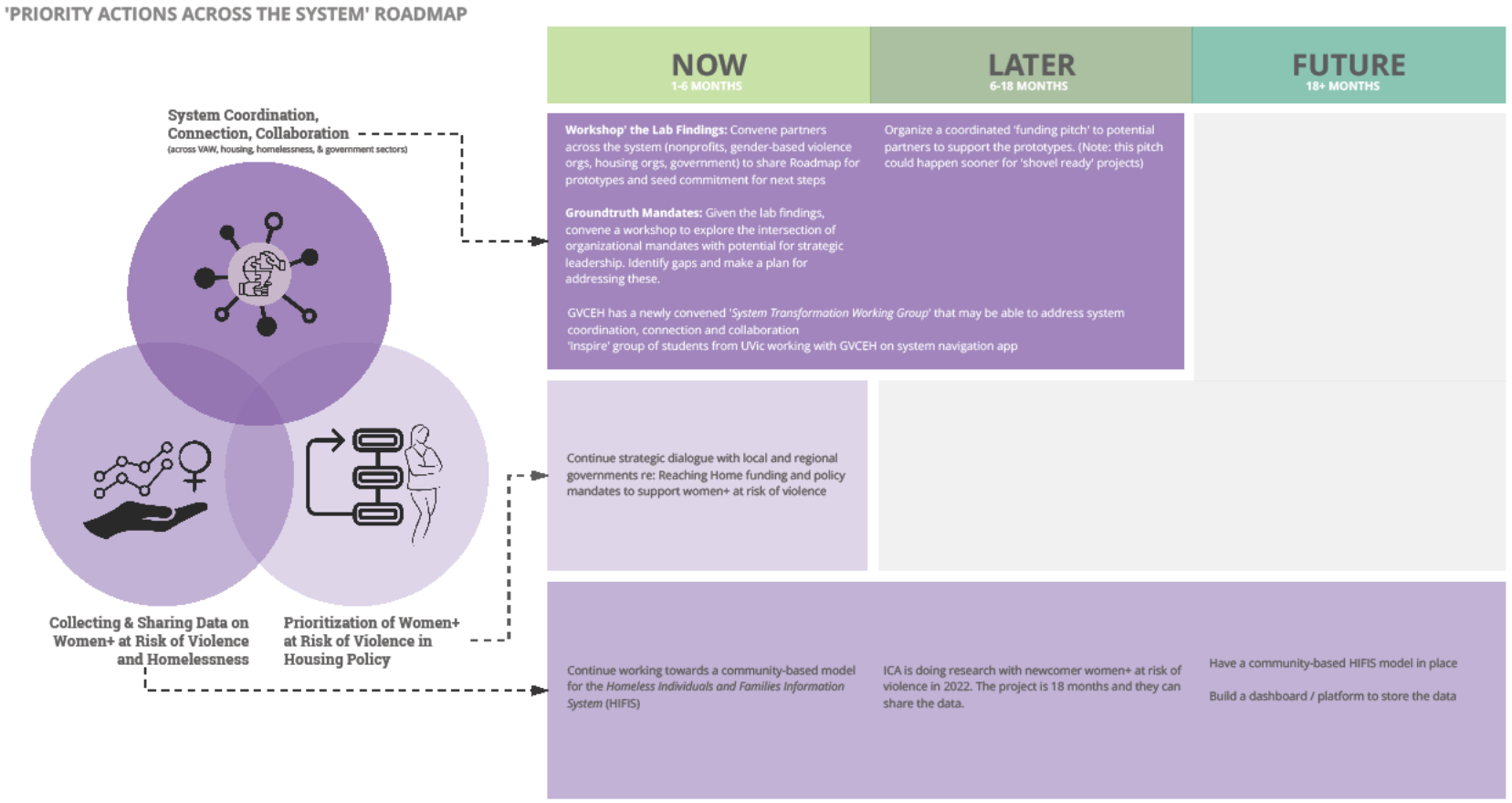


Figure 15: Roadmap for Priority Areas of Action

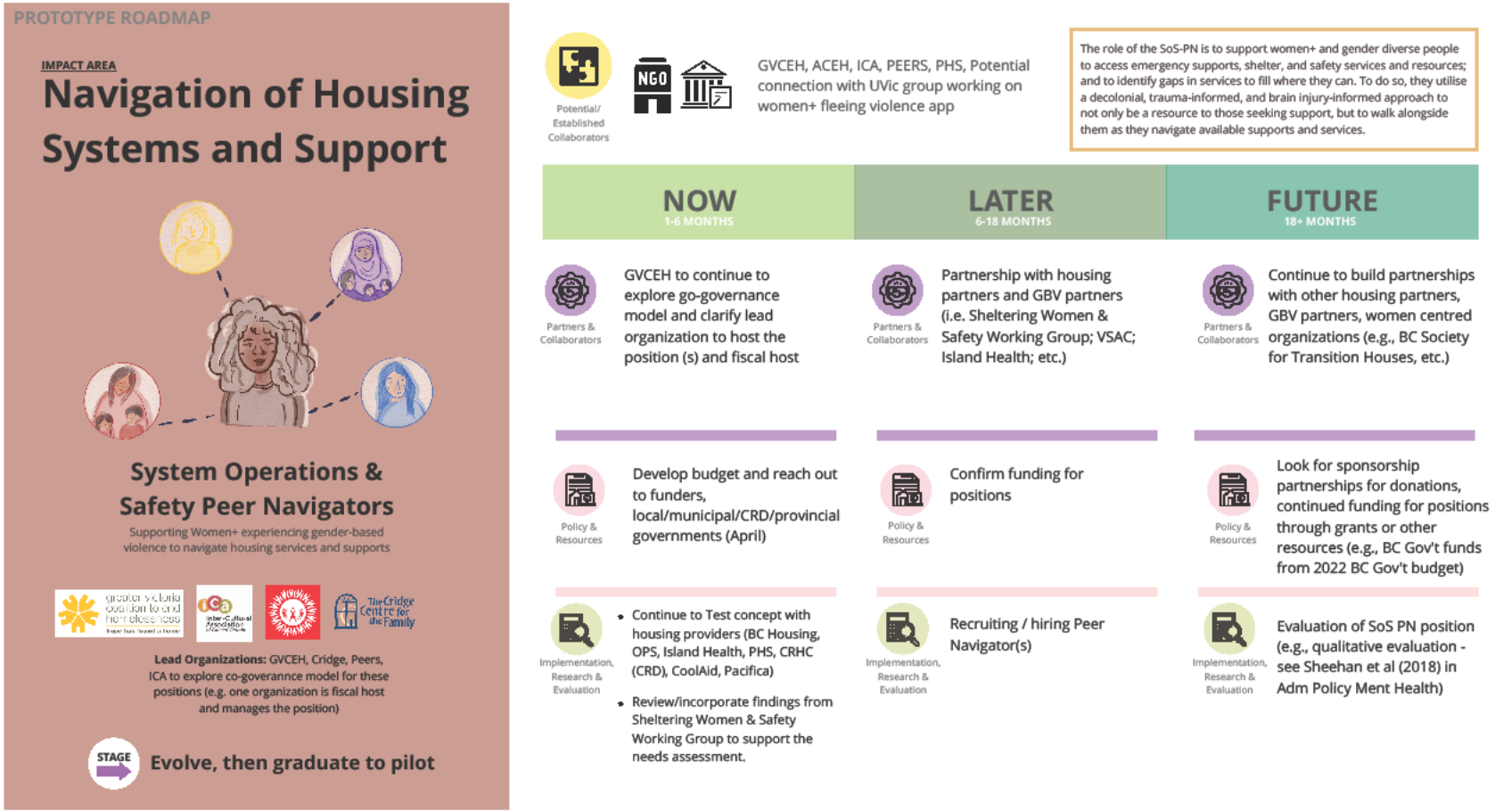


Figure 16: Systems Operations & Safety Peer Navigators

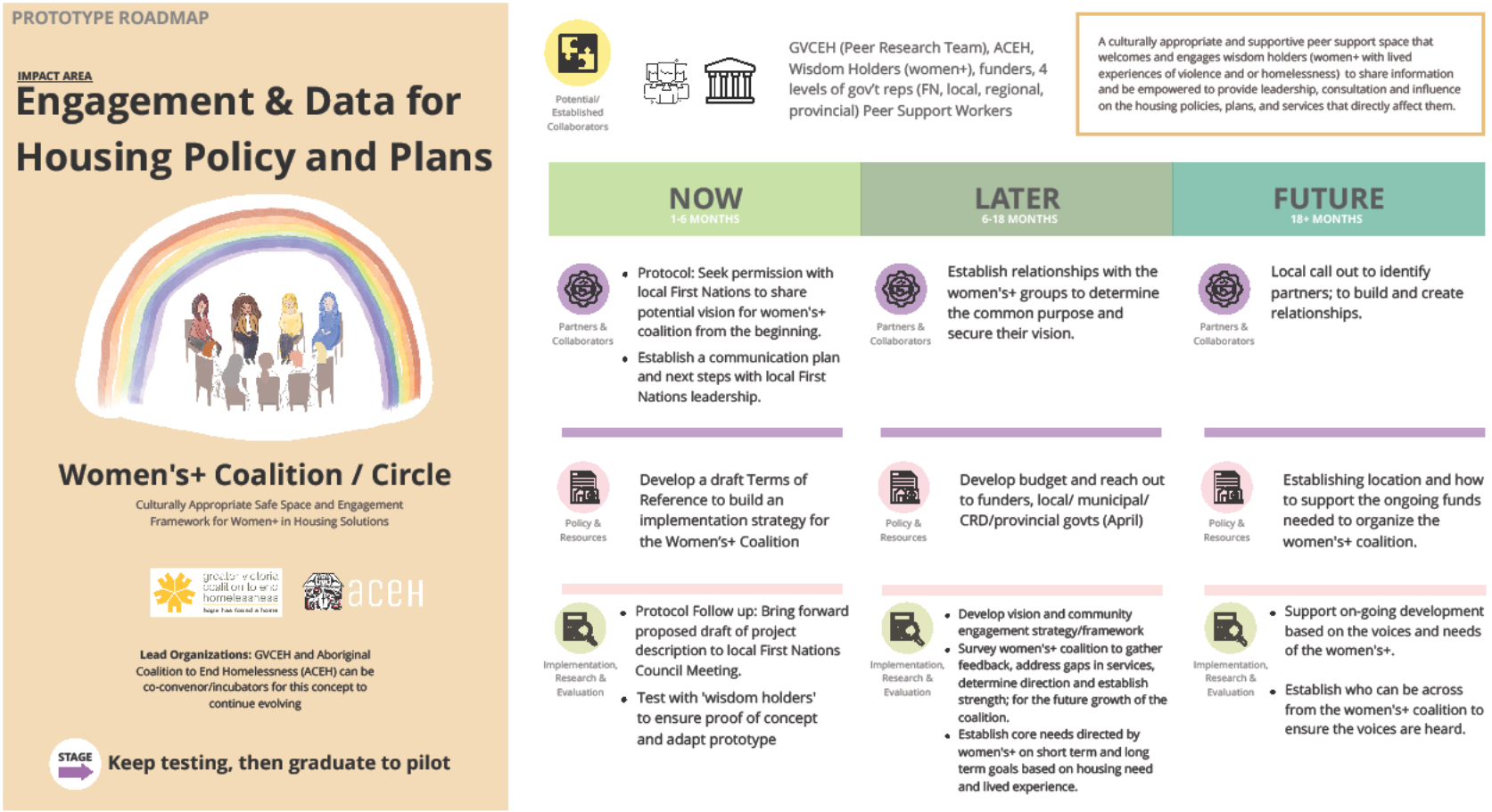


Figure 17: Women's+ Coalition / Circle

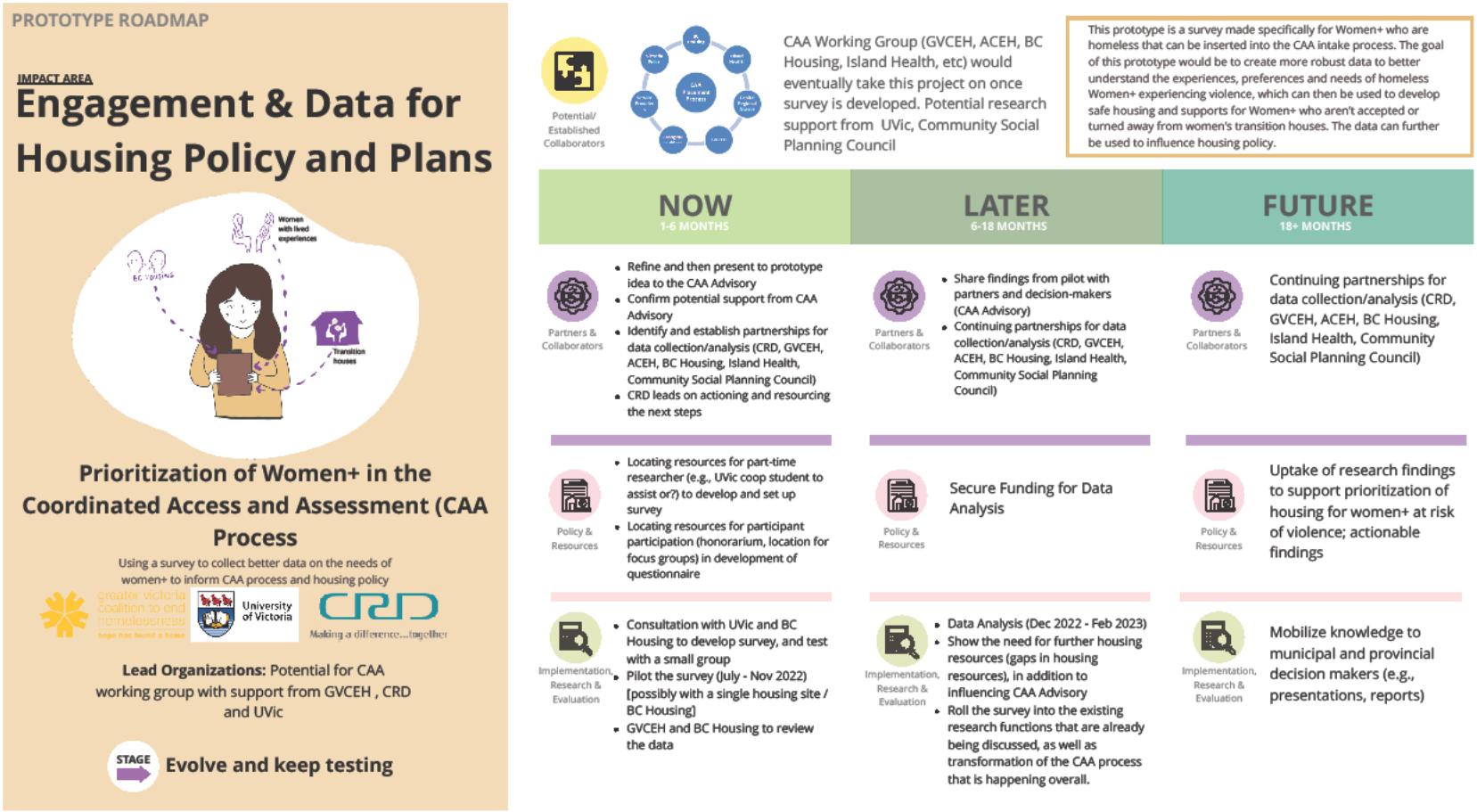


Figure 18: Prioritization of Women+ in CAA Process

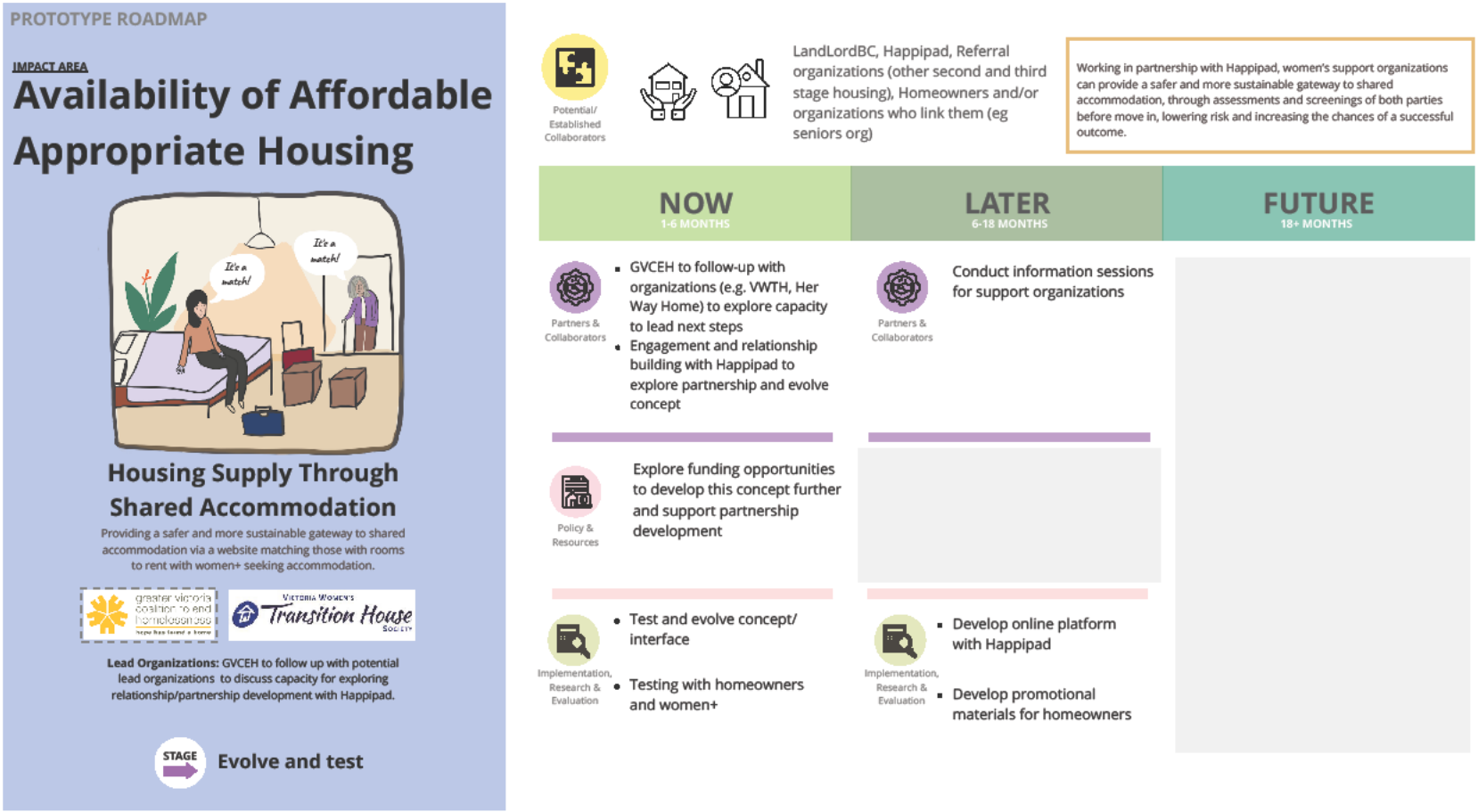


Figure 19: Housing Supply Through Shared Accommodation

