

# Reaching Home:

## Nanaimo 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

*Please identify the steps taken to engage your community stakeholders in developing this plan.<sup>1</sup>*

### Engagement Summary – Affordable Housing Strategy

With notable increases in rental and homeownership prices, in 2017 the City of Nanaimo launched a year-long process to develop an Affordable Housing Strategy. In order to develop the strategy, the City engaged with community residents, non-profits, government agencies and development industry to inform the process and the strategy. CitySpaces Consulting completed extensive research, innovative engagement to explore housing priorities, concerns and opportunities in the community.

The process was guided by a Steering Committee comprised of representatives from the non-profit sector, government agencies and the development industry. Input was also received from the Community Vitality Committee and the Nanaimo Neighbourhood network. Overall, more than 1,500 people participated in one or more consultation activities. Notably, there was a strong representation from both renters and homeowners from neighbourhoods across the city. Where there was an identified gap in knowledge or a group underrepresented, the project team made efforts to reach out and speak to member(s) of that group to ask for feedback on policies. This included representatives from several indigenous-serving organizations.

The Strategy was adopted in September 2018. In 2019, The Strategy won the International Association for Public Participation Award for visual engagement. A website about the engagement activities can be viewed here: <https://spark.adobe.com/page/NjVNPX2DJgjZ3/>

### Engagement Summary – Nanaimo Action Plan to End Homelessness

Nanaimo's Action Plan to End Homelessness, 2018-2023 was produced under the direction of the Nanaimo Homelessness Coalition, and with the administrative support of the United Way Central and Northern Vancouver Island. The City of Nanaimo provided extensive technical and advisory support. The Action Plan is intended to guide decisions by the Coalition (which acts as the Community Advisory Board) on the allocation of federal dollars.

The Coalition is composed of non-profit societies, service agencies, representatives of three levels of government, indigenous representatives, faith groups and community members. The membership of the Coalition is attached.

The Action Plan is a five-year plan to help Nanaimo end homelessness, or where homelessness persists to diminish the harms it produces, by guiding and organizing homelessness services. The document was almost two years in the making: In early 2017, Kaleidoscope

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<sup>1</sup> Engagement with local Indigenous organizations, and the Indigenous Community Entity and Community Advisory Board is expected in the development of this community plan.

Consulting conducted an initial set of consultations with stakeholders in Nanaimo to set out the broad strokes for a new five-year homelessness plan. Subsequently, Springbok Management Services was hired to complete the plan. To achieve this, over a dozen individual interviews with service providers and community advocates in Nanaimo and Oceanside were conducted. This included many representatives from the Coalition, including several Indigenous-serving organizations.

Information gathered in interviews was supplemented by a brief review of the relevant literature and a review of other homelessness plans in Canada. Feedback on drafts was provided by a working group of the Coalition. In September 2018, Nanaimo City Council endorsed the Nanaimo Action Plan to End Homelessness report (the “Action Plan”), which was presented by the Nanaimo Homelessness Coalition.

The Coalition has undertaken a number of additional engagement activities, including the 2018 Point-in-Time count which helped to develop a profile of the absolutely homeless population in Nanaimo that was able to participate in the PiT survey. From spring 2018 until December 2018, Nanaimo also experienced the largest Tent City in B.C.; a number of Coalition members were highly engaged in providing services and outreach to Tent City residents and were instrumental in the transition from Tent City to temporary modular housing. This experience has provided even greater insight into the scope and nature of housing needs in our community.

#### Engagement Summary: RH Plan 2019-2024

Here are the steps we took to engage the community in the development of the Nanaimo Reaching Home (RH) Plan 2019-2024.

The allocation of RH funds and the directives provided in the RH Plan was determined through a Committee process of the Nanaimo Homeless Coalition (NHC). Three Committees have been active in 2019: the Allocations Committee, The Coordinated Access Committee, and the Communications Committee. The Nanaimo Homeless Coalition meets monthly and each Committee meets monthly or as needed. Funding recommendations in this plan were brought forward to the Allocations committee and then presented to the Coalition for a vote. This includes the actions towards Coordinated Access, including the development of a Point in Time Count in 2020.

