



CRD 2023 Schedule A Report

Greater Victoria Coalition to End Homelessness CRD Service Agreement Report 2022/23

2022 – 2023 REPORT

SUBMITTED BY EXECUTIVE DIRECTOR: SYLVIA CEACERO

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Core Functions & Objectives

1. Regional Planning and Coordination

Objective: Ensure plans and initiatives developed and implemented by the Greater Victoria Coalition to End Homelessness have a region-wide focus and that housing and services are well coordinated and integrated.

2. Ongoing Research

Objective: Conduct research in support of evidence-based strategies and policies to end homelessness, including effective practices used in other jurisdictions.

3. System Monitoring

Objective: Develop and implement a monitoring framework to ensure efforts to address homelessness are effective and are providing necessary outcomes for the region.

4. Communications and Engagement

Objective: Implement community engagement and awareness strategies to ensure the underlying contributing factors of homelessness, the extent of homelessness in the region and solutions to ending homelessness are better understood by interested and affected parties (partners) and the general public.

5. General Administration

Objective: Perform administrative functions required to support the Board and Committee activities, including overall day-to-day operations, annual business planning, and reviews of the long-term strategic plan as needed.

KPI Implementation Activities

1. Regional Planning and Coordination
(Collective Impact)

Key Performance Indicators

i. Deliver Plan of Action.

1. Strategic Plan developed.
2. Plan of Action developed.
3. Strategic Plan/Plan of Action presented to Board November 29, 2022
Appendix A: 2022-2024 GVCEH Strategic Plan - Plan of Action

ii. Report semi-annually on delivery of Plan of Action.

1. Semi-annual delivery of Plan of Action
 - Progress presentation January 30, 2023
Appendix B: AEHCR - Strategic Direction 2022-2024.pptx
 - Progress Report submitted January 30, 2023
Appendix C: AEHCR - 2022 Successes and 2023-2024 Plan of Action Draft.pdf

iii. Report on the ongoing work of the Health and Housing Steering Committee.

Coordinate and co-chair 6 meetings/year
Coordinate and co-chair the HHSC leadership meetings 6 meetings/year
(ongoing)

1. Health and Housing Steering Committee (Full Committee meetings)
 - 6 meetings
 - April 12, 2022; June 14, 2022; August 09, 2022; October 11, 2022; December 13, 2022; February 14, 2023

iv. Continue supports for the implementation of the Sooke Homelessness Strategic Plan by participating in the Sooke Homelessness Coalition (SHC).

Attend meetings as scheduled by the SHC (ongoing)

1. Attended SHC meetings and offered updates as support for the implementation of the strategic plan.
2. Reviewed Sooke Shelter Society service agreement and provided guidance for content and presentation to Sooke Council

v. Engage with Salt Spring Island, Saanich, and Sidney homelessness-serving sector organizations.

3 meetings/year (ongoing)

1. Continued engagement with SSI and meetings with Saanich and Sidney (ongoing)

vi. Participate in the various BC Housing-led Community Advisory Committees (CACs).

12 meetings/year (ongoing)

1. Attended and supported all BC Housing-led CACs as scheduled/convened. Also convened and facilitated the Tiny Town CAC (monthly).

vii. Support and facilitate the coordination and integration of housing and support services (ongoing).

Downtown core: Victoria

1. Downtown Service Provider Meetings (DSP) 12 meetings/year.
 - Support the DSP Strategic Plan (2019), recommendations which are included in the Homelessness Response System Document Recommendations Review
 - Downtown Service Provider (DSP) meetings
April 26, 2022; June 28, 2022; July 26, 2022; August 30, 2022; September 27, 2022; October 25, 2022; November 29, 2022; December 06, 2022 (Holiday Gathering); January, 24, 2023; February 28, 2023; March 28, 2023 (11 meetings, no May 2022 meeting)
2. Engage with relevant community and neighbourhood associations.
 - Attend meetings as scheduled by the community and neighbourhood associations.
 - BGCA Engagements
 - Engagement 1: April 4, 2022
 - Engagement 2: April 30, 2022
 - Engagement 3: June 13, 2022
 - Engagement 4: September 24, 2022
 - BGCA meetings: July 14, 2022; July 28, 2022, September 29, 2022; October 27, 2022 (4 meetings)

Appendices

* [Appendix D](#): Burnside Gorge Community Map

* [Appendix E](#): Tree Poster

* [Appendix F](#): BGCA Demographics Poster

- Refugee Readiness Team - Vancouver Island

- RRT-VI meetings: August 23, 2022; September 01, 2022; October 03, 2022; January 12, 2023 (4 meetings)
- Collaboration on Questionnaire and Interview Guide development (surveying Landlords and Ukraine Refugees on housing on Vancouver Island)
- o Gender, Sheltering & Safety
 - Meetings: September 08, 2022; January 12, 2023; March 09, 2023 (attended 3 GSS meetings)
 - * collaborating on Peer Support Worker prototype (NHS Solutions), Gender and Sexuality training aligned with UVic/AEHCR micro-credentialling project)

Supporting Works:

