

August 15,2024

Mr. Colin Plant Chair - Capital Regional District Board 625 Fisgard Street, Victoria, BC V8W 1R7

SENT VIA EMAIL

Re: Alliance to End Homelessness in the Capital Region - Core Funding Request

Dear Chair Plant,

On behalf of the Alliance to End Homelessness in the Capital Region (AEHCR) (legally known as the Greater Victoria Coalition to End Homelessness), we wish to sincerely thank the Capital Regional District (CRD) for sustaining our collective work to end homelessness in the region.

We are writing to you today to request an increase in the funding provided by the CRD to the AEHCR. The AEHCR is formally requesting an annual increase of \$145,000.

The CRD has been and continues to be a crucial partner supporting the activities of the AEHCR and its member societies since 2008. The AEHCR convenes and supports the work of the regional homelessness and adjacent social serving sectors. At the time of this writing, we have 29 local and regional member organization who primarily provide services in the homelessness and social services sector, as well as 34 individual members. The organizations represented range from Cool Aid Society, Our Place Society, and Pacifica Housing Advisory Association to the Aboriginal Coalition to End Homelessness Society and the Victoria Native Friendship Centre, with sector adjacent members such as The Soup Kitchen and the Victoria Brain Injury Society.

The AEHCR convenes the following tables: AEHCR Health and Housing Steering Committee, System Transformation Working Group, Persons with Lived and Living Experience Council, Youth Task Force, Communications & Community Engagement Working Group, and the Community Data Dashboard. As well, the AEHCR has a seat at many community tables, such as Downtown Service Providers, Coordinated Access and Assessment Working Group, HIFIS Working Group, Sooke Homelessness Coalition, Seniors Housing Council Working Group, BC Coalition to End Youth Homelessness, Island Systems Community of Practice and has now been invited to join the Salt Spring Health Advancement Network (SSHAN).

AEHCR staff bring together leaders and decision-makers at the regional, provincial, and national scale through a unique partnership that continues to make significant inroads in housing, health care, prevention and research around homelessness and its root causes by exploring and creating synergies and opportunities for partnerships and system-wide transformation. One of the significant achievements of this year has been the development of the 2025-2030 Community Plan to Functional-Zero. The Alliance consulted with all its members, partners, and the community and on April 29, 2024, the Plan was agreed upon by our community. The Plan was approved by our Board of Directors in May and in July the Board reviewed the 2025-2030 Action Plan.

The 2025-20230 Community Plan aligns with the principles of Housing First, Belonging in BC and other strategies that aim at making experiences of homelessness rare, brief and not recurring in our region by 2030. This ambitious vision is endorsed by our community and the support of the CRD becomes critical in its achievement.

As part of its work, the AEHCR collects data related to its mission and partners with others to conduct complex research initiatives related to housing, homelessness, prevention, and system transformation. The AEHCR Board of Directors passed a Motion at their February 22nd, 2022, meeting as follows: The GVCEH Board indicate to the CRD and CAA Working Group that it wishes to be the lead organization for the holder of data and the creation of the By Name List. This Motion, and development of a Regional Data Dashboard are key to supporting the development of a baseline to measure progress toward Functional Zero homelessness and support evidence-based decisions regarding resource allocation and re-allocation.

In 2008, the CRD was integral in launching the AEHCR with core funding of \$150,000 per year for three years (2008 to 2010.) This core funding was increased to \$225,000 in 2011 and has not changed for 13 years. The CRD's Board generously approved an increase of \$120,000 for the fiscal year (April 01, 2024 – March 31, 2025), and is limited to our current fiscal year. AEHCR has had two other core funders since its inception. The City of Victoria provides \$100,000 annually and AEHCR has a Service Agreement with Island Health for \$70,000. However, the terms of the current agreement with Island Health will end on November 30th, 2024.

Each year the AEHCR enters into a Service Agreement with the CRD, which includes specific AEHCR deliverables. The AEHCR submits a report on the deliverables achieved to CRD staff each year prior to the negotiation and finalization of the next Service Agreement. This annual process for renewal of the service agreement makes it challenging to advance multi-year initiatives and creates instability in the organization. It is AEHCR's desire to enter into a multi-year service agreement, to advance the deliverables of the organization and support the CRD in delivering on its mandate.

The rationale for an increase in core funding is multi-faceted. While the impacts of inflation, the pandemic, and the challenges in addressing homelessness have increased over the past 13 years, as well as the corresponding AEHCR deliverables, our funding has remained stagnant. For the AEHCR to continue to convene, represent, advocate, support the sector with research and to provide overall support the CRD with its mandate, including as the Community Entity for Reaching Home funding, we need the requested increase in funding on a moving forward basis.

The Alliance is currently forecasting a deficit for fiscal 2025 and further deficits for subsequent years. We continue to seek diversification of revenues through grants and other fund development activities,

including fundraising. However, our costs continue to rise, especially around the implementation, monitoring, and evaluating the ambitious 2025-2030 Community Plan to Functional-Zero. We request the CRD continues to support the AEHCR with an increase of \$145,000 for 2025-2030 (a total investment of \$375,000 per year for each of five years plus an inflationary adjustment for each year after 2025) as we ensure service agreement deliverables while leveraging all funding for the enhancement of those deliverables and our promise to our community.

The work of the AEHCR is made possible thanks to the ongoing investment into community by the CRD. The positive impact of initiatives we have launched together focusing on ending and preventing homelessness cannot be understated. Our collaborative work plays a critical role in transforming the homelessness-serving system in the region and continues to reinforce the importance of the partnership between the AEHCR and the CRD.

This request for an increase in funding will help support the aspiring vision of functional-zero by 2030 and we hope we can count on your support to achieve this lofty goal.

Thank you so much for your continued support, the consideration you give our request, and we look forward to your response.

Respectfully,

Sean Dhillon, ICD.D Community Co-Chair Sylvia Ceacero, MBA, MA, MCRM CEO

Attachments:

- 2023-2024 Audited financial statements (draft) (Board approved)
- 2024-2025 Board Approved Budget
- Current member organizations
- Current Board of Directors
- AEHCR Staff
- 2023-2024 Schedule A CRD Report
- 2025-2030 Community Plan Action Plan (Board reviewed)



Financial Statements

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region)

March 31, 2024

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Independent Auditors' Report

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To the members of Greater Victoria Coalition to End Homelessness Society

Opinion

We have audited the accompanying financial statements of Greater Victoria Coalition to End Homelessness Society ("the Society"), which comprise the statement of financial position as at March 31, 2024, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly in all material respects, the financial position of Greater Victoria Coalition to End Homelessness Society as at March 31, 2024, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.



Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on other legal and regulatory requirements

As required by the Societies Act of British Columbia, we report that, in our opinion, the accounting principles in the Canadian accounting standards for not-for-profit organizations have been applied on a consistent basis.

Victoria, Canada July 30, 2024

Chartered Professional Accountants

Grant Thornton LLP

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Financial Position

March 31		2024		2023
Assets Current Cash and cash equivalents	\$	402,027	\$	171,903
Accounts receivable Prepaid expenses and deposits Short term investments	_	9,187 8,925	· ·	7,245 10,078 26,000
		420,139		215,226
Tangible capital assets (Note 4)	_	10,793	-	194,186
	\$_	430,932	\$_	409,412
Liabilities Current				
Payables and accruals Deferred contributions (Note 5) Deferred capital contributions (Note 6)	\$ _	91,146 77,383	\$	39,367 126,696 188,516
	_	168,529	>=	354,579
Net Assets Invested in tangible capital assets Internally restricted (Note 3) Unrestricted	_	10,793 120,000 131,610	:=	5,670 - 49,163
	_	262,403	-	54,833
	\$_	430,932	\$_	409,412

Commitments (Note 11)

On behalf of the Board

Calugat Director Cliff McNew Smith Director

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Changes in Net Assets

Year ended March 31						2024	2023
	sted in tangibl apital assets	e 	Internally restricted		Unrestricted	Total	Total
Balance, beginning of year	\$ 5,670	\$	-	\$	49,163 \$	54,833 \$	117,446
Excess (deficiency) of revenue over	5,123		-		202,447	207,570	(62,613)
Fund transfers	 -	_	120,000		(120,000)		
Balance, end of year	\$ 10,793	. \$_	120,000	\$_	131,610 \$	262,403 \$	54,833

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Operations

Year ended March 31		2024		2023
Revenue				
Government grants (Note 7)	\$	610,317	\$	1,114,104
Corporate donations		153,218		146,939
Contributions from other registered charities (Note 7)		83,962		101,155
Individual donations		22,873		199,728
Miscellaneous revenue		7,588		2,522
Membership fees		1,710		1,000
Interest		230	-	978
		879,898	_	1,566,426
Expenses				
Wages and benefits		414,525		452,720
Program expenses (Note 8)		202,649		615,932
Amortization		192,913		384,494
General administration		55,990		58,461
Rent		46,473		72,495
Professional fees		27,409		25,313
Communications and consultation		20,230		9,520
Council and committee meetings	•	10,220	_	10,104
	•	970,409	-	1,629,039
Deficiency of revenue over expenses before other income		(90,511)	_	(62,613)
Other income Gain on sale of tangible capital assets (Note 6)		298,081		-
Excess (deficiency) of revenue over expenses	\$	207,570	\$.	(62,613)

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Cash Flows

Year ended March 31		2024		2023
Increase (decrease) in cash and cash equivalents				
Operating Deficiency of revenue over expenses Amortization of deferred capital contributions Amortization	\$ _	207,570 (188,516) 192,913	\$	(62,613) (377,032) 384,494
	_	211,967	-	(55,151)
Change in non-cash operating working capital Accounts receivable Government remittances receivable Prepaid expenses and deposits Payables and accruals Deferred contributions	_	(1,942) - 1,153 51,779 (49,313)	-	(3,701) 3,120 2,918 (63) (96,858)
		1,677		(94,584)
	_	213,644		(149,735)
Investing Purchase of short term investments Sale of short term investments Purchase of tangible capital assets	_	- 26,000 (9,520)	-	(26,000) - -
		16,480		(26,000)
Net increase (decrease) in cash and cash equivalents		230,124		(175,735)
Cash and cash equivalents, beginning of year	_	171,903	_	347,638
Cash and cash equivalents, end of year	\$_	402,027	\$	171,903

March 31, 2024

1. Purpose of the Society

The Greater Victoria Coalition to End Homelessness Society (the "Society") was incorporated on July 25, 2008 under the Societies Act of British Columbia. The Society received status as a registered charity effective April 1, 2009. In September 2023 the Society's members agreed that the Coalition rebrand to The Alliance to End Homelessness in the Capital Region. The Society's mission is to ensure experiences of homelessness in the Capital Region by 2030 are rare, brief, and non-recurring.

2. Summary of significant accounting policies

Basis of presentation

The Society has prepared these financial statements in accordance with Canadian accounting standards for not-for-profit organizations ("ASNPO") and include the following significant accounting policies.

Revenue recognition

The Society follows the deferral method of accounting for contributions.

Operating grant revenue is recognized in the year for which the grant is awarded. Accordingly, operating grant revenue awarded for periods subsequent to the current year is deferred to the next fiscal year.

Restricted contributions related to general operations are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions are recognized as revenue in the year received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Cash and cash equivalents

Cash and cash equivalents include cash on hand and balances with banks and highly liquid temporary investments with maturities of three months or less.

March 31, 2024

2. Summary of significant accounting policies (continued)

Tangible capital assets

Tangible capital assets are initially recorded at cost and subsequently measured at cost less accumulated amortization. Tangible capital assets are amortized straight-line over its useful life at the following rates:

Furniture and equipment Computer equipment Leasehold improvements Temporary shelter 20%, straight-line 33-1/3%, straight-line Term of lease Term of lease

Impairment of long-lived assets

The Society tests for impairment whenever events or changes in circumstances indicate that the carrying amount of the assets may not be recoverable. Recoverability is assessed by comparing the carrying amount to the projected future net cash flows the long-lived assets are expected to generate through their direct use and eventual disposition. When a test for impairment indicates that the carrying amount of an asset is not recoverable, an impairment loss is recognized to the extent the carrying value exceeds its fair value.

Use of estimates

The preparation of these financial statements in conformity with ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Significant estimates include the recoverability of accounts receivable, useful lives of tangible capital assets and the amount of accruals and deferred contributions. While management believes these estimates are reasonable, actual results could differ from those estimates and could impact future results of operations and cash flows.

Financial instruments

The Society initially measures its financial assets and liabilities at fair value, except for certain non-arm's length transactions. The Society subsequently measures its financial assets and financial liabilities at amortized cost. Financial assets measured at amortized cost include cash and cash equivalents and accounts receivable. Financial liabilities measured at amortized cost include accounts payable and deferred contributions.

Volunteers

Volunteers contribute an indeterminable number of hours to the Society across its operations. Since no objective basis exists for recording and assigning fair values to donated time, the value of this time has not been reflected in the accompanying financial statements.

March 31, 2024

3. Internally restricted net assets

Internally restricted net assets include \$120,000 that was approved by the Board on March 26, 2024 for use as a contingency fund in the event of a future wind-down of the Society.

4. Tangible capital assets			2024	_	2023
	<u>Cost</u>	Accumulated amortization	Net book value		Net book value
Furniture and equipment \$ Computer equipment Leasehold improvements Temporary shelter	1,993 27,969 - -	\$ 1,516 17,653 - -	\$ 477 10,316 - -	\$	- 5,753 1,089 187,344
\$	29,962	\$ 19,169	\$ 10,793	\$	194,186

5. Deferred contributions

Deferred contributions relate to restricted operating funding received that relate to future years.

		CRD	City of Victoria		Island Health Authority	 Non- Government	Total
Balance, beginning of year	\$	4,284 \$	3,028	\$	-	\$ 119,384 \$	126,696
Received / recievable during the year		368,252	100,000	_	108,333	30,600	607,185
Less: amounts recognized as revenue	•	372,535 372,535	103,028 100,000		108,333 100,000	149,984 83,962	733,880 656,497
Balance, end of year	\$	- \$	3,028	\$	8,333	\$ 66,022 \$	77,383

March 31, 2024

6. Hey Neighbour Project

During previous fiscal years, the Society crowd-sourced funding from numerous individuals and local businesses and raised \$1,131,096 toward construction costs for the Hey Neighbour project. The useful life of the program was previously extended to 30 months and ended on September 30, 2023. The amount of deferred capital contributions recognized as revenue during the year is \$188,516 (2023: \$337,032). During the current fiscal period, the Society sold the remaining assets to BC Housing for \$300,000 and recognized a gain on sale of \$298,081 after the associated selling costs.

7. Grants

The Society's major funding sources are from contributions received from other registered charities and grant received from government sources as follows:

	_	2024	 2023
Government grants			
Core Service Agreements: Capital Regional District (Note 5) City of Victoria (Note 5) Island Health (Note 5) Project Funding:	\$	225,000 100,000 100,000	\$ 225,000 100,000 100,000
Capital Regional District - Community Entity (Note 5) Capital Regional District - Deferred Capital Contributions BC Housing City of Victoria		147,535 35,298 2,484	25,716 70,595 37,359 505,816
Canadian Mortgage & Housing Corporation Other	_	-	 49,418 200
	\$_	610,317	\$ 1,114,104
Contributions from other registered charities (Note 5)			
Victoria Foundation Catherine Donnelly Foundation Other Burnside Gorge Community Association Second Harvest Food Bank	\$	46,550 33,204 4,208 - -	\$ 29,333 - 16,660 36,962 18,200
	\$_	83,962	\$ 101,155

March 31, 2024

8. Program expenses	 2024		2023
Program expenses consist of the following:			
Sector Capacity Building	\$ 111,911	\$	25,716
Face to Face with Stigma	39,732		151,634
Community Data Dashboard	28,166		-
Inclusion & Collaboration	21,411		8,607
Extreme Weather Response	1,429		6,941
Peer Housing Support	-		338,356
National Housing Solutions	-		37,359
Burnside Gorge Neighbourhood Engagement	-		36,962
Documentary: 940 Caledonia	-		6,250
Youth Hostel Pilot	 -		4,107
	\$ 202,649	. \$ _	615,932

9. Risk management

Transactions in financial instruments may result in an entity assuming or transferring to another party one or more of the financial risks described below. The required disclosures provide information that assists users of financial statements in assessing the extent of risk related to financial instruments.

(a) Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge its obligation.

The Society is exposed to credit risk with respect to its cash and cash equivalents and accounts receivable. Credit risk related to cash and cash equivalents is mitigated as the amounts are held with major Canadian financial institutions. Credit risk related to accounts receivable is mitigated as the Society enters into credit agreements with credit worthy customers.

(b) Liquidity risk

Liquidity risk is the risk that the Society will encounter difficulty in meeting obligations associated with financial liabilities. The Society is exposed to this risk mainly in respect to its accounts payable. Cash from operations provides a substantial portion of the Society's cash requirements.

March 31, 2024

10. Remuneration

The Societies Act (British Columbia) requires certain information to be reported with regard to remuneration of employees, contractors and directors.

During the year, the Society paid a total of \$105,000 (2023: \$107,827) to one employee (2023: one), whose remuneration, during the applicable period, was at least \$75,000.

11. Commitments

The Society has operating leases with future minimum aggregate lease payments as follows:

2025	18,405
2026	18,405
2027	4,601
	\$ 41,411

12. Economic dependence

The Society receives a significant portion of its funding (69%) from the government and related government agencies (2023: 71%). The ongoing operation of the Society in its present form is dependent on continuing to receive adequate levels of funding from these sources.

13. Comparative figures

Comparative figures have been adjusted to conform to changes in current year presentation.

Greater Victoria Coalition to End Homelessness FISCAL 2025: BUDGET APPROVED 3/26/2024

CONFIDENTIAL

REVENUE	2025 BUDGET DRAFT
CRD	245 000
Island Health	345,000 100,000
City of Victoria	100,000
BC Government	100,000
Core Service Agreements	545,000
PROJECT Grants:	343,000
Government	10,000
Non-Government	45,944
Non Government	55,944
	33,3
DONATIONS	20,000
OTHER	3,000
	-,
TOTAL REVENUE	623,944
EXPENSE	
Payroll - Core staff	448,333
rayion - core stair	440,333
Project Costs:	
Wages / Contractors	27,244
Stipends, Supplies & Misc	20,000
Total Project Costs	47,244
General & Admin	165,000
TOTAL EXPENSE	660,577
NET SURPLUS (DEFICIT)	(36,633)
Updated 2024.03.07	

SERIAL NUMBER	DONOR FIRST NAME	DONOR LAST NAME	DONOR COMPANY NAME
1			
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3			
4			
5			
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Greater Victoria Coalition to End Homelessness Society Information for 2024 AGM

	Lastname	Firstname	Role	
1	McNeil-Smith	Cliff	Co-Chair	
2	Little	Marie-Térèse	Director	
3	Murdoch	Kevin	Director	
4	Reid	Kelly	Director	
5	Stenson	Erika	Director	
6	Fox	Jennifer Director		
7	Richardson	Sandra	Director	
8	Kattler	Donald	Director	
9	Dhillon	Sean	Community Co-Chair	
10	Sluggett	Emily	Secretary / Treasurer	
11	Position Vacant		Director PWLE	
12	Tucker	Troy	Director PWLE	
13	Kim	Susan	Director Youth Rep.	



Alliance Permanent Staff – August 15 2024

Sylvia Ceacero, MBA, MA, MCRM Chief Executive Officer (full-time)

Michelle Vanchu-Orosco, PhD Director of Research and Data Analysis (full-time)

Andrew Holeton
Director of Collaborative Engagement and Impact (full-time)

Elizabeth Skillings, CPA
Director of Finance (part-time)

Michelle Pedersen Administration and Business Coordinator (full-time)



Alliance to End Homelessness in the Capital Region (Greater Victoria Coalition to End Homelessness)
CRD Service Agreement Report 2023/24

2023 – 2024 REPORT SUBMITTED BY EXECUTIVE DIRECTOR: SYLVIA CEACERO

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Core Functions & Objectives

1. Regional Planning and Coordination

Objectives: (i) Develop Regional Plan of Action on addressing and preventing homelessness. (ii) 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 and 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.

3. Communications and Engagement

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

4. General Administration

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

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Deliverables

 Regional Planning and Coordination (Collective Impact)

- i. Share GVCEH Executive Director reports that are delivered to the GVCEH Board quarterly.
 - Executive Director Reports delivered (see Appendix A)
 Appendix A: Executive Director Report
- ii. Report on the ongoing work of the Health and Housing Steering Committee (HHSC); coordinate and co- chair the HHSC leadership meetings.

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

- Health and Housing Steering Committee (Leadership meetings)
 May 2023; July 2023; September 2023; November 2023; February 2024;
 April 2024 (6 meetings)
- 2. Health and Housing Steering Committee (Full Committee meetings)
 April 11, 2023; June 2022; August 2022; November 29, 2022; January 09, 2024; March 12, 2024 (6 meetings)
- iii. 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. Attend and support the SHC Committee as required or as invited. Member of the Advisory Committee as well.
- 2. Attend the SHC meetings and offer updates, as well as support for the implementation of the Strategic Plan.
- 3. Review the Sooke Shelter Draft Service Agreement and provide guidance to the SHC Executive Director for content and presentation to Sooke Council.
- 4. Engage and consult with SHC for the 2025-2030 Community Plan.
- iv. Engage with Salt Spring Island (SSI), homelessness serving sector organizations.

3 meetings/year (ongoing)

- 1. Initiatives to engage with SSI have been continuous but slow due to changes in leadership in one of the key organizations. Outreach continues to re-engage with the ED of IWAV.
- 2. Connected with SSI community leaders at April 2023 BCNPHA Rent event; attended with Rob Grant, ED SI Community Services Society, May 24, 2023. Invite Rob to attend the HHSC.
- v. Participate in and support Victoria Downtown Service Providers Meetings (DSP) 12 meetings/year (ongoing)

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Downtown Service Providers (DSP) meetings:
 April 25, 2023; May 23, 2023; June 27, 2023; July 2023 (no meeting, in lieu of Project Reconnect organizing); August 22, 2023 (Project Reconnect); September 26, 2023; October 24, 2023; November 29, 2022; December 12, 2023; January 23, 2024; February 27, 2024; March 26, 2024 (12 meetings/events)

i. Supporting Work

Continued engagement and meetings with Saanich and Sidney (ongoing)

- Met with Mayor of Saanich and will continue working to improve relationships.
- Met with Mayor of Sidney, Cliff McNeil-Smith, City staff and RCMP detachment to discuss homelessness in Sydney.

Seniors' Housing Council

 Member of the Seniors' Housing Council – meeting attendance, advice on seniors' housing report (Aging in Uncertainty) and spokesperson for the region (media engagement)

Community Plan Engagement

- March 2023 November 2023: AEHCR meet with AEHCR Committees and working groups
 AEHCR Board, Health & Housing Steering Committee, Lived & Living Experience Council, Sooke Homelessness Coalition, Downtown Service Providers, Youth Serving Organizations
- September 2023 December 2023: Reviewed information collected for emerging themes and analysis
- January 30, 2024: Cross-sector Community Plan Engagement event
- March 2024: Community Plan follow-up questionnaire
- March 2024+: Continuing information collection with review for emerging themes and analysis

Core Area of Work: Work with Island Health partners to develop and initiate person-centered and needs based health and social supports in housing and in community.

• Service agreement in place with IH. Specific deliverables with them.

Core Area of Work: Work with key partners by participating and/or facilitating planning groups that support SSI with best practice knowledge to integrate SSI CAA model.

 (From 2022-2023) 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 Island Community Services

Core Area of Work: Priority given to communities/neighborhoods identified as locations for Rapid Housing Initiative's new or renovated supportive housing.

This deliverable was unclear and expectations around the supporting work were not established.

