

Reaching Home:

Yukon's Homelessness Plan

2019 – 2024

Note:

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.¹

In April of 2015, Kwanlin Dün First Nation and the City of Whitehorse convened two forums – the Vulnerable People at Risk Forum and the Business Roundtable. Out of these conversations emerged a desire to have a clear and community-based plan to end and prevent homelessness. Between October 2016 and January 2017 *Safe at Home* community roundtables occurred and out of this, an eighteen person working group was formed. This working group included representation from the two Whitehorse-based First Nations (Kwanlin Dün First Nation and Ta'an Kwäch'än Council), the NGO sector, Yukon Housing Corporation, City of Whitehorse and several community members with lived experience of homelessness.

Over the next nine months, the *Safe at Home* working group engaged more than 200 service providers, people with lived experience and other community members, business owners and representatives from non-government organizations through a series of roundtable meetings and interviews. As a result of this work, *Safe at Home* was drafted and adopted by the leadership of Kwanlin Dün First Nation and Ta'an Kwäch'än Council, the City of Whitehorse and Yukon Government – Health & Social Services and Yukon Housing Corporation in November 2017. It should be noted, that those individuals engaged throughout this process also included a number of current Community Advisory Board (CAB) members. The first mention of *Safe at Home* being the CAB's community plan is noted in CAB minutes dated November 3, 2017.

Safe at Home is a robust plan to end and prevent homelessness that recognizes it is not a plan for any one government or organization to implement alone. The community embraces the plan as a guide to determine respective and coordinated courses of action, rooted in community values, personal and expert experiences, and the best available research. *Safe at Home* is guided by a series of principles that provide the foundation for the five strategic priorities, each with a set of goals, key actions, and measures of success. The five strategic priorities include Increasing the Supply of Safe, Stable and Affordable Housing Options; Access to Housing, and Programs and Services within a System of Care; Preventing Homelessness; Strengthening Community Support and Engagement; and Improving Data Collection and Evaluating Systems of Success.

Since its adoption in fall of 2017, a resolution was passed in November 2018 at the Council of Yukon First Nation Leadership Table which is comprised of all Chiefs from self-governing Yukon First Nations. This resolution acknowledges the hard work, intentions and goals in *Safe at Home* and endorses this plan as a territory-wide tool to address identified gaps, barriers and required actions to end and prevent homelessness in all of Yukon for all Yukon citizens.

A *Safe at Home* community action forum was held in April of 2019 and was attended by over 150 community members, including delegates from seven communities and First Nations outside of Whitehorse. These participants had many perspectives to offer in terms of the homelessness in their communities and how these issues are connected to the pathways to homelessness in Whitehorse and vice versa. This forum provided an opportunity to reaffirm the priorities within *Safe at Home*, to ground the work in the experience of those with lived expertise, and to provide tangible recommendations on next steps that *Safe at Home* should be

¹ Engagement with local Indigenous organizations is expected in the development of this community plan.

taking to reach implementation. An additional two supporting priorities were put forth to be added to the Plan, which include Strong, Collaborative Governance and Sustainable Resources and Training. Communication of progress and community successes was also emphasized as the cornerstone of what will foster strong momentum, community engagement and buy-in to *Safe at Home* and the prevention and end to homelessness.

Our community is in a transition year - which includes the transition from the Council of Yukon First Nations (outgoing Community Entity), to a new Community Entity and the revitalization of our Community Advisory Board. This new Community Advisory Board will include a broader cross-section of our community and will work within the directives provided by Reaching Home. We are working toward strong and meaningful participation by Indigenous governments and organizations on the revitalized Community Advisory Board. 82% of the population of individuals experiencing homelessness in Whitehorse self-identify as being Indigenous and so the current Community Advisory Board and Community Entity recognize the crucial role that this representation must play in continuing to shape our planning, priority setting and project selection.

2. Investment Plan

In the table below, please outline your planned allocation of Reaching Home funding (including funding from the Territorial Homelessness 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.

The following projected allocation of Reaching Home funding comes from the priorities set out in *Safe at Home* and from a demonstrated desire to see our community's focus shift from the management of homelessness to its prevention and end. Given the territorial stream necessitates that we be thoughtful in stretching our funding throughout Yukon, it makes most sense to focus these resources on housing placements, prevention and shelter diversion and client support services. The Community Capacity and Innovation stream will support our community's ongoing work to build a coordinated access system that is reflective of our local challenges and gaps in resourcing that have been identified in the 2 years we have been working to design this system.

