

Reaching Home:

City of Kelowna Homelessness Plan

2019 – 2024

Note:

All communities receiving funding from Designated Communities stream are required to use this template in order to complete the community plan under Reaching Home. In completing this template, communities are encouraged to develop comprehensive community plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector.

Please note that in communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream collaboration is expected to promote the adoption of a community-wide planning process and support the achievement of community-level outcomes reflecting the needs of the whole community. To support communities in completing their community plans, a Reference Guide has been developed. It is recommended that this be reviewed prior to completing your community's homelessness plan to ensure understanding of the requirements and completeness.

The Community Plan for Reaching Home must be approved by the Community Advisory Board (CAB) of the Designated Community before it is submitted to Service Canada. If your community is developing a joint plan with the Indigenous Community Entity, both Community Advisory Boards must approve the community plan.

In addition to the core requirements provided in this template, communities may also wish to include other components that provide insight into the community's housing and homelessness context or contribute to community-level homelessness challenges, such as a map of the community's current homelessness services and/or gaps in homelessness services or infrastructure (e.g. housing stock). Communities have full flexibility in drafting these sections.

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1. Community Engagement

In 2018, an alliance in conjunction with the City of Kelowna undertook a significant and robust community engagement effort to develop the Journey Home Strategy (Kelowna's 5 Year Homelessness Strategy). Various methods were used including community summits, design labs, a public survey, living experience, and youth consultations.

Over 180 people participated at the two Community Summit events representing 58 community agencies, people with living experience, all levels of government, and members from the faith, business, development and construction community as well as the technology sector, researchers, landlords, as well as the broader community.

The engagement process brought together 636 participants through the community summits and over the course of 23 Design Labs representing approximately 70 organizations. The format of the Design Labs was specifically tailored to inspire creative and innovative solutions to the issues identified in the Community Summits.

A Design Lab titled Landlords, Developers & Builders: Roles in Plan Implementation engaged the landlord, developer and builder community's participation and contribution to the Journey Home's housing dialogue as well as by their participation on the Journey Home Task Force and Community Summits.

Indigenous participation and input was sought and encouraged throughout the Journey Homes community engagement process with a specific lens focused via a Reconciliation Design Lab which had over 180 participants. This process has underlined the importance of working closely with indigenous partners to ensure culturally appropriate development of strategies and solutions. Ongoing dialogue, consultation and participation in process is key.

An online survey sought the perspectives of Kelowna residents regarding the importance of the community addressing homelessness, awareness of the work underway, and responses to proposed solutions. Over 500 responses were received.

The Lived Experience Circle informed and guided the work of the Journey Home Task Force including the design of the community education and engagement processes. The inclusive structure of the Circle was successful with 180 members engaged over the span of seven meetings. These sessions provided a format to gather important insight into the strengths, gaps, and barriers in the current homeless serving system.

A Way Home Kelowna engaged over 50 youth (up to 24 years) through five focus groups and one on-one interviews designed to create a forum through which the youth could provide their input on gaps and solutions. Specific themes that emerged included the need for youth-specific residential treatment facilities, housing and supports, and

fostering community connections through enhanced programming for youth to strengthen skills and recreation opportunities.

Input derived from over 2,000 points of engagement has informed a unified comprehensive strategy to significantly reduce homelessness. The Journey Home Strategy requires the coordination and cooperation of all three levels of government, federal, provincial and municipal as well as community stakeholders. Within this framework Reaching Home directives will be prioritized.

2. Investment Plan

Designated Communities	2019-20	2020-21	2021-22	2022-23	2023-24
Housing Services	30%	30%	30%	30%	30%
	\$238,224	\$238,224	\$262,328	\$262,328	\$262,328
Prevention and shelter diversion	22%	23%	23%	23.5%	23.5%
	\$178,668	\$178,668	\$196,746	\$196,746	\$196,746
Support Services	22%	23%	23%	23.5%	23.5%
	\$178,668	\$178,668	\$196,746	\$196,746	\$196,746
Coordination of Resources and Data Collection	11%	9%	9%	8%	8%
	\$84,575	\$73,950	\$73,950	\$68,723	\$68,723
Administration	15%	15%	15%	15%	15%
	\$120,024	\$118,149	\$128,783	\$127,860	\$127,860
TOTAL %	100%	100%	100%	100%	100%
TOTAL \$	\$800,159	\$787,659	\$858,553	\$852,403	\$852,403

Indigenous Homelessness	2019-20	2020-21	2021-22	2022-23	2023-24
Support Services	90%				
	\$198,469				
Administration	10%				
	\$22,175				
TOTAL %	100%				
TOTAL \$	\$220,644				