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- 2. Ongoing Research and System Monitoring (Research and Data)
 - i. Support the 2023-2024 Point in Time Count.
 - March 2023 PIT count: Supported in significant ways including questionnaire revision, attendance to all meetings, to volunteering the day of the count.
 - ii. Engage the community around the expanded required. This could include supporting the CRD Community Planner's work by facilitating connections and engagement with community partner working groups and people with lived/living experience. All stipend, food, and travel costs for people with lived/living experience attending meetings or portions of meetings specifically related to Coordinated Access and/or HIFIS, as well as the general costs of these meetings, will be provided by the CRD.
 - Attend CAA, HIFIS, Built for Zero Webinars: July 28, 2022.
 - Attend CAA WG, HIFIS WG, and CAA/HIFIS/CDD meetings.
 - Attend Cowichan CA Engagement Planning meetings October 24, 2023, November 21, 2023.
 - Ongoing meetings with CRD Community Planner for design and delivery of engagement with people with lived/living experience. Recruitment of supporting partners/sites.
 - Review with Lived/Living Experience Council.
 - iii. Engage with community partners to coordinate system transformation processes that result from Coordinated Access process improvement through the System Transformation Working Group.
 - STWG Meetings
 9 meetings (ongoing)
 May 25, 2023; June 26, 2023; July 27, 2023; September 20, 2024 (Co-chairs);
 October 5, 2023; October 31, 2023; Nov 8, 2023 (Co-chairs).
 Co-Chairs requested STWG hiatus August, December 2023. Feb 13, 2024;
 Mar 12, 2024.
 - iv. Support CAA Working Group attend meetings as scheduled by the CRD Community Planner

(ongoing/until project completion)

- CAA-WG Meetings: January 09, 2023
 1 meeting
- CAA Event (including event planning): May 17, 2023; June 21, 2023; June 22, 2023 (all day workshop)
 2 meetings/1 workshop
- v. Support HIFIS Working Group attend meetings as scheduled by the CRD Community Planner

(ongoing/until project completion)

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- HIFIS-WG Meetings: May 12, 2023; September 07, 2023; November 17, 2023 (missed December 05, 2023, meeting); February 08, 2024 Attended 4 meetings.
- Review of BC Housing Project Charter for HIFIS implementation
- Review of HIFIS consent forms for HIFIS implementation

vi. Quarterly meetings between director of research and data analysis (GVCEH) and the CRD Community Planner (HIFIS project) (ongoing)

- CAA-WG Meetings: January 09, 2023
 1 meeting
- CAA Event (including event planning): May 17, 2023; June 21, 2023; June 22, 2023 (all day workshop)
 2 meetings/1 workshop
- HIFIS-WG Meetings: May 12, 2023; September 07, 2023; November 17, 2023 (missed December 05, 2023, meeting); February 08, 2024 Attended 4 meetings.
- Standup meetings: 1/2-hour meetings, with some discussion of Community Planner work
 Approx. 10 meetings

vii. Work with Community Based HIFIS Lead - attend meetings as scheduled by the Community Planner.

(ongoing/until project completion)

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

Supporting Work

Community Data Dashboard

- CDD-WG bimonthly Meetings
 6 meetings
 May 03, 2023; July 05, 2023: September 06; November 01, 2023; January 10, 2024; March 06, 2023
- CAA, HIFIS, and Community Data Dashboard Collaboration Monthly meeting to discuss CAA, HIFIS, and Community Data Dashboard collaboration efforts with CRD, BCH, AEHCR

1 meeting May 11, 2023

Phase 1: Version 1 completed.
 Appendix B: Community Data Dashboard (V1)

Community Data Dashboard Presentations

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- Presentation to the Board of Directors: November 28, 2023
 Appendix C: Community Data Dashboard Board Presentation
- CDD Update Presentation to H&H Steering Committee (Full Committee): January 09, 2024

Appendix D: Community Data Dashboard H&HSC Update

Community Data Dashboard Reporting

Report to Catherine Donnelly Foundation
 Appendix E: GVCEH Community Data Dashboard Final Report

BC Coalition to End Youth Homelessness

Report to the Ministry of Children and Family Development
 Appendix F: January 2024 BCCEYH Report to the Ministry of Children and Family Development

Seniors' Housing Council

 Appendix G: United Way report presented to the Seniors Housing Council Aging in Uncertainty: The Growing Housing Crisis for BC Seniors

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

- 1. Convene and support the work of the Lived Experience Council 6 meetings/year or as scheduled by the LEC (ongoing)
 - Lived and Living Experience Council (12 meetings)
 - April 28, 2023; May 23, 2023; June 28, 2023; July 26, 2023; August 30, 2023; September 27, 2023; October 27, 2023; November 30, 2023; December 19, 2023; Jan 27, 2024, March 7, 2024; March 28, 2024.
- 2. Municipal engagement of the Communications, Education, and Awareness initiative, with an effort to engage all municipalities.
 - 1. The Communications Specialist position was vacant for approximately 5 months. A new person has now been hired and the communications plan is back on tract: immediate response to media enquiries, redirection of enquiries, strategic communications plan revision, tactical communications plan development, social media management etc.
- 3. Meet with CRD to determine priority municipalities.
 - 1. Initial meetings with Mayors Sooke, Langford, and Saanich. Presentation at the City of Victoria Council October 26, 2023.
 - 2. Langford Cross-sectoral event November 28, 2023.

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4. Develop community- specific presentations.

The Communications Specialist position was vacant for approximately 5 months. The strategic communications plan deployment has begun with a digital campaign and will progress to municipal outreach.

- 5. Offer to present to Mayor and Council of at least 5 identified priority municipalities. CRD to support connections with municipalities, as required.

 (ongoing)
 - 1. District of Sooke Council: Presented Sooke Homelessness Awareness & Strategic Plan on January 16, 2023
 - 2. Presentation to other municipalities (work in progress).
- 6. Leadership provided to support coordination and implementation of Community Planning Engagement activities informed, in part, by the CRD CAB (ongoing)
 - 1. Attendance of all CAB meetings. Engagement with CAB Chair. Proposal evaluations.
 - 2. Change in the role of Director of Engagement and Impact.
 - Recruitment process January-February 2023 and arrival of new director in March 2023.
 - Andrew Holeton onboarded, orientation and community introductions/meetings.
 - Community Planning engagements executed and culminated on January 20, 2024, with the community consultation.
 - Refining objectives and setting priorities survey distributed March 2024.

Supporting Work

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)

Face 2 Face with Stigma (F2F) workshops conducted to educate, inspire empathy, and reduce fear toward people experiencing homelessness and/or substance use disorder. (ongoing)

- From April 2023 to March 2024, F2F delivered 24 workshops with a total of 426 attendees.
- Since 2018, F2F delivered 89 workshops to more than 1400 attendees from various groups.

Community consultation and engagement for the development of the 2025-2030 Community Plan (ongoing)

 Community Engagements March – November 2023)

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AEHCR Committees & Workgroups engaged: Board, Health & Housing Steering Committee, Lived & Living Experience Council, Sooke Homelessness Coalition, DSP, Youth Serving Organizations

September –December 2023 Emerging themes & analysis

Community Plan Consultation Event

January 30, 2024

Appendix H: Community Plan Consultation Event Agenda
Appendix I: Community Plan Consultation Event Presentation

4. General Administration (Organizational Strength)

i. Annual Report (ongoing)

1. 2022-23 Annual Report

Appendix J: 2022-23 Annual Report

- 2. 2023-2024 Annual Report
- Production and development of 2023-24 Annual Report and distribution to all interested parties including members, municipalities, government partners, other partners.
 - ii. Annual General Meeting
 - 1. 2023 AGM
 - AGM held September 28, 2023. Lack of quorum: meeting held to update members. No business conducted. SGM planned.
 - SGM held to comply with Society's Act. All filings done.
 Appendix K: 2023 Special General Meeting Minutes
 - iii. Convening of quarterly funder meetings with BC Housing, Island Health, CRD & the City of Victoria to update on progress towards shared deliverables.
 - 1. Attempted to convene the meetings but there was unavailability for all suggested dates.
 - iv. Convening meetings of the Executive to discuss emerging issues- as required.
 - 1. Executive Committee met on a regular basis ahead of the Board meetings and dealt with emerging issues.
 - v. Facilitate, chair, or otherwise support Working Groups/ monthly meetings and provide notes or minutes, as appropriate, for the following committees.

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- Health and Housing Steering Committee & Health and Housing Steering Committee Leadership – 12 meetings/year
- Health and Housing Steering Committee (Leadership meetings)
 May 2023; July 2023; September 2023; November 2023; January 2024; March 2024 (6 meetings)
- Health and Housing Steering Committee (Full Committee meetings)
 April 11, 2023; June 9, 2023; November 29, 2022; January 09, 2024; March 12, 2024 (6 meetings)
- 2. System Transformation Working Group: Review all partner tables with efficiency recommendations.
- Adapt terms of reference as required (ongoing)
 Ongoing; Initial review June 26, 2023; Amendments Oct 5, 2023; October 31, 2023, and development of Draft Framework
- Facilitate 12 meetings/year (ongoing)
 May 25, 2023; June 26, 2023; July 27, 2023; September 20, 2024 (Co-chairs);
 October 5, 2023; October 31, 2023; Nov 8, 2023 (Co-chairs) (7 meetings)
- 3. Community Engagement & Communications Working Group; facilitate quarterly meetings and establish working groups to address specific initiatives.
- Committee is in hiatus pending governance review.
- 4. Youth Task Force (Prevention of Homelessness) 6 to 12 meetings/year (ongoing)
- Committee is being reviewed and redesigned at the request of the Youth Serving Sector members.
- 5. BC Coalition to End Youth Homelessness attend meetings as scheduled by the BCCEYH (ongoing)
- Attendance to all BCCEYH meetings.
- Alliance Executive Director part of the Advocacy and Communications Committee.
- Minutes are available through the BCCYEH.

Supporting Work

Core Areas of Work: Develop an annual Plan of Action for review by the Health & Housing Steering Committee and approval by the Board of Directors.

• Discussions with the HHSC ongoing as the governance review for the Alliance is underway.

5. Additional Activities

Fundamentals for the Homelessness Serving Sector (FHSS): A micro-credential.

 Collaboration between AEHCR and the University of Victoria to develop a set of courses that leads to a micro-credential for persons working in the homelessness serving sector. Development Relational Practice standards through micro-credential training

Refugee Readiness Team - Vancouver Island

RRT-VI meetings and Events

- Attending meetings as able.
- February 22, 2024: From Diversity to Prosperity: Employing Newcomers in the Capital Region event.

Collaboration on Finding Housing for Displaced Ukrainians and Refugees on Vancouver Island: Regional Housing Report (surveying Landlords and Ukraine Refugees on housing on Vancouver Island)

<u>Appendix L</u>: Finding Housing for Displaced Ukrainians and Refugees on Vancouver Island: Regional Housing Report (report to be provided when released)

System Navigators and a Community Hub: Re-imagining Care, Support and Community-belonging for Older Women and Gender Diverse Persons Experiencing Housing Insecurity

- Collaboration with AEHCR and University of Victoria's Faculty of Social Sciences & IALH
- Continuation of the NHS Solutions Lab Peer Navigator prototype
- AEHCR role co-co-principal investigator

SYNOPSIS

Overall Goal: To make a difference in the lives of OWGD who will receive support from the CCSNs and Hub interventions. Personalized guidance, information and opportunities for social interaction will help to support housing stability and permanent exits from homelessness.

Supporting Vulnerable and Marginalized Older Adults to be Cared for and to Die at Home.

- Collaboration with AEHCR and University of Victoria's interdisciplinary team
- Palliative Care for persons experiencing homelessness.
- AEHCR role research: data interpretation, stakeholder identification and engagement, and dissemination, ensuring findings are translated to public housing decision and policy making audience.

SYNOPSIS

The overall goal of this study is to understand how we can facilitate dying-in-place for structurally vulnerable older adults. Objectives are to:

- 1. Identify and analyze published literature, and policy and regulatory guidelines that guide decision-making related to place of care and death for structurally vulnerable older adults;
- Describe, from the perspective of older adults, their support persons, and housing and health service providers, the conditions that would enable older adults to be cared for and die-in-place;
- 3. Determine the required policy and regulatory changes and community-based health and social services that would be needed to promote older adults

experiencing structural vulnerability to be cared for and die-in-place if that was their wish to do so; and integrate findings to inform the co-development of a set of actionable recommendations to guide health and housing sector leaders to promote equity-oriented policies and services to enable older adults to be cared for and die-in-place or in locations consistent with their wishes.

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Appendices

Appendix A: Executive Director Reports

ED Report – July 2023 – Summary report - first quarter

Advocacy and communications

- BC Coalition to End Youth Homelessness: attendance and support.
- BC Coalition to End Youth Homelessness Advocacy Committee: attendance and support advocacy and communications efforts.
- AMSAA Housing Committee: attendance inaugural meeting
- Seniors Housing Working Group: meeting attendance.
- Engage with City of Victoria Manager to obtain date for presentation.
- Attend Council to support BC Housing's Russell St Project
- Write letters of support for diverse housing developments (BC Housing, Greater Victoria Housing Society)
- Informal partner meetings to discuss ongoing files / issues.
- Meeting with BC Housing CEO and Executive team advocacy and relationship building.

Collective Impact

- Community Plan consultations: done Board, HHSC, PLLEC, STWG. Upcoming: DSP, SCEH, SSI, PLLEC, Community engagement
- Health and Housing Steering Committee Leadership and regular meetings: prepare, attend, and chair ongoing meetings.
- System Transformation Working Group prepare, attend, and chair ongoing monthly meetings, review of terms of reference and priority issues of focus.
- Downtown Service Providers: attend monthly meetings.
- Sooke Coalition to End Homelessness: attend ongoing meetings.
- Regional Housing Advisory Committee: attended first meeting.
- WorkBC Initiated partnership to design a WorkBC cohort program for Peer Workers 'Community Care Works 4 Me' to increase employment and employability. Focus groups and meetings held.

Research and Data

Data Dashboard - Michelle

- Hiring Research Associate to support work
- Engagement with housing providers (including bi-monthly meetings)
- Creation of snapshot 'dashboard' to include:
 - Aggregate numbers for housing (mat, bed, unit) by defined housing type (e.g., emergency shelter, transition house, transitional housing...),
 - o Bylaw information on outdoor shelters, starting with City of Victoria by month,
 - o Emergency Weather Response information, by month, and
 - Housing stock coming online, by expected date.

CAA / HIFIS Support – ongoing support: attendance at meetings and discussions with BC Housing

Member of CAA working group,

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- Member of HIFIS working group,
- Ongoing discussions with BC Housing, CRD Community Planner,
- Keeping current on Built for Zero communities, CA workshops/engagements, HIFIS workshops/engagements, and
- Attendance at Community Planner workshops, engagements, meetings.

Women+ Fleeing Violence and Herluma - Michelle

- App creation with INSPIRE group,
- Review of development plan,
- Presentations/meetings with BC Housing, and
- Possible future meetings with Tectoria (Viatech).

Sector Resiliency

Best practices / training / resource sharing Group (Best Practices Collective) – Michelle

• Monthly meetings to discuss best practices for HR, training resources for staff.

Micro-credentialing project with UVic- Michelle

- Organizing monthly Best Practices Collective meetings (includes agenda, minutes, additional documents as needed),
- Organizing presentations to different tables (e.g., DSP),
- Supporting/organizing Focus group engagements,
- Funds allocation, and
- Quarterly reports to CRD.

Organizational Strength

- Executive Committee: support and briefing: governance review, AGM
- Finance Committee: Audit 2022-2023, policy discussion, monthly financials.
- Governance Committee: review bylaws, meetings with all Board members and CRD Ex-Officio, conversations with partners
- Planning sessions: staff Community Plan and organizational review and redesign
- Negotiating service agreements: IH and CRD
- HR matters: Organizational redesign
- Tiny town: Pursuing all avenues to realize sale by September 30^{th.}
- Funding: Research all sources of funding, reports to funders for ongoing funding and service agreements
- IT project Business analysis and continuity
- Relocation of offices

ED Report – February 20, 2023 – Summary report

Advocacy and communications

- BC Coalition to End Youth Homelessness: attendance and support.
- BC Coalition to End Youth Homelessness Advocacy Committee: attendance and support advocacy and communications efforts.
- AMSAA Housing Committee: attendance

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- Seniors Housing Working Group: meeting attendance, report revision, media outreach/spokesperson, dissemination.
- Progress report: CRD January 31
- Meetings: City of Victoria Manager, Community Services Bylaw and Licensing Services
- Formal and Informal partner meetings to discuss ongoing files / issues / matters.
- Langford community collaboration: turning information to action session.

Collective Impact

- Community Plan consultations: done Community engagement January 30, 2024
- Health and Housing Steering Committee Leadership and regular meetings: prepare, attend and co-chair ongoing meetings.
- System Transformation Working Group Lead: Andrew prepare, attend, and chair ongoing monthly meetings, review of terms of reference and priority issues of focus.
- Downtown Service Providers: attend monthly meetings.
- Sooke Coalition to End Homelessness: attend ongoing meetings, as invited.
- Regional Housing Advisory Committee: attend ongoing meetings.
- BC Seniors Housing Council: attend ongoing meetings.
- Reaching Home CAB: attend ongoing meetings, evaluate and score funding proposals.
- EWR continue to support to Salvation Army and partners for the 2023-2024 EWR deployment.
- Face2Face with Stigma ongoing development lead Andrew

Research and Data

Data Dashboard – Lead: Michelle

- Research Associate supporting work.
- Engagement with housing providers (including bi-monthly meetings)
- Creation of snapshot 'dashboard' to include:
 - Aggregate numbers for housing (mat, bed, unit) by defined housing type (e.g., emergency shelter, transition house, transitional housing...),
 - o Bylaw information on outdoor shelters, starting with City of Victoria by month,
 - o Emergency Weather Response information, by month, and
 - Housing stock coming online, by expected date.

CAA / HIFIS Support – ongoing support: attendance at meetings and discussions with BC Housing

- Member of CAA working group,
- Member of HIFIS working group,
- Ongoing discussions with BC Housing, CRD Community Planner,
- Keeping current on Built for Zero communities, CA workshops/engagements, HIFIS workshops/engagements, and
- Attendance at Community Planner workshops, engagements, meetings.

Women+ Fleeing Violence and Herluma – Michelle

- App creation with INSPIRE group,
- Review of development plan,
- Presentations/meetings with BC Housing, and
- Possible future meetings with Tectoria (Viatech).

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Sector Resiliency

Best practices / training / resource sharing Group (Best Practices Collective) - Michelle

Monthly meetings to discuss best practices for HR, training resources for staff.

Micro-credentialing project with UVic- Michelle

- Organizing monthly Best Practices Collective meetings (includes agenda, minutes, additional documents as needed),
- Organizing presentations to different tables (e.g., DSP),
- Supporting/organizing Focus group engagements,
- Funds allocation, and
- Quarterly reports to CRD.

Organizational Strength

- Lived Experience Council support and consultation Lead Andrew
- Executive Committee: support and briefing: governance review, AGM
- Finance Committee: draft budget 2024-2025, finance policies discussion, monthly financials.
- Governance Committee: governance review, review bylaws, seek and obtain quotes for consultant to perform governance review, conversations with partners, reference to Deloitte – governance review pro-bono.
- Planning sessions: staff Community Plan and organizational review and redesign
- Tiny town: meetings and site visits with several interested parties, negotiations of purchase / sale and securing legal advice to conclude sale at \$300,000, advising all interested parties of sale, supporting communications; chair last CAC meeting.
- HR matters: organizational redesign, contract preparation P/T Communications Specialist
- Funding: research all sources of funding, reports to funders for ongoing funding and service agreements
- IT project business analysis and continuity ongoing
- Co-Chairs engagement and support ongoing
- Oversight of all administrative matters: insurance, HR, departments, health benefits negotiations
- AGM and SGM: preparation and execution
- Communications: social media presence and website engagement
- IT: meeting with current service provider to clarify contract deliverables.

ED Report – February 20, 2023 – Summary report

Advocacy and communications

- BC Coalition to End Youth Homelessness: attendance and support.
- BC Coalition to End Youth Homelessness Advocacy Committee: attendance and support advocacy and communications efforts.
- AMSAA Housing Committee: attendance / participation
- Seniors Housing Working Group: meeting attendance, report revision, media outreach/spokesperson, dissemination of report.

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- Schedule A progress report: meeting with CRD January 31 and upcoming meetings for final presentation and service agreement negotiation
- Meetings: City of Victoria Manager, Community Services Bylaw and Licensing Services and regular City Manager meetings
- Formal and Informal partner meetings to discuss ongoing files / issues / matters.
- Langford community collaboration: attend the "turning information to action" session.
- Presentations to high schools: École Intermédiaire Central Middle School, Reynold Secondary School, and Frances Kelsey Secondary School
- Participation as panelist: London Homelessness Hub Model Webinar organized by the CSPC.
- Meeting with Grace Lore, Minister MCFD to discuss collaboration and potential funding.
- Screening of 940 Caledonia: attendance
- Review strategic communication plan tactics: digital campaign, events, website.

Collective Impact

- Community Plan consultations: done Community engagement January 30, 2024
- Health and Housing Steering Committee Leadership and regular meetings: prepare, attend and co-chair ongoing meetings.
- System Transformation Working Group Lead: Andrew prepare, attend, and chair ongoing monthly meetings, review of terms of reference and priority issues of focus.
- Downtown Service Providers: attend monthly meetings.
- Sooke Coalition to End Homelessness: attend ongoing meetings, as invited.
- Regional Housing Advisory Committee: attend ongoing meetings.
- BC Seniors Housing Council: attend ongoing meetings.
- Reaching Home CAB: attend ongoing meetings, evaluate, and score funding proposals.
- EWR continue to support to Salvation Army and partners for the 2023-2024 EWR deployment.
- Face2Face with Stigma ongoing development lead Andrew

Attend Grace Lore's Holiday get together, attend Our Place Turkey Lunch

Research and Data

Data Dashboard - Lead: Michelle

- Research Associate supporting work.
- Engagement with housing providers (including bi-monthly meetings)
- Creation of snapshot 'dashboard' to include:
 - Aggregate numbers for housing (mat, bed, unit) by defined housing type (e.g., emergency shelter, transition house, transitional housing...),
 - o Bylaw information on outdoor shelters, starting with City of Victoria by month,
 - o Emergency Weather Response information, by month, and
 - Housing stock coming online, by expected date.

CAA / HIFIS Support – ongoing support: attendance at meetings and discussions with BC Housing

- Member of CAA working group,
- Member of HIFIS working group,
- Ongoing discussions with BC Housing, CRD Community Planner,

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- Keeping current on Built for Zero communities, CA workshops/engagements, HIFIS workshops/engagements, and
- Attendance at Community Planner workshops, engagements, meetings.

Women+ Fleeing Violence and Herluma – Michelle

- App creation with INSPIRE group,
- Review of development plan,
- Presentations/meetings with BC Housing, and
- Possible future meetings with Tectoria (Viatech)
- Meeting the team to assess next steps.

Sector Resiliency

- Best practices / training / resource sharing Group (Best Practices Collective) Michelle lead
- Monthly meetings to discuss best practices for HR, training resources for staff.

Micro-credentialing project with UVic – Michelle lead

- Organizing monthly Best Practices Collective meetings (includes agenda, minutes, additional documents as needed),
- Organizing presentations to different tables (e.g., DSP),
- Supporting/organizing Focus group engagements,
- Funds allocation, and
- Quarterly reports to CE CRD

Organizational Strength

- Lived Experience Council support and consultation Lead Andrew
- Executive Committee: support ongoing meetings
- Finance Committee: support agenda, draft budget 2024-2025, policies discussion, financials.
- Governance and Nominations Committee: governance review, bylaws review, continue to meet and liaise with Deloitte.
- Planning sessions: staff Community Plan and organizational review and redesign
- Tiny town: file is concluded successfully. \$300,000 proceeds were deposited in our account early January.
- HR matters: organizational redesign, P/T Communications Specialist hired, P/T Administrative and Business Coordinator hired.
- Funding: research all sources of funding, preparation of reports to funders for ongoing funding and upcoming service agreements, write letter of request of increased funding from the CoV, follow-up Ministry of Housing funding request
- IT project: business analysis and continuity ongoing
- Co-Chairs: engagement and support ongoing
- Communications: social media presence and website engagement. interviews
- IT: search for optimal service provider
- Oversight of all administrative matters: all departments, insurance, HR, health benefits
- Chair: monthly staff meetings

The Community Data Dashboard

The first iteration of the internal data dashboard includes

- shelter/housing information
- extreme weather program information
- @ outdoor sheltering City of Victoria by-law information
- rew housing stock information

Shelter/Housing

Type of Housing	September 01 - 30, 2022 (#)	October 01 - 31, 2022 (#)
Temporary Emergency Shelter (mats)	0	0
Temporary Emergency Shelter (beds)	20	20
Temporary Emergency Shelter (family units)	3	3
Year-round Emergency Shelter (mats)	0	0
Year-round Emergency Shelter (beds)	109	109
Transitional Housing (beds)	43	43
Transitional Housing (units)**	104	104
Supportive Housing (embedded supportive services)*	1014	746
Supported Housing (support services NOT embedded)*	43	43
Below market (unit - Residential Tenancy Agreement)*	63	63
Rental at Market Price with Rent Subsidy	0	0
	1399	1131

Emergency Weather Program

Month	Date	Mats Available (co-ed)
September 01 - 30, 2022	September 01 - 30, 2022 ¹	
October 01 - 31, 2022	October 01 - 31, 2022 ¹	
November 01 - 30, 2022	Monday, November 7, 2022	25
	Tuesday, November 8, 2022	35
	Wednesday, November 9, 2022	35
	Friday, November 18, 2022	35
	Sunday, November 27, 2022	35
	Wednesday, November 30, 2022	65

No activations for this month.