- Salt Spring Island support with best practice knowledge regarding integration with CAA model: A number of outreach and conversations have taken place between April 01, 2022 through March 31, 2023 and have led to a May 24, 2023 meeting.
* Key partners: Island Health, BC Housing, IWAV, and Salt Spring Island Community Services
- Branding changeNew branding launched following approval by members at the 2022 AGM. Legal name remains the GVCEH and the new brand is the Alliance to End Homelessness in the Capital Region (AEHCR); inclusion of 3 regional representatives to ensure regional service accountability.
- Develop Relational Practice standards through micro-credential training.
[Appendix G](#): Fundamentals for the Homelessness Sector: A Micro-credential

2. Ongoing Research and System Monitoring
(Research and Data)

Key Performance Indicators

i. Phase 1: Development of system-wide Data Dashboard housing inventory and monitoring of progress toward quantitative housing unit Functional Zero.

1. Version 1 completed November 30, 2022
[Appendix H](#): Community Data Dashboard

ii. Community Data Dashboard Working Group – convene and chair 7 meetings or more, as needed (ongoing).

1. Community Data Dashboard Working Group (CDD-WG) meetings
 - 7 meetings
 - July 26, 2022; September 21, 2022; October 05, 2022; November 02, 2022; December 07, 2022; January 04, 2023; March 01, 2023

iii. Meet individually with all members of the Community Data Dashboard Working Group to discuss data collection (2022-23).

1. Meetings with Saint Vincent de Paul (October 03, 2022); Anawim House (October 13, 2022); Threshold (October 25, 2022)
2. Will continue with meetings during 2023-2024

iv. Present Community Data Dashboard Version 1 to the HHSC December 2022 (2022-23).

1. Presentation to H&H Steering Committee (Full Committee) December 13, 2022
[Appendix I: Community Data Dashboard Update](#)

v. Support Point in Time Count 2023, as agreed with the partnering agency (2022-23).

1. Member of Point in Time Advisory Group: Meetings August 04, 2022; October 19, 2022; October 26, 2022; November 01, 2022; November 18, 2022
2. Survey Review (outside of PiT meetings): December 05, 2022; December 06, 2022
3. PiT Count Volunteer Training: March 02, 2023
4. PiT Count surveying: March 08, 2023

vi. Engage the community around CAA and HIFIS processes as required.

1. Attending CAA, HIFIS, Built for Zero Webinars: July 28, 2022
2. Attending all CAA WG, HIFIS WG, and CAA/HIFIS/CDD meetings, as convened.

vii. Support CAA Working Group – attend meetings as scheduled by the Community Planner (ongoing/until project completion)

1. Attended CAA WG meetings: April 20, 2022; June 15, 2022; January 09, 2023

viii. Support HIFIS Working Group – attend meetings as scheduled by the Community Planner (ongoing/until project completion)

1. Attended HIFIS WG meetings: October 14, 2022; February 07, 2023
2. Review of BC Housing Project Charter for HIFIS implementation

ix. Quarterly meetings between the director of research and data analysis (GVCEH) and the community planner (ongoing) (HIFIS project)

1. CAA/HIFIS/CDD includes CRD Community Planner and BC Housing representative.
2. Attending CAA/HIFIS/CDD meetings: July 13, 2022; September 23, 2022; October 05, 2022; October 26, 2022; December 01, 2022; January 12, 2023; February 09, 2023; March 09, 2023
3. Attending CAA Engagement meetings: June 29, 2022; February 10, 2023 (included Jody Yurkowsky Pace)

x. Support BC Housing Project HIFIS Lead – attend meetings as scheduled by the Community Planner (ongoing/until project completion)

1. BC Housing Project Lead not identified
2. Currently, working with Community Planner, CAA WG, and HIFIS WG on BC Housing Project Charter for HIFIS Implementation

Supporting Works:

- Establishment of 6 CACs
 - Tiny Homes CAC established.
 - Travel Lodge CAC established.
- Hiring of Inclusion Coordinator completed through Strengthening Communities Grant to support establishing CACs for new Supportive Housing locations.

- Surfacing Our Strengths Final report
[Appendix J: Surfacing Our Strengths](#)

3. Communications and Engagement
(Advocacy and Communications)
(Collective Impact)

Key Performance Indicators

i. Convene and support the work of the Lived Experience Council

6 meetings/year or as scheduled by the LEC (ongoing)

1. Lived and Living Experience Council

- (7 meetings)
 - September 16, 2022; October 14, 2022; November 23, 2022, December 12, 2022; January. 17, 2023; February. 13, 2023; Mar. 22, 2023
 - Community Plan 2025-2030 consultation conducted at the March 22 2023 meeting.

ii. Municipal engagement of the Communications, Education, and Awareness initiative, with an effort to engage all municipalities.

1. SHC volunteer members completed the Sooke Homelessness Awareness & Strategic Plan Presentation to the District of Sooke Council at Committee of the Whole on January 16, 2023.
2. Executive Director attend all the SCEH meetings and is also a member of the SCEH Working group.

iii. Meet with CRD to determine priority municipalities.