The RH Plan was circulated to the Coalition email distribution network, which reaches over 75 individuals who are involved in the homelessness services sector in Nanaimo and surrounding area. Feedback was sought and received from the wider Coalition and the RH Plan was discussed at several Coalition meetings. Coalition meetings are open to the public to attend.

Engagement activities with Indigenous organizations, partners, and our local First Nations has included sharing information, having diverse Indigenous representation on our Coalition, and continued relationship building to ensure the approach being developed will be inclusive and accessible to all. The Coalition recognizes that engagement with First Nations representatives and Indigenous organizations is paramount for implementation of the RH Plan process and as

such the Coalition has begun outreach to ensure there is active Indigenous representation at the Coalition and on each sub-committee.

In 2019, the NHC developed a comprehensive Communications Strategy, which is now in the process of being implemented. It includes a website, a Facebook page, created multiple multi-use fact sheets, released good news stories, and a glossary of terms. It has made direct impact on the NHC's ability to communicate strategically and appropriately with the public, stakeholders, and participating agencies.

One of the responses to Tent City and as a result of the approval of the 2 plans, mentioned above (The Affordable Housing Strategy and the Action Plan to End Homelessness (2018)), has been the developing of a City-led Health and Housing Task Force. The NHC works closely with the Taskforce, as many Coalition members are members of the Task Force as well, and the NHC Communications Strategy encompasses the Task Force in its mandate. Through this collaboration we have a larger voice in community.

The intent of the Task Force is to provide recommendations to Council in early 2020 on how the City and its partners can take immediate action to implement identified solutions to our health and housing challenges, as well as providing a venue for any new innovative approaches as they emerge. These recommendations will provide direction to the Coalition on the priorities for implementation of the RH Plan moving forward from 2020-2024.

## 2. Investment Plan

*In the table below, please outline your planned allocation of Reaching Home funding (including funding from the Designated Community stream and Community Capacity and Innovation stream) from 2019-24 by investment area. Please note that it is acceptable that your community’s funding priorities change over time. This investment plan is to demonstrate that your community has a vision moving forward for the allocation of Reaching Home funding. An example has been included in the Community Plan Reference Guide.*

	2019-20	2020-21	2021-22	2022-23	2023-24
<b>Total Investment in \$</b>	<b>\$626,624</b>	<b>\$616,624</b>	<b>\$656,644</b>	<b>\$652,144</b>	<b>\$652,144</b>
Housing Services	44%	44%	44%	44%	44%
Prevention and Shelter Diversion	3%	3%	3%	3%	3%
Support Services	20%	20%	20%	20%	20%
Capital Investments	0%	0%	0%	0%	0%
Coordination of Resources and Data Collection	18%	18%	18%	18%	18%
Administration	15%	15%	15%	15%	15%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 3 Cost-Matching Requirement

*In the table below, please outline all funding for homelessness initiatives your community plans to receive from external partners from 2019 to 2024. This includes both financial and in-kind contributions. If your anticipated community contributions do not project to cost-match funding from both the Designated Community stream and Community Capacity and Innovation stream for each year, explain the circumstances below the table and include a description of the steps you will take to meet the requirement. An example has been included in the Community Plan Reference Guide.*

Projected Funding towards Homelessness Initiatives						
Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
BC Housing	\$10,000,000	\$9,500,000	\$9,500,000	\$9,500,000	\$9,500,000	\$48,000,000
City of Nanaimo	\$1,000,000 (\$200,000 in-kind)	\$1,000,000 (\$200,000 in-kind)	\$1,000,000 (\$200,000 in-kind)	\$1,000,000 (\$200,000 in-kind)	\$1,000,000 (\$200,000 in-kind)	\$5,000,000 (\$1,000,000 in kind)
United Way	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$30,000
<b>TOTAL</b>	\$11,006,000	\$11,006,000	\$11,006,000	\$11,006,000	\$11,006,000	\$53,030,000

#### 4. Coordinated Access

*Please discuss the steps you will take to implement a coordinated access system in your community. If your community has a coordinated access system in place, please describe how it presently functions. **Note:** Please also ensure you discuss how Indigenous Organizations have been engaged on the design of Coordinated Access, or how they will be engaged.*

##### **Geographic Area: Nanaimo**

The City of Nanaimo and the Homeless Coalition are taking the following steps to implement a Coordinated Access system for the Nanaimo area:

The City commissioned research in 2018 on the concept of a homeless hub, aiming to lay groundwork for a Coordinated Access discussion.