^{*} includes single room occupancy [shared ammenities]

* (ne) beds may be distributed amnorgst (n) rooms, for women with and without children - families do not share rooms, but singles sometimes do September/October 2022: One site - 33 individuals housed; 44 individuals waitlisted

Data reviewed by & aggregated over 7 housing organizations

City of Victoria Weekly Bylaw data

2022	Mean (Weekly)	Median (Weekly)	Interactions with People Weekly totals
Aug 29 - Sep 04	24.7	24.0	363
Sep 05 - Sep 11	30.3	30.0	512
Sep 12 - Sep 18	27.7	29.0	441
Sep 19 - Sep 25	29.6	28.0	400
Sep 26 - Oct 02	27.1	27.0	276
Oct 02 - Oct 09	30.1	30.0	382
Oct 10 - Oct 16	32.0	32.0	62
Oct 17 - Oct 23	34.3	25.0	402
Oct 24 - Oct 30	29.0	25.0	441

New Housing Stock

Housing Name	Housing Type	Number of Units	Residents	Expected Date of Completion
Albina	supportive	52		Feb 01/2023
Juniper (PHS)	supportive	46		Feb 01/2023
House of Courage	supportive	45	Indigenous (ACEH)	Mar 01/2023
Prosser	supportive	39		May 01/2023
Prosser	RHFP	10		May 01/2023
Meares	supportive	52	Youth (Beacon)	Summer 2023
Balmoral (Cool Aid)	supportive	50		Summer 2023
Transition House	transition	7	Women (Anawin)	Spring 2023

Appendix C: Community Data Dashboard Board Presentation



We will cover...

- Community Data Dashboard Ecosystem
- Our Research Associate
- Community Data Dashboard Working Group members
- Housing Data
- 2023-2024 Timeline
- Summary
- Discussion & Questions



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The Community Data Dashboard Ecosystem

The Community Data Dashboard (CDD)

Strategic use of data, the CDD is

- an initial step in creating baseline information for the Capital Region
- one indicator, a snapshot, demonstrating our progress toward Functional Zero
- a system inventory of housing for the Capital region

Allowing us to

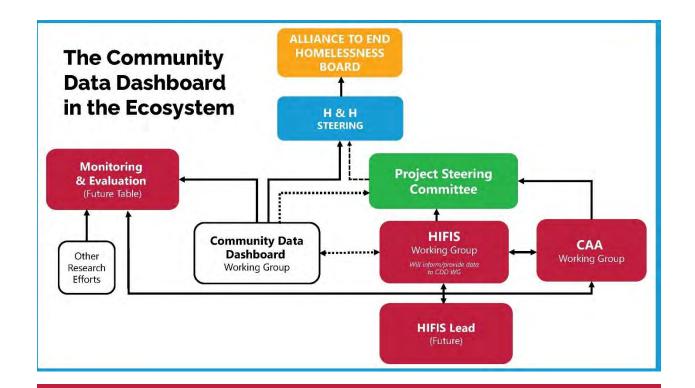
 share information, in aggregate form, across our partners and others in the region

With aggregate data eventually shared

- · across the entire sector
- with the general public



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Our Research Associate

CRD 2024 Schedule A Report 24 | Page

Using Catherine Donnelly Foundation funding...

Meet Marc Rawson, our CDD Research Associate!

Started May 24, 2023, working until April 2024.

- · Research, updating, & development of CDD
- Supporting organizations onboarding to CDD
- · Aggregating and communicating data



Community Data Dashboard Working Group members

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Community Data Dashboard Working Group members

We have engaged people working with data from the following organizations

Housing Providers/Operators

- Anawim Companion Society
- · BC Housing
- Beacon Community Services
- Capital Region Housing Corporation
 The Cridge Centre for the Family
- Greater Victoria Housing Society
- Island Health
- John Howard Society
- Our Place Society
- Pacifica Housing Advisory Association
- · PHS Community Services Society
- · Salvation Army Victoria
- Society of Saint Vincent de Paul
- Threshold Housing Society
- · Victoria Cool Aid Society
- · Victoria Native Friendship Society
- · Victoria Women's Transition House

Housing Providers/Operators

· Capital Regional District Community Planner



Housing Data

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The Community Data Dashboard

This iteration of the internal data dashboard includes

- · Shelter/housing information
- Extreme Weather Response (EWR) program information
- Outdoor sheltering City of Victoria bylaw information
- New housing stock information



Shelter and Housing Inventory

(August 1, 2023, to September 30, 2023)

Housing Type	August 01 - 31, 2023 (#)	September 01 - 30, 2023 (#)
Emergency Shelter Seasonal (temporary)	0	0
Emergency Shelter (temporary)	127	127
Safe Homes (temporary)	0	0
Transition Houses (temporary)	0	0
Transitional Housing (temporary)	431	438
Second-stage Housing (temporary)	7	7
Third-stage housing (semi-permanent)	19	19
Women-specific (permanent)	12	12
Supportive Housing (permanent)	382	382
Social/Subsidized Housing (permanent)	566	566
Unknown	1085	1085
Total	2629	2636

^{**} Data aggregated from 12 organizations



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Emergency Weather Response (EWR) Program

2022

	Onpe	Mars Estations (Co-ed)
September 01 - 30, 2022		0
October 01 - 31, 20221		0
	Monday, November 7, 2022	25
	Tuesday, November 8, 2022	35
November 01 - 30, 2022	Wednesday, November 9, 2022	35
November 01 - 30, 2022	Friday, November 18, 2022	35
	Sunday, November 27, 2022	35
	Wednesday, November 30, 2022	65
	Sunday, December 4, 2022	35
	Monday, November 7, 2022 Tuesday, November 8, 2022 Wednesday, November 9, 2022 Friday, November 18, 2022 Sunday, November 27, 2022 Wednesday, November 30, 2022	50
		80
		80
		80
		80
December 01 - 31, 2022		80
	Tuesday, December 20, 2022	80
	Wednesday, December 21, 2022	80
	Thursday, December 22, 2022	80
	Friday, December 23, 2022	80
	Saturday, December 24, 2022	0
	Sunday, December 25, 2022	0

2		

	Date	(Co-ed)
	Wednesday, January 11, 2023	
	Wednesday, January 18, 2023	60
	Thursday, January 19, 2023	50
	Friday, January 20, 2023	50
	Saturday, January 21, 2023	50
January 01 - 31, 2023	Wednesday, January 11, 2023 Wednesday, January 18, 2023 Thursday, January 19, 2023 Friday, January 20, 2023	50
	Friday, January 27, 2023	0
	Saturday, January 28, 2023	
	Sunday, January 29, 2023	
	Monday, January 30, 2023	0
	Tuesday, January 31, 2023	
	Friday, February 3, 2023	80
	Monday, February 13, 2023	80
	Tuesday, February 14, 2023	80
	Monday, February 20, 2023	50
	Tuesday, February 21, 2023	60
T-1 01 30 3033	Wednesday, February 22, 2023	60
February 01 - 28, 2023	Thursday, February 23, 2023	30
	Friday, February 24, 2023	60
	Saturday, February 25, 2023	30
	Sunday, February 26, 2023	0
	Monday, February 27, 2023	60
	Tuesday, February 28, 2023	30
March 01 - 31, 2023		0
April 01 - 30, 2023-		0

^{1.} No activations for this mont.





City of Victoria Weekly Bylaw Data

(August 29, 2022 - October 30, 2022)

Date (2022)	Mean (Weekly)	Median (Weekly)	Interactions with People Weekly Totals
Aug 29 - Sep 04	24.7	24.0	363
Sep 05 - Sep 11	30.3	30.0	512
Sep 12 - Sep 18	27.7	29.0	441
Sep 19 - Sep 25	29.6	28.0	400
Sep 26 - Oct 02	27.1	27.0	276
Oct 03 - Oct 09	30.1	30.0	382
Oct 10 - Oct 16	32.0	32.0	62
Oct 17 - Oct 23	34.3	25.0	402
Oct 24 - Oct 30	29.0	25.0	441

^{**} Met with City of Victoria Bylaw Services, will get information for 2023 and moving forward



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New Housing Stock

2023 New Housing Opening Status

Name	Housing Type	Units	Residents	Expected Date of Completion	Status
Albina (OPS)	Supportive Housing (permanent)	52		1/2/2023	Completed
House of Courage (ACEH)	Supportive Housing (permanent)	43	Indigenous	1/3/2023	Completed
Prosser Place (CRHC)	Social/Subsidized Housing (permanent)	41	Ţ.	1/5/2023	Completed
Prosser Place (CRHC)	Regional Housing First Program	10		1/5/2023	Completed
Meares (Beacon)	Supportive Housing (permanent)	48	Youth (19-27)	Summer 2023	Completed
Transition House (Anawim)	Transitional Housing (temporary)	7	Women	1/9/2023	Completed
Juniper (PHS)	Supportive Housing (permanent)	46		Late Fall 2023	In Progress
Balmoral (Cool Aid)	Supportive Housing (permanent)	56		Spring 2024	In Progress



City of Ottawa Dashboards

The Temporary Emergency Accommodations Dashboard provides information about people experiencing homelessness in Ottawa.

It includes people who have stayed in a City of Ottawa funded shelter, transitional housing program, and overflow sites which include hotels/motels and post-secondary institutions.

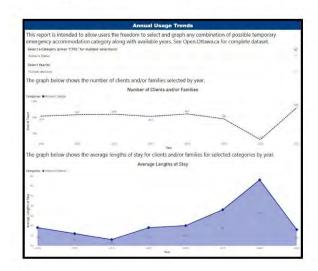


City of Ottawa Temporary Emergency Accommodations Dashboard (PowerBI) ottawa.ca/en/family-and-social services/housing/temporary-emergency-accommodations-dashboard

HOPE HAS FOUND A HOME

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City of Ottawa Dashboards

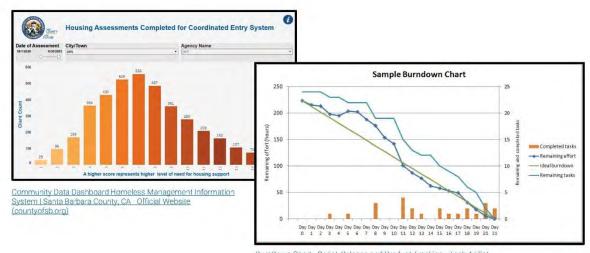




City of Ottawa Temporary Emergency Accommodations Dashboard (PowerBI) ottawa.ca/en/family and social services/housing/temporary-emergency-accommodations-dashboard



Power BI Examples



BurnDown Chart - Sprint, Release and Product Tracking - Tech Agilist

HOPE HAS FOUND A HOME

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2023 - 2024 Timeline

Timeline

Milestone	Date	Progress
Initial internal data dashboard for housing services	April 2023	Completed
All organizations in the housing homelessness serving sector will be onboarded and data provided for the internal dashboard	August 2023	Completed
Onboarding of a select group of organizations that provide supports and services in the homelessness sector in the CRD to the Community Data Dashboard Working Group	February 2024	In progress
An external public-facing dashboard with aggregate housing data will be released	March 2024	In progress
Initial internal release of the CDD with shelter, housing, and services/supports information	May 2024	In progress

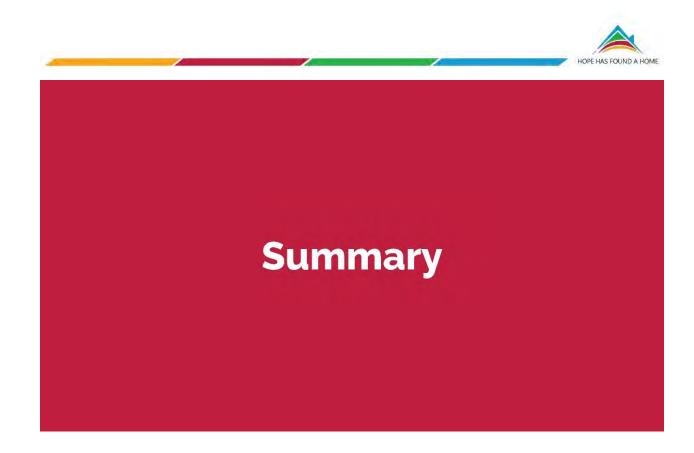


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Who are we onboarding next?

Onboarding...

- Aboriginal Coalition to End Homelessness Society
- Islanders Working Against Violence
- M'akola Housing Society
- Sooke Shelter Society



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In order to influence decision making and policy in the Capital Region, all voices must be present, collaborating on decisions on data to collect and interpretation of the data we collect.



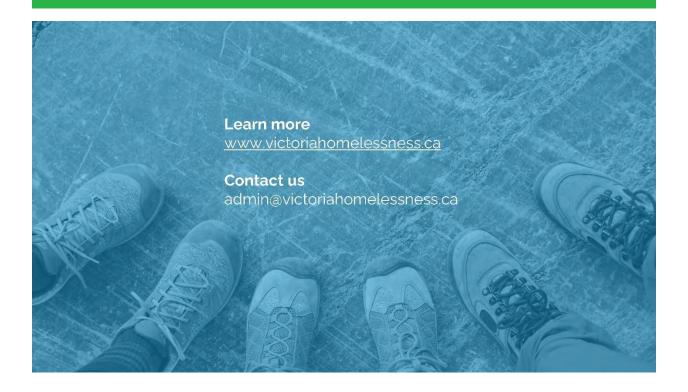
We Covered...

- Community Data Dashboard Ecosystem
- Our Research Associate
- Community Data Dashboard Working Group members
- · Housing Data
- 2023-2024 Timeline
- Summary
- Discussion & Questions



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Discussion & Questions



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Appendix D: Community Data Dashboard H&HSC Update



We will cover...

- Community Data Dashboard Ecosystem
- Our Research Associate
- Community Data Dashboard Working Group members
- Housing Data
- 2023-2024 Timeline
- Summary
- Discussion & Questions



CRD 2024 Schedule A Report 35 | P a g e

The Community Data Dashboard Ecosystem

The Community Data Dashboard (CDD)

Strategic use of data, the CDD is

- an initial step in creating baseline information for the Capital Region
- one indicator, a snapshot, demonstrating our progress toward Functional Zero
- a system inventory of housing for the Capital region

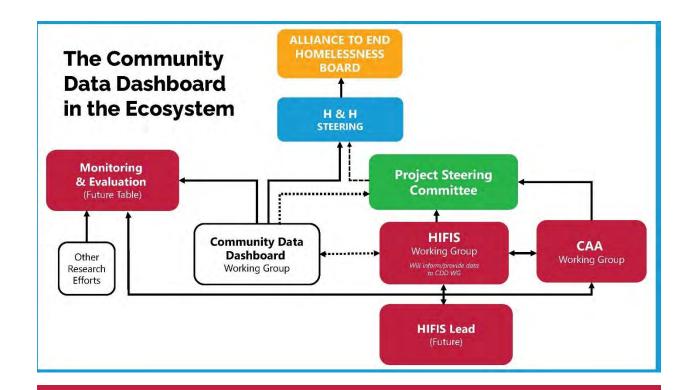
Allowing us to

 share information, in aggregate form, across our partners and others in the region

With aggregate data eventually shared

- · across the entire sector
- with the general public





Our Research Associate

CRD 2024 Schedule A Report 37 | Page

Using Catherine Donnelly Foundation funding...

Meet Marc Rawson, our CDD Research Associate!

Started May 24, 2023, working until mid-2024.

- · Research, updating, & development of CDD
- Supporting organizations onboarding to CDD
- Aggregating and communicating data



Community Data Dashboard Working Group members

CRD 2024 Schedule A Report 38 | P a g e

Community Data Dashboard Working Group members

We have engaged people working with data from the following organizations

Housing Providers/Operators

- Anawim Companion Society
- · BC Housing
- Beacon Community Services
- Capital Region Housing Corporation
 The Cridge Centre for the Family
- Greater Victoria Housing Society
- Island Health
- John Howard Society
- · Our Place Society
- Pacifica Housing Advisory Association
- PHS Community Services Society
- Salvation Army Victoria
- Society of Saint Vincent de Paul
- Threshold Housing Society
- · Victoria Cool Aid Society
- · Victoria Native Friendship Society
- · Victoria Women's Transition House

Housing Providers/Operators

· Capital Regional District Community Planner



Housing Data

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The Community Data Dashboard

This iteration of the internal data dashboard includes

- · Shelter/housing information
- Extreme Weather Response (EWR) program information
- Outdoor sheltering City of Victoria bylaw information
- New housing stock information



Shelter and Housing Inventory

(August 1, 2023, to September 30, 2023)

Housing Type	August 01 - 31, 2023 (#)	September 01 - 30, 2023 (#)
Emergency Shelter Seasonal (temporary)	0	0
Emergency Shelter (temporary)	127	127
Safe Homes (temporary)	0	0
Transition Houses (temporary)	0	0
Transitional Housing (temporary)	431	438
Second-stage Housing (temporary)	7	7
Third-stage housing (semi-permanent)	19	19
Women-specific (permanent)	12	12
Supportive Housing (permanent)	382	382
Social/Subsidized Housing (permanent)	566	566
Unknown	1085	1085
Total	2629	2636

^{**} Data aggregated from 12 organizations



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Emergency Weather Response (EWR) Program

2023

	Onn	Abite distinbit
	Wednesday, January 11, 2023	
	Wednesday, January 18, 2023	60
	Thursday, January 19, 2023	50
	Friday, January 20, 2023	50
	Saturday, January 21, 2023	50
January 01 - 31, 2023	Sunday, January 22, 2023	50
	Friday, January 27, 2023	0
	Saturday, January 28, 2023	
	Sunday, January 29, 2023	
	Monday, January 30, 2023	
	Tuesday, January 31, 2023	
	Friday, February 3, 2023	80
	Monday, February 13, 2023	80
	Tuesday, February 14, 2023	80
	Monday, February 20, 2023	50
	Tuesday, February 21, 2023	60
01 20 2022	Wednesday, February 22, 2023	60
February 01 - 28, 2023	Thursday, February 23, 2023	30
	Friday, February 24, 2023	60
	Saturday, February 25, 2023	30
	Sunday, February 26, 2023	0
	Monday, February 27, 2023	60
	Tuesday, February 28, 2023	30
March 01 - 31, 2023 ¹		0
April 01 - 30, 2023		0

	Date	Mattenaniania (fin-est)	
September 01 - 30, 2023 ¹		.0	
October 01 - 31, 2023		0	
November 01 - 30, 2023	Thursday, November 23, 2023	80	
December 01 - 31, 2023	Monday, December 4, 2023	80	
	Saturday, December 23, 2023	80	
	Sunday, December 24, 2023	2	
	Monday, December 25, 2023	2	
	Saturday, January 6, 2024	80	
January 01 – 31, 2024	Sunday, January 7, 2024	80	
	Monday, January 8, 2024	80	
	Tuesday, January 9, 2024	80	

No activitions for this month.
No data



City of Victoria Weekly Bylaw Data

(September 19, 2022 – October 30, 2022 \\ December 3, 2023 – December 30, 2023)

Interactions with People Weekly Totals	Median (Weekly)	Mean (Weekly)	Date
400	28.0	29.6	Sep 19 - Sep 25, 2022
276	27.0	27.1	Sep 26 - Oct 02, 2022
382	30.0	30.1	Oct 03 - Oct 09, 2022
62	32.0	32.0	Oct 10 - Oct 16, 2022
402	25.0	34.3	Oct 17 - Oct 23, 2022
441	25.0	29.0	Oct 24 - Oct 30, 2022
			11
	39.0	38.1	Dec 3 – Dec 9, 2023
	30.0	33.1	Dec 10 – Dec 16, 2023
	1	31.3	Dec 17 – Dec 23, 2023
	10.0	16.0	Dec 24 – Dec 30, 2023

^{1.} No data.

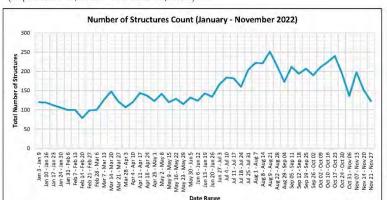
Disclaimer: Please note the number of structures is not an accurate number. The number is a representation of what Bylaw Officers have observed at given dates/times/locations. Factors that affect the counts include daily staffing levels, the assignment of other duties that do not include involvement with structures, and various factors involving the structures themselves.

HOPE HAS FOUND A HOME

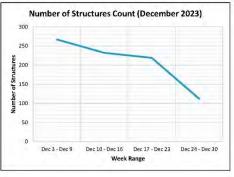
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City of Victoria Weekly Bylaw Data Graphics

(September 19, 2022 - October 30, 2022)



December 3, 2023 - December 30, 2023)



Disclaimer: Please note the number of structures is not an accurate number. The number is a representation of what Bylaw Officers have observed at given dates/times/locations. Factors that affect the counts include daily staffing levels, the assignment of other duties that do not include involvement with structures, and various factors involving the structures themselves.

HOPE HAS FOUND A HOME

New Housing Stock

2023 New Housing Opening Status

Name	Housing Type	Units	Residents	Expected Date of Completion	Status
Albina (OPS)	Supportive Housing (permanent)	52		1/2/2023	Completed
House of Courage/Kwum Kwum Lelum (ACEH)	Supportive Housing (permanent)	45	Indigenous	1/3/2023	Completed
Prosser Place (CRHC)	Social/Subsidized Housing (permanent)	41		1/5/2023	Completed
Prosser Place (CRHC)	Regional Housing First Program	10		1/5/2023	Completed
Meares (Beacon)	Supportive Housing (permanent)	48	Youth (19-27)	Summer 2023	Completed
Women's Transition House (Anawim)	Transitional Housing (temporary)	7	Women	1/9/2023	Completed
Juniper (PHS)	Supportive Housing (permanent)	46		27/11/2023	Completed
Balmoral (Cool Aid)	Supportive Housing (permanent)	56		Spring 2024	In Progress

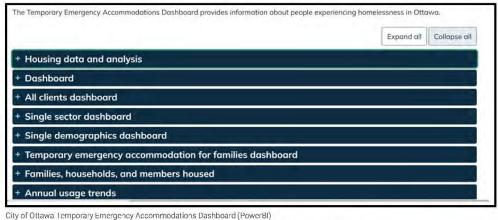


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City of Ottawa Dashboards

The Temporary Emergency Accommodations Dashboard provides information about people experiencing homelessness in Ottawa.

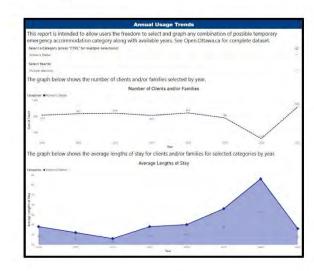
It includes people who have stayed in a City of Ottawa funded shelter, transitional housing program, and overflow sites which include hotels/motels and post-secondary institutions.





City of Ottawa Temporary Emergency Accommodations Dashboard (PowerBI) ottawa.ca/en/family and social services/housing/temporary emergency accommodations dashboard

City of Ottawa Dashboards



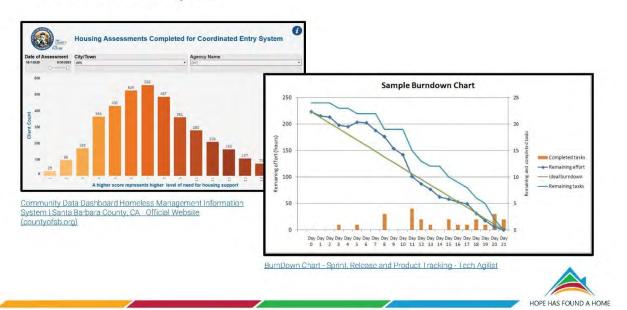


City of Ottawa Temporary Emergency Accommodations Dashboard (PowerBI) ottawa.ca/en/family and social services/housing/temporary emergency-accommodations-dashboard



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Power BI Examples



2023 - 2024 Timeline

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Timeline

Milestone	Date	Progress
Initial internal data dashboard for housing services	April 2023	Completed
All organizations in the housing homelessness serving sector will be onboarded and data provided for the internal dashboard	August 2023	Completed
Onboarding of a select group of organizations that provide supports and services in the homelessness sector in the CRD to the Community Data Dashboard Working Group	February 2024	In progress
An external public-facing dashboard with aggregate housing data will be released	March 2024	In progress
Initial internal release of the CDD with shelter, housing, and services/supports information	May 2024	In progress



Who are we onboarding next?