3. Cost-Matching Requirement

Projected Funding towards Homelessness Initiatives						
Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 -24
City of Kelowna	\$150,000	\$150,000	\$150,000	\$150,000 ^A	\$150,000 ^A	\$750,000 ^A
Journey Home	\$230,000 ^B	\$385,000 ^B	\$405,000 ^B	\$490,000 ^B	\$509,000 ^B	\$2,019,000 ^B
BC Housing	\$12,200,000	\$12,200,000 ^C	\$12,200,000 ^C	\$12,200,000 ^C	\$12,200,000 ^C	\$61,000,000 ^C
Total	\$12,580,000	\$12,735,000	\$12,755,000	\$12,840,000	\$12,859,000	\$63,769,000

- A) City of Kelowna has committed through 2021-22. Years 2022-24 are estimated based on previous years cost matching.
- B) Journey Home's current (2019 -2022) and projected funding is through municipal funding and private donors.
- C) BC Housing 2020 funding in Kelowna is \$12.2M. This level may be maintained as additional funding for projects to be completed (Agassiz, McIntosh and McCurdy).

Several enquiries were made to contacts within Interior Health Authority to ascertain budget allocations and/or spending projections in Kelowna (incl. Assertive Community Treatment (ACT) Team) with no response to date.

The community has far exceeded the dollar for dollar requirement. The figures will be updated with actuals annually.

4. Coordinated Access

Coordinated Access to supportive housing was initiated in 2017 in Kelowna. The Coordinated Access program is available for housing providers that receive BC Housing funds. BC Housing (a crown corporation responsible for housing in BC) funds supportive and subsidized housing in BC. To be placed on the potential resident list people must complete a supportive housing registry application form and undergo a Vulnerability Assessment Tool (VAT), the VAT score and supporting commentary is entered into the By Name List database that the BC Housing Coordinated Access Manager maintains.

Currently, a Coordinated Access Committee meets monthly for three hours to review the By Name list and consider any vacancies that have become available. The intention is to place the most vulnerable first. The individual operators maintain autonomy over who they permit into their building or program, and that decision is made through an in-person interview that collects supplementary information to the VAT. The focus is on creating

appropriate matches to appropriate supports and in addition to VAT scores there is consideration of program criteria, program and neighbourhood capacity, the support needs of the individual and collateral information from community. If housing is offered to the potential resident, they can accept or decline with no penalty to their place on the list. In the case of residency breakdown, the individual goes back on the list and is placed in the next available appropriate housing unit.

The BC Housing Coordinated Access system is up and functioning for only organizations receiving funding from BC Housing. BC Community Entities, the Province of BC and the Federal Government are currently in discussion concerning coordinated access and HIFIS. These discussions may impact the implementation of coordinated access as described in the Community Plan.

Currently, Journey Home has engaged a System Planner, to identify and map the community's existing programs and services and assess current capacity. (This data will be contributed to a database that is envisioned to become part of a real time back end community-based resource adjunct available to intake and case workers who are using coordinated access and HIFIS.) Journey Home's System Planner's mandate will align with Reaching Home.

A Coordinated Access Manager for Kelowna will be hired through Community Capacity & Innovation funding. The Manager will be tasked with project management of the system design and implementation. This includes community engagement which will involve visiting the non-user community-based organizations and services to orient them with the new system and explain the features and benefits to them. In the case of Indigenous engagement, consultation will be held on how to engage in a culturally relevant way and determine what optimizations may assist with the adoption and use of a coordinated access / HIFIS system that meets the needs of the indigenous community. The Manager will also be determining who will be involved (service providers, prov. governments, Indigenous organizations, etc.), system design, project development milestones and timelines. Given the complex mix of stakeholders, technical and data security issues; a governance model will evolve over time as the Coordinated Access Manager navigates the initial phase of the project. Canadian Mental Health Association is receiving Reaching Home funding in 2019-2020 to lead youth specific Housing First and Coordinated Access activities – this will be the first step integrating youth services within the Coordinated Access system. The project will also include launching HelpSeeker - a real-time community resources database.

5. Community-Wide Outcomes

Reaching Home has identified four core outcomes including:

1. Chronic homelessness in the community is reduced (by 50% by 2027-28);
2. Homelessness in the community is reduced overall, and for priority populations (i.e. individuals who identify as Indigenous).

3. New inflows into homelessness are reduced; and,
4. Returns to homelessness from housing are reduced.

6. Official Language Minority Communities

The Statistics Canada 2016 Census indicates the Kelowna Francophone population comprises approximately 1.83% of the city population. The Community Entity sub-project agreement includes a clause whereby sub-project service providers agree to actively offer services relating to the project to the public in both official languages as required. Reaching Home documentation and announcements will be made available for the public and project participants in French as requested.

Note: ESDC has removed all personal and identifying information for members of the Community Advisory Board(s) from this document. To validate or change this information, please contact your Service Canada representative.