A subcommittee on Coordinated Access has been formed and meets monthly to bring recommendations forward to the Coalition (CAB) on proposed policies and procedures related to funding, governance structure, ongoing operations and management and HIMIS. This may include identifying a lead organization to manage implementation and operationalization of the Coordinated Access system.

The Coordinated Access subcommittee is comprised of the following agency representatives, with recruitment ongoing:

- UWCNVI (CE)
- Canadian Mental Health Association
- Island Crisis Care
- City of Nanaimo
- BC Housing
- John Howard Society
- Salvation Army
- Vancouver Island Mental Health Society
- Indigenous Organization TBD

Engagement with Indigenous organizations and partners is a priority for the design of Coordinated Access in Nanaimo. As many of our street community in Nanaimo is Indigenous it is therefore critical that we collaborate and co-create a system that will be culturally safe and readily accessible for our Indigenous street community. We will engage with Indigenous organizations, partners, and our local First Nations by sharing information, having diverse Indigenous representation on our subcommittee, and continued relationship building to ensure the approach being developed will be inclusive and accessible to all.

Nanaimo's Homeless Coalition will continue to hold community engagement sessions to discuss community priorities that will guide the implementation of Coordinated Access. Two presentations have been scheduled in collaboration with the City of Nanaimo's Health and Housing Taskforce on Coordinated Access models.

Information gathering will continue through 2019-2020. Asset mapping and data collection will begin Fall 2019. The Coalition has assigned a one-year contract to HelpSeeker for initial data collection and analysis. A Pit Count will be conducted in Spring 2020 with community partners.

The CE and the City of Nanaimo will be attending the HIFIS regional workshop in Vancouver in November 2019. The CE is also participating in the BC10 network, to learn from other communities implementing Coordinated Access in BC.

BC Housing has been sharing its progress and implementation of its Coordinated Access and Assessment (CAA) system that is currently underway in Nanaimo. BC Housing is working with the community on a CAA process for the 5 Supportive Housing sites in Nanaimo.

In conjunction with the Nanaimo Health and Housing Task Force, a consultant to help facilitate moving to a Coordinated Access system will be hired through an RFP process by the end of 2019. The Taskforce will be providing further recommendations on Coordinated Access by January 2020.

As part of the overall process to move forward with Coordinated Access in our community, there have been ongoing trilateral discussions with the province (BC Housing) and the federal government and the BC10 network on implementing coordinated access and HIFIS. Those discussions may have an impact on planned activities to be undertaken to implement coordinated access as currently described in the plan.



The Coordinated Access system is expected to be implemented by March 2022.

## **5. Community-Wide Outcomes**

*If you would like your community to measure progress on additional outcomes beyond the [federally mandated outcomes](#), please identify those outcomes. Please provide your proposed indicators, targets, and methodology for each of the additional identified outcomes.*

We will not be reporting on additional outcomes.

## **6. Official Language Minority Communities**

*The Government of Canada has a responsibility under the Official Languages Act to ensure that programs and services meet the needs of [Official Language Minority Communities \(OLMCs\)](#). Please describe the steps that you will take to ensure that the services funded under the Reaching Home take the needs of the [OLMCs](#) into consideration where applicable.*

As per the 2016 Census, Nanaimo reported less than 2% of the population as using French as their first language. In accordance with the agreement, the CE will provide services and/or products in both official languages as requested or required by the francophone community members they serve. The CE sub-agreements contain the official language clause.

Should services be required/requested the CE/sub-project will work with francophone community members directly to meet their needs, depending on the request. If a sub-project is not able to meet the request, the CE will be responsible for providing services. If neither the CE nor the sub-project can meet the request directly, the CE will contract with the L'Association Des Francophones De Nanaimo to provide the materials or services required by francophone community members in Nanaimo.

**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.**