Onboarding...

- Aboriginal Coalition to End Homelessness Society
- Islanders Working Against Violence
- M'akola Housing Society
- Sooke Shelter Society



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Summary

In order to influence decision making and policy in the Capital Region, all voices must be present, collaborating on decisions on data to collect and interpretation of the data we collect.



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We Covered...

- Community Data Dashboard Ecosystem
- Our Research Associate
- Community Data Dashboard Working Group members
- Housing Data
- 2023-2024 Timeline
- Summary
- Discussion & Questions

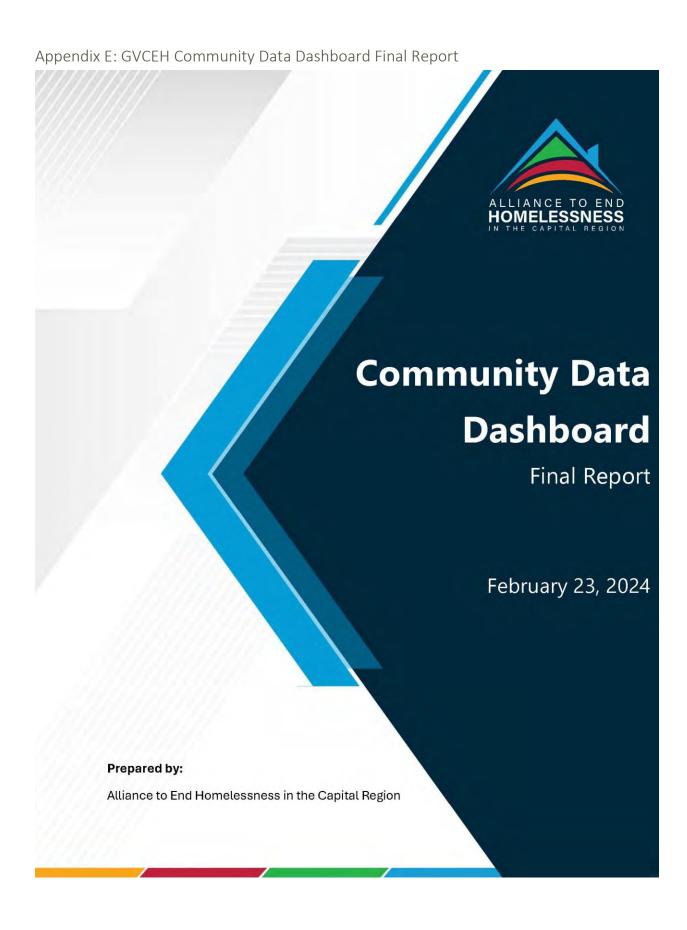


Discussion & Questions

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Introduction

The Community Data Dashboard (CDD) supports the mission of the Alliance to End Homelessness in the Capital Region (the Alliance, AEHCR) by providing a monthly updated snapshot that will be used to inform our progress toward achieving Functional Zero in the Capital Regional of Vancouver Island. The CDD is an initial step in creating baseline housing, services, and supports information for the Capital Region.

The CDD is one indicator, a snapshot, that is being used to illustrate our progress towards Functional Zero, where experiences of homelessness are rare, brief, and non-recurring. Two questions that are addressed by the CDD are:

- Is there enough housing supply to house all persons identified as experiencing homelessness?
- Are there enough services and supports for all persons identified as experiencing homelessness?

Additionally, the CDD acts as a system inventory for housing and services for the Capital Region. The CDD allows us to share information, in aggregate form, across our partners and others in the region. Aggregate data will eventually be shared across the entire sector and with the general public.

The Community Data Dashboard Working Group (CDD-WG) is the primary community engagement mechanism to provide support for the development, implementation, maintenance, and socialization of the CDD. This requires a multi-stage process, beginning with the collection of shelter and housing baseline data.

Timeline

As part of the initial planning for the CDD project, a timeline for the implementation and initial release of the data dashboard was developed in the fall of 2022 (see Table 1).

Milestone	Expected date for completion December 2022	
Initial internal data dashboard for housing services		
All organizations in the housing homelessness serving sector will be onboarded and data provided for the internal dashboard	March 2023	
An external public-facing dashboard with aggregate housing data will be released	May 2023	
Onboarding of organizations that provide supports and services in the homelessness sector in the CRD to the Community Data Dashboard Working Group	May 2023	

3

Community Data Dashboard Final Report

Milestone	Expected date for completion
Initial internal release of the CDD with shelter, housing, and services/supports information	August 2023
Posting external agreed upon aggregated information for shelter, housing, services and supports for the homelessness serving sector	December 2023

Table 1: CDD Project Initial Timeline

However, the project evolved the timeline revisited and revisions were made April 2023. To start, although a Community Data Dashboard Working Group (CDD-WG) had been stuck in July of 2022, there was a delay in hiring a Research Associate and kicking off the CDD project. Projections for the delayed April 2023 start pushed each stage of the project forward (see Table 2).

Milestone	Expected date for completion
Initial internal data dashboard for housing services	April 2023
All organizations in the housing homelessness serving sector will be onboarded and data provided for the internal dashboard	August 2023
An external public-facing dashboard with aggregate housing data will be released	October 2023
Onboarding of organizations that provide supports and services in the homelessness sector in the CRD to the Community Data Dashboard Working Group	October 2023/November 2023
Initial internal release of the CDD with shelter, housing, and services/supports information	January 2024/February 2024
Posting external agreed upon aggregated information for shelter, housing, services and supports for the homelessness serving sector	April 2024/May 2024

Table 2: CDD Project Timeline (Revision 1)

As we began to work through the different milestones on the project timeline, we found that we, again, needed to make revisions. A revised version of the timeline, together with some changes to the milestones, was created late 2023. We noted that the length of time required to collect relevant data exceeded our initial estimates as building relationships with community members is a timely process, requiring consistent engagement, trust-building, and ongoing efforts to maintain meaningful connections, impacting the data acquisition phase. Additionally, the iterative development processes involved in refining housing and other definitions, as well as the other project components introduced complexities, necessitating more time for analysis, reevaluation, and adjustments. The challenges that emerged during the implementation phase, contributed to the overall slippage in the project timeline. Thus, the the timeline was revised to

4

better reflect these challenges to ensure a more accurate projection for the successful implementation and release of the data dashboard.

Milestone	Date	Progress
Initial internal data dashboard for housing services	April 2023	Completed
All organizations in the housing homelessness serving sector will be onboarded and data provided for the internal dashboard	August 2023	Completed
Onboarding of a select group of organizations that provide supports and services in the homelessness sector in the CRD to the Community Data Dashboard Working Group, starting with rent supports (e.g., rent supplements, rent bank)	February 2024	In progress
Initial internal release of the CDD with shelter, housing, and initial services/supports information	March 2024	In progress
External public-facing dashboard release with aggregate housing data	May 2024	In progress

Table 3: CDD Project Timeline (Revision 2)

Ecosystem

The CDD project sits in a complex ecosystem that compliments current Reaching Home, Canada's Homeless Strategy¹ project efforts in the Capital Region.

The coordinated access (CA) process is designed to prioritize those most in need of assistance in a community, matching them to appropriate housing and services. The community CA process supports fairness in access to housing and services, as well as streamlining access. These efforts also include design and use of a homelessness management information system (HMIS). The HMIS requires an understanding of the organizations in the sector, as well as those organizations that are sector adjacent, which is being completed through a systems mapping process. These two aspects of the Reaching Home strategy are managed by a project steering committee. The CDD project lies adjacent to the Reaching Home project, complimenting the project through the creation of the housing systems inventory for the Capital Region. Future work cataloguing the services and supports in the Capital Region will further support and compliment the Reaching Home project.

See https://www.infrastructure.gc.ca/nomelessness-sana-abn/index-eng.html for more information regarding Canada's Homelessness Strategy.

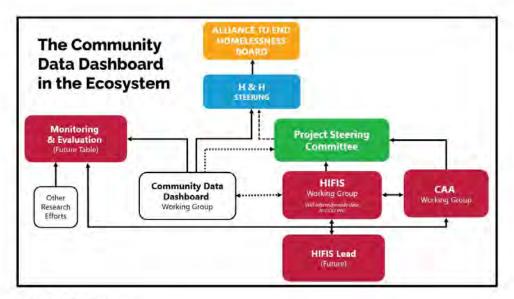


Figure 1: CDD Ecosystem

Research Associate

To support the work necessary to create the initial CDD, the AEHCR hired Research Associate co-op student, Marc Rawson on May 24, 2023. Marc is a Computer Science student attending the University of Victoria. He is assisting with research, updating, and development of the CDD. Marc supports housing provider organizations onboard their housing inventory to the CDD. Additionally, he supports aggregation of data and communication of findings.

Working Group Members

The CDD-WG consists of representatives working in data from the community (homelessness serving sector and homelessness serving sector adjacent organizations) and various levels of government. Starting with the development of the housing inventory, the Alliance engages people from the following housing provider and operator organizations:

- · Anawim Companion Society
- Beacon Community Services
- Capital Region Housing Corporation
- Greater Victoria Housing Society
- Island Health

- PHS Community Services Society
 - Salvation Army Victoria
 - Society of Saint Vincent de Paul
 - The Cridge Centre for the Family
 - Threshold Housing Society

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- John Howard Society
- Our Place Society
- · Pacifica Housing Advisory Association
- · Victoria Cool Aid Society
- Victoria Native Friendship Centre
- Victoria Women's Transition House

The Alliance also engages individuals working in data from service provider organizations including:

- · Victoria Brain Injury Society
- Victoria Brain Injury Society

As well as government entities including:

BC Housing

- BC Housing
- · City of Victoria Bylaw Services

Engaging with these diverse community partners allows for sharing knowledge that enables us collaboratively build a CDD that reflects the evolving needs of community.

Housing Data

Housing and Shelter

The current version of the CDD includes data aggregated from 12 organizations operating a total of 81 sites/locations. These include: Anawim Companion Society, Capital Region Housing Corporation, The Cridge Centre for the Family, Greater Victoria Housing Society, Island Health, John Howard Society, Our Place Society, Pacifica Housing Society, PHS Community Services Society, Salvation Army, Victoria Cool Aid Society, and Victoria Women's Transition House. In order to ensure that we are aggregating similar housing information, the CDD-WG have created a shared understanding of housing definitions (see Appendix A). As we move forward, we are looking to ensure that housing designed specifically for youth, as well as services and supports, are included and have created a definition for youth (see Appendix B). See Appendix C for information on data aggregation methods.

Housing Type	August 01 - 31, 2023 (#)	September 01 - 30, 2023 (#)
Emergency Shelter Seasonal (temporary)	0	0
Emergency Shelter (temporary)	127	127
Safe Homes (temporary)	0	0
Transition Houses (temporary)	0	0
Transitional Housing (temporary)	431	438
Second-stage Housing (temporary)	7	7
Third-stage housing (semi-permanent)	19	19
Women-specific (permanent)	12	12

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Housing Type	August 01 - 31, 2023 (#)	September 01 - 30, 2023 (#)
Supportive Housing (permanent)	382	382
Social/Subsidized Housing (permanent)	566	566
Unknown	1085	1085
Total	2629	2636

Table 4: Shelter and Housing Inventory as of September 30, 2023

Extreme Weather Response Program

During days of extreme weather, the City of Victoria triggers the Emergency Weather Response (EWR), allowing for shelter openings to provide additional mats for people experiencing homelessness. The EWR is activated when the temperature reaches under 0°C or reaches under 2°C combined with another weather implication such as snow, rain, or wind².

Month	Date	Mats Available (Co-ed
September 01 - 30, 2023 ¹		0
October 01 - 31, 2023 ¹		Ö
November 01 - 30, 2023	Thursday, November 23, 2023	80
	Friday, November 24, 2023	,2
December 01 - 31, 2023	Monday, December 4, 2023	80
	Saturday, January 6, 2024	30
	Sunday, January 7, 2024	30
	Monday, January 8, 2024	30
	Tuesday, January 9, 2024	30
	Wednesday, January 10, 2024	30
	Thursday, January 11, 2024	30
January 01 - 31, 2024	Friday, January 12, 2024	80
	Saturday, January 13, 2024	80
	Sunday, January 14, 2024	80
	Monday, January 15, 2024	80
	Tuesday, January 16, 2024	80
	Wednesday, January 17, 2024	80
	Thursday, January 18, 2024	80
February 01 - 09, 2024 ¹		0

No activations for this month.

Table 5: EWR 2023-2024 Season Activations

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^{2.} No data.

² See Salvation Army Shelter in Victoria Expands Capacity During Extreme Weather – The Salvation Army in Canada for more information.

Outdoor Sheltering

The City of Victoria Bylaw Services Department provides daily counts of structures observed by bylaw officers on a weekly basis. This data is aggregated, by week, with mean and median number of structures reported³.

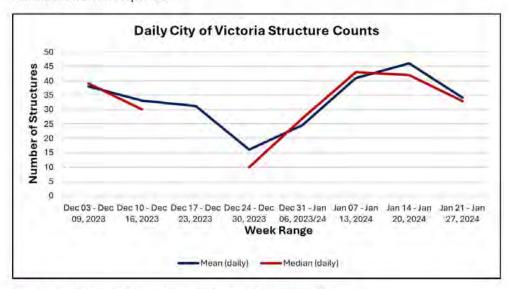


Figure 2: Weekly City of Victoria Structure Counts, Daily Mean and Median

Program Data

We have recently engaged with the Victoria Brain Injury Society, Community Social Planning Council, and BC Housing to learn more about, and capture data that is used to supplement an individual or family's ability to maintain housing (i.e., rent supplement, rent bank). Through continued discussion and collaboration, this information will be incorporated as part of the CDD.

Connections

In our pursuit to enhance the effectiveness of our data dashboard, we established connections with an Assistant Teaching Professor at the school of Health Information Science, University of

Community Data Dashboard Final Report

³ **Disclaimer:** Please note the number of structures is not an accurate number. The number is a representation of what Bylaw Officers have observed at given dates/times/locations. Factors that affect the counts include daily staffing levels, the assignment of other duties that do not include involvement with structures, and various factors involving the structures themselves.

Victoria, BC, Dillon Chrimes. Professor Chrimes has a wealth of experience building databases, data pipelines, and dashboards. Through this collaboration, we are ensuring a robust and evidence-based approach to understanding and addressing homelessness through data. Additionally, we established connections with the senior statistics and data consultant at the City of Ottawa, Boun Inthavong. The City of Ottawa has implemented the Temporary Emergency Accommodations data dashboard, a similar initiative with notable success, using the same tool that we will be using for our CDD. Our engagement with the City of Ottawa provided us with practical insights into the challenges they encountered during the implementation phase and the strategies they used to overcome them.

This collaborative effort helped us gain expertise and practical experience and it has significantly strengthened our plan and informed our progress to creating a robust dashboard, positioning it as a valuable tool in the regional homelessness serving sector.

Presentations

The CDD has been formally presented to community four times, three times as an initial presentation and once as an update. Firstly, the CDD was presented to the Downtown Service Providers (DSP) committee during their spring 2023 meeting. The DSP meet monthly to discuss ways to better serve the complex needs of community through collaboration across organizations. The CDD concept was presented to the Health and Housing Steering Committee (HHSC) June of 2022. The HHSC provide leadership to ensure approved activities are carried out through the working and/or community service organizations and produce results desired by the community. The HHSC was updated on CDD progress in January of 2024. Additionally, the CDD update presentation has been presented to the Alliance's Board of Directors, this past November of 2023.

Dashboard Example

While we are not there yet, we are working towards creating a fully-fledged CDD using PowerBl⁴, a Microsoft collection of software services, apps, and connectors used to visual information. The City of Ottawa uses PowerBl to turn the information from their HMIS into a visually powerful data dashboard.

⁴ See https://learn.microsoft.com/en-us/power-bi/fundamentals/power-bi-overview for more information.



Figure 3: City of Ottawa Temporary Accommodations All Clients Dashboard

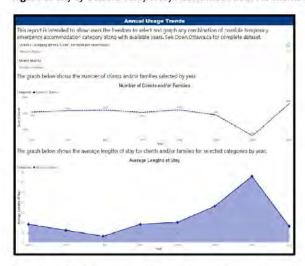


Figure 4: City of Ottawa Temporary Accommodations Annual Usage Trends Dashboard

Future Onboarding and Outreach

To broaden the scope and impact of our data-driven approach to addressing homelessness, we have successfully expanded our working group by onboarding key organizations and stakeholders. These include renowned non-profit organizations such as

Community Data Dashboard Final Report

Shelter Solutions and Community Aid Network, as well as governmental bodies like the Department of Housing and Urban Development. The inclusion of these diverse entities brings a wealth of expertise, resources, and perspectives to our collaborative efforts. Shelter Solutions, with its extensive experience in providing housing solutions, contributes valuable on-the-ground insights, while Community Aid Network's focus on community engagement enhances our ability to implement grassroots initiatives. The Department of Housing and Urban Development's involvement ensures alignment with broader policy frameworks and facilitates seamless coordination with governmental initiatives. By fostering a collaborative network of such esteemed organizations, our working group not only gains access to a wealth of knowledge and resources but also enhances the overall efficacy and sustainability of our homelessness intervention strategies. This inclusive approach strengthens our collective commitment to creating meaningful and lasting solutions for individuals experiencing homelessness.

We look to continually expand of our working group to incorporate additional organizations that can further enrich our collaborative approach to information sharing leading to a comprehensive CDD. We are actively seeking partnerships with diverse community organizations and to build relationships and partnerships to diversify our perspective and strengthen our impact. As we continue to cultivate these partnerships, we anticipate dynamic and inclusive partnerships that enhance the collective impact of our shared mission. We are currently in the process of building relationships with the Aboriginal Coalition to End Homelessness Society, Islanders Working Against Violence, M'akola Housing Society, and Sooke Shelter Society.

Appendices

Appendix A: Housing Definitions

Housing Categories¹

Emergency Shelter (temporary)

- Primary response to homelessness, providing temporary shelter.
- Mats; single, shared, or multi- bedrooms.
- Offers short-term crisis support to those who are experiencing homelessness.
- May provide basic needs such as food and health services.
- Specialized shelter services exist for certain subgroups of the homeless population, and other individuals who use shelters (e.g., shelters designed for women fleeing violence).

Seasonal Emergency Shelter (temporary)

 Temporary emergency shelters that operate for a fixed length of time (generally November 1 through March 31).

Safe Homes (temporary)

- Specifically for women fleeing violence, especially in rural or remote communities.
- Single bedrooms or units.
- A variety of housing types are provided, depending on the community (e.g., apartment or townhouse unit, hotel or motel room, or secure room in a private home or rental unit.
- Individual stay is typically no longer than 10 days.

Transition Houses (temporary)

- Safe, temporary, 24/7 staffed shelter; primarily for women fleeing violence.
- Single bedrooms or units.
- Most transition houses are residential homes in confidential locations where women and families live communally.
- Support workers are available to provide emotional support, crisis intervention, and safety planning.

Transitional Housing (temporary)2

- Intermediate step between emergency crisis shelters and permanent housing, providing a safe and secure environment.
- Single bedrooms or units.
- Residents are encouraged to rebuild their lives.
- Temporary solution that aims to bridge the gap, moving from homelessness to permanent housing.
- Often used as a form of supportive housing for treatment and mental health.
- Individual stay is typically 3 months to 3 years.

Second-stage Housing (temporary)

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- Temporary housing for women & children fleeing violence who have completed a stay in transition housing or safe housing.
- Single bedrooms or units.
- Residents are encouraged to make plans for independent living.
- Individual stay is typically 6 to 24 months before transitioning to more permanent housing³.

Third-stage Housing (semi-permanent)

- Safe and affordable housing for women and children who are ready to live more independently.
- Single bedrooms or units.
- Offers less support than second stage housing.
- Focus is on building life skills.
- Transition to permanent housing; affordable or market rent.
- Individual stay is typically 3 to 5 years.

Women-specific (permanent)

- Affordable housing specifically designed to assist women, may include women fleeing violence.
- Unit or home; rented.
- Permanent housing with Residential Tenancy Agreement (RTA).
- Includes some support.

Supportive Housing (permanent)

- Subsidized housing with on-site support for people who need assistance to live independently.
- Units.
- Groups supported include single adults, seniors, and people with disabilities at risk of or experiencing homelessness.
- 24/7 staff on-site to provide non-clinical support such as: life skills training, connections
 to health care, mental health, and/or substance-use services.
- Support is linked to housing, not the individual.

Social/Subsidized Housing (permanent)

- Rents are usually calculated using the Rent Geared to Income (RGI) model and are reviewed annually.
- Includes purpose-built low-income housing developments.
- Subsidized units in market-rate buildings, or market-rate apartments paid for in part by provincial rent subsidies.

Co-op Housing (permanent)

Housing cooperative or "co-op" is a type of residential housing option.

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- Housing co-ops are consumer co-operatives, entirely owned by their members.
- Co-op housing may be a non-profit organization.
- Co-ops are mixed income communities.
- Members set policies, make decisions, and elect leaders who report to them together.
- Presents individuals with greater autonomy over their housing.

Market Housing (permanent)

- Rental Rooms/Suites
- Rental Apartments
- Rental Townhouse/Duplex/House
- Condominiums (Condos)
- Townhouse/Duplex
- Single family houses

Affordable Housing (permanent)

- Rental or ownership
 - Ownership costs should be less than 30 percent of the homeowner's pre-tax income⁴ (BC Gov).
 - Affordable rental units are available to individuals with low-to-moderate income (based on BC Housing-specified Housing Income Limits, updated periodically.
- Government programs and non-profit organizations offer low-income homeowners' subsidies and financing.

Glossary

Affordable Housing is created with the support of government financing and funding strategies. **Bed:** A bed in a room with 2 or more occupants who are not related.

Island Health housing includes complex care units.

Market Affordability is created by a variety of potential causes, like age, neglect, or location—whatever the reason, the rents and prices are affordable to a broader cross section of the population.

RTA: Residential Tenancy Agreement (e.g., lease)

RGI: Rent Geared to Income (Subsidized housing with housing provider matching rent to tenants' income.)

Unit: Self-contained units, or private rooms, with doors

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¹ Supported Housing, found in some documentation regarding housing types, is not included in this list of housing as it is considered supportive housing for some organizations and social housing by other organizations.

² Does not include recovery programs.

³ Some organizations may extend the length of stay to up to 5 years. This may be as a result of availability of third stage housing for women.

⁴ The median pre-tax total income for the CRD in 2019 – \$40,000 and 2020 - \$43,200 (2021 Census).

Appendix B: Youth Definitions

Definitions for youth

Encompass all youth housing, programs, services, and supports in the Capital Regional District.

- a) Housing for the purpose of housing/rent, an individual between the ages of 15 and 24 is considered a youth.
- b) Programs, Services, and Supports for the purpose of programs/services/supports, an individual between the ages of 15 and 29 is considered a youth.

Appendix C: Visual Basic Excel Automation Processes

Currently, data is being stored on a secure site, with each partner organization only having access to their own data. The following is the initial method we are using to aggregate data across these disparate housing data sources.

Unit Type Summation:

- Create/update spreadsheet with "date", "organization name", "co-ed", "family", "menonly", "women-only", "youth", and "senior" fields.
- 2. Loop through each organization's spreadsheet within housing provider spreadsheets folder. For each:
 - a. Find the row with sums.
 - b. Write "date accessed", "housing provider", and the sums of "co-ed", "family", "men-only", "women-only", "youth", and "senior" to aggregate spreadsheet.
- 3. Repeat step 2 until all organizations are looped through.
- Sum aggregate info, leaving a total for "co-ed", "family", "men-only", "women-only",
 "youth", and "senior".
- 5. Done

Appendix F: Report to the Ministry of Children and Family Development



Report to the Ministry of Children & Family Development February 2024

Introduction

In 2021, MCFD announced exciting expansions and a re-imagining of youth transitions services. The multi-year plan spanning from 2019 - 2024 is creating changes both at a policy level and legislative level. Now in the plan's final year, the *BC Coalition to End Youth Homelessness* (BCCEYH) has created this report to provide feedback and input to highlight youth in care's experiences with the expansion of these transition services over the last three years.