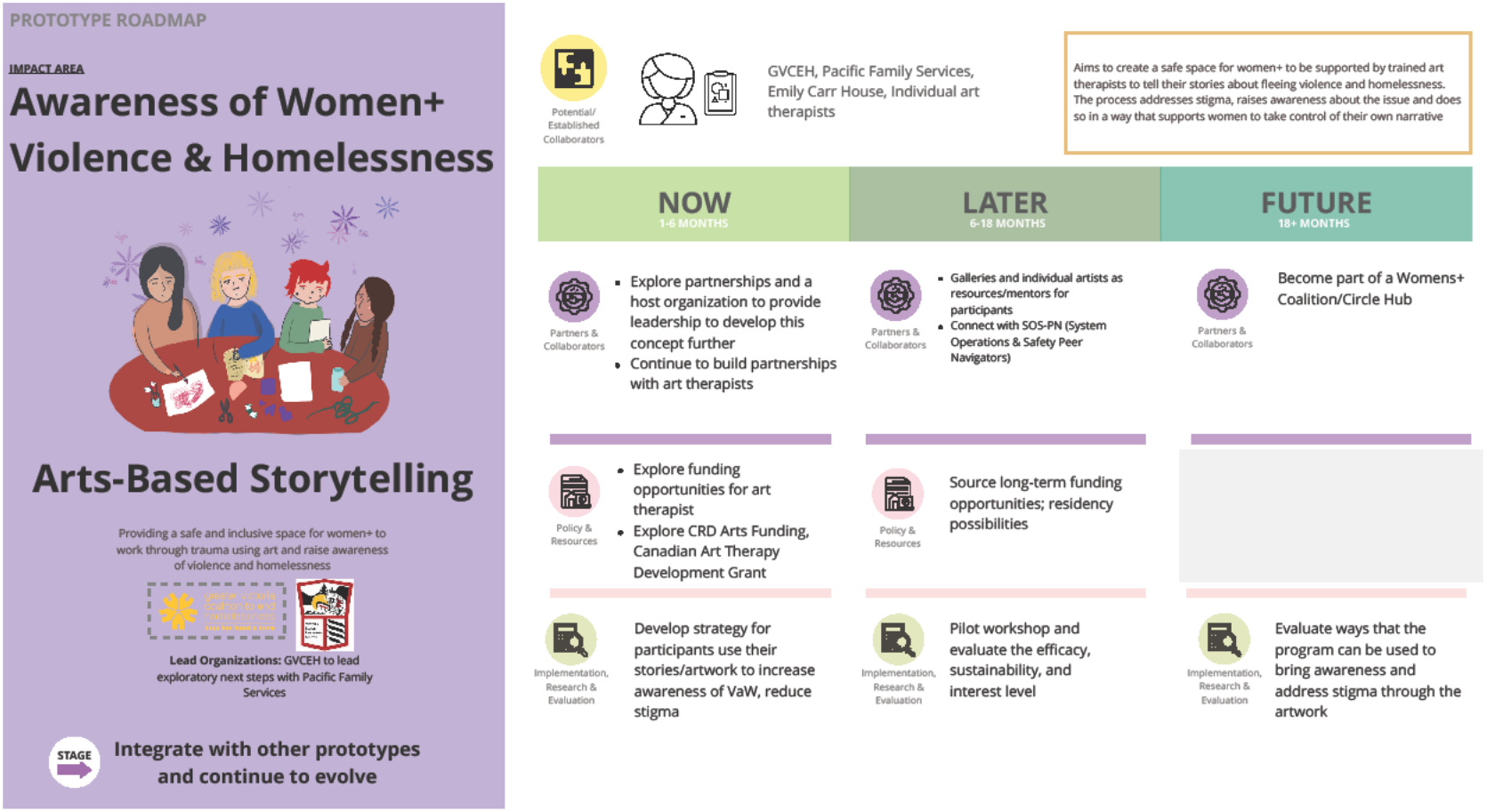


Figure 20: Arts-Based Storytelling

Next Steps

The next steps identified in the roadmap action plan are to:

Workshop the SoS Solutions Lab findings

- Convene partners from across the system (non-profits, gender-based violence organizations, housing organizations, government organizations) to share the SoS Roadmap for our prototypes and seed commitment for next steps.

