

# Reaching Home:

## Nelson BC 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 (NCOH) 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.

## Table of Contents

1. Community Engagement.....	3
2. Investment Plan.....	4
3. Cost-Matching Requirement.....	5
4. Coordinated Access .....	6
5. Community-Wide Outcomes .....	8
6. Official Languages Minority Communities .....	8

## 1. Community Engagement

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

Nelson Committee on Homelessness (NCOH) held three public conversations focused on the Community Plan:

- 1) NCOH table in preparation for the Community Planning process in met on June 12, 2019 to review and set direction for the planning process.
  
- 2) NCOH organized a Community Consultation for people with lived experience on August 27, 2019
  - 16 people with lived experience were asked to evaluate the current sub-projects investments for their usefulness in mitigating homelessness and what would help right now. The session was 2 hours in length and the participants we compensated for their time and input with a grocery voucher card and lunch at the meeting.
  - The discussion results are attached.
  - This information was shared with the larger community group to help inform the community conversation.
  
- 3) Broad Community Consultation September 17, 2019
  - 38 people attended.
  - NCOH Chairs presented on the history of NCOH and the investments made in the community from 2001 to date.
  - Reviewed the current sub-projects and the results of these investments
  - Participants were then asked to brainstorm and then prioritize what they thought would be effective investments
  - Summary will be presented to the NCOH in October and investment planning for 2020-2021 will be made in November/December 2019 at the NCOH.
  - Overall direction from the community was to keep the current investment directed to the same or similar work and an overall request to do more.
  - Point of interest these were essentially the same results from the individual with lived experience. With the very distinct difference of a cry for safe affordable housing and self determination.

The consultations were broadly advertised through posters, emails and website notices.

The NCOH invited a local Indigenous Organization – Circle of Indigenous Nations Society (COINS) to the table but they were unable to attend. We provided opportunity for input in writing via email and telephone contact as well. The Executive Director of Nelson CARES Society frequently communicates updates to the Executive Director of COINS. We have ensured that all information on the plan was shared with COINS.

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

NCOH currently has no Indigenous representation on the committee but we continue recruitment attempts with members from the Indigenous community.

**2. Investment Plan**

*In the table below, please outline your planned allocation of Reaching Home funding 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>Housing Services</b>	41%	41%	41%	41%	41%
<b>Prevention and shelter diversion</b>	0%	0%	0%	0%	0%
<b>Support Services</b>	20%	20%	20%	20%	20%
<b>Capital Investments</b>	0%	0%	0%	0%	0%
<b>Coordination of Resources and Data Collection</b>	24%	24%	24%	24%	24%
<b>Administration</b>	15%	15%	15%	15%	15%
<b>TOTAL</b>	100%	100%	100%	100%	100%

2019-2020: \$ 155,738

2020-2021: \$ 155,738

2021-2022: \$ 161,727

2022-2023: \$ 161,727

2023-2024: \$ 161,727

### 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. Please **do not** report Community Capacity and Innovation funding in the table. An example has been included in the Community Plan Reference Guide.*

Projected External Funding towards Homelessness Initiatives

Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
BC Housing- HPP Homeless Prevention Program	132,740	132,740	132,740	132,740	132,740	663,700
BC Housing-HOP Homeless Outreach Program	52,675	52,675	52,675	52,675	52,675	263,375
BC Housing- Emergency Shelter and Winter Emergency Beds	905,247	905,247	905,247	905,247	905,247	4,526,235
Interior Health – Street Outreach	35,000	35,000	35,000	35,000	35,000	175,000
Community Fundraising NCARES and NCS	60,000	60,000	60,000	60,000	60,000	300,000
<b>Total</b>	<b>1,185,662</b>	<b>1,185,662</b>	<b>1,185,662</b>	<b>1,185,662</b>	<b>1,185,662</b>	<b>5,923,310</b>

#### 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.***

The community of Nelson BC does not have a formal coordinated access system in place. There are several informal networks that work to support homeless individuals and frontline staff from various agencies work collaboratively to support individuals to prevent, mitigate and reduce the experiences with homelessness.

Planned Steps for Coordinated Access (CA) Implementation Planning:

- 1) Create Implementation Plan and community buy in by March 31, 2020

Timeline: October 1, 2019– March 31, 2020

Deliverables:

- a. Hire a consultant to develop governance and operational structure with the constituent community. Build awareness with allies and potential partners
  - b. Create community map of allied, participating and affected services
  - c. Establish community governance structure and implementation timeline (where, who what and when) by March 31, 2020
  - d. Develop recommendations for implementation process of HIFIS or other Information Management System for participating members to use to collect and share data
  - e. Develop implementation timeline of the system. Including quality improvement review periods to assess effectiveness for the individuals the system is intended to support including schedule of reporting to the NCOH
  - f. Determine where the CA service will be housed and what organization will staff the coordination and access points for service. Hire staff by March 31, 2020.
  - g. Progress reports to the NCOH at bi-monthly meetings
- 2) Operationalize the CA Implementation Recommendations  
Timeline: April 1, 2020 to March 31, 2021  
Deliverables:

- a. Build community awareness and buy-in of allied participants- including the Indigenous organization COINS.
  - b. Partner agreements in place (housing providers; police; Interior Health including mental health and substance use and primary health care professionals; service providers; people with lived experience etc.)
  - c. Develop triage and assessment process
  - d. Develop vacancy match and referral process (very challenging in 0% vacancy environment).
  - e. Establish clear prioritization criteria
    - i. Build community alignment with existing HMIS systems within allied agencies to meet the minimum for CA Requirements
    - ii. Purchase/acquire hardware/software
  - f. Operationalize CA by April 1, 2021
  - g. Continue to participate in ongoing trilateral discussion with the province and federal government on implementing coordinated access and HIFIS.
3. Maintain and Improve system April 1, 2021-March 31, 2024
- a. Measure usefulness to homeless individuals – answer the question does this system reduce homelessness in the community.
  - b. Work toward clean useful data collection

The community of Nelson has had a 0% vacancy rate for over 5 years. Though there are potentially three new BC Housing funded projects coming online in Nelson BC over the next 2 years most of these units will **NOT** typically be available to the homeless population in our community and region. Nelson and other communities in the region need supportive housing developments to make the coordinated access system truly useful and viable.

## 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 have not determined specific community-wide outcomes. We will follow the federally mandated 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.***

Nelson has a commitment to follow the OLA to ensure participants and partners can access service in both official languages as required. We have bilingual staff that can address the needs of clients and we can translate documents as required and requested. The NCOH will:

- (a) Make project-related documentation and announcements (for public and prospective project participants, if any) in both official languages where applicable;
- (b) Actively offer and provide in both official languages any project-related services to be provided or made available to members of the public, where appropriate;
- (c) Encourage members of both official language communities, including official language minority communities, to participate in the project and its activities; and
- (d) Organize activities and provide its services, where appropriate in such a manner as to address the needs of both official language communities.

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