With the Province investing nearly \$35 million over three years, including increases of \$4.6 million in 2022 - 2023, \$10 million in 2023 - 2024 and \$19.8 million in 2024 - 2025, there is tremendous opportunity for improvement and continued expansion. We are heartened by the intentions expressed in the changes being made and we would like to serve as allies in creating further change. We are particularly impressed by the great work being done to empower delegated agencies to support their Indigenous and Metis youth. We have seen some great results from these changes.

The changes MCFD is building are monumental and such large projects cannot be implemented without the need for iteration and revisions. In our collective experience as service providers, the implementation of the programs and supports offered in this expansion have not been smooth sailing, revealing gaps which create barriers for youth. We've seen these gaps in the service system to have detrimental effects on youth who are currently transitioning out of care, especially youth in the 17 - 20 age bracket.

It is exciting that BC is being held up as a national leader in creating new standards of care and we are grateful for the hard work that has gone into making steps forward. It is vital we remain diligent and follow through on those commitments to ensure promises of action and policy changes are being implemented as intended. This report hopes to shine a light on the gaps youth have identified in the following program areas:

- · Temporary Housing Agreements & Temporary Service Agreements
- Rental Subsidy Program
- Transition Planning (SAJE)
- Agreements with Young Adults (AYA)

Capacity & Communication

1. Temporary Housing Agreements & Temporary Service Agreements

a) What was Announced

Eligible young adults on a Temporary Housing Agreement (THA) can now access a Temporary Support Agreement (TSA) on their 19th birthday regardless of their living arrangement, There is now a two-year time-frame in effect for accessing a THA and TSA which are available to young adults between the ages of 19 and 21. (MCFD Transitions RoadMap)

b) Gaps in Implementation

Both agreements are complicated and hard to understand, and there appear to be loopholes that mean access is inconsistent. It has been explained that a young person can age out in their MCFD placement, yet frontline workers have not observed this to be the case.

c) Young People's Experience

One of the BCCEYH organizations has only observed one young person offered the option to remain in their placement after aging out. This youth was told by their MCFD worker that the only support they would receive is financial and other supports would stop as they aged out. The young person was also told that while they would not be kicked out, that they should try to leave as soon as possible because MCFD did not have enough placements. As a result, this young person felt compelled to move out of their placement with a poorly designed transition plan due to the pressure to leave quickly. This transition plan did not include a plan for permanent housing, only a 6-month rental agreement through a landlord network without providing any additional supports. This left the young person to struggle on their own and was detrimental to their well-being. The service provider voiced strongly their concern for this young person to MCFD, making it clear the most supportive response and intervention would be to have this young person move onto a THA and remain in their placement. Unfortunately, this request was denied, with no clarity as to why such a decision was made.

This is one of many examples shared with the BCCEYH where attempts to advocate for a young person to remain on a THA were denied, and where the young person and the service organization were not provided clear reasons for the decision. It appears information about THAs is not clear to the MCFD workers who we have been in touch with. Many youth who are aging out without adequate transition planning or THAs have

complex needs which require an array of interconnected supports that unfortunately are not made available to them.

d) Recommendations

- Allow contracts within Specialized Homes and Support Services (SHSS) within MCFD to provide housing support and housing for youth past the age of 19.
- Provide clear and consistent direction across BC to MCFD workers and community supports about how and when to access these supports.

2. MCFD Rent Subsidy

a) What was Announced

Through this program, eligible young adults can access a \$600-a-month rent supplement for up to two years. All eligible young adults are encouraged to apply 50% of the rent supplements are available to Indigenous young adults. The rent supplement program aims to prioritize the most vulnerable young adults and applications are assessed based on income criteria. (MCFD rent supplement faq https://www2.gov.bc.ca/assets/gov/family-and-social-supports/fag_rent_supplements.pdf)

We appreciate the announcement stating that this would be seamless and would like to know what date this level of integration can be expected to be made available to the youth who so desperately need it.

https://www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/youth-transitions

b) Gaps in Implementation

Currently, the MCFD rent supplement program announcements appear to be unpredictable and the window for applications is quite short. There isn't a timeline of when supplements are available, very short notice is given when they are, and there is no transparency on the quantity available This causes an unnecessary panic for youth and those who support them in the service sector, who are often given less than 2 weeks to get all the necessary documentation ready for the release date. Workers have long queues of priorities that cannot be set aside on such short notice. Without the necessary lead time to notify youth, or help youth apply, many applications that could have been made will not be coming through and the need for these rent supplements may be under represented.

c) Young People's Experience

We have met youth who expected to transition out of their programs or placements before the age of 19 but were not yet age-eligible for the rent supplement. There was then a gap between when the youth moved out and when the next announcement for applications came out, leaving them in a vulnerable position unable to pay market rent. Many youth are pressured to apply for PWD, and while this can sometimes mean a higher level of monthly income, it also means a completely severed connection to MCFD, which can then result in no supports that are readily accessible to these vulnerable young adults.

d) Recommendations

- We recommend that all youth aging out of care are automatically enrolled onto the rent subsidy, if they need it, and that it is a seamless process for them.
- We recommend MCFD provides a full calendar-year or more of regular dates when the Rent Supplement Applications will be accepted or change the program to have applications open year-round. This could be implemented following the well-established SAFER model available to seniors in BC.
- We also recommend guaranteed rent supplements for all youth from government care who need it, and increases to the amount available to keep pace with the rising costs of rent across the Province.
- We would also like to see practices around moving youth to PWD be examined, the financial supports are important but the connections to ongoing supports can be more important for many vulnerable young adults.

3. MCFD Transition Planning, Navigator Role

a) What Was Announced

(MCFD Standards https://www2.gov.bc.ca/assets/gov/family-and-social-supports/policies/cf_5_children_you th_in_care.pdf)

5.10(1) Transition planning is initiated with the youth and their Care Circle or Team when the youth is 14, or for youth who are over the age of 14, upon coming into care. This occurs by including goal setting and planning to support their transition into adulthood in their Care Plan and

reviewing it at least annually with the youth.

5.10(2) A comprehensive Care Plan for youth in care, aged 14 and older, identifies transition planning goals and activities to support such goals across the Care Plan domains.

5.10(3) Concurrent permanency planning and family finding processes are continued throughout transition planning.

Note: these standards must be met, regardless of whether a SAJE Navigator or SAJE Guide is involved with the youth.

b) Gaps in Implementation

Youth Transition Plans are being requested by young people and organization's but MCFD currently does not provide these to everyone consistently. One service organization within the BCCEYH has requested these for all of the young people receiving their services but only 2 have been provided since the beginning of 2019. A regional inequity of transition planning has also become apparent to us, with planning meetings more likely to happen in one region versus another region in the Province. When transition planning is provided by MCFD, it has been positive for the youth, and we request similar helpful planning to be provided consistently.

We understand that changes take time to implement however, there is a current lack of transparency surrounding transition planning policies where BCCEYH members have been trying to piecemeal information together and determine how it connects with the new Navigator role. It would appear that current policy is not in line with the Navigator role as described in the MCFD Standards. Additionally, observations of the Navigators currently in place show they may be overwhelmed, unable to provide extensive outreach, and as a result are reverting to triaging their planning very close to transition dates.

c) Young People's Experience

One youth was told that there's no Navigator who would be available to help her. The Navigator role was delegated to a youth worker from a contracted organization until the program coordinator notified MCFD that the youth worker's role was to focus on the youth's mental health/court date/physical wellness and not coordinating an appropriate transition plan. From there, the Child & Youth Mental Health CYMH (MCFD) counselor took on the Navigator role. From this we can only assume was that there were not enough staff within MCFD to complete this role. The youth also struggled with responding to messages and missing appointments with Social Workers. Social Workers would not do outreach when they would not hear back from the youth. On top of these complications, the youth's Social Workers kept changing which also made it difficult to create an appropriate transition plan.

d) Recommendations

- We recommend that staffing levels are increased further across BC to make transition planning and support a priority. This preventative measure will save many youth great hardship while also saving the Province an even greater amount of spending that would be required in the future should youth not be supported to become independent and thriving adults.
- Community supports require more clarity on all of the steps and timelines for the
 creation of transition plans. We also need these plans to be consistently created,
 administered, and monitored for all youth across BC. We request that youth are
 connected to staff dedicated to the appropriate roles who themselves are well
 supported within MCFD to reduce turnover and provide consistent, transparent
 support to all youth.

4. Agreements with Young Adults & SAJE

a) What Was Announced

"Expanded eligibility for post-19 supports and services." (MCFD Transitions Roadmap)

b) Gaps in Implementation

The extension of care is desperately needed for all youth who have had experiences in care, regardless of the type of care agreement they were associated with. This announcement is prudent and urgently needed to be implemented. Ideally, we would like to see temporary measures put in place while we await Legislative changes in 2024 to ensure no youth falls through the cracks. Unfortunately, some of the most vulnerable youth are still left to fend for themselves at the age of transition when complex supports are needed that could be better administered with an AYA in place than without one.

Unfortunately, we have seen youth who were on Voluntary Care Agreements or Special Needs Agreements left to completely fend for themselves. Without adequate housing or supports, their options for housing often put them at greater risk of abuse, violence, and sometimes increased their risk of exposure to active substance use. All of these influences can compound existing trauma, creating even greater difficulty in breaking cycles of abuse and poverty they may have been subjected to in their short lives.

c) Young People's Experience

Some of the youth we work with are approaching the age of transition, or have recently transitioned out of care before SAJE services have rolled out. Several youth will be moving out of care without adequate supports before the new Legislation rolls out and/or before the SAJE programming is consistently administered across BC.

One youth we work with was told by their worker that if there is a possibility that they can move home they will not qualify for SAJE. This issue applies to many services for the youth we work with, and while we understand that reunification is always the best-case scenario, there are many young people who will not be going home even if they technically could. From our perspective, the homes that the youth could technically return do not always offer a consistently safe environment. The care-givers may be able to present a safe environment during a home visit, or series of home visits, but when the worker is not present a different environment that is not supportive is the reality for that youth. The sentiments of the youth about their own safety do not always outweigh the brief encounters that workers have with the home environment and we believe more weight should be given to the youth's experience.

d) Recommendations

- Improved communication to all organizations who serve youth in or from the government care system and to the young people themselves around access to SAJE.
- A retroactive consideration for youth who are on TCA or VCA and currently not eligible for SAJE.
- Given the rate of inflation since the amount of the monthly income supplement was first set at \$1,250/month, we recommend increasing the monthly amount to be announced in the 2024 provincial budget and considering building in annual indexing.
- Greater emphasis on youth's voices when assessing home or resource safety.

5. Issues with Capacity & Communication Gaps

a) What Was Announced
"Expanded eligibility for post-19 supports and services." (MCFD Transitions Roadmap)

b) Gaps in Implementation

Social workers within MCFD appear to be facing overwhelming workloads and juggling numerous cases and responsibilities. The demands placed on them seem to exceed manageable levels, impacting their ability to provide quality consistent support to transitioning youth while also having a work-life balance.

MCFD workers across BC also appear to be receiving different information at different times on how best to support youth. Community support workers report that workers within MCFD seem to be left in the dark not knowing what services and programs are available through MCFD and community agencies. We know of examples where community workers save emails from MCFD about policy/process changes to share with MCFD workers when they are not aware of policy changes announced, or the worker changes and the next worker has a different understanding of how the programs work.

Turn-over in youth workers appear to be becoming more common. Many program staff do not know who to connect with for youth's supports when workers leave MCFD, there is sometimes a delay in a new worker being assigned and the lack of consistent support is quite detrimental to the youth. The BCCEYH and its members have nothing but empathy for this situation and recognize that it's an issue commonly shared within the sector and arguably in all sectors of the province. What we know is that the sector-wide capacity issues that are happening both within MCFD and youth-serving organizations are having significant effects in the lives of youth and families.

c) Young People's Experience

One of the youth who is living in supportive housing was promised supports by their worker including access to a season pass to the local ski hill and support in finding their own market housing unit. That youth worker left MCFD and the new worker was not aware of these promises and was not able to follow through on providing the items that were promised to the youth. Other program staff had witnessed these verbal promises being made but nothing was put into writing, so no follow up was possible and the youth is left disillusioned and disappointed.

d) Recommendations

- Consider contracting or partnering with organizations for transition planning services and ongoing transition planning supports for youth aging out of care.
- Adopt the Equitable Standards for Transitions to Adulthood for Youth in Care Evaluation
 & Fidelity Model, created by the Child Welfare League of Canada
- Increased inter-ministerial collaboration that build on the great inroads being made already.
- Increase funding to prevention programming and family supports services. Grow support for existing programs that keep families together and create new programs to fill gaps.
- Partner with the BBCCEYH on a communication strategy to share our changes and updates on MCFD service delivery and to receive on the ground feedback on how these changes are impacting the lives of youth.

Closing

The BCCEYH has a strong and diverse membership and can provide critical information, feedback, and suggestions based on the immediate and long-term needs of youth. We would like to make our group available to you for ongoing communication particularly with our members who are youth with lived expertise. We believe our ongoing input can help MCFD initiatives and program changes be implemented in timely and appropriate ways that reflect the priority issues identified by frontline workers and youth.

As MCFD continues to make these important changes to its services that expand supports for youth past the age of 19, the BCCEYH would like to support this work and encourage further collaboration and communication. Changing systems is challenging and hard. We are hugely supportive of the changes so far and want to be a partner in this continued work.

We know that you, like the BCCEYH, want the best for youth who are in and from care in BC and we can all do better when we work together. We encourage your feedback on this report and would like to be a resource to you as your work evolves. Please include the BCCEYH in consultations and opportunities to provide feedback on MCFD programs. We would very much welcome the attendance of MCFD staff at our meetings and events, and we look forward to working together!

The BC Coalition to End Homelessness leadership team and Youth Advisors,

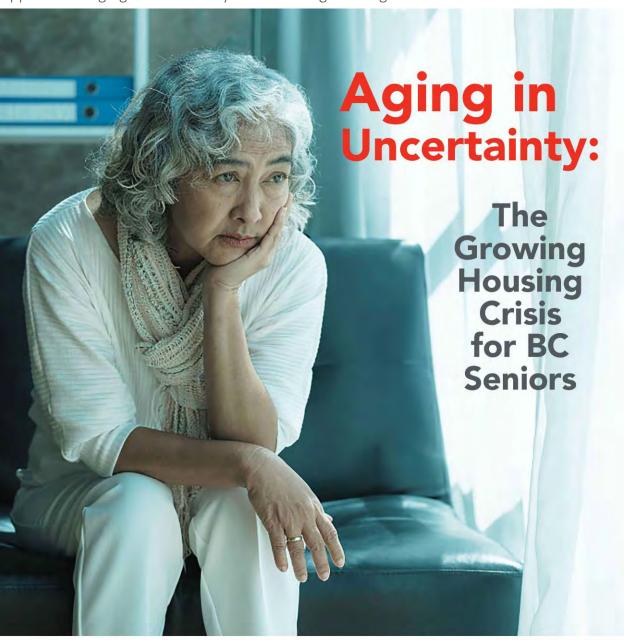
Ashley Crossan Coordinator ashley@awayhomekamloops.com

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Appendix G: Aging in Uncertainty: The Growing Housing Crisis for BC Seniors





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Report Background and Acknowledgements

This report was prepared by United Way British Columbia and the Housing Working Group, a committee of the Community Based Seniors' Services (CBSS) Leadership Council. The Leadership Council advises United Way BC's Healthy Aging Department and is a provincially-represented body of leaders working in the not-for-profit and municipal-based seniors' services sector, as well as older adults who are leaders in this sector.

The Housing Working Group was established by the Leadership Council in response to growing concerns raised by not-for-profit agencies and service providers across BC on two issues: the growing unaffordability of housing for seniors and the lack of social supports tied to housing that would make it possible for seniors to live well and remain in their own homes for longer.

The Housing Working Group includes members from urban and rural communities throughout BC who have an interest in, and knowledge of, seniors' housing needs, challenges, models, and/ or solutions. We would like to thank the working group co-chairs, Deborah Hollins and Tim Rowe, as well as the other members of the working group for their insights and support on our journey to develop this report.

We would also like to thank 411 Seniors Centre, and the agencies that work with them, who raised the alarm bells about the growing crisis of housing insecurity (i.e., precarity) and homelessness within BC's seniors' population.

And a special thanks to all the seniors, volunteers, and housing and service providers who participated in interviews or shared their insights with us in other ways.



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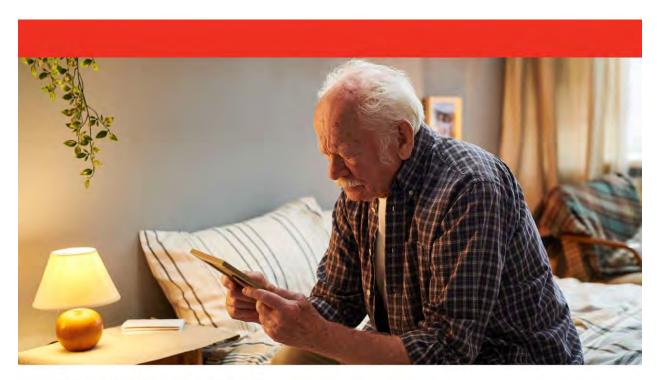
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Key Messages

- Low-income rates for seniors in BC (15.2%) are now the highest for any age group, which is a
 dramatic reversal from three decades ago when seniors had the lowest low-income rates of any
 age group.
- Population aging, coupled with rapidly rising costs of living and the inadequate incomes of seniors, is contributing to the seniors' housing precarity crisis.
- A 70-year-old senior who is dependent on government benefits (i.e., OAS, GIS, BC Seniors Supplement) would spend 78% of their income to rent an average one-bedroom apartment in BC (\$1,432), on average.
- Access to subsidized rent-geared-to-income seniors' housing has been declining in BC, while
 at the same time, low-cost private market options are being lost due to skyrocketing rents,
 evictions, renovictions, and redevelopments; as well as seasonal and regional influxes of people
 into communities.
- Almost 1 in 5 senior-led renter households (18% or 21,565 households) are spending 50% or more of their income on housing and are considered to be precariously housed and at risk of homelessness.
- In our interviews we heard that:
 - There is a growing number of seniors who are unsheltered or living in substandard or unsafe
 housing situations (e.g., staying with abusive family members; living in cars or storage
 lockers; camping in the woods; housing without heat or electricity).
 - An increasing number of these seniors find themselves on the verge of homelessness for the first time in their 60s and 70s.
 - Housing precarity and homelessness takes a significant toll on the physical and mental health of seniors. For example, one frontline service provider stated that over half of their clients experiencing housing precarity talk openly about whether they want to live anymore.
 - The current continuum of housing and housing supports does not serve seniors well, due to gaps in the continuum as well as a lack of senior-specific supports and housing options.
- In our report recommendations, we have identified six goals and sixteen specific recommendations, including examples of positive actions that have been initiated by the BC Government, municipalities in various regions of the province, and community-based organizations. Expanding on these examples will help to achieve the goal of housing affordability for seniors and other low-income British Columbians. The first three goals address the need for more low-income rental housing stock in BC for all age groups, while the last three goals focus specifically on the needs of the senior population.

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Executive Summary

Introduction

In British Columbia (BC), low- and moderate-income people of all ages and from all walks of life are being affected by the housing affordability crisis. Our report highlights the impact of the housing affordability crisis on one specific demographic: seniors. Over the past year and a half, community-based seniors' services (CBSS) have been sounding the alarm that the risk of homelessness among low-income seniors is reaching crisis proportions.

Population aging, coupled with rapidly rising living costs and inadequate retirement incomes, is contributing to a growing number of seniors experiencing housing precarity later in life. Historically, seniors have received limited policy attention in terms of their housing rights, as improvements to retirement income benefits in the 1970s dramatically reduced the low-income rates for seniors to levels lower than those of other age groups. However, today seniors' rates of low income in BC (15.2%) are nearly double that of any other age group. Furthermore, one in four seniors has an income below \$21,800.

In this report, we delve into the distinctive housing contexts, challenges, and needs that emerge later in life, as well as potential solutions for meeting the needs of precariously housed seniors. We synthesize data from various sources to illustrate the scope of the seniors' housing precarity crisis among seniors and present findings from interviews with seniors, volunteers, housing providers, and service providers. While our primary focus is on seniors, we acknowledge housing as a basic human right, and emphasize the significance of taking broader action to ensure that British Columbians at all stages of life have access to affordable housing.

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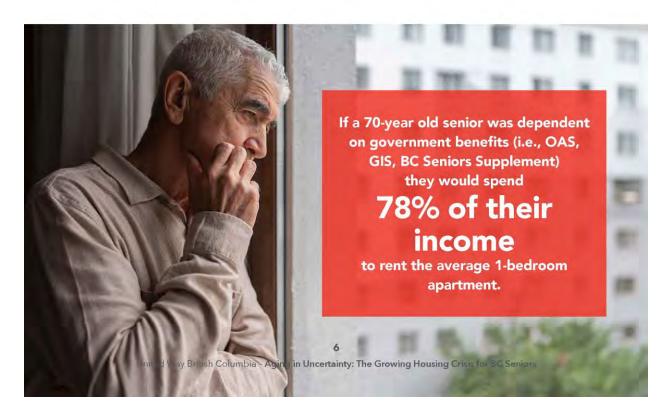
The Growing Affordability and Precarity Crisis in Seniors Housing

In BC, the cost of housing has been skyrocketing, making it nearly impossible to find an affordable rental unit in many communities. The average monthly rental cost for a 1-bedroom apartment in a purpose-built rental building has surged from \$871 in 2010 to \$1,432 in 2022, marking a 64% increase. In comparison, the monthly income available to seniors through OAS/GIS/BC Seniors Supplement for seniors aged 65-74 was only \$1,841.35 in 2023. While rental supplements are available for seniors through the Shelter Aid for Elderly Renters (SAFER) program, these subsidies are inadequate to make housing affordable for seniors, with the average monthly SAFER subsidy amounting to only \$195.

Furthermore, evictions for personal or family use, renovictions, and redevelopments have displaced many longstanding senior tenants. Seasonal and

regional influxes of people into communities (e.g., tourists, migrant and remote workers, etc.) have added extra pressure to housing markets. One study estimated that from 2016-2021, approximately 6.1% of BC's non-subsidized low-cost units (units with rents below \$750) were lost.

Subsidized housing with rent-geared-to-income, where renters pay 30% of their income for housing, is an effective way to ensure that housing is affordable to low-income seniors. However, despite a 20% increase in the senior population from 2017-2022, access to subsidized rent-geared-to-income housing remained stagnant over this period (0.1% increase was observed) (see figure 1). Close to 30,000 units of subsidized rent-geared-to-income housing will be lost in BC by 2033 and 51% of these will be seniors' units. This loss is due to the expiration of operating agreements with the provincial and/or federal governments that provided funding for these subsidized rent-geared-toincome housing units.



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Figure 1. Declining Access to Subsidized Rent-Geared-To-Income Housing in BC, 2017-2021/22



- Statistics Canada, Table 17-10-0005-01 Population estimates on July 1st, by age and sex [Data table]. 2023. Accessed September 21, 2023. https://doi.org/10.25318/1710000501-ang
- 2 Data request from BC Housing

The housing situations of senior renters are extremely precarious. The loss of subsidized units, rising rents, evictions for personal or family use, renovictions and redevelopments are pushing more senior renters to the brink of homelessness. In 2020, almost 1 in 5 senior-led renter households (18% or 21,565 households) spent 50% or more of their income on housing, rendering them precariously housed and at risk of homelessness. In 2023, in Greater Vancouver, seniors made up 22% of the homeless population.

Interview Findings

In the interviews, we learned about the significant toll that the housing affordability crisis is taking on low-income seniors. There is a growing number of seniors who are unsheltered or living in substandard or unsafe housing situations (e.g., staying with abusive family members; living in cars or storage lockers; camping in the woods;

housing without heat or electricity). The housing affordability crisis has been reported to affect seniors residing in large urban communities and small rural and remote areas. Most shockingly, an increasing number of seniors, who have worked all their lives, are finding themselves on the verge of homelessness or experiencing homelessness for the first time in their 60s and 70s.

Housing precarity and homelessness significantly impact the physical and mental health of seniors. In addition, the high costs of housing often leave seniors in impossible situations, where they must choose between paying for housing and meeting other essential needs such as food or medications.

The interviewees also reported that the staff and volunteers supporting these seniors are experiencing significant moral distress because there are no affordable housing options available in their communities. Burnout is a concern for

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many organizations, due to heavy workloads and insufficient resources, as well as the difficult nature of the work. Several interviewees noted that their organizations had staff members currently on mental health leave or who had left their positions due to the stress of their work.