Ground truth mandates

- Given the lab findings, convene a workshop to explore the intersection of organizational mandates with potential for strategic leadership, identify gaps, and make a plan for addressing gaps.

Organize a coordinated "funding pitch"

- Coordinated pitch to potential partners to support the prototypes
  This pitch could happen sooner for "shovel ready" projects identified in the Roadmap for Priority Areas of Action.

Continue strategic dialogue with local and regional governments

- Continue dialogue regarding funding (e.g., Reaching Home funding) and policy mandates to support Women+ at risk of violence and homelessness.

Appendices

Appendix A
Prototype "Shortlist" Criteria

Criteria for consideration	**Does the proposed shortlist…**
Types of intervention & leverage points	Have a balance of easier, quicker actionable projects that demonstrate progress to the community and deeper systems-change interventions?
	Have a balance of breadth and depth (some interventions can make change through reaching/impacting larger numbers of people/some through deeper supports for fewer individuals)?
	Respond to the key themes and priorities (including key leverage points) identified in the Discovery and Develop Phases? NOTE- not necessarily the same prototype ideas but responding to the same leverage point.
	Respond to different types of leverage points (e.g., mindsets, culture, policy, practice, etc.)?
Criteria for consideration	**To what extent…**
Level of innovation	Are these prototypes potentially innovative, offering new ways of approaching or combining (potentially untapped) resources?
	Does/might the prototype process bring together diverse partners or stakeholders or "unusual suspects" to generate new patterns/opportunities for approaching the problem?
	Do the prototypes represent the level of innovation you have aspired to? When you think about sharing these prototype ideas with CMHC and other Labs across Canada as your "innovations", how do you feel?
	Might these prototypes have promise for scaling elsewhere?
Criteria for consideration	**Does the proposed shortlist…**
Leadership, partnership & sustainability	Have a balance of prototypes that can be led and sustained by others vs. led by the Lab Partners?
	Offer the opportunity to cultivate buy-in and commitment from other patterns and stakeholders in providing leadership/implementation of ideas?
	Offer opportunity to centre community values, healing, and indigenous self-determination?
Feasibility / impact	Offer enough prototypes that we can afford to "fail" on some
	Feel like a manageable number of prototypes to test – we have enough (and the right) people to lead the prototyping process
Criteria for consideration	**Based on the preceding criteria…**
Overall reflections	What's missing that seems important?
	What might we need to "let go" of?
	How might we need to refine or adapt the prototype shortlist? Why?

Appendix B
Leverage Themes and Prototype Shortlist[8]

Leverage Point Theme	Idea	Description	Potential for impact[9]	We have capacity to lead	Need others to lead[10]	Easy or more effort	Already happening	Potential to "link up" resources[11]	Potential to build relationships[12]
Structures for Navigation and Support	Peer Navigation Specialists	One main peer point of contact for all needs to support women+ at risk of violence to navigate to appropriate supports and housing.	High	No	Yes	More effort	Yes	Yes	Yes
	Navigation App/Website/Online Map	An online app for the CRD/Greater Victoria region that would connect a Women+ with "first contact" and start navigating the system /one stop web portal	High	Depends	Yes	More effort	No	Yes	Maybe
Collaboration, coordination and alignment between sectors and organizations	Focus on Women+ at risk of violence in Coordinated Access & Assessment Process	Ensure the CAA process provides clear access and prioritization for women+ at risk of violence and homelessness	High	Depends	Yes	Easy	Yes	Maybe	Yes

[8] Votes across all prototypes being considered were entered into a Google workbook, tallied, and votes for shortlisted prototypes were "averaged" (i.e., counted number of votes for a specific response such as yes, depends, no; highest number of votes provided response selected).

[9] Long term, deep, or wide impact

[10] We need and/or it is strategic for others to lead

[11] There is potential to "link up" existing resources or small-scale activities to have greater impact

[12] There is potential to build important relationships and partnerships to carry the prototype forward

Leverage Point Theme	Idea	Description	Potential for impact[9]	We have capacity to lead	Need others to lead[10]	Easy or more effort	Already happening	Potential to "link up" resources[11]	Potential to build relationships[12]
Data, stories, and awareness raising	Strength-based storytelling and arts-based methods from Women+ at risk of violence (speakers bureau, theatre, photos, etc.)	Provide the support and tools for Women+ experiencing homelessness and fleeing violence to share their stories using arts-based methods that amplify their voice.	Medium	Yes	Yes	Easy	Yes	Maybe	Yes
Culturally Appropriate Housing and Supports	Women+ coalition to develop and implement ideas for cultural supports to women+ at risk of violence & homelessness	Women+ coalition (built of matriarchs, elders, youth leaders, people with lived experience) to meet regularly to develop ideas for cultural supports for healing	Medium	Depends	Yes	Depends	I don't know	Yes	Yes
Housing Supply	Development of co-op housing models for Women+ at risk of violence and homelessness	Convert existing housing stock to Coop housing. Support Women+ with lived experience to lead their own cooperative housing development (with funding, technical support) and/or put out a call	High	No	Yes	More effort	I don't know	Yes	Yes
	Incentives for landlords and/or developers	Create incentives for landlords to make housing available to women+ at risk of violence. Work with private sector developers to build partnerships that facilitate accessibility for Women+ at risk of violence.	Medium	No	Yes	More effort	Yes	Yes	Yes

Appendix C
Prototype Co-lead/Team member Roles

Co-Leads / Convenors	Team Members
The co-leads are responsible for **organizing and convening** your prototype team, documenting your prototype learnings and meeting with SHIFT to receive templates/tools to support the process. Specifically, co-leads: Invite and confirm the prototype team members **Participate in:** • 2 half-day workshops (facilitated by SHIFT Collaborative): October 15, 2021 and January 2022 • 3 x 1.5-hour meetings with SHIFT and other co-leads (September 2021 – January 2022) **Organize and Convene**: approximately 3 meetings with your prototype team between October – January **Test your prototypes** and get "real-world" feedback (exact time, TBD based on the plan you create as a team)	**Team members participate in:** • 2 half- day prototype workshops (facilitated by SHIFT Collaborative) • approximately 3 meetings with your team between October – January **Test your prototypes** and get "real-world" feedback (exact time, TBD based on the plan you create as a team)

Appendix D
Prototype Plan Worksheet #1

PROTOTYPE PLAN: WORKSHEET #1 Idea & Learning Goals

What is your solution idea?	
What is your hypothesis? WHAT IF…	
What are you LEAST CERTAIN about? (what needs testing?)	
What is your top ASSUMPTION? (needs testing)	
What do you want to LEARN ABOUT OR TEST related to these uncertainties or assumptions?	
Testing priorities:	❑ Feasibility ❑ Desirability ❑ Viability ❑ Quick Win ❑ Partnership opportunities ❑ Other. Please list them:

What is the FASTEST WAY to test out what you hope to learn?	
What is one PROTOTYPING APPROACH that could help you achieve your learning goals?	
WHO will/should you test it with?	
HOW could/will you test it?	
WHAT DO YOU NEED in order to carry out the prototype? (e.g., time, materials, permission or people, resources?)	
List KEY STEPS of your Prototype:	

Appendix E
Prototype Plan Worksheet #2

PROTOTYPE PLAN: WORKSHEET #2 Prototype Approach

What is the FASTEST WAY to test out what you hope to learn?

HOW could/will you test it?
(E.g., time, materials, permission or people, resources?)

What is one PROTOTYPING APPROACH that could help you achieve your learning goals?

WHAT DO YOU NEED in order to carry out the prototype?

Who will/should you test it with?

List KEY STEPS of your Prototype

Appendix F
Prototype Story Board Template

Tell the Story:

Create a Storyboard describing how your prototype works or describe the key elements of your prototype visually.

Appendix G
Prototype Testing Resource

RESOURCE: Testing Prototypes

Adapted from the Social Innovation Field Guide by Ben Weinlick and Aleeya Velji (Think Jar Collective): https://thinkjarcollective.com/tools/social-innovation-lab-field-guide/

Considerations

It can be a bit scary to test prototypes

When teams test prototypes they often feel a little vulnerable when they go out, share ideas they are excited about and open themselves up to feedback and critique.

Be brave, be willing to be wrong, be humble

Being willing to have your ideas critiqued and challenged is a brave and humbling experience, but when embraced, will ensure ideas and prototypes improve so they have deeper impact.

Starting place for testing

We recommend a couple testing rounds among internal partners first before going out into community to test them with people whom the prototypes are supposed to serve. This approach will help with building confidence to test prototypes humbly and be brave enough to take in feedback.

Getting Ready

Below are some things your team will need to think about to plan for feedback:

How should the team conduct the feedback sessions?

- What kind of setting would be best?
- What is your team going to test?
- What feedback do we need in order to make decisions about the next stage of prototypes?
- Who should test the prototype and give feedback: People the prototype is meant to help? leaders with expertise on this topic? A lab advisory group?
- Is a large testing session with many people best?
- Is small-group testing best?

Testing & Pitching

Sometimes a prototype will be so coherent you can simply present it to people and it will be clear how to test it. Most often, however; a prototype needs a bit of an intro. Work with your

lab team to clearly and succinctly explain and pitch a prototype.

When pitching a prototype try the framework below to help with communicating succinctly about a prototype:

1. Share clearly and succinctly what the challenge is that your team is trying to solve for
2. Share in a nutshell what the "big idea" of the prototype is
3. Share who the prototype is meant to support
4. Share the prototype and show what it is supposed to do
5. Share what the team at present thinks are possible next steps with the prototype

Ask for Feedback

It can be helpful in advance to write out a list of questions that you want to ask the people who are testing or offering feedback about your prototype.

Some examples:

1. Would you use something like this?
2. Would you change anything?
3. Would you take out or add any components?
4. Was any part confusing?
5. What did you like? What did you not like?

You can also use a written feedback form to **gather people's feedback**, using feedback templates[13] provided.

Record Your Learnings using the template supplied

[13] Links to the templates mentioned were provided in the original document.

Appendix H
Prototype Summary

PROTOTYPE: Summary

WHAT IS THE CHALLENGE related to housing and supports for Women+ at risk of violence and homelessness that your prototype is addressing?

WHAT is your Prototype? (1-2 sentence summary, including your prototype name)

TELL THE STORY (Visually):
Provide a description and create a Storyboard (or other visuals) to describe how your prototype works, its key elements, and the outcomes you hope it will create.

TESTING & KEY LEARNINGS
What were the main questions you explored and tested?

Who did you test the prototype with and how? [Insert any images of the testing process]

What were your key learnings?

Do you have any quotes from participants? Quotes of your own?