1. Identified priority municipalities.
2. Developed community-specific presentations (ongoing)

iv. Present to the Mayor and Council of at least 5 identified priority municipalities. (ongoing)

1. District of Sooke Council: Presented Sooke Homelessness Awareness & Strategic Plan on January 16, 2023
2. Presentation to other municipalities (currently being developed)
3. Meetings with the Mayor of Saanich and regular meetings with the CoV Manager.
4. Meeting in January with the Mayor of Victoria to discuss many ongoing matters, including EWR.

v. Leadership provided to support coordination and implementation of Community Planning Engagement activities informed, in part, by the CRD CAB (ongoing)

Community Planning roadmap presented to the Board of Directors and to the Health and Housing Steering Committee.

Consultations: BoD, PWLEC, HHSC, in the reporting time period. Others upcoming.

1. Changes in the role of Director of Engagement and Impact.

- Recruitment and arrival of new director in March 2023.
- Andrew Holeton onboarding, orientation and community introductions/meetings underway.

Supporting Works:

- Developed Strategic Communications Plan
- Rebranded AEHCR Communications collaterals and platforms (website and social media accounts)
- Sentiment Analysis - Report on social media/news posts on homelessness by tone (positive, neutral, and negative) using relevance and sentiment model.
 - Phase 1 & 2 completed. (Includes Twitter posts)
 - Phase 3 underway – will include Reddit posts
- Conduct a series of Face 2 Face with Stigma (F2F) workshops to educate, inspire empathy, and reduce fear toward people experiencing homelessness and/or substance use disorder. (ongoing)
 - In 2022, F2F delivered 21 workshops with a total of 353 attendees.
 - Since 2018, F2F delivered 65 workshops to more than 1000 attendees from various groups.
- Proposal for consultation and community engagement process for the development of the 2025-2030 Community Plan (ongoing)
- Facilitation of talking circles, resident advisory committees, and other meetings amongst peers and community members who live in supportive housing and people with lived experience of homelessness. (ongoing)

4. General Administration
(Organizational Strength)

Key Performance Indicators

i. Annual Report (ongoing)

1. 2021-2022 Annual Report
 - [Appendix K](#): 2021-2022 Annual Report
2. 2022-2023 Annual Report
 - Production and development of 2022-23 Annual Report is ongoing. Expected date to be finalized: July 30, 2023.

ii. Annual General Meeting (ongoing)

1. 2022 AGM Agenda
 - [Appendix L](#): 2022 Annual General Meeting Minutes
2. 2023 AGM (preparation ongoing)
 - The agenda for the AGM needs to be approved by the Board at the July meeting. The date for the 2023 AGM is September 28, 12:00 – 2:00, and will be held at Norway House, 1110 Hillside Avenue

iii. Convening of quarterly funder meetings with BC Housing, Island Health, CRD & the City of Victoria to update on progress towards shared deliverables. (ongoing)

1. One meeting with the above-mentioned entities in the reporting period.
 - Contract was signed in December 2022 and there was no other opportunity to set up another meeting.

iv. Convening meetings of the Executive to discuss emerging issues– as required (ongoing)

1. The Executive of the AEHCR meets regularly to discuss emerging issues.
 - 6 meetings in the 2022-2023 reporting period

v. Facilitate, chair, or otherwise support Working Groups/ monthly meetings and provide notes or minutes, as appropriate, for the following committees.

1. Health and Housing Steering Committee & Health and Housing Steering Committee Leadership – 12 meetings/year (ongoing)
 - Health and Housing Steering Committee (Leadership meetings)
 - May 12, 2022; July 12, 2022; September 13, 2022; January 10, 2023; March 2023 (5 meetings, November 2022 meeting canceled - met members at CAEH 2022 conference)

- Health and Housing Steering Committee (Full Committee meetings)
 - April 12, 2022; June 14, 2022; August 09, 2022; October 11, 2022; December 13, 2022; February 14, 2023 (6 meetings)
2. System Transformation Working Group: Review all partner tables with efficiency recommendations.
- Adapt terms of reference as required (ongoing)
 - Facilitate 12 meetings/year (ongoing)
 - (9 meetings) April 28, 2022; May 26, 2022; July 28, 2022; August 25, 2022; September 22, 2022; October 27, 2022; November 24, 2022; January 20, 2023; March 23, 2023.
3. Community Engagement & Communications Working Group; facilitate quarterly meetings and establish working groups to address specific initiatives.
- Community Engagement & Communications Working Group
4 meetings/year (ongoing), specific initiatives as required (ongoing)
July 18, 2022, September 28, 2022, November 23, 2022, February 08, 2023
4. Youth Task Force (Prevention of Homelessness) – 6 to 12 meetings/year (ongoing)
- 5 meetings: April 13, 2022; May 11, 2022; June 08, 2022; August 18, 2022; April 12, 2023
5. BC Coalition to End Youth Homelessness – attend meetings as scheduled by the BCCEYH (ongoing)
- The executive director has attended all but one meeting of the BCCYEH and all the meetings of the advocacy and governance working group. Minutes are available through the BCCYEH.