The lack of coordination with and support from the healthcare system, particularly to address mental health needs, further exacerbates the challenges for both the seniors and the staff who assist them. The interviews also emphasized that seniors, and particularly those who are homeless and precariously housed, need access to a continuum of housing options based on their housing situation and level of support need - including access to housing navigation services, homeless shelters, transitional and temporary housing, subsidized rent-geared-toincome and other low-income rental housing units, supportive housing, assisted living facilities and long-term care facilities. The most persistent concern expressed by interviewees was that the current continuum of housing supports does not adequately serve seniors due to gaps in the continuum as well as a lack of senior-specific supports and housing options.

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And I would say, well, over half of our clients talk openly about the question of whether or not they want to live anymore, and the burden that they feel like in the current system.

Service Provider

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And so, we just see this influx of people that are in absolute crisis because they know that they have a very limited time and that their application for BC Housing, or their going into BC Housing, probably won't be realistic and so [they're] looking to us and are coming to us and just saying, "what are our options?" And unfortunately, we don't say this to people, but on our side, we know that there are none. And I've said this multiple times on my team before, I honestly cringe whenever these kinds of things happen, because we have a very limited ability, if anything, to respond. Service Provider

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Recommendations

Moving forward, there is an urgent need for multigovernmental and intersectoral collaboration to address the housing affordability crisis in BC. In this report, we have identified six goals and sixteen specific recommendations, along with examples of positive actions initiated by the BC Government, municipalities in various regions of the province, and community-based organizations. Expanding upon these examples would significantly contribute to achieving the goal of housing affordability for seniors and other low-income British Columbians.

The first three goals target the necessity for more low-income rental housing options in BC for all age groups:

- Goal 1. To increase access to subsidized rent-geared-to-income housing for lowincome people of all ages (i.e., where tenants pay no more than 30 percent of their income on housing).
- Goal 2. To retain the existing stock of lowincome rental housing for all age groups.
- Goal 3. To develop multisectoral community tables, coalitions, or alliances to identify common housing issues and develop community-driven solutions.

Furthermore, we propose eight recommendations detailing specific steps that can be taken to accomplish these three goals - such as increasing investments in non-profit housing developments, utilizing local government policy levers to encourage the development of low-income rental housing.

strengthening protections for renters in the private market, implementing a home repairs grant program, and more.

The last three goals are specifically tailored to the needs of the senior population:

- Goal 4. To increase financial assistance for low and moderate-income seniors living in private market rental housing by introducing needed changes in the SAFER program.
- Goal 5. To increase access to housing with supports (both social and health supports) to ensure low-income seniors can maintain their housing tenancy and improve their health and well-being.
- Goal 6. To ensure that housing navigation supports, the shelter system, and transitional and low-income rental housing are, not only adequately funded, but also accessible, safe, and appropriate for seniors who are homeless or precariously housed.

The report presents eight recommendations outlining specific steps that can be taken to achieve these senior-focused goals. These steps include increasing SAFER amounts to better align with the rental market, developing funding streams to support community-based organizations providing on-site tenant and social connection supports, increasing access to multidisciplinary mental health services, supporting and expanding access to the Seniors Housing Information and Navigation Ease program, investing in transitional housing models for seniors, and more.

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1. Introduction

In British Columbia (BC), there is a growing number of reports and news stories focused on the housing affordability crisis and the increasing numbers of individuals who are homeless or at risk of homelessness. Young couples wanting to buy their first home and start a family, older renters who are living on fixed incomes, students who are despairing if they will ever be able to move out from their parents' home, recent immigrants who have moved to BC to start a new life - low and moderate income British Columbians of all ages and across all walks of life are being impacted by the housing affordability crisis. While BC has been widely recognized as one of the provinces that has been most severely impacted by the housing affordability crisis, we are not alone. Housing affordability and increased homelessness is a challenge across our country. In 2023, the Canadian Human Rights Commission released a scathing report, stating:

Thousands of people across the country are having their human right to adequate housing violated. Affordability for those who need it most is being eroded. Housing insecurity is worsening. People are at risk of falling through the growing cracks of the safety net into homelessness. Encampments are more visible than they have ever been.¹

Our report focuses specifically on seniors, a population that has traditionally received little policy attention when it comes to the right to housing and issues of housing precarity and homelessness. This is because of improvements to retirement income benefits in the 1970s that dramatically reduced the low-income rates for seniors to the point that they were lower than for other age groups in the population. This began to change in the mid-1990s. Today, the

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incomes of many seniors are not keeping pace with the rapidly rising costs of living and the percentage of seniors with low incomes has been rising. In fact, seniors' rates of low-income in BC (15.2%) are now almost double that of any other age group (see Appendix 1).² In 2020, in BC, half of all seniors had an after-tax income below \$32,000, and one in four seniors had an income below \$21,800, an amount that is about \$10,000 below the minimum wage.³

In addition, over the past decade, the proportion of the BC population that is over 65 has significantly increased, from 15% of the population in 2010 (667,472 seniors) to 20% in 2022 (1,058,462 seniors). The combination of population aging, rapidly rising costs of living, and inadequate retirement incomes means that many more seniors are experiencing the effects of the housing affordability and homelessness crisis. 56.7

In this report, we explore the unique housing contexts, challenges, and needs that arise later

in life, along with some of the solutions for addressing the needs of precariously housed seniors. At the same time, we recognize housing as a fundamental human right, and stress the importance of taking broader action to ensure that British Columbians in all stages of life have access to affordable housing. Our perspective aligns closely with a 2023 position paper from the Health Officers' Council of BC, where they argue that homelessness is an urgent public health crisis,8 and highlight the need for multisectoral, upstream approaches to prevent homelessness. This includes options for seniors, people living with complex chronic health needs, young adults, and people in need of transitional or emergency housing. While the primary focus of this report is on seniors, we identify goals and recommendations at the end of the report to both increase the affordability of housing for British Columbians of all ages and specifically address the unique needs of low-income seniors.

2. Report Methodology

Over the last year and a half, community-based seniors' services (CBSS) have been sounding the alarm that the risk of homelessness among low-income seniors is reaching crisis proportions. The goal of this report is to draw both the public's and governments' attention to this crisis. The report begins with a review of the relevant literature that establishes housing as a human right and a social determinant of health. It then summarizes recent data from numerous sources to illustrate the scope and reasons why the housing affordability crisis for seniors is so dire. Lastly, and most importantly, it includes findings from interviews with seniors, volunteers, housing providers, and service providers, to better understand what

this crisis looks like on the ground, including the impact on the seniors, the communitybased agencies supporting these seniors and the health system.

A total of 16 interviews were conducted, and we received one response to our questions over email. The interviewees are from communities across the province, with all five health regions and both urban and rural communities represented. In addition, we also include the lived experience of two seniors who have direct experience with housing precarity and/or homelessness. The names of the seniors and some details of their stories have been altered to protect their identities.

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Box.1 Report Terminology

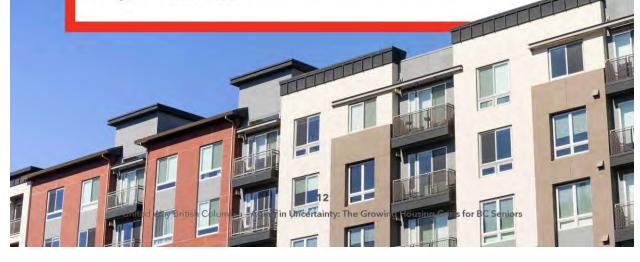
Defining affordable housing

In Canada, housing has traditionally been considered affordable when the cost of rental housing or housing ownership is less than 30% of a person's income. Unfortunately, today, many people use the term "affordable housing" in various ways, making it more misleading than helpful. For example, "affordable rental housing" is often used to refer to lower-end-of-market housing or below market housing where there may be some level of subsidy, but the cost of rent is still often unaffordable for seniors and those with low incomes. That's why, in this report, and especially in the recommendations, when we discuss rental housing that is affordable for everyone, we use the term "rent-geared-to-income" (i.e., housing that costs no more than 30% of a person's income). Subsidized rent-geared-to-income housing may be available through BC Housing, co-operative housing providers, or non-profit housing providers.

Defining homelessness and housing precarity

The Canadian Observatory on Homelessness defines homelessness to include a range of living situations. This encompasses situations where an individual is unhoused and living on the streets, in emergency shelters, or in other locations unsuitable for habitation. Additionally, it covers temporary living situations (e.g., couchsurfing, transitional housing). Individuals are also considered at risk of homelessness if their current financial or housing situation is precarious or does not meet public health and safety standards. ¹⁰ In this report, we use the term "housing precarity" to refer to individuals at risk of homelessness. Housing is commonly considered precarious, and an individual is at risk of homelessness if they are spending 50% or more of their income on housing.

Note: Housing co-operatives (co-ops) are a unique form of housing that are controlled by their members and provide at-cost housing. In BC, most housing co-ops offer non-profit rental housing, and some are subsidized.



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3. Literature Review: Housing, Human Rights, and Health

3.1 Housing as a Human Right

The right to adequate housing has been recognized as a basic human right internationally since the United Nations' 1948 *Universal Declaration of Human Rights.*¹¹ Key elements of adequate housing include:¹²

- affordability (i.e., the cost should not comprise other basic human rights);
- security of tenure (i.e., protection from unjust evictions, harassment, and threats);
- habitability (i.e., providing physical safety and adequate space);
- availability of services and infrastructure (i.e., having access to sanitation, electricity, safe drinking water, etc.);
- location (i.e., living in a safe location with access to needed services and amenities);
- accessibility (i.e., ensuring vulnerable and marginalized groups have access to housing)
- cultural adequacy (i.e., respecting your cultural identity).

Canada is a signatory to the *Universal Declaration* of *Human Rights*, and the right to housing has been enshrined in federal housing policy through the *2019 National Housing Strategy Act*, which states, "It is declared to be the housing policy of the Government of Canada to (a) recognize that the right to adequate housing is a fundamental human right affirmed in international law." ¹³ Housing as a human rights issue was also reaffirmed in a 2023 op-ed by BC's Human Rights Commissioner, which emphasized the need for all levels of government to collaborate in meeting the housing needs of British Columbians. ¹⁴

3.2 Housing as a Social Determinant of Health

Housing precarity is both a human right concern and a public health concern. Housing is widely recognized in Canada as a key social determinant of health. Social determinants of health are the living and working conditions that impact the health and well-being of individuals and communities. 15

There are several different ways through which housing can impact health outcomes. ¹⁶ First, research suggests a relationship between housing instability (i.e., housing insecurity and

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homelessness) and poor physical and mental health. Second, individuals typically spend a significant amount of time at home, and a poor quality or unsafe home environment (e.g., moldy, overcrowded) can negatively impact health. Third, when the costs of housing are too high, this can lead to a lack of funds to cover other expenses such as food and medications. Fourth, the neighbourhood and built environment surrounding our home (e.g., public transportation, access to grocery stores, safety) have an impact on our health.

The Health Impacts of Housing Precarity and Homelessness

There is a consistent body of evidence linking housing precarity with mortality. One extensive study examined the relationship between housing affordability and mortality rates in 27 countries, including Canada, and found that high housing costs were associated with higher levels of avoidable mortality and suicides. The study also revealed that the impacts of housing costs on health were mitigated in countries with greater social spending on pensions and unemployment benefits, more social housing, and rent control policies. This suggests that these are effective interventions for addressing the negative health impacts of housing precarity.¹⁷

A second study, which analyzed mortality rates in a sample of 881,220 Canadians aged 65 and over, showed a clear gradient between mortality and both housing assets and income. Individuals who were renters (housing asset poor) had higher mortality rates than homeowners, while people who owned the most expensive houses had the lowest rates of mortality. Having a lower income was also associated with higher rates of mortality. Additional research suggests that for seniors, being a renter or facing high housing costs or difficulties paying for housing is associated with greater odds of experiencing:

- an activity limitation, 19
- cardiovascular risk factors and conditions^{20,21}
- poor self-rated health^{22,23}
- chronic conditions²²
- symptoms of depression,^{23,24}
- poorer respiratory health.²⁵

Unsurprisingly, homelessness is also associated with significant negative health outcomes. Analyses of the health needs of homeless seniors aged 50 and up in the United States have found that the prevalence of age-related conditions (e.g., activity limitations, cognitive impairments, visual impairments, falls) is much higher among homeless seniors than the general population of seniors. 28,27 In fact, one of these studies found that homeless seniors experienced worse health than housed seniors who were, on average, 20 years older. 26

The Health Care Costs of Housing Precarity and Homelessness

Researchers from the United States have studied the impacts of housing homeless seniors on their health care utilization and costs. One study conducted in San Francisco followed a group of 51 homeless seniors who were placed in supportive housing for 7.5 years. In the year prior to supportive housing placement, the total health care costs of the seniors were \$1.7 million. After being placed in supportive housing, the total annual cost of provide housing, day health services, and hospital care for the group was only \$1.2 million per year. 38 Another study from the United States that followed 250 homeless seniors (50+) in Boston for 12 months found that at follow-up, participants who obtained housing had a rate of acute care visits of 2.5 per year compared to 5.3 per year for participants who remained homeless.29

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4. The Growing Affordability and Precarity Crisis in Seniors Housing

4.1 BC's Growing Seniors Population

The seniors' population in BC has been rapidly growing, and in 2022, one in five British Columbians were seniors. The vast majority of seniors in BC (95%) live independently in the community, while about 5% live in assisted living or long-term care. Among seniors living in the community, approximately 50% reside in detached houses, 22% in an apartment or condominium, and 23% in a townhouse, duplex or other type of home. Most seniors in BC are homeowners (80%), while 20% are renters. The vast majority of the seniors of the sen

4.2 Many Seniors are Low-Income

While some seniors have comfortable retirement incomes, a large proportion are low-income. Half of seniors in BC have an after-tax income below \$32,000, and one in four seniors have an income below \$21,800.3 Most low-income seniors rely solely on government retirement income benefits, including Old Age Security (OAS), Guaranteed Income Supplement (GIS), and the BC Seniors Supplement, for their income. The income seniors receive from these government benefits (\$22,096.20 annually for seniors aged 65-74 and \$22,934.52 annually for seniors 75+) is about \$10,000 less than the income a person would make at minimum wage in BC.* (See Appendix 2 for more information about Government Income Retirement Benefits).

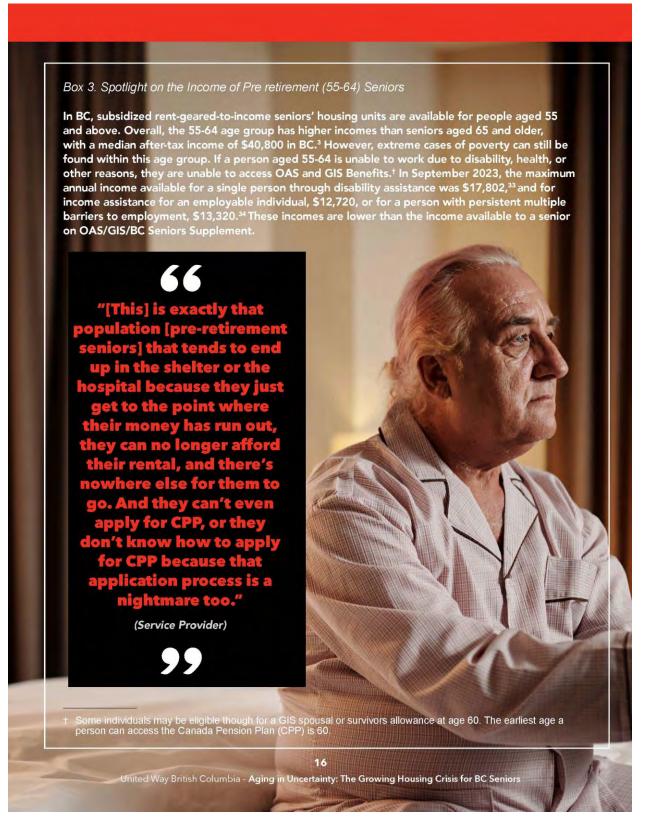
Box 2. Spotlight on the Income of Older Women

The median after-tax income for senior women in BC (\$27,600) is approximately \$10,000 less than the median income of senior men (\$37,600).3 Senior women typically have lower incomes than senior men due to financial disadvantages that accumulate over the life course. Traditionally, married women with children did not work outside of the home. Unfortunately, these women were not eligible for their own pension under the Canada Pension Plan. The married women who worked outside of the home usually had different work patterns than men. Women are more likely to engage in part-time work or experience work disruptions due to child-rearing and caregiving responsibilities, which also have implications for the receipt of pensions. Finally, there is a gender pay gap which still exists. In 2022, women in Canada earned approximately \$0.88 for every dollar a man earns.32



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^{*} Annual income from minimum wage (\$34,840) was calculated by assuming a 40 hour work week, 52 weeks of the year. Minimum wage in September 2023 was \$16.75. Annual income from OAS/GIS/BC Seniors Supplement is based on maximum amounts for a single senior in September 2023 and was \$1,841.35 per month for seniors aged 65-74 and \$1,911.21 per month for seniors 75+.



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4.3 The Cost of Rental Housing is Growing Faster than Seniors' Income

The cost of rentals has been skyrocketing in recent years, making it nearly impossible to find an affordable rental unit in many communities. For example, in Greater Vancouver, only 1 in 200 units are affordable for renters with the lowest 20% of incomes.⁵⁵

As shown in Figure 2, particularly since 2016, average monthly rental costs have been rapidly increasing in the primary rental market. The average monthly rental cost of a 1-bedroom apartment increased from \$871 in 2010 to \$1,432 in 2022 (a 64% increase). In comparison, the monthly income available to seniors through OAS/GIS/BC Seniors Supplement for seniors aged 65-74 is only \$1,841.35 in 2023. Appendix 3 shows the current average rental cost of a 1-bedroom apartment in different communities, ranging from a low of \$651 in Quesnel to a high of \$1,643 in North Vancouver.



Almost half of older renters live alone.³⁶ If a senior is living alone and fully reliant on government retirement income benefits (i.e., OAS/GIS/BC Seniors Supplement), it would be practically impossible to rent a bachelor or one-bedroom apartment. For example, a 70-year-old senior would spend 69% of their income to rent an average bachelor apartment (\$1,271) and be left with \$570.35 to cover the costs of food, utilities, transportation, medications, internet and phone, clothes, and basic necessities. A one-bedroom apartment (\$1,432) would be essentially out of the question, with 78% of the senior's income spent on housing and only \$409.35 left.

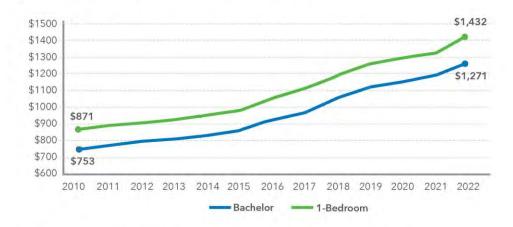


Figure 2. Average Monthly Rental Cost (\$) of Apartment in BC, 2010-2022

Data Source: CMHC Housing Market Information Portal, Primary Rental Market Statistics,

Note: The Primary Rental Market refers to rental housing units in apartments that were purpose-built as rental housing.

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Box 4. Spotlight on Food and Housing Security

There are strong connections between food and housing security. When an individual is living in unaffordable housing, food may be one of the areas that they need to cut costs in order to afford rent. In a survey of low-income seniors conducted by the Office of the Seniors Advocate, 84% reported running out of food some of the time, with 16% reporting this happening most or all of the time. Furthermore, 27% of low-income senior renters reported accessing a foodbank.³⁷ Canadian research suggests that individuals who are severely food insecure die on average 9 years earlier than food secure individuals.³⁸

The provincial government regulates rent increases and places a limit on the amount a landlord can increase the rent each year (e.g., for 2023 the limit was 2%). However, there are no limits on the increases that can occur when a unit is vacant (i.e., if the renter moves out of the unit, the landlord can increase the rent as much as they want for the next tenant). As a result of this loophole, landlords can circumvent the caps on rent increases, and in the current housing market, they have significant incentives to evict long-standing tenants. For example, in Greater Vancouver in 2022, the average rent for a newly vacant unit is a staggering 43% higher than for occupied units. This is a dramatic increase from the year before (i.e., 2021) when the average rent increase for a newly vacant unit was only 10%.35

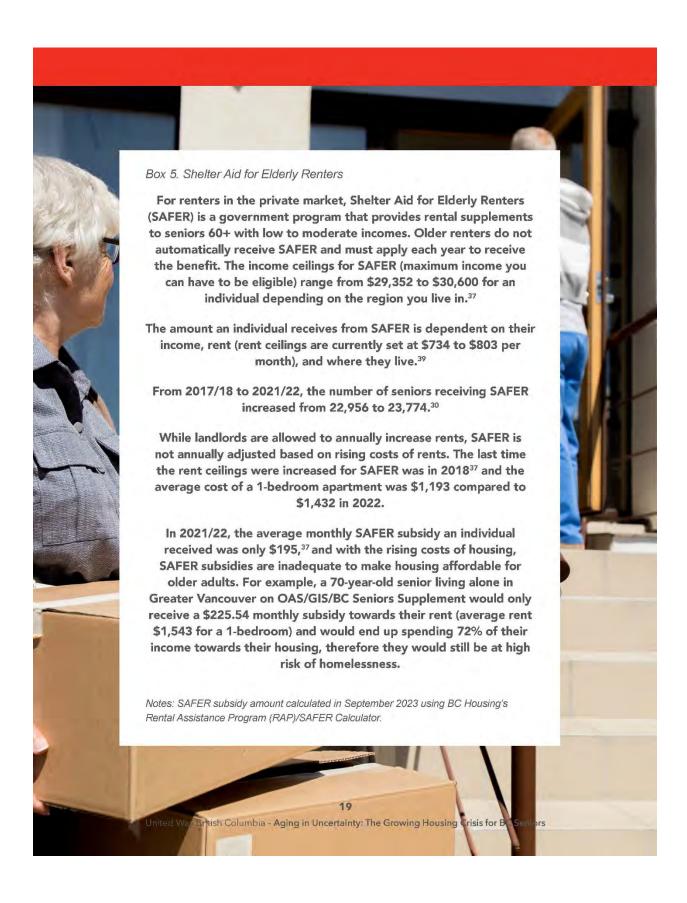
Landlords and property developers use multiple strategies to force tenants to leave so they can take advantage of this loophole, including repossessing a property for "personal or family" use, renovicting their tenants, or redeveloping the property. Seniors are particularly vulnerable as they often have been long-term tenants and therefore are paying low rents. In many communities, the old three and four-storey rental housing buildings that house low-income seniors are being torn down to build high-rise condominiums. Other traditional low-cost

housing options, such as motels and trailer parks, are also being lost to redevelopment.

Particularly in communities outside of the Lower Mainland, there are often additional regional and seasonal factors contributing to the loss of existing rental housing options for low-income residents, causing them to be priced out of the market. These factors include:

- Increased tourism and visitors to resort towns (primarily during the summer, but also during the winter in some communities);
- Seasonal and migrant workers who temporarily move into communities for work;
- The transformation of rental housing stock into Airbnbs;
- Influxes of workers into industry and resource communities to work on largescale projects;
- Remote workers moving into smaller communities; and
- Residents of other communities being displaced due to emergencies or disasters.

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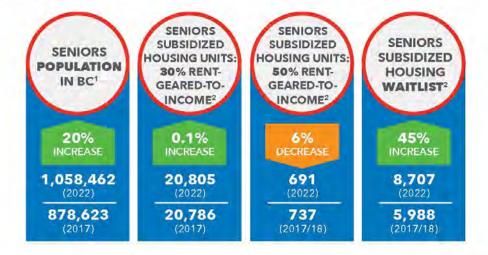
4.4 Declining Access to Seniors' Rent-Geared-To-Income Housing

As noted earlier, subsidized housing with rentgeared-to-income is an effective way of ensuring that housing is affordable to low-income seniors (i.e., when the senior renter pays 30% of their income for their housing). In BC, most of this housing is subsidized through BC Housing's Seniors Subsidized Housing program. There is also a type of subsidized housing known as Seniors Supportive Housing where a senior pays 50% of their income and receives housing and some hospitality services (e.g., meals, housekeeping, recreational activities, etc.). However, there is a significant lack of subsidized rent-geared-to-income housing in BC. While the senior's population has increased by 20% over 2017-2022, access to subsidized rent-geared-toincome housing has stagnated. And at the same

time, the waitlist for subsidized rent-geared-toincome housing has increased by 45% for seniors (see figure 3).