How did (or might) the prototype evolve or change based on the feedback you received?

If you're prototype did not work out as you had hoped, what were the main challenges? If you had more time or capacity, what do you wish you could have built or tested?

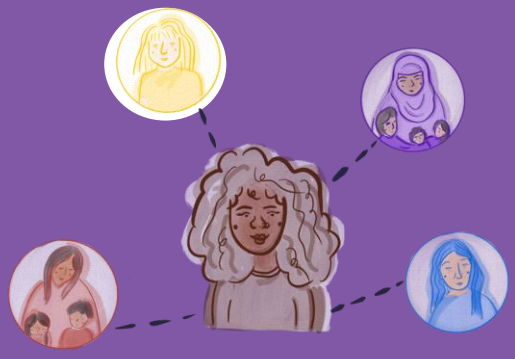
Appendix I
Roadmap Summary: Impact Areas and Prototypes

KEY IMPACT AREA	Prototypes	Status	Lead Organization (s)	Description	Awareness of Housing/Supports	Culturally Appropriate Housing	Racism, Discrimination, Stigma and Hidden Homelessness	Fear, Safety, Isolation	Financial Independence & Stability
Navigation of Housing Systems & Supports	1.System Operations & Safety Peer Navigators	Priority for Implementation	GVCEH lead convenor of key collaborators: ACEH, ICA, Cridge, PEERS	Supporting Women+ experiencing gender-based violence to navigate housing services and supports	**X**		**X**	**X**	
Engagement and Data for Housing Policy and Plans	2.Women+'s + Coalition / Circle: Culturally Appropriate Safe Space and Engagement Framework for Women+ in Housing Solutions	Priority for Implementation	GVCEH and ACEH are co-convenors	A culturally appropriate and supportive peer support space that welcomes and engages wisdom holders (women+ with lived experiences of violence and or homelessness) to share information and be empowered to provide leadership, consultation and influence on the housing policies, plans, and services that directly affect them.		**X**	**X**	**X**	

KEY IMPACT AREA	Prototypes	Status	Lead Organization (s)	Description	Awareness of Housing/Supports	Culturally Appropriate Housing	Racism, Discrimination, Stigma and Hidden Homelessness	Fear, Safety, Isolation	Financial Independence & Stability
	3.Prioritization of Women+ at Risk of Violence and Homelessness in the Coordinated Access and Assessment Process (CAA)	Priority for Implementation	GVCEH with CAA working group	Using a survey to collect data on Women+ Experiencing Violence in the Coordinated Access and Assessment (CAA) Process			**X**		
Availability of Affordable Appropriate Housing	4.Happipad	Further development needed	Looking for organization to lead	Providing a safer and more sustainable gateway to shared accommodation	**X**		**X**	**X**	**X**
Awareness of Women+ Violence and Homelessness	5,Arts-Based Storytelling	Further development needed	Looking for organization to lead	Providing a safe and inclusive space for women+ to work through trauma using art and raise awareness of violence and homelessness			**X**	**X**	

Appendix J
Prototypes: Full Summaries

Systems Operations & Safety Peer Navigators

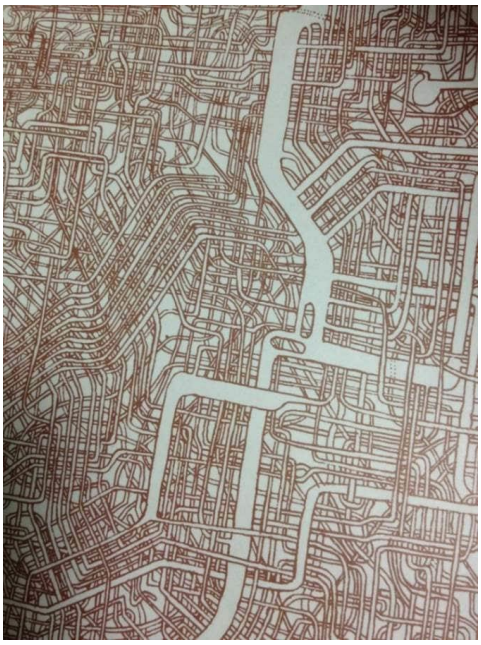


System Operations & Safety Peer Navigators

(Supporting Women+ experiencing gender-based violence to navigate services and supports)

What is the Challenge?

The housing system in BC is enormous, made up of many smaller organizations and systems that don't always effectively communicate with one another, and is unsurprisingly, difficult to navigate with many moving pieces and many barriers. As a system that is complex and often confusing, these challenges are even more unmanageable for women who are actively in crisis. The process is managed through a "one size fits all" approach, and does not take into account the different needs of people who are trying to access supports. Users aren't always able to access the right knowledge or tools to make it through the process, and therefore enter a system that doesn't often set them up for success.



What is the Prototype?

This prototype is a specific community role/team developed with women+ and gender diverse folks with lived experiences who will be trained to support women+ at risk or fleeing from violence to navigate and leverage the resources within the system.

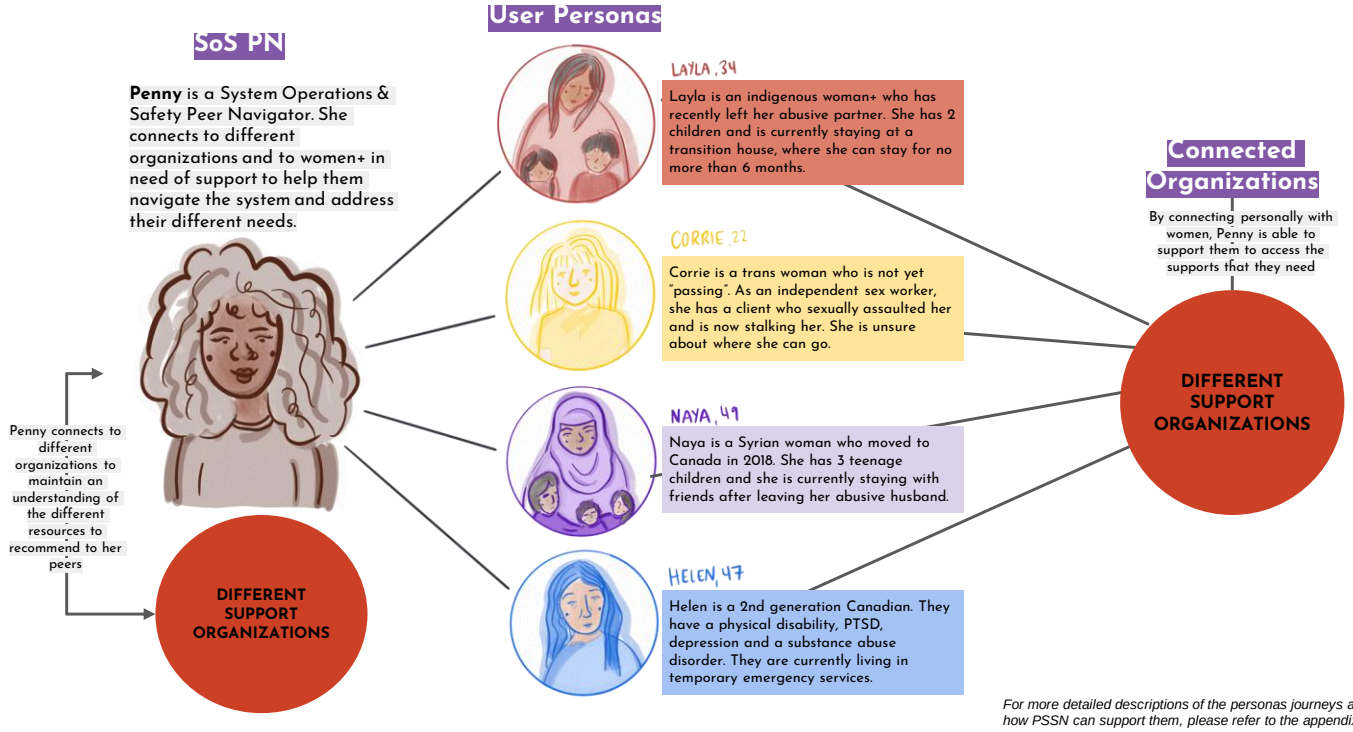
The role of the SoS-PN is to support women+ and gender diverse people to access emergency supports, shelter, and safety services and resources; and to identify gaps in services to fill where they can. To do so, they utilise a decolonial, trauma-informed, and brain injury-informed approach to not only be a resource to those seeking support, but to walk alongside them as they navigate available supports and services.

Behind the scenes, the SoS-PN role is also engaged in connecting organisations to "pre-navigate" the system, support inter-organizational cooperation, and uncover better ways to build intersecting infrastructure.

System Operations & Safety Peer Navigators (SoS PN)

Liaison, Advocate, Networker, Broker, Relationship Builder, Resource Database, Crisis Support, Person-Centred Focus, Trauma Informed and Decolonial Approach, etc…

Who are the players?



For more detailed descriptions of the personas journeys and how PSSN can support them, please refer to the appendix

Personas

Trying to leave abusive partner
2nd Generation Canadian
Has Physical disability, PTSD, Depression, and Substance use disorder
Current Housing: Temporary Emergency Housing

Helen sustained multiple brain injuries as a result of physical assault to the head by their partner which makes daily living tasks increasingly challenging

Hopes

- to find supportive housing ASAP and move towards long term independent housing
- to feel safe, supported, and seen
- to be in a safe, stable environment and have easy access to the supports she needs

Fears

- That they will have to sleep on the street if they cannot find other housing options

Barriers

- Untreated depression and PTSD makes it hard to find and keep a job
- Lack of stability and support makes access to necessary supports difficult
- Continues to use substances to cope with stress and insecurity of living in shelters
- Housing/Shelter providers are not referring and Helen is unaware of shelters that allow substances and support gender diverse populations.

Indigenous woman+ leaving abusive partner
Has 2 children aged 8 & 12
Current Housing: Transition House (6 months or less)

Layla suffers from a brain injury that she sustained from her abusive partner. This injury gives her cognitive challenges that affect her daily life.