Reaching Home Funding Allocation:

2019-2020: \$904,644
2020-2021: \$975,302
2021-2022: \$1,136,618
2022-2023: \$1,132,118
2023-2024: \$1,132,118

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.*

Whitehorse began building our coordinated access system in 2017 and we have been a Built for Zero – Canada community for these two years. We have a coordinated access design team building a process guide that will illustrate how access, assessment, prioritization and matching and referral to supports and housing function. Currently, Whitehorse has a decentralized intake system and a fully operational By-Name List (BNL). Service providers making matches and referrals off of the BNL are still working to streamline the approach to assessment – with the VI-SPDAT and VAT being the most common tools of assessment used. Privacy and the sharing of information for the purposes of matching and referral have been an ongoing challenge and once a privacy impact assessment within territorial government has been completed and accepted, we anticipate fuller participation from a broader cross section of the community – namely the Health & Social Services division of Yukon Government.

Those organizations actively working hard to design and implement our coordinated access system include representation from homeless-specific providers in the NGO community (Fetal Alcohol Syndrome Society Yukon, Blood Ties Four Directions Centre, Victoria Faulkner Women's Centre, Women's Transition Home Society, Yukon Anti-Poverty Coalition); from the Department of Justice's Correctional Centre and Community & Wellness Court; Outreach nurses from Kwanlin Dün First Nation; Yukon Housing Corporation; and Yukon Government's Health & Social Services. This is a cohesive team with a strong commitment to welcoming feedback, navigating challenging discussions and bringing to the table any organization or branch and level of government with a desire to be more coordinated and have a direct impact on those who are homeless.

Three crucial pieces of work moving forward for us to more fully implement a coordinated access system include better connecting HIFIS to this work as a community, and working more closely with Indigenous organizations to ensure our work is reflective of the unique needs of First Nations citizens experiencing homelessness. There is one organization using HIFIS 3.8 for its own internal case management and we understand that our Yukon Government's Health & Social Services department holds the contract to administer HIFIS. This has yet to occur in a community-based way. Acknowledging the mandatory requirement to have a fully integrated homeless information management system as a part of our coordinated system, we are committed to see this through to implementation by 2022. Lastly, we will need to look at how we can bridge our Whitehorse-based coordinated access system with Yukon communities/ organizations in receipt of Reaching Home outside of Whitehorse.

When a process guide is finalized and adopted by the coordinated access design team, there will be an opportunity for the Community Advisory Board to review this document and ensure it meets the requirements under Reaching Home.

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.

For the foreseeable future, our community would like to report on the federally mandated outcomes. If it becomes apparent that we are able to report on additional outcomes, we will submit proposed indicators, targets, and methodology in future years and community plan updates. The Community Advisory Board would also like to connect with proponents receiving Reaching Home funding outside Whitehorse in order to determine a method of data collection and reporting that respects the privacy and confidentiality of individuals residing in rural locations with a small population base.

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.

Note: *Please use this section discuss French and/or English speaking minority communities. To highlight the actions taken to address other language needs present in your community, we encourage you to include an additional section or annex.*

The Community Entity recognizes its responsibility to make:

1. Project-related documentation and announcements available (for the public and prospective Project participants, if any) in both official languages;
2. actively offer Project-related services in both official languages;
3. encourage members of both official language communities to participate in the Project; and
4. provide its services, where appropriate, in such a manner as to address the needs of both official language communities

The Association franco-yukonnaise (AFY) is the non-profit organization dedicated to improving the Yukon Francophone's quality of life in French. The Director of Partenariat Communauté en Santé has been contacted and invited to sit on the Community Advisory Board, with the specific intention of gaining an understanding of how Reaching Home can support the Francophone community.

The Community Entity and the Community Advisory Board will support the provision of translated programs/services and print material in French if, and when, the need arises by

accessing translation services through the following supports – Association franco-yukonnaise, the French Languages Services Directorate through the Yukon Government, and colleagues through Crown-Indigenous Relations and Northern Affairs Canada.

The Community Entity is committed to ensuring that it addresses the needs of homeless persons in both official languages. According to the 2016 Census, the francophone population in Yukon is only 4.4 percent however, the Community Entity will continue to monitor the demand for service in the official minority language on an on-going basis to ensure members of the OLMC are not denied service.

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.