While there have been new investments in subsidized rent-geared-to-income housing in some communities in recent years, a significant number of units are also being lost due to expiring operating agreements. Operating agreements are agreements between the provincial and/or federal governments to provide funding for subsidized rent-geared-to-income housing, and when these expire, the non-profit providers, who deliver much of this housing for BC Housing, become fully responsible for the financial costs. In BC, it is estimated that the operating agreements for almost 30,000 units of subsidized rent-geared-to-income housing will expire by 2033, and 51% of these will be seniors' units. 40 When operating agreements expire, many of the non-profit housing providers are no longer

Figure 3. Declining Access to Subsidized Rent-Geared-To-Income Housing in BC, 2017-2021/22



Data Sources: (1) Statistics Canada. Table 17-10-0005-01 Population estimates on July 1st, by age and sex [Data table], 2023. Accessed September 21, 2023. https://doi.org/10.25318/1710000501-eng (2) Data request from BC Housing.

Notes: There are some subsidized rent-geared-to-income housing units that are subsidized through sources other than BC Housing (e.g., housing providers, donors) and therefore are not included in these figures.

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able to provide rent-geared-to-income units and instead need to convert the units to more expensive below-market or market-priced units. The same thing is happening in the co-op housing sector in BC, where many of the operating agreements are also expiring, and individual co-ops, who are now fully responsible for the costs, are becoming less able to provide co-op members with rent geared-to-income subsidies.

At the same time we are losing these subsidized rent-geared-to-income housing units, we are also losing low-cost market rental housing units (see Section 4.3). In fact, it has been estimated that from 2016-2021, approximately 6.1% of BC's non-subsidized low-cost units (units with rents below \$750) were lost. It is difficult to quantify exactly how many low-income rental housing units are being built and lost in BC over time, but the numbers are likely significant, and there is a need for better tracking of these changes.



"There's just not enough housing out there. There's kind of this, screaming into the void kind of thing, that's how I would put it. You're filling out these applications for BC Housing units, and there's no BC Housing units, and there's just no way that there's going to be enough units that are going to be built. So, you know, where are people going to go?"

(Service Provider)



4.5 Measuring Housing Precarity and Homelessness

The housing situations of senior renters are particularly precarious, and an increase in rent, eviction for personal or family use, renoviction or redevelopment can tip a senior renter into homelessness. For example in Section 4.3, the 70-year-old living alone on government benefits, who would have to pay on average, 78% of their income to cover the cost of a 1-bedroom apartment, is a case in point.

Data from the 2021 Census shows that half (49%) of senior-led renter households in BC (56,930) live in housing that is unaffordable. Furthermore, almost 1 in 5 senior-led renter households (18% or 21,565 households) are precariously housed and at risk of homelessness. ⁴² Appendix 4 shows the number of senior-led renter households at risk of homelessness in communities across the province.

Unfortunately, because these statistics were collected during the height of the COVID-19 pandemic, they under-estimate the situation we are facing in 2023/24. In 2020, when the census income data was collected, some seniors may have been receiving the Canada Emergency Response Benefit (CERB) or other pandemic-related payments, which meant that their incomes were temporarily higher than they are in 2023.

Furthermore, policies put in place by the BC Government to freeze rents and ban evictions, very likely prevented some seniors from becoming homeless. Given the significant increase in the cost of living in 2022 (annual inflation was 7%),⁴³ and continuing increases in 2023, this underestimation is likely quite significant.

The other key source of information on seniors' homelessness and housing precarity are homeless counts, and homeless counts conducted across BC over the past decade suggest that in many regions, senior homeless populations are

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Box 6. Homeless Counts are Important Resources but Have Limitations

Homeless counts usually include both homeless individuals who are unsheltered (i.e., people living on the streets or in abandoned buildings) and sheltered (i.e., staying in homeless shelters or other temporary accommodations). In many homeless counts, people aged 55+ are considered to be seniors, but some use other age cut-offs. It is important to recognize that homeless counts are underestimates and do not represent the full picture of homeless populations for a number of reasons, including: a) counts only represent the homeless population during a single point of time within a year, b) homeless counts usually miss the hidden homeless (e.g., individuals who are homeless but temporarily staying in another household) and individuals at risk of homelessness, and c) homeless individuals may prefer not to be counted or prefer not to disclose their age and other demographic data.

increasing. However, they also underestimate the scope and extent of homelessness among seniors (Box 6 provides more information on what is included and excluded in the homeless counts).

Combined data from homeless counts conducted over 2020/21 in 25 different communities across BC suggest that approximately 21% of homeless individuals are seniors aged 55 and up (a total of 1,165 homeless seniors). ⁴⁴ The proportion of homeless individuals who are seniors has been increasing in many regions where historical data is available. For example, in Greater Vancouver the proportion of homeless seniors (55+) more than doubled from 9% of the homeless population in 2008 to 22% in 2023 (568 seniors). A total

of 216 seniors (38%) reported experiencing homelessness for the first time as a senior.⁴⁵

With the data currently available, the most we can say is that for every senior that is homeless, there are approximately 19 more who are precariously housed. However, because both statistics underestimate the scope and size of the problem, homelessness and housing precarity among seniors in 2023 are likely to be considerably higher.

4.6 Housing Precarity in the Rural and Remote Context

It is important to recognize that experiences of housing precarity in rural and remote communities may differ from those in urban communities. Generally, there are higher rates of home ownership in these communities; however, while having a house is a significant asset, the costs of home maintenance and modifications can prevent seniors from remaining in their own homes. In BC, about 4% of senior homeowners (35,075) and 28% (950) of Elders in housing provided by a First Nation band are living in housing that is inadequate and requires major repairs. 46 Furthermore, while the costs of rents tend to be lower outside of the Lower Mainland and other major metropolitan areas, the costs of food, gas, and utilities are usually higher in rural and remote communities.

Downsizing or moving into housing that is closer to family or services may not possible due to the lack of housing options in the community and the low values of many rural properties. A recent analysis of data from the 2021 Census found that the there is a lack of diversity of housing stock in non-metropolitan areas in BC. Mismatches frequently exist between the size of households and the types of housing that are available, which are often larger and more expensive than required (e.g., a single senior may be living in a detached house due to the lack of smaller housing options).⁴⁷

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5. Interview Findings

5.1 The Significant Toll of the Housing Crisis on Seniors in BC

Living in unsheltered, substandard, or unsafe housing situations

"We're seeing seniors who are living in their cars, seniors who are living in their storage lockers... seniors who were going out to the airport, and because they were dressed kind of nice, they could spend a night out there."

(Senior Volunteer)

Most of the interviewees talked at length about the growing number of seniors who are unsheltered or living in substandard or unsafe housing situations because they have no other housing options available to them.

They provided examples of seniors who are:

 Staying with abusive family members or roommates;

- Living in rodent-infested buildings;
- Living in housing without heat, electricity, or plumbing;
- Staying in cars, moving trucks, or storage lockers;
- Living unsheltered on the streets or in homeless shelters; and
- Camping in the woods, even during the middle of winter.

Several of the interviewees spoke about how in the current housing market, senior renters are often afraid to make complaints, which allows landlords to take advantage of them and get away with offering terrible living conditions. Seniors, particularly senior women, who are staying with family or friends, are vulnerable to abuse due to the lack of any other housing options.

Substandard housing was also a concern for homeowners, particularly for rural, remote, and Indigenous communities. Multiple examples were provided of seniors living without heating, plumbing and/or electricity, either because their housing lacks access to the infrastructure, or because they cannot afford them. An example was provided of an older man living in a trailer who had lost his job, and as a result, he went through a winter of minus 40-degree weather with no electricity or heat. Declines in health and

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physical abilities that can occur with age make it more difficult for seniors to cope with such conditions (e.g., physical frailty can lead seniors to no longer be able to chop wood).

"I've had people that
we've just had to move into
emergency housing because
their circumstances are so
bad. And, you know, for
instance, they have inadequate
insulation, a broken
window, no heat except for a
woodstove. And as they get
more and more frail, they're
not capable of managing the
woodstove."

(Service Provider)

Homeless for the first time in their lives at the age of 60 or 70

"We are in a housing crisis.
But we're also in an income
disparity crisis. And so, it is
important to emphasize, these
are folks that worked, and
worked hard all their lives and
provided for themselves, and
are now finding themselves
in a place where they can't
manage."

(Service Provider)

For some seniors, housing precarity and homelessness are chronic issues that have impacted them over the life course. Interviewees noted that, as our population ages, the homeless population is aging as well.

There are also, however, a growing number of seniors who are finding themselves homeless, or on the verge of homelessness, for the first time in their 60s or 70s. The lived experience story in Box 7 highlights this point. A range of factors can tip a precariously housed senior into homelessness, including eviction or renovictions, death of a partner, loss of income, and mental health or physical health issues. Multiple interviewees highlighted that they are seeing more and more seniors who were steadily employed for most of their lives, and they never imagined they would be unable to afford housing later in life. Interviewees described how seniors are shocked when they end up on the verge of homelessness for the first time late in life, as they believed the housing and retirement income systems would take care of them in their old age.

"The emotional outlook of our clients is overwhelmingly dark. It's, there's a lot of language around: I failed, I didn't want a handout, I thought I did everything right. Yeah, so there was a belief that there was a support structure in place. And I find that for seniors the shock of like, what do you mean, there's no housing? What do you mean, there's no support?"

(Service Provider)

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Box 7. Lived Experience Story: Lucy

Lucy became homeless at the age of 73 when, due to the pandemic, she was unable to retain her long-time job. After a year of burning through her savings to keep her \$1,100 per month housing, she was given two months' eviction notice. She struggled to reach out to family and friends because of the shame she felt and the concern of being a burden.

When it was time for Lucy to move out of her apartment, she went to a homeless shelter, but upon arrival she felt unsafe and uncomfortable due to the substance abuse and other activities taking place at the shelter. When Lucy could no longer stay at the shelter, her last option was to sleep in her car. She didn't sleep very much during these times as she was aware of her vulnerability and the men nearby also sleeping in their cars. Three weeks after moving into her car she was taken to the hospital after a blood clot formed in her legs that nearly took her life. Following this experience, she was brought to a different shelter operated out of a motel and she was treated very poorly there.

These experiences had huge impacts on Lucy's mental, spiritual and emotional health. She felt anxious, she didn't have energy and was losing weight. Lucy felt embarrassed and ashamed. She often wondered how she had landed in her situation, having raised 3 children as a single mother and worked full-time for many years. The stress took a huge toll on her body, "It made me think I aged 10 years. I just looked in the mirror. I didn't recognize that woman."

Thanks to a few non-profits, Lucy was able to get some support for gas cards and food. Today, she lives in a low-cost housing facility for women. She is inspired and determined to make a difference in her community in the little ways she can, by sharing love and encouragement with the people around her. Even with her limited income, she still finds ways to bless others, whether it is surprising a stranger by paying for their Tim Hortons bill or giving someone a compliment.

While Lucy is grateful to have secured affordable housing, she knows that many other seniors are still struggling and are forced to make enormous health sacrifices to maintain or acquire their housing. "When I'm thinking of housing for seniors, you know, when you have to make a decision whether you want to get your medications or eat that month, or if you're paying rent, that's pretty, pretty scary."

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Compromised access to other basic necessities

Interviewees described how the high cost of housing often leaves seniors in impossible situations where they must choose between paying for housing and other essential needs. Even though an individual may be housed, this can occur at the expense of meeting other health and safety needs.

"But we do hear a lot of the time people say, you know, I'm prioritizing my rent over food. And that's why there's now such a need for Meals on Wheels and subsidized food for seniors, because when they're on fixed incomes, they can't afford both. So even if they are housed, I think it's important to kind of highlight that, those essential needs of shelter, and warmth, as well as like sustenance are kind of pitted against each other."

(Service Provider)

Food security was a particular concern, with some interviewees reporting increased use of food banks, Meals on Wheels, and other low-cost and free food programs by seniors due to the rising cost of living. However, the interviewees also noted the limitations of currently available food security supports, including a lack of low-cost and free food, food that is not culturally appropriate, and lack of cooking and meal preparation support. For example, an interviewee stated that while their community's food bank is supposed

to be open four days a week, usually they offer information and referral services on the fourth day because they run out of food by then.

The inability to afford prescription medications was also a key concern. An example was provided by an interviewee of an older gentleman who has been experiencing chronic pain for many years, but is unable to afford his prescribed pain medications due to the high costs of housing. Multiple interviewees also stated that when clients are unable to afford medications for pain or mental health conditions, this can lead them to turn to alcohol or street drugs to address their unmet needs.

The physical, mental, and emotional toll of housing precarity

The interviewees said housing precarity and homelessness have significant negative impacts on the physical, mental, and emotional health of seniors. One interviewee succinctly summed this up by stating that "homelessness is healthlessness." Multiple interviewees described the physical, mental, and emotional toll that housing precarity was having on their clients.

"So, they really are quite a bit more vulnerable, not just income wise, but medically, they've often lived harder lives. Like more transient lives. There's a lot of people who maybe have been close to being homeless before. But there's also a lot of women who've never been homeless that we've been seeing too. And they're facing the streets

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for the first time at the age of like 68, or 70, which is very terrifying for them, rightfully so. And just living with the stress of the housing insecurity, it plays a huge toll, especially if they're not eating. And then their physical health goes downhill. And of course, it compounds with their mental health."

(Service Provider)



Seniors who are experiencing housing precarity are often already experiencing other forms of vulnerability (e.g., poverty, mental health problems, chronic medical conditions, addictions) that housing precarity further exacerbates. Interviewees particularly emphasized the mental health impacts, including stress, anxiety, shame, fear, anger, and depression. Self-neglect and unhealthy coping mechanisms, such as turning to alcohol or drugs, were reported as common among clients.

Disturbingly, it was also reported that some seniors were considering suicide or medical assistance in dying due to their feelings of hopelessness about their situation. One interviewee stated her team had been referring so many seniors to their organization's mental health and counselling services that they had introduced new training for staff on the mental health needs of seniors.

"And I would say, well, over half of our clients talk openly about the question of whether or not they want to live anymore, and the burden that they feel like in the current system."

(Service Provider)

Loss of community and social supports

The housing crisis has caused seniors to be displaced from their long-standing communities due to evictions, renovictions, redevelopments, and rising rents. The displacement of seniors was reported to be occurring in both urban and rural communities. Examples were provided of seniors forced to move multiple times in the same year. Interviewees described how the loss of their community (e.g., friends, social activities, health services) can be devastating for seniors.

"The issue for us is really, that these older folks who have lived in our community for decades, who are being renovicted, are not going to be able to stay in their own communities. And what we know about that is that as people get pushed out of their communities, that those protective relationships that have kind of helped them through, get severed. And it causes additional issues in people's lives."

(Service Provider)

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In particular, seniors who live alone or lack family support may struggle to build social support networks if they are forced to relocate to a new community. An interviewee described how they have some clients who no longer live in their community but continue to travel one or two hours by public transportation in order to access their services and connect with their friends.

The impacts of intersecting vulnerabilities

Interviewees highlighted how intersecting vulnerabilities and sources of discrimination can influence and intensify the housing challenges faced by seniors.

Gender influences experiences of housing precarity, with older men and women reported to have different housing experiences. Several interviewees observed that older men were more likely to be living unsheltered on the streets or camping, while older women were more likely to be able to couch surf with family and friends or live with roommates. It was highlighted that women are more vulnerable to violence and abuse and may stay in abusive relationships or trade sex to maintain their housing. Income was particularly emphasized as a factor contributing to the housing precarity experiences of women. Additionally, a couple interviewees raised the concern about the lack of safe and inclusive temporary and transitional housing options for 2SLGBTQIA+ seniors, and in particular transgender seniors.

Interviewees also identified that there is lack of culturally and linguistically appropriate housing and support services for immigrant and ethnocultural seniors. For immigrant seniors with limited English language skills, language barriers can be a significant challenge. Furthermore, seniors who have come to Canada as sponsored immigrants are fully reliant on their sponsors (i.e., do have access to most government benefits) and have few options for alternative housing, which can put them at risk for abuse.



CRD 2024 Schedule A Report 102 | Page Similar concerns were also raised about services for Indigenous Elders, with an interviewee noting available housing and supports may not be culturally safe. Furthermore, the interviewee emphasized the need to recognize the enduring impacts of colonialism and how residential schools, the 60s scoop, the cultural genocide of Indigenous peoples, and other injustices of colonialism contribute to Indigenous Elders' experiences of housing precarity today.

Other interviewees highlighted the unique context of housing precarity experiences within rural, remote, and Indigenous reserve communities and reinforced the concerns that were previously discussed in Section 4.6 about rising costs of living for both renters and homeowners, home maintenance and repair needs, and the lack of diversity in housing options available. For example, one interviewee noted that they recently had several senior clients who had to sell their homes and move into rentals. Interviewees also talked about the need for more funding for homeowners in order to address home maintenance issues that compromise their health and safety. While there are programs available for home improvements and modifications, these programs are not appropriate for small repairs or low-income seniors who cannot afford to pay upfront and wait to be reimbursed.



"When I'm trying to find help for some of these people, it's that we have these programs that are designed to assist people who are basically middle class who can afford to pay, you know, 10 grand, even if it's with a temporary loan, to get a heat pump put in and then get reimbursed for it. But if someone has no money, they can't even get their window that's broken fixed."

(Service Provider)

Overall, it was reported that these communities have fewer health, housing, and support services available. There also can be significant financial and time costs associated with accessing needed services. For example, it was observed that for Elders from remote reserve communities, it can cost \$30 just to drive into town to buy groceries, attend medical appointments, or access social services.

The lack of accessible and affordable rental housing also significantly disadvantages seniors living with disabilities, who usually have lower incomes and more limited housing options than other individuals. Older apartment buildings, which are often the most affordable, tend to lack elevators and other accessibility features. Stairs can be a significant barrier for people who use mobility devices (e.g., wheelchairs, walkers). The lived experience story in Box 8 highlights the impacts that intersecting vulnerabilities can have on housing precarity experiences.

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Box 8. Lived Experience Story: David

David's story highlights the experience of an older person with a disability trying to navigate the housing affordability crisis. David enjoyed his well-paying career for many years until he noticed he was developing a visual impairment. Unfortunately, this unexpected disability led to David losing his long-term job which he had been planning to continue for several years before retiring.

Around this time, David almost became homeless, not because he couldn't afford a place, but because his visual impairment meant he could not search for and attain a rental unit at the competitive pace that the market requires. "I was almost homeless looking for a place. And with visual impairment, I had a heck of a time tracking down vacancies, getting support to help me track down vacancies and then getting to appointments to meet if there was one. And I was finding that there were so few places available. I was running around trying my best catching buses and by the time I get to a place and meet the landlord, it was basically gone."

With affordable housing being so sparse and competition for units high, David was aware that his age, disability, and involuntary retirement made his chances of finding housing low. "The fact that I could no longer work and in my age -- given the choice of 20 candidates for a vacant apartment, I was not in the top five. Ever. So, the housing shortage just completely throws a curveball at anybody who doesn't fit the bill."

David eventually found a rental unit, but things took another turn downhill. The unit had looked very promising; it was a clean building and seemed fine at first, but after a little time, David realized that the building was riddled with drug trafficking, theft, and violence. There was a steady level of fear and alertness he had to maintain because people knew he was partially blind. "So, for some reason, if you have a disability that's visible, it makes you especially vulnerable. You are a target." There were several occasions where his money, keys, and other small belongings were stolen while he was out of his unit. Even his own security was not safe. Once, while he was sleeping in his home, his belongings were stolen. "And so, it was the world I walked into, it was unbelievable. Nothing safe, nothing was secure."

David has received valuable aid from local non-profit organizations in navigating the housing system and securing safer accommodation compared to his previous home. Unfortunately, his visual disability makes him a target for break-ins, posing ongoing challenges.

While local non-profit organizations have been supportive, their extensive client bases restrict their ability to offer intensive individual assistance. David wishes additional resources could be allocated to local non-profit organizations, thereby enhancing their capacity to ensure that seniors like him can live safely and be supported in affordable housing environments.

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5.2 The Moral Distress and Burnout of Housing and Service Providers

Staff and Volunteers are Burning Out

Due to the lack of low-income rental housing available, interviewees reported that staff and volunteers experience significant moral distress when a senior comes to them and there are no housing options. Homeless shelters were reported to regularly operate at capacity, therefore even finding a shelter bed can be very difficult. While staff and volunteers can try and help by making phone calls, getting people on waitlists, providing information, etc., it is deeply frustrating and distressing when they know the reality is that the senior is probably going to end up homeless. Multiple interviewees commented that our housing and health care systems are broken.

"I was just so distressed by it.
Some seniors or volunteers
were close to tears. And also,
I would say it's very hard
because it makes you feel
helpless, because I can get
people to fill out SAFER, I can
do that in a minute, but I know
at the end of the day, that
person still is going to
be homeless."

(Senior Volunteer)

Burnout was a concern for many organizations, due to heavy workloads and inadequate resources, as well as the difficult nature of the work. Several interviewees noted that their organizations had staff members currently on mental health leave or who had left their

positions due to the stress and trauma of their work. At a homeless shelter in a rural community, it was reported that they have 50 beds, but can only use 30 beds due to lack of staffing. This interviewee raised the point that we can build more beds and housing, but we also need to be able to staff it. Multiple interviewees identified the importance of organizations having adequate funding so they can provide more mental health and wellness supports for staff. Organizations that rely on volunteers also noted that while there are many amazing volunteers, it can be difficult to retain them due to the intense nature of the work (and in some cases using volunteers may be inappropriate for high needs clients).

One interviewee spoke about the lasting impacts burnout has, and how while you may be able to eventually return to work, once you have experienced burnout there are lasting changes to the lens through which you view the world. Staff and volunteers also may experience direct or vicarious trauma due to the difficult situations they deal with, which can involve seniors experiencing abuse, mental health crises, and violence. Multiple interviewees stated that working with precariously housed and vulnerable seniors has increased their anxiety around their own housing security and aging experience.

"I would say we're like, myself, but I'm beyond the state of burnout. I'm operating in some alternate reality. And at this point, the last seven months have been the most challenging I've had in all of my career. And I've been working with this population for 15 years or so."

(Housing Provider)

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Lack of Support from the Health System to Address Mental Health Needs

Interviewees from communities across the province decried the gaps in services to address the mental health needs of seniors, including addictions, cognitive impairments and dementia, and psychiatric conditions. The gaps in mental health services in rural communities were especially dire. For example, in one rural community, it was reported people needed to travel 5-6 hours by bus in order to access addictions detox and treatment services.

"Two of [my clients in a shared rental house] are schizophrenic, and they need more care than they're getting. But they're falling through the cracks in the mental health system, because they're not getting mental health support because they're housed... But just because you're housed doesn't mean you don't need supports to help you live well."

(Service Provider)

"And there are really not any mental health services in the community. We have a mental health department, but I know a woman, one of my clients who's supposed to be a client of mental health, and she can't even get them to call her back... So, she calls me. And she's suicidal for cripesakes."

(Service Provider)

In rental housing, individuals with unmanaged mental health concerns can be a serious safety concern to themselves, as well as the other tenants and staff in the building. When CBSS or housing providers try to seek help for these seniors, interviewees reported there is often a lack of responsiveness from the health care system - either due to lack of capacity, the mental health issues not being deemed serious enough, or poor coordination between services. Examples were provided of tenants who had assaulted other tenants and staff, destroyed property, or caused fires due to unmanaged mental health issues. Unfortunately, housing providers sometimes find themselves with no other option but to evict the tenant.

"But as a landlord, we occupy a very small space in terms of what we can action on behalf of the tenant, or in support of other tenants, when a tenant's behavior is increasingly adverse. We cannot remove someone from a building, we rely on health,

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law enforcement and the RTB.
And when those three systems
don't work, or are not open
to working with us, it creates
untenable situations and
leaves people at risk, greater
risk, not just tenants or their
family members or contractors
who are going into the
buildings but also our staff."

(Housing Provider)

Hoarding was also raised in several interviews as very difficult to address, due to the complex and cross-sectoral nature of the issue (i.e., behaviour is a mental health concern, but also can be a municipal bylaw issue, pet issue, fire safety issue, etc.) and there is a lack of integrated support services.

Enhanced Collaboration is Required Between the Health, Housing, and CBSS Sectors

Interviewees recognized that clients of the health, housing and CBSS sectors often overlap, and in order to support seniors to age in place, coordination and supports are required from all sectors. However, there are often no mechanisms in place for collaboration or for streamlined communications between the CBSS, health, and housing sectors.