Hopes

- To find safe, affordable long-term housing for herself and her kids after leaving an abusive partner

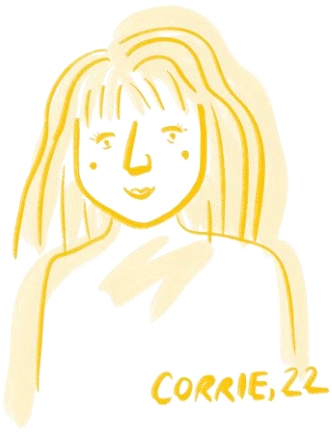
Fears

- That she'll have to leave the transition house without having housing in place
- that she will lose her children
- that she will have to return to her abusive partner

Barriers

- 30 day cut-off from transition housing. No space and or long waitlists for second stage housing & family subsidized housing
- Unaffordable rental housing market and she doesn't have the money for a damage deposit because she left quickly
- Currently unemployed and worried about long-term finances and money for rent
- Colonial structures/organizations

Personas



Trans woman not yet "passing"
Independent sex worker
Has a client who has sexually assulted her and is now stalking her

Hopes

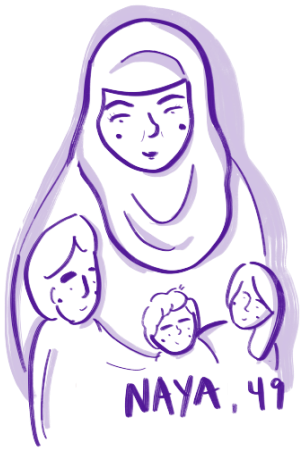
- To be able to keep her apartment

Fears

- Doesn't want to access the police because of negative past experiences
- Doesn't want to lose her apartment as she doesn't have job references and her landlord leaves her alone

Barriers

- Stigma around sex work and being a trans woman
- Unsure where is a good fit for her in terms of shelter/transitional housing
- ID is back at the apartment and is in her former/dead name
- Will not be able to work indoors at a shelter/transition home which is her sole source of income



From Syria, arrived in Canada in 2018, has 3 children aged 11, 13, and 17
Current housing:
staying with friends after leaving abusive Husband

Hopes

- To become independent and access housing for herself and her children
- To remain close to friends, services, and her children's schools

Fears

- That her abusive husband will find her and her children
- Reluctant to tell friends' the full story due to stigma associated with intimate partner violence

Barriers

- Relies on husband financially
- Does not drive and has no means of transportation
- Learning English but struggling to find employment
- Unaware of supports for mental health, survivors of intimate partner violence, and transition houses
- Overwhelmed by ongoing immigration process (she does have her Permanent Residency Card)

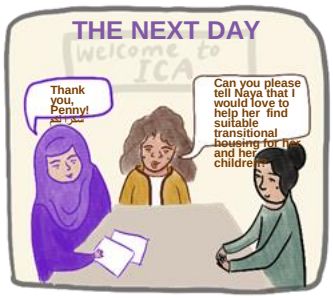
How might this work?

On Mondays, **Penny** begins her day at the Greater Victoria Coalition to End Homelessness.

There, she meets **Helen**, whom she has been working with. **Helen** has a brain injury and has trouble managing their appointments to get into housing. **Penny** introduces Helen to **The Cridge** Brain Injury Services to help memory strategies.

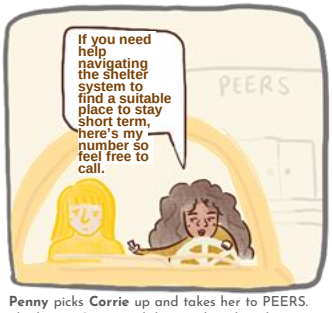
In the afternoon, **Penny** does outreach in the community. Today, she is checking in on a peer that has been staying at the **Sandy Merriman Transition House.**

Penny meets with **Layla** there. She's settling in well and she feels ready to talk to someone about her experiences. Penny connects her to the **Indigenous Womens Counselling Services.**



On Tuesday mornings, **Penny** sits in at the Inter-Cultural Association of Greater Victoria. Today, she meets **Naya**, who uses ICA's translations services to communicate her needs, such as finding a transition house, to **Penny**.

After her meeting, **Penny** gets a call from **Corrie**, a peer **who is in crisis** after an encounter with her stalker. .



Penny picks **Corrie** up and takes her to PEERS. She leaves **Corrie** with her card so that she can call her later if she needs help navigating the shelter system.

Before the work day ends, **Penny** goes back to the organization she started at to debrief and decompress with a colleague. They go for a walk to chat about personal and work related issues that have come up in the day.

Key Learnings, Challenges and Opportunities

ups & downs of prototyping

- Prototyping as an approach is both exciting and frustrating!
- Constant need to balance idealism with realism
- While prototyping the ideal scenario, the team imagined one or two SoS-PN versus imagining a whole team of SoS-PN.

Importance of strong personas

- Participants of the testing session thought that the user persons had life and could see the gaps/challenges and the need for interventions

- Would have liked to have more consultation with area experts to build more accurate personas

Leverage existing projects

- Leveraging existing projects help further the prototype and ground it in reality
- The team is planning to use the peer navigator program from the landlord liaison grant as a case study to create an estimate of how many people an engaged peer can work with over a period of time

Key Learnings, Challenges and Opportunities

Time constraints & capacity

- Non-profits are stretched thin and most people are doing this on top of their existing workload - makes any testing and getting feedback difficult
- Timeline for the prototyping phase was also short - esp when factoring in capacity, the need for flexibility when working with people with lived experiences, COVID, etc.

Opportunity if more time: Better evaluation for need vs. capacity in our current community climate - how many women are in need vs. how many women a SoS-PN can work with at once?

Interwoven prototypes + Learning from others

Through connecting with other prototype teams....

- Found opportunity to partner with Women+'s Coalition and other SoS prototypes
- Able to see the interwovenness of prototypes and how to prop one another up and weave them together
- Potential for funding opportunities together

Importance of a multidisciplinary team

- So important to have people of lived experiences on the team but also to provide flexibility for them so that they can feel free to join the process without being overwhelmed.
- Important to have someone who is also engaged in the core team to understand where the overall project is going and is able to think strategically

Key Learnings, Challenges and Opportunities

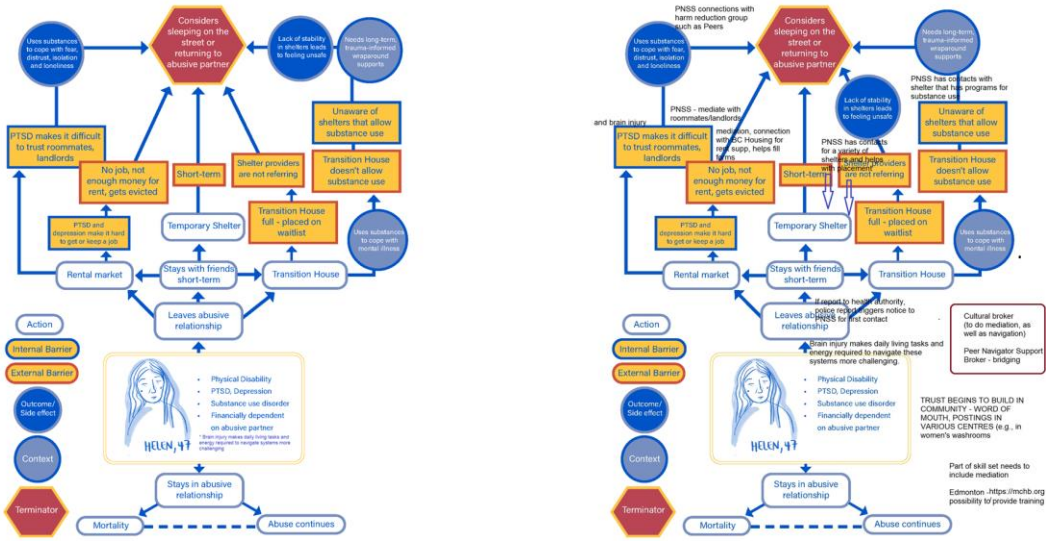
"Being someone with lived experience who is involved in this project, it provided empowerment and put me in the position to communicate. It is a chance for us to make our voices heard and to make a change. "

- *Malinda (team member)*

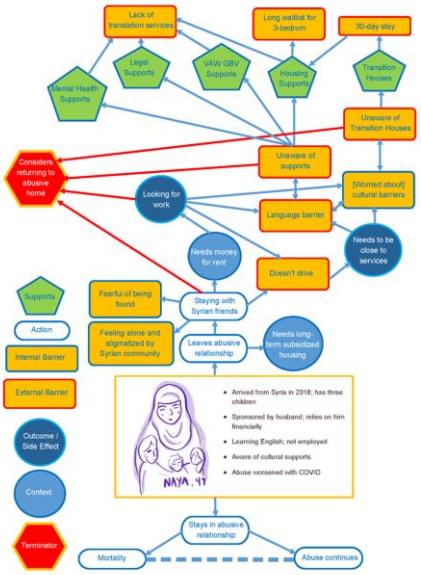
"It's only been a couple of times I've seen this, but you took individuals and brought them to life in the presentation. Just truly astounding….just a huge impact. And it wasn't in a token way. So I just want to commend everybody who was part of that" – Participant

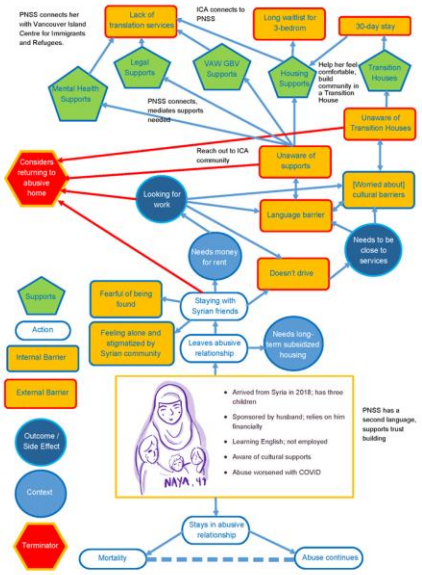
"It's also hard to reach out for help, like that is one of the biggest barriers, especially when you don't feel like you have a voice, or if you've been, don't, you don't matter […] so you have to enlighten women+ who are fleeing violence that you can put a stop to it and that it's not okay to live that way, but you know, in a way that's positive and empowering" – Participant

Appendix: Persona Map - Helen

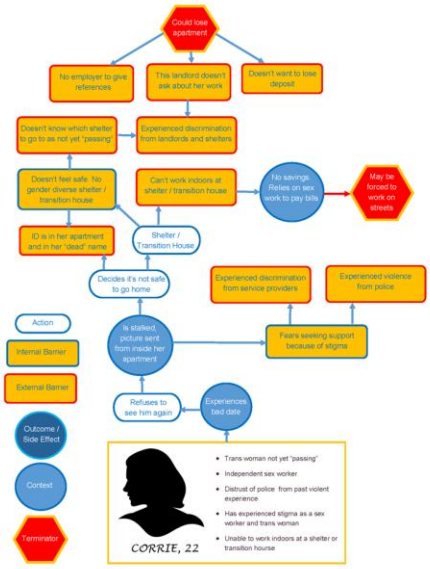


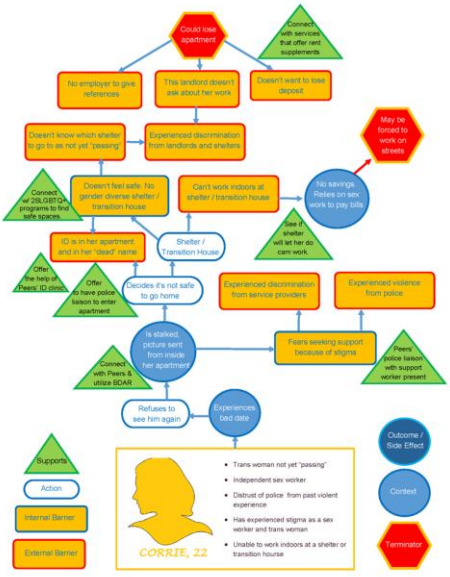
Appendix: Persona Map - Naya





Appendix: Persona Map - Corrie





Women's+ Coalition

Providing Culturally Appropriate and Safe Space

What is the Challenge?

Through the housing lab, and hearing the voices of women+ with lived experiences of homelessness and violence, we found a large disconnect between the homelessness sector and the violence against women sector. Overall, there is a lack of holistic and integrated support. Despite many different organizations and governmental agencies identifying women+ at risk of violence as a group that needs support, we discovered that there was no one group to hold accountability, and no formalized communication or networks to connect the pieces. **The mission is to find and build an organization through empowering the Wisdom holders of the experience to better build and find solutions through their experiential lens.**

The Women's Coalition is a culturally supportive and safe place, working to empower and strengthen those experiencing homelessness and violence. We want to bring to light and link together the Wisdom holders to guide those currently experiencing homelessness and violence; to uplift and lead to solutions. Connecting those with Wisdom of the experiences to empower others to a safe place and tools for navigation.

Gaps in Current Systems

- **Lack** of **interconnectivity**
- **Holistic** Services
- **Culturally Safe** and **Supportive** Services
- **Empowerment-led** Services
- Services led by those with **lived experience**
- **Resources**

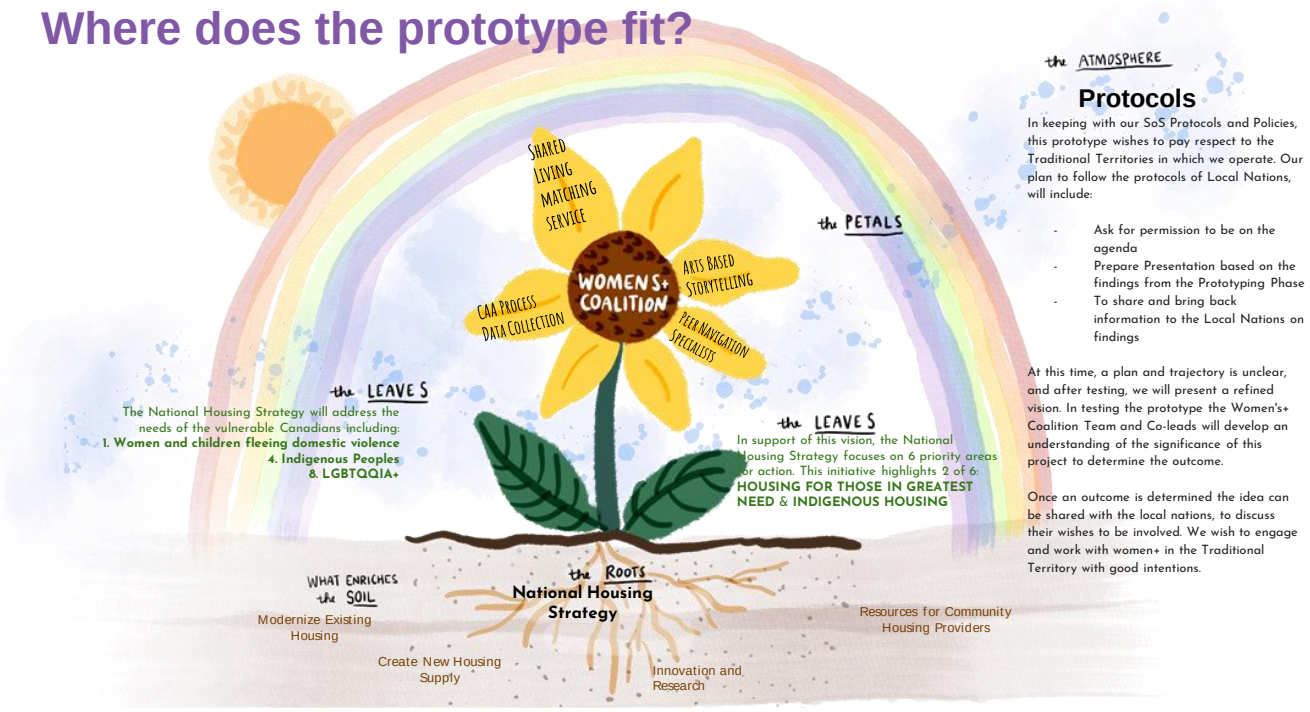
What is the prototype?

The womens+ coalition began as an idea to create a safe space in which to uplift women to use their voices to become active players in the decisions around housing supports and services that are made for them. Women+ will lead this discussion, by connecting in a safe place to share experiences, with those still living through violence and homelessess. A place to allow those with wisdom to share and support women+ through their own difficult experiences.

Our role is to facilitate making space for them. The space is intended to support engagement, and empower change. For the Wisdom holders to share with us the solutions and gaps within the system, to build partnerships and pathways to helping others still experiencing homelessness and violence. With more work to be done to further flesh out its definition, this prototype is currently an engagement framework with partnerships to bring wisdom holders (women+ with lived experiences of violence and or homelessness) together to provide peer support and consultation, and to iterate, inform and influence the services and policies, that directly affect them.

What needs to be grown? What is the innovation needed?

Where does the prototype fit?



the ATMOSPHERE

Protocols

In keeping with our SoS Protocols and Policies, this prototype wishes to pay respect to the Traditional Territories in which we operate. Our plan to follow the protocols of Local Nations, will include:

- Ask for permission to be on the agenda
- Prepare Presentation based on the findings from the Prototyping Phase
- To share and bring back information to the Local Nations on findings

At this time, a plan and trajectory is unclear, and after testing, we will present a refined vision. In testing the prototype the Women's+ Coalition Team and Co-leads will develop an understanding of the significance of this project to determine the outcome.

Once an outcome is determined the idea can be shared with the local nations, to discuss their wishes to be involved. We wish to engage and work with women+ in the Traditional Territory with good intentions.

How does it work?

Women+ experiencing violence and homelessness or at risk of homelessness are connected to the Women's+ Coalition through collaborative partnerships, word of mouth or internet search.

*Wisdom Holder: one with lived experience

For example, **Layla** hears about the Women+'s Coalition from a support worker.

She is welcomed to a supportive space of resource by a peer, **Corrie**.

They gather and share through weekly Women's+ Coalition Women's+ Circles.

Layla receives One on One Peer guided support to navigate services

The Wisdom holders* lead the space, engage with local governments and bring solutions learnt through listening to influence region, provincial and federal government changes

Collective work and voices are heard by and influence different levels of government

Key Learnings, Challenges and Opportunities

COVID

- Prevented the team from gathering in person and having meaningful dialogue informed by women+ with lived experiences, which was an important aspect of this idea
- COVID also raised other issues beyond logistical roadblocks. How can we do work like this in times of crisis?

Importance of scoping & starting small

- When the team started, they wanted to help everyone and do everything, however, there are so many women out there who need help but they couldn't reach out to them all
- Decided to work with a smaller cohort of women to best understand their needs and voices and amplify them to scale up and provide support to a larger audience
- One example of this was the desire to create a culturally inclusive space for all cultures, not only indigenous culture - after debating on how they could understand all cultures, the team decided to make a commitment instead, to learn and support someone and learn from them how to best support them culturally

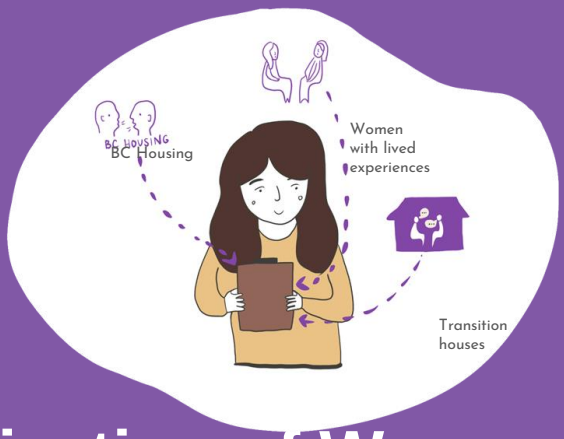
Ensuring commitment

- One learning that the team will continue to take forward is striving to ensure intergovernmental commitment...
- Need to have more than a prototype before presenting

Key Learnings, Challenges and Opportunities

Leverage existing projects (Reflection on similar engagements)

- Spaken House (meaning: Flower House) opened in August 2020 and provides culturally supportive housing and services to 22 Indigenous women experiencing homelessness and/or fleeing violence. Spaken House offers a broad range of programming to the family members living there, including a work program, therapeutic gardening program, and regular access to land-based cultural events and activities. Spaken House has been operating at full capacity since it opened.



Prioritization of Women+ in the Coordinated Access and Assessment (CAA) Process

Using a survey to collect better data on the needs of women+ to inform CAA process and housing policy

What is the Challenge?

This team began this project by identifying a gap that **there was no additional priority given to Women+ experiencing violence to access existing supportive housing in the CAA process.**

However, after further thought and discovery, the team realized that this was an inadequate problem statement - they could work on a prototype to prioritize Women+, but what housing would the Women+ be prioritized to? In the current system, there is insufficient housing that is suitable for Women+ who are experiencing violence to move into. Existing supportive and transitional housing facilities are often inappropriate, unsafe, and even traumatic, for Women+.

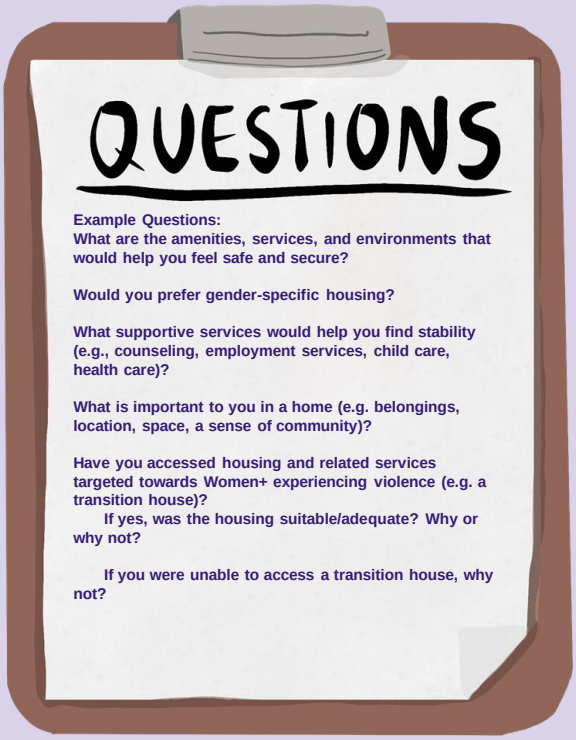
Because of this revelation that their prototype would not be tackling the right challenge, the team pivoted to focus on creating **better data collection to reflect Women+'s needs for housing**, which is currently lacking in research and therefore implementation.

"BC Housing, Capital Regional District (CRD) and Island Health partnered to develop a Coordinated Access and Assessment (CAA) process for supportive and supported housing within the capital region. The aim is to create a streamlined application form and point of access to supportive housing, and to ensure clients are effectively matched with the supports and housing that can best support their social and/or health care needs in a timely and transparent manner."

- Greater Victoria Coalition to End Homelessness

What is the Prototype?

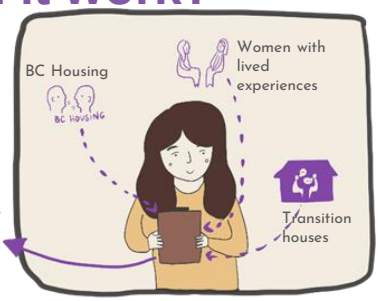
This prototype is a survey made specifically for Women+ who are homeless that can be inserted into the CAA intake process. While the system is not yet able to provide more appropriate housing, this data will hopefully support the creation of safer and more suitable housing in the future. The goal of this prototype would be to create more robust data to better understand the experiences, preferences and needs of homeless Women+ experiencing violence, which can then be used to develop safe housing and supports for Women+ who aren't accepted or turned away from women's transition houses.



How could it work?

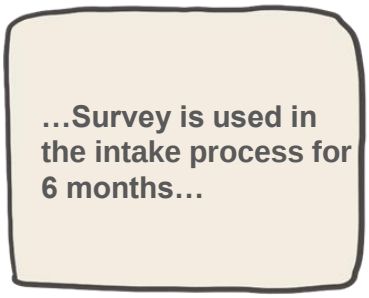
Example of questions on the previous page

Please note that this prototype is still under development and the team is still waiting to consult BC housing, BC Transition Housing, CAA, etc.



Create survey questions together with important stakeholders.

Helen is introduced to the CAA intake process, and is asked to answer the new survey.



An analyst takes the data and analyses it for trends to create a report.

The research is then presented to the CAA Advisory Committee.

The CAA team is then able to use the data to clearly illustrate the need for women's housing to decision makers.

Key Learnings, Challenges and Opportunities

Balancing the old & the new

- Envisioning and developing recommendations for a better future when the existing process is continuing to run in parallel because the process must continue to get homeless people into housing

Scoping for the Right Challenge

- The team struggled with the challenge itself, as the prototype was meant to be a triage tool to prioritize homeless Women+ experiencing violence into housing. However, the housing options aren't suitable or available to begin with. If they had continued on this particular path, they realized that **the prototype might have perpetuated a system that can be inherently dangerous** for Women+ experiencing violence. While this led to delays, the pivot in finding the right problem statement to prototype was essential and worth pursuing.

Working with women+ With very high needs

- Is difficult to quantify their specific needs, and more research is necessary to understand these needs
- Opportunity to implement a survey to understand their needs
- Women+ are often invisible due to their reliance on informal supports (e.g. couchsurfing)

Key Learnings, Challenges and Opportunities

Siloed nature of women+'s services

- Important to keep this challenge in mind while working on this prototype. The current system is fragmented and this and future projects must factor in how to increase coordination and collaboration between services.

How to address the gap?

While the team understood that the current system is unable to change immediately, they saw an opportunity to create better processes for homeless women+ experiencing violence while they are waiting for housing within the existing system.

Leverage existing projects

- The team was also interested in understanding what is currently happening in the field in order to inform the project and root it in reality

Federal Investment!

- This prototype is happening at the same time as unprecedented federal investments: $250 million is being invested into housing for women - this is a positive trend that this project can piggyback on to receive funding and increase interest from others

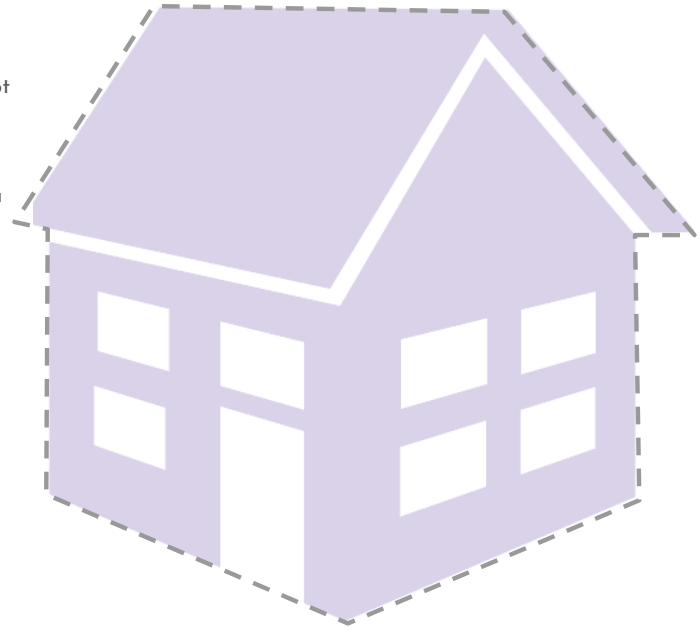
Housing Supply Through Shared Accommodation

Providing a safer and more sustainable gateway to shared accomodation

What is the Challenge?

This team began with a large problem statement, that there is not enough housing stock for women+ at risk of violence and homelessness in Victoria. The challenge was then to come up with a model in which both the housing providers and housing seekers would feel safe and comfortable. They realized that, to produce a workable prototype, the best approach was to focus on a more targeted solution which would positively impact at least a portion of their target population.

Recognizing an existing backlog in the city's transitional housing programs, they sought to find an accessible option for those moving on from 2nd and 3rd stage housing. For women transitioning out of these supportive programs, there are increasingly limited options for safe and stable housing; subsidized units are scarce to non-existent and rents in market housing are largely out of reach, particularly for those who rely solely on IA or PWD benefits. That leaves shared accommodation as the only affordable option in many cases. This can be a risky prospect for anyone, as shared living has no oversight body to protect tenants from issues that may arise, but even more so for women who have experienced abuse.



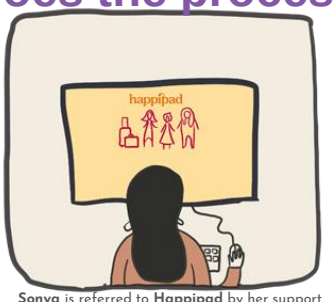
What is the Prototype?

Through research, the team discovered an existing housing website in BC, **Happipad**, a social purpose venture, which matches prospective tenants with home owners who wish to rent out space in their homes. What makes it different than a Craigslist ad? The organization strives to ensure that the tenant and the homeowner are compatible to share a living space.

While the site currently focuses on matching seniors who want to stay in their homes with students seeking affordable accommodation and may be open to helping out with some basic practical tasks, the team saw its potential to benefit their target group. **Working in partnership with Happipad, women's support organizations can provide a safer and more sustainable gateway to shared accommodation**, through assessments and screenings of both parties before move in, lowering risk and increasing the chances of a successful outcome.

*While the team did reach out to Happipad, they have not yet had the opportunity for further conversations to discuss the interest or feasibility. However, because Happipad is already a social purpose venture, with funding from CMHC (Canadian Mortgage and Housing Corporation), which also provides funding for women's shelter housing, it seems like a potentially well aligned partnership.

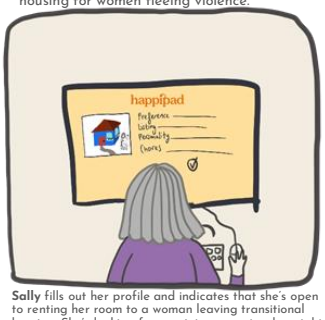
What does the process look like?



Sonya is referred to **Happipad** by her support worker as she transitions out of 3rd stage housing.. She is greeted by a landing page mentioning a partnership between Happipad and women support organizations to provide housing for women fleeing violence.

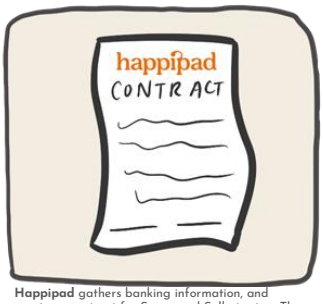
Sonya fills out a questionnaire that has been tailored to fit the needs of women who are fleeing abuse, and notes her needs and preferences.

Sally, a senior who wants to rent out a room in her home, already plans to put a listing on **Happipad**. On their website, she sees a notice about a new **Happipad** initiative which seeks to offer housing options to women leaving transitional housing.



Sally fills out her profile and indicates that she's open to renting her room to a woman leaving transitional housing. She's looking for a quiet roommate who might enjoy having dinner together sometimes and can help with gardening.

Sonya sees the listing, with Sally's profile and preferences,. and feels like it would be a perfect fit. She sends an application to **Sally**, and **Sally** also feels like the match is right.



Happipad gathers banking information, and creates a contract for Sonya and Sally to sign. They also remind users that they are available to support the process and any conflicts that might arise.

What does the process look like? (continued)

Sonya moves into **Sally**'s house where she has a comfortable bedroom and her own bathroom, in addition to the shared living spaces. They have agreed in advance on how basic household chores will be divided.

On the weekends when she's not working, **she and Sally** garden outside and they are happy that they get along well. They enjoy sharing a weekly meal and the occasional coffee together, but maintain separate schedules most of the time..

Several months later, **Sonya**'s support worker checks in with her to ask her how the arrangement is going and whether or not she would recommend it.

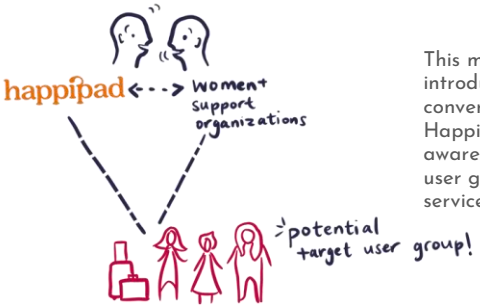
After 6 months, **Sonya** is offered a one-bedroom apartment in subsidized housing. While she has enjoyed living with **Sally** and feels a little sad to go, she hopes to keep in touch with her new friend and is excited to live in her very own space.

How does it work?

There are different potential levels of engagement for this prototype, which centres around women transitioning out of 2nd and 3rd stage housing using a matching platform like Happipad to find safer, lower-risk shared accommodation.

This lowers the barrier to implementing the prototype, by offering varying levels of interaction, investment, and oversight from women's support organizations, which are often stretched in capacity, funding, and resources.

Option 1: make it known that this is an option for women fleeing abuse to find affordable accomodation



This might be an introductory conversation with Happipad to make them aware of this potential user group for their service.

Several short info sessions or show-and-tells could be presented to different women's support organizations who could recommend this option to their clients.

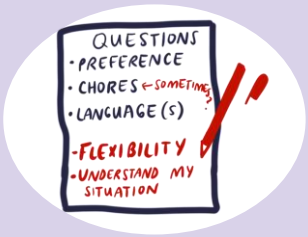
How does it work?

Option 2: a more robust option where women's support organizations could become partner organizations with Happipad.

Consult with homeowners to understand interest and how to frame the partnership and the equal win relationship

Could create content for a landing page that would inform homeowners of an opportunity to help others, and let women know how to use this website

Ways to partner with Happipad



Could work with women+ to understand how to better tailor the matching questionnaire for their circumstance

Work with happipad to educate on the nuances of this target group and their needs, to make the process more user friendly for them

Key Learnings, Challenges and Opportunities

Testing

- Created a survey and info package, describing the existing Happipad service, to gauge the interest of women currently in transitional housing
- Received positive feedback that this could be a good option, especially for those who might already be considering shared accommodation

Future Testing

While this team experienced challenges and lacks the capacity to continue with prototype testing, they had some ideas on how others might further develop the idea..

- **With Happipad**: Develop relationship with Happipad and see if they can go through a sample end user experience as it relates to the site—see what application looks like, matching, interview process—is there a chance for parties to meet before agreements are made?
- **With Women and/or Support Organizations:** How to maximize the benefits of this option, while balancing the needs of applicants with those of homeowners and Happipad?
- **With Homeowners**: Could there be some advertising of Happipad to places where these types of homeowners exist (Seniors centre)? What would be their motivating factor to participate in something like this?

Key Learnings, Challenges and Opportunities

Scoping for the right challenge

- This team began with such a huge problem scope that it was difficult to come up with ideas, as no one size fits all, especially for a user group with such a variety of different needs.
- Ultimately were able to narrow the scope on their own and create a great prototype idea that could be tested with women exiting transitional housing who might be more settled and no longer in crisis, and then scaled up with further research.

An opportunity to mitigate this would have been to start with smaller challenges so that different teams could be tasked with finding targeted solutions for more specific user groups.

Leverage existing projects

- With this prototype, there are different levels of potential to engage, which creates a low barrier of entry for support organizations to implement, depending on their resources and capacity. This is an opportunity for relatively low effort and cost, but could still be a very valuable resource for women seeking housing in today's market.

Arts Based Storytelling

Providing a safe and inclusive space for women+ to work through trauma through art

What is the Challenge?

- Education and advocacy for women+ at risk of or fleeing violence
- Provide support that would give women+ autonomy to share their stories
- Empower women+ to take control of their narratives
- Make the issues visible, break down stigma

What is the Prototype?

The Arts-Based Storytelling Prototype:

- Aims to create a safe space
- Is facilitated by trained art therapists
- Provides a space for women to take control of their own narrative

Curated Outings to Galleries

Support Groups

For women+ to share their stories and their art with others who can understand their trauma

Supervised Art Therapy Sessions

To provide support for women+ potentially re-experiencing their trauma

Lectures & Workshops with Artists

How does it work?

Sonya is stuck in an abusive relationship. She feels isolated from everyone around her.

One night, she finds the courage to leave. However, there's still a long road to go to feeling like herself again.

While at the Violence Against Women shelter, she starts talking to a Peer Support Specialist, who gives her a flier for an art therapy program.

Sonya is hesitant but calls for more info.. A volunteer, Cheryl, explains that the location is private to protect the participants, gives her the location details, and offers to send her a bus ticket.

Sonya decides to attend a session at VNFC the next week, where she meets Cheryl from the phone call and the art therapist who will be holding the workshop.

As Sonya paints and speaks with the other women, she feels less alone and more empowered to tell her story.

After some sessions, the women have enough art to hold an exhibition to amplify the issue of violence against women and to share their stories.

Sonya decides she wants to volunteer/work with the program to help more women.

Key Learnings, Challenges and Opportunities

Testing & Iterating

- Tested prototype with trained art therapist at Victoria Native Friendship Centre and adjusted workshop to encompass feedback
- Tested with other prototype teams and peers to gather more feedback
- Additional testing sessions will be with women+ who have experienced violence and or homelessness and support workers with art therapy experience
- Positive feedback from participants created a sense that there could be real value

Interwoven prototypes + Learning from others

Through connecting with other prototype teams....

- Received additional art related workshop exercises that other teams had utilised before
- Built potential intersection points for Peer Navigators (PSSN Prototype) to direct their peers to this program

Multi-generational healing

Opportunity for artwork produced to be shared with participants' children to help explain their mothers' journeys.

Key Learnings, Challenges and Opportunities

Time constraints & capacity

- Difficult to do as much testing as the team would have liked
- Difficult to find people to test with, especially because some of the potential engagements at supportive housing sites were cancelled due to COVID

Art & learning

- Based on feedback, workshops could include art appreciation outings, designed to expose participants to varying forms of visual language that would provide the women with ideas and methods to express themselves.

Power of Art!

Valuable insights from the testing sessions

- Being able to share and articulate their stories can be a powerful tool for healing.
- Being able to share with others who have similar experiences creates a community.

"This process has inspired me to do arts based storytelling on my own journey..."
- Katie W.

References

- Dichter, M. E., Chatterjee, A., Protasiuk, E., & Newman, B. S. (2021). “I’d Go from a Mountain Top and Tell My Story”: Perspectives of Survivors of Intimate Partner Violence on Storytelling for Social Change. *Violence Against Women*, 107780122110242. https://doi.org/10.1177/10778012211024267

Appendix K
Glossary

WOMEN+
All women, including people with diverse gender identities who are at risk of, or are experiencing homelessness and violence.

HOMELESS
The situation of an individual or family that does not have a permanent address or residence; the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

It is often the result of what are known as systemic or societal barriers, including a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination.

https://www.cmhc-schl.gc.ca/en/nhs/guidepage-strategy/glossary

CULTURALLY SUPPORTIVE HOUSING
Elder support, cultural activities, healing circles, the native medicine garden, and cultural foods are all part of the ACEH's Culturally Supportive Housing model. In addition, residents have access to decolonized harm reduction services to support healing and recovery.

https://acehsociety.com/wp-content/uploads/2021/07/Housing-Transitions-Report-2020-21-.pdf

DUAL MODEL OF INDIGENOUS HOUSING
The Dual Model of Indigenous Housing is a Culturally-Supportive Housing model that includes traditional foods, plants and medicines, Elder support, cultural activities, traditional healing practices, building community, family reunification, and Indigenous harm reduction programming for alcohol and substance use. Programming strengthens Indigenous self-identity, builds a sense of place, family, community and purpose.

https://acehsociety.com/housing/

Figure 21: Dual Model of Housing Care
Artistry by Doug LaFortune, https://acehsociety.com/our-work/#reports

DECOLONIZED HARM REDUCTION FRAMEWORK (DHRF)

The Decolonized Harm Reduction Framework (DHRF) provides pathways to healing and recovery and includes land-based healing camps based on Indigenous ways of knowing and being, which incorporates culture, language, and healing. The DHRF approaches programming holistically towards physical, mental, emotional, and spiritual wellness.

https://acehsociety.com/wp-content/uploads/2019/07/2019-07-Roundtable-Recommendations-and-Priorities-Report-comp.pdf

INDIGENOUS HOMELESSNESS

Indigenous homelessness is a human condition that describes First Nations, Métis and Inuit individuals, families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means or ability to acquire such housing. Unlike the common colonialist definition of homelessness, Indigenous homelessness is not defined as lacking a structure of habitation; rather, it is more fully described and understood through a composite lens of Indigenous worldviews. These include individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages and identities. Importantly, Indigenous people experiencing these kinds of homelessness cannot culturally, spiritually, emotionally or physically reconnect with their Indigeneity or lost relationships (Aboriginal Standing Committee on Housing and Homelessness, 2012).

https://www.homelesshub.ca/IndigenousHomelessness

HIDDEN HOMELESSNESS

According to the Canadian Definition of Homelessness, the "hidden homelessness" population falls under the category of "provisionally accommodated." It refers specifically to people who live “temporarily with others but without guarantee of continued residency or immediate prospects for accessing permanent housing.” Often known as "couch surfing," this describes people who are staying with relatives, friends, neighbours or strangers because they have no other option. They generally are not paying rent and it is not a sustainable long-term living arrangement, but they do not have the ability to secure their own permanent housing immediately or in the near future. This population is considered to be "hidden" because they usually do not access homeless supports and services even though they are improperly or inadequately housed. Because they do not access services, they do not show up on standard statistics regarding homelessness. Typically experienced by Women+ at risk of homelessness or fleeing a violent partner.

https://www.homelesshub.ca/about-homelessness/population-specific/hidden-homelessness

INTIMATE PARTNER VIOLENCE (IPV)

IPV has been identified as a major global public health concern, linked to intergenerational violence and harmful physical, emotional and economic impacts on victims, witnesses and society as a whole. Intimate partner violence includes violence against spouses and dating partners in current and former relationships. The violence associated with IPV can be particularly terrifying and threatening when the abuser has access to a firearm.

Intimate partner violence and sexual violence are serious and widespread problems worldwide. Apart from being violations of human rights, they profoundly damage the physical, sexual, reproductive, emotional, mental and social well-being of individuals and families.

https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54893/03-eng.htm; https://www.who.int/violence_injury_prevention/publications/violence/9789241564007_eng.pdf)

MISSING MURDERED AND INDIGENOUS WOMEN, GIRLS, and 2SLGBTQQIA PEOPLE (MMIWG)

The Missing Murdered and Indigenous women, girls, and 2SLGBTQQIA People (MMIWG) human-rights crisis disproportionately affects Indigenous peoples in Canada and the United States, notably those in the First Nations, Métis, Inuit and Native American communities This violence amounts to a race-based genocide of Indigenous Peoples, including First Nations, Inuit, and Métis, which especially targets women, girls, and 2SLGBTQQIA people. This genocide has been empowered by colonial structures, evidenced notably by the Indian Act, the Sixties Scoop, residential schools, and breaches of human and Inuit, Métis and First Nations rights, leading directly to the current increased rates of violence, death, and suicide in Indigenous populations.

https://sis.tcu.edu/wgst/initiatives/mmiw/
https://en.wikipedia.org/wiki/Missing_and_murdered_Indigenous_women
https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/MMIWG_Lexicon_FINAL_ENFR.pdf

VIOLENCE AGAINST WOMEN (VAW)

Violence against women is a major public health and human rights concern, with intimate partner violence and sexual violence the most common forms of violence against women. It is also a power (and oftentimes) gender-based crime, usually by a partner, directed at a female partner.

At the centre of violent relationships is a pattern of power and control. Individual events may not appear violent or abusive but added up and experienced over time they result in one person in a relationship holding the power and having control over the other.

Incidents at first may not seem serious, but usually escalate over time, leading to women feeling degraded, isolated and having little control over their lives.

https://www.who.int/news/item/19-11-2020-who-stands-up-the-right-to-health
https://www2.gov.bc.ca/gov/content/safety/public-safety/domestic-violence/what-is-violence-against-women

SAFE HOME

Safe Homes are private homes in smaller, often rural, communities where there is no transition house program. Safe homes usually provide a safe place to stay for a few days to a week.

https://bcsth.ca/resources/frequently-asked-questions/

TRANSITION HOUSE

A Transition House is a safe residence for women and children to go to if they have been abused. The addresses of transition houses are kept confidential so that women (and children) cannot be found. Transition houses are usually regular houses that are available in most communities and cities across B.C. Transition house stays are usually for up to 30 days, and

sometimes longer, under certain circumstances. There are no costs associated with staying at a transition house. Women can call a transition house for support and information and DO NOT need to stay in a transition house to get support and information. Most transition houses have staff available 24 hours a day, 7 days per week.

https://bcsth.ca/resources/frequently-asked-questions/

SECOND AND THIRD STAGE HOUSES

Second Stage Houses provide short-term, safe, affordable, and independent housing, and some services similar to those provided in transition houses. Second stage house stays are generally for 6 months to a year. Third Stage Houses offer independent longer-term housing for 2 to 4 years.

https://bcsth.ca/resources/frequently-asked-questions/

SUPPORTIVE HOUSING

Supportive housing is housing that provides a physical environment that is specifically designed to be safe, secure, enabling and home-like, with support services such as social services, provision of meals, housekeeping and social and recreational activities, in order to maximize residents' independence, privacy and dignity.

https://eppdscrmssa01.blob.core.windows.net/cmhcprodcontainer/files/pdf/glossary/nhs-glossary-en.pdf?sv=2020-02-10&ss=b&srt=sco&sp=r&se=2024-03-30T20:07:16Z&st=2021-03-30T12:07:16Z&spr=https&sig=zphoCuN3v1pBl42RCAx1EaitvCCwi6S7%2BcL5IgMH2RY%3DFFORDABLE HOUSING

AFFORDABLE HOUSING

Affordable housing generally means a housing unit that can be owned or rented by a household with shelter costs (rent or mortgage, utilities, etc.) that are less than 30 per cent of its gross income.

https://eppdscrmssa01.blob.core.windows.net/cmhcprodcontainer/files/pdf/glossary/nhs-glossary-en.pdf?sv=2020-02-10&ss=b&srt=sco&sp=r&se=2024-03-30T20:07:16Z&st=2021-03-30T12:07:16Z&spr=https&sig=zphoCuN3v1pBl42RCAx1EaitvCCwi6S7%2BcL5IgMH2RY%3D