In addition to the mental health service concerns described previously, a key concern raised by multiple interviewees was around hospital discharges, with examples provided of seniors being:

 Discharged back into the community only to find out they had no housing (e.g., landlord had evicted them because they had been in the hospital for so long);

- Sent directly to homeless shelters because they were homeless; or
- Discharged back into their current housing when they clearly required a higher level of care.

These situations leave CBSS or housing providers scrambling to find ways to support extremely vulnerable seniors. In some communities, interviewees reported they had been successful in building relationships with health services so that they could effectively coordinate services with them and address issues such as inappropriate discharges, but in others, coordinating with health services was a persistent challenge.

Interviewees also raised concerns about seniors who clearly had care needs that exceeded their current housing situation. In several communities, it was reported that home support staff would not go into homeless shelters, leaving the untrained shelter staff with the responsibility of assisting frail seniors with bathing or other activities of daily living, Interviewees also raised concerns about inappropriate expectations around the role of rental housing staff (e.g., requests to be emergency contacts for seniors without family) and the lack of mechanisms to transition individuals from rental housing into assisted living or long-term care facilities when their needs increase.

5.3 A Continuum of Housing Supports Are Required

Seniors, and particularly those who are homeless and precariously housed, need access to a continuum of housing options depending on their housing situation and level of support need – including access to housing navigation services, homeless shelters, transitional and

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temporary housing, subsidized rent-geared-to-income and other low-income rental housing units, supportive housing, assisted living facilities and long-term care facilities. The most persistent concern of interviewees was that the current continuum of housing supports do not serve seniors well, due to gaps in the continuum as well as a lack of senior-specific supports and housing options.

Growing need for housing navigation services for seniors

Interviewees highlighted how the needs of seniors experiencing housing precarity and homelessness can differ from other groups, therefore navigation and support services primarily targeting people with mental health and addictions needs or street-entrenched individuals may not be appropriate for seniors. The demand for housing navigation and related supports for seniors (e.g., applying for benefits, filling out forms, filing taxes, outreach, etc.) was observed to vastly exceed the current capacity of most CBSS organizations. The movement of services and information online in recent years has intensified the need for navigation supports for seniors, who have lower digital literacy levels than the rest of the population. Interviewees noted that it can take a couple of hours just to look up and communicate needed information to a client, and clients who have complex cases or require more intensive one-on-one supports may require multiple interactions over several weeks or months to address their needs.

"I would say I noticed quite a bit of moral distress, spiritual distress among staff -- like I feel it myself too. Because my job description isn't to be a housing navigator and I do it because the need's there and we're here to serve older adults, but my job is not to be really that frontline. And I'm still spending probably about 10 hours a week doing this on top of my other work."

(Service Provider)

The current shelter system is not serving seniors well

Multiple interviewees reported that homeless shelters in their community are regularly at capacity and it is difficult to place people in them. Furthermore, interviewees expressed concerns about the safety and accessibility of homeless shelters for seniors. Homeless shelters were not considered to be a safe place for frail seniors, particularly if they have a physical disability or cognitive impairment. One interviewee highlighted the accessibility issues at their homeless shelter (e.g., use of bunkbeds, no elevator or ramp access).

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"I've advised strongly against sending any seniors [to our homeless shelter] that have not been [previously] involved with us, because they will be taken advantage of. It's not a safe place. It's a very dangerous place. And especially if you have any sort of mobility challenges, people will rob you, that has happened here. We had a senior who came to us a couple of years ago, and he was in a walker and people robbed him and would just take his stuff, and he couldn't do anything about it, unfortunately."

(Housing Provider)

Seniors need access to safe and supported low-income rental housing options

In communities across the province, interviewees highlighted the lack of low-income rental housing in BC, and in particular, the lack of subsidized rent-geared-to-income units. Concerns were raised both about the insufficient number of new units being built and the loss of existing units. Long wait lists of two, three or four or more years for subsidized rent-geared-to-income housing were common in many communities. While there are private rental market subsidies available (e.g., SAFER), the interviewees noted the amounts are inadequate to meet the needs of seniors.

"And so, we just see this influx of people that are in absolute crisis because they know that they have a very limited time and that their application for BC Housing, or their going into BC Housing, probably won't be realistic and so [they're] looking to us and are coming to us and just saying, "what are our options?" And unfortunately, we don't say this to people, but on our side, we know that there are none. And I've said this multiple times on my team before, I honestly cringe whenever these kinds of things happen, because we have a very limited ability, if anything, to respond."

(Service Provider)

While the limited availability of units was the primary concern, and has been well documented in Section 4, interviewees also noted that the low-income rental housing options that are available are not necessarily appropriate for seniors. Multiple interviewees expressed concerns over the lack of senior-specific buildings, and the tendency to house vulnerable low-income seniors in places where many of the other residents struggle with mental health and addiction challenges.

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"And finally we were able to find her some housing, but she had to move to another neighbourhood. There's a BC Housing site right there, which was incredibly frightening for her. She found the neighborhood to be such that she wasn't comfortable. The neighbourhood is a very interesting area, I'd love to live down there, but I have lots of resources. But for somebody who is living in supported housing in that area, there's a lot of drug use in that area, there's a lot of homelessness in that area. And she found it very, very anxiety provoking to be forced into that kind of an environment. And in fact, the building she's living in has a lot of drug users and mental health issues within the building. And so, we are still in touch with her, but it is very anxiety provoking for her - and I would say not appropriate, mixed housing for a senior."

(Service Provider)

Many of the interviewees also identified the need for more supports to help vulnerable seniors in low-income rental housing to maintain their tenancies and feel safe and supported. Seniors within low-income rental housing buildings often have higher health and social needs. For example, one housing provider reported that one in five seniors in their rental buildings have no family or friends to call for support during an emergency.

Interviewees observed that there are some evictions or emergencies that could be prevented if a senior had more support (e.g., senior is in the hospital so fails to pay rent, housekeeping concerns). In many communities, there are only a small number of low-income rental housing providers, so once a senior has burned their bridges with one provider, it is difficult to find other housing options. Housing providers themselves are quite limited in regard to the supports they can provide, given their mandates and current legislation. In addition, tenants often are reluctant to seek help from their landlord given concerns that disclosing issues may affect their tenancy.

"The expectations placed on landlords by health workers, tenant family members, and tenants themselves are often beyond organizational and legislated capacity. We're also seeing fewer resources to refer tenants to for support or it's harder to access. We as landlords, we're not acting, we're not eligible for a lot of the program funding that social services agencies are, or community based senior service agencies are. Because our mandate isn't programming. Our mandate is housing."

(Housing Provider)

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6. Seniors Housing Precarity Goals and Recommendations

There is an urgent need for multigovernmental and intersectoral collaboration to ensure that seniors have access to housing that is appropriate and affordable and are supported to navigate the housing system, maintain their health and tenancies in rental housing, and age in place. We have identified six goals, with specific recommendations for each of these goals. The first three goals address the need for more low-income rental housing stock in BC for all age groups, while the last three goals focus specifically on the needs of the seniors' population. Our hope is that governments at all levels, housing providers, the health care system, the CBSS sector, and other partners will begin working together towards these goals and recommendations.

We also want to acknowledge that inadequate income is an important root cause of housing precarity for low-income seniors, with one in four seniors having an income below \$21,800.³ While the focus of this report is housing, and it is beyond its scope to explore in-depth the financial security of seniors, we strongly support the recommendations that have been made by the Office of the Seniors Advocate in her report *BC Seniors: Falling Further Behind* ³⁷ to improve the financial security of seniors at the Provincial level. We also recognize the need at the Federal level to enhance GIS and other income supports for seniors.

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Goal 1: To increase access to subsidized rent-geared-to-income housing for low-income people of all ages (i.e., where tenants pay no more than 30 percent of their income on housing).

As outlined in this report, the vast majority of rental housing in BC is unaffordable for low-income seniors. Furthermore, the growth of subsidized rent-geared-to-income housing (which provides guaranteed affordability for all seniors) has stagnated and is not keeping pace with the growth of the seniors' population.

Recommendation 1.1: The Federal and Provincial Governments need to prioritize and significantly increase their investments in non-profit housing developments.

It is widely recognized that to increase the affordability of building rental housing, using non-profit developers creates the largest potential cost savings – between 20 to 30 percent of total construction costs. AB This is due to non-profit developers having no expectations of developer profits, as well as the availability of preferential financing options.

The Office of the Federal Housing Advocate makes a similar point arguing that the financialization of housing is a key factor contributing to the loss of housing affordability in Canada.⁴⁹ Financialization refers to the growing dominance of private for-profit interests in housing markets, which leads to markets where maximizing profits takes precedence over government's role in ensuring access to affordable housing for low-income people.

If you look at the evidence, it is clear that we cannot count on for-profit developers to build the housing we need to support low-income renters.

In Metro Vancouver, it has been estimated that the 1-bedroom apartments in a new building would need to rent for between \$1,942 to \$2,970 per month depending on land costs and type of construction to be a worthwhile project for a private developer. On the other hand, a non-profit developer would require rentals of \$1,357 to \$1,995.50 However, even with the provision of low or no-cost land, the lowest rents that non-profit developers can offer (\$1,357) are still unaffordable for many low-income seniors, illustrating the need for provincial and federal investments to further offset costs and allow for the provision of subsidized rent-geared-to-income units.

Since the Federal Government largely withdrew from its role in developing and funding rental housing in the early 1990s and downloaded these responsibilities onto the provinces and municipalities, there has been a severe lack of investment in building rental housing across Canada.⁴⁹

At the provincial government level, the end of a major program to fund new subsidized rent-geared-to-income housing in 2002 further decreased investments in subsidized housing in BC, though in recent years there have been some positive investments made, such as the development of the Community Housing Fund.51 The Community Housing Fund is intended to fund the development of 20,000 new affordable rental homes by 2031/32 in addition to funding for 6,000 units specifically targeted at seniors or families. Under the Community Housing Fund requirements, 70% of units will need to be rentgeared-to-income, while 30% will be market rents.52 While this is a positive step, further investments are still required from the Province of BC to keep pace with demand and population growth. In 2021 alone, the Community Housing Fund received applications to build 13,000 units, but was only able to fund 2,600.53

Housing experts assert that there is a pressing need for greater investments from the Federal and Provincial Governments to support the

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capital and operating costs of subsidized rentgeared-to-income housing.^{48,54}

Recommendation 1.2: Local governments develop and utilize all the tools that are available to them, building on best practices from local governments in BC and elsewhere, to support non-profit developers to build low-income rental housing.

While increased Federal and Provincial funding is essential for the development of low-income rental housing, there are multiple zoning, development, and financial policy levers that local governments can use to encourage the development of low-income rental housing.

Key challenges to building new housing include time, costs, and uncertainty,⁵⁵ so any steps local governments can take to address these challenges enhance the capacity of non-profit developers to build low-income rental housing.

The Community Social Planning Council recently released a toolkit of *Local Government Levers* for Housing Affordability⁵⁵ that outlines policy levers available to local governments to address housing affordability. Similar policy levers are also recommended in the Institute on Municipal Finance & Governance's *The Municipal Role in Housing* report.⁵⁶ Examples of key policy levers include rental only or inclusionary zoning, policies to fast-track developments, waiving and lowering development fees, and property tax exemptions (see Box. 9).

Box 9. Examples of Local Government Policy Levers

Rental Only or Inclusionary Zoning: In BC, municipalities have the power to implement rental only zoning that requires an area, building, or portion of a building to be used for rentals only. Inclusionary zoning can also be used to encourage or require new developments or re-zoning projects to include low-income rental housing. New Westminster is an example of a municipality in BC that is using rental only zoning to protect and create new rental housing stock.

Fast-Tracking Developments: Changes to the Local Government Act in 2021 now allow municipalities in BC to fast-track housing developments by a) no longer requiring public hearings for changes to zoning if developments are consistent with the municipality's Official Community Plan and b) allowing municipal staff to approve permits and variances. The City of Victoria has passed legislation in accordance with

these changes to fast-track developments and estimates that this will reduce the time required to build new housing by 9 months.

Waiving or Reducing Development and Permit Fees: In some communities, permit and development fees can make up almost 20% of the costs of building housing, therefore if a municipality waives or reduces these fees, this can significantly reduce development costs. Penticton and Parksville are two municipalities that currently waive 100% of development fees for low-income rental housing.

Property Tax Exemptions: Municipalities have the option of waiving or reducing property taxes for a set period of time, which can enhance the financial viability of rental housing projects. For example, Victoria and Langford currently offer property tax exemptions for 10 years to lowincome rental housing projects.

Sources: Local Government Levers for Housing Affordability⁵⁵. The Municipal Role in Housing⁵⁶

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Recommendation 1.3: All levels of government work together to enable access to publicly owned land that can be provided for free or at a low cost to non-profit housing developers.

In some communities, local governments may have suitable, unused publicly owned land that can be offered for free or at a low cost to non-profit housing developers. For example, in Kelowna, researchers have mapped out 230 plots of suitable government and non-profit land that could be used for new housing developments. 48 However, not all local governments have such land; therefore, partnerships and support from other levels of government are also required to support land acquisition and the potential use of crown land or other government-owned land. 54 It has been estimated that free land can reduce the costs of new housing developments by between 15 to 25 percent. 48

Goal 2: To retain the existing stock of low-income rental housing for all age groups.

In addition to creating new low-income rental housing stock, another key priority is to retain the current stock that exists. As described previously in <u>Section 4</u>, BC is currently experiencing the loss of many subsidized rent-geared-to-income housing units due to expiring operating agreements, as well as the loss of other affordable rental and low-cost housing options on the private market due to redevelopments and rising rental costs.

Recommendation 2.1a: The Federal Government increases available financial supports for subsidized housing buildings with expiring operating agreements.

Expiring operating agreements are a significant threat to the continued viability of subsidized

rent-geared-to-income housing in BC, with the receipt of Provincial and/or Federal Government subsidies tied to these agreements. As noted previously, in BC the operating agreements for almost 30,000 housing units will expire by 2033. 40 While the Province of BC has committed to continuing to fund its share of federal/provincial cost-shared projects, even after operating agreements expire, 40 greater federal investments are needed to protect existing subsidized rent-geared-to-income housing.

Recommendation 2.1b: The Provincial Government continues to support the development of housing acquisition programs.

Housing acquisition programs are an effective strategy that has been implemented internationally and in Canada (e.g., Toronto, Quebec, Downtown Eastside of Vancouver) to purchase existing rental housing or properties (e.g., hotel, motels) that can be transformed into low-income rental housing.⁵⁷ The Province of BC's introduction of the \$500 million Rental Protection Fund in 2023 to purchase existing purpose-built rental buildings has been a very positive step.⁵⁸ It has been estimated that this fund will protect the affordability of approximately 2,000 homes across the province.⁵⁹

Recommendation 2.2: Provincial and local governments must take steps to protect the housing security of renters in the private market, including implementing vacancy controls (i.e., limits on rent increases between tenancies) and strengthening tenant protections. These must be implemented in a way that avoids unintended negative consequences for non-profit housing providers.

The majority of renters live in private market rental housing. One in five senior-led renter

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households are already at risk of homelessness, and if rents continue to increase, more seniors and people of all age groups will be at risk. There is an urgent need for action to be taken to enhance housing security and affordability for renters in the private market.

As described in Section 4.3, there are limits on rental increases set by the Provincial Government each year. However, the lack of vacancy controls to limit rent increases between tenancies provides landlords with a convenient loophole to circumvent these rent controls. As noted previously, in Greater Vancouver the average rent for a newly vacant unit is 43% higher than for occupied units. Vacancy control was in place previously in BC until 1983, and it has been recommended that the Provincial Government reinstate vacancy controls.

We recognize that vacancy controls could potentially have a negative impact on non-profit housing providers given that raising rents in between tenants is one of the only ways they can keep up with the rising cost of operations within the current economic environment. Therefore, steps would need to be taken to ensure that vacancy controls are implemented in a manner that ensures the continued financial viability of non-profit housing. Consultations would need to be undertaken with non-profit housing providers in order to determine the best way to implement vacancy controls.

Steps also need to be taken to strengthen protections for renters from renovictions and redevelopments. A recent report found that BC has the highest rates of eviction in Canada, with 11% of renter households experiencing an eviction over 2016-2021. BC's higher rates of eviction are primarily driven by more no-fault evictions (i.e., evictions for personal use, renovation or repair, sale of the property, or redevelopment).⁶²

As of 2021, landlords must apply to the Residential Tenancy Branch for pre-approval to issue evictions for renovations. A similar eviction approval system could also be introduced by the Provincial Government for evictions due to "personal or family" use to ensure they are being conducted in good faith. 63 Municipalities can also take the initiative to introduce tenant assistance policies that require developers to provide displaced tenants with supports such as financial compensation, moving or relocation assistance, and/or a unit in the new building. Tenant assistance policies are already in place in municipalities such as Victoria and Burnaby. 55



Recommendation 2.3: The Provincial Government introduce a home repairs grant program to support seniors to age in place in adequate housing.

In our interviews, we heard about seniors living in housing with significant heating, plumbing, electrical, or structural issues. This was particularly a concern in Northern BC and the Interior due to the cold winters experienced in these regions. Currently, the Province of BC only offers a Home Renovation Tax Credit (of little use to low-income seniors due to their lack of financial capacity to pay for repairs upfront) and the Rebate for Accessible Home Adaptations program through BC Housing (focuses on modifications to increase accessibility, not home repairs like fixing broken windows or leaky roofs). Several Canadian provinces offer grant programs for home repairs for seniors, and the Province of BC could implement a similar program. For example, Nova Scotia provides grants of up to \$6,500 for minor home repairs for low-income seniors.³⁷

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Goal 3: To develop multisectoral community tables, coalitions, or alliances to identify common housing issues and develop community-driven solutions.

Recommendation 3.1: Local governments provide adequate and sustainable funding for the establishment of community tables/ coalitions/alliances to address housing and homelessness in local communities.

The context within which housing precarity and homelessness occurs in different regions and communities within BC is unique – housing solutions for the Downtown Eastside of Vancouver might look very different from solutions for vacation destinations in the Okanagan or rural communities in Northern BC. It is clear, though, that housing precarity and homelessness are complex and multisectoral issues, requiring coordinated efforts from multiple sectors. Even more important, solutions need to be rooted in the community and co-developed with people experiencing housing precarity and homelessness.

In order to develop effective community-driven solutions, coordinated planning and advocacy must occur between the broad range of partners who interact with and influence the lives of people experiencing housing precarity and homelessness, including but not limited to local governments, housing providers, the health care system, and youth, immigrant, Indigenous, and senior-serving organizations.

Community tables/coalitions/alliances already exist in some communities in BC, such as 100 More Homes Penticton and the Alliance to End Homelessness in the Capital Region (see <u>Appendices 5</u> and <u>6</u> for descriptions of these initiatives). Key to the success of both initiatives has been funding to provide backbone

organizational support to ensure the sustainability of the table/coalition/alliance.

While community tables/coalitions/alliances usually do not directly engage in building housing themselves, they can play a key role in supporting advocacy for subsidized rentgeared-to-income housing, community planning, public education to destigmatize homelessness and rental housing developments, and enhance coordination of services for homeless or precariously housed individuals.

A key priority for these tables/coalitions/ alliances should be to advocate for the development and retention of low-income rental housing in their community by promoting strategies such as those outlined in Goals 1 and 2. To specifically support the needs of seniors, steps can also be taken, such as the formation of seniors housing working groups.

The Provincial Government has also begun introducing housing targets for select municipalities in BC under its Housing Supply Act which was introduced in 2022. Ten initial municipalities were selected in spring 2023 and an additional 8-10 will be selected in the fall. The Province of BC will work with the municipalities to assess local housing needs and select targets, and then monitor progress and provide supports to address any barriers. If necessary, compliance measures can be utilized. 64 Local community tables/coalitions/alliances could work with the selected municipalities to develop community-focused strategies to meet housing targets.



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Goal 4: To increase financial assistance for low and moderate-income seniors living in private market rental housing by introducing needed changes in the SAFER program.

Recommendation 4.1: The Provincial Government increase SAFER amounts to ensure they accurately reflect the rental market, and thereafter annually review and adjust the amounts. Steps should also be taken to expand and streamline access to the program.

Many of the policy solutions proposed so far will require time to be implemented, however, we know that there are precariously housed seniors who need assistance now. The SAFER program can provide valuable financial assistance to lowincome senior renters in BC who are currently struggling to make ends meet. However, as has been noted in this paper and by the Office of the Seniors Advocate of BC,37 there are limitations to the SAFER program. The most significant limitation is that current rates do not reflect the private rental market and there are no regular adjustments made to the subsidy to account for increases in costs of living. Both the Office of the Seniors Advocate37 and the Union of BC Municipalities⁶⁵ have recommended that SAFER amounts be increased to reflect the current rental market, and then annually reviewed and adjusted. Currently, the SAFER program is under review, and we are hopeful that changes can be made to increase the accessibility and effectiveness of this program.

For example, in order to ensure SAFER aligns with the rental market, the rent ceilings could be tied to average rents for the zone based on Canada Mortgage and Housing Corporation (CMHC) data. Currently the rent ceiling for SAFER is \$803 for zone 1 communities

(Greater Vancouver)³⁹ but the average rent for a 1-bedroom apartment is \$1,543 in Greater Vancouver, almost double what the rent ceiling is. As a result, when calculating a SAFER subsidy, the \$740 in rent above the \$803 rent ceiling is currently not taken into account. SAFER rent ceilings should be increased to current CMHC average rental amounts, and thereafter annually adjusted based on either CMHC data, annual allowable rent increases, or inflation.

Furthermore, to ensure SAFER stays in line with the changing incomes of seniors, the income ceilings for SAFER should be tied to the average income of a senior. SAFER also should be available for co-op rental housing, providing that the housing is not subsidized rent-geared-to-income. Steps also need to be taken to increase awareness among seniors of SAFER and identify ways to streamline access (e.g., expedite the application process to decrease wait times, remove the need to re-apply each year).

Goal 5: To increase access to housing with supports (both social and health supports) to ensure low-income seniors can maintain their housing tenancy and improve their health and well-being.

In our interviews, the need for a full continuum of affordable housing options to be made available to seniors was emphasized. On one end of this continuum is living independently in your own home, while at the other end are health care options such as assisted living or long-term care. In telephone and online surveys conducted by the City of Vancouver for their seniors housing strategy, approximately half of seniors reported interest in living in seniors housing with supports. 5

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While assisted living and long-term care facilities are beyond the scope of this paper, we recognize and support the urgent need to increase access to these types of housing.

Research from Canada and the USA suggests that seniors living in low-income rental housing often experience significant vulnerabilities – including food insecurity, multiple chronic conditions, activity limitations, loneliness, poor mental health, and limited family support. 66 Furthermore, approximately 23% of low-income seniors report having a low or moderate level of social support. 67

Low-income rental buildings represent an important setting where we can provide vulnerable seniors with services to support their tenancies and well-being. Based on the feedback from our interviews, we have identified three strategies to enhance supports for seniors living in low-income rental housing: 1) external community agencies supporting the provision of on-site tenant supports and social connection activities: 2) services like meals. housekeeping, laundry and recreation activities built into the housing itself through the currently underused seniors supportive housing model; and 3) enhanced coordination and collaboration between health and housing, particularly to support the mental health needs of seniors.

Recommendation 5.1: The Provincial Government develop funding streams to support community-based organizations providing on-site tenant and social connection supports to vulnerable seniors living in low-income rental housing.

In our interviews, it was noted that housing a vulnerable individual is not enough, you also need to provide them with the supports required to stay healthy and housed.

Research with Canadian service providers recommends integrating support services into seniors housing that can assist seniors with needs such as housekeeping, tenant education, social connection, food security, and form and tax

assistance.^{68,69} The integration of these types of services into housing has been recognized as a proactive strategy to support aging in place and prevent evictions and homelessness.⁶⁶

The extent that housing providers in BC can provide supports to vulnerable tenants is limited due to regulations related to their role as landlords, as well as their organizational willingness and capacity. However, examples have emerged of innovative programs where external community-based organizations provide on-site tenant support and social connection programs to vulnerable rental housing tenants. One example is the Whole Way House model that provides on-site community building programs and tenant support services at ten non-profit affordable and transitional housing buildings in Vancouver, Burnaby, and Surrey (See Appendix 7 for a full description). Another example is the Downtown Eastside SRO Collaborative that provides tenants living in single room occupancy (SRO) units with practical supports, a voice in decision making, and employs tenants to connect and help their neighbours (See Appendix 8 for a full description).

Due to the large clusters of seniors in low-income rental housing buildings, and often higher levels of need, there is the potential to have significant positive impacts if investments are made by the Provincial Government to develop programs to provide social supports to residents of these buildings. It is important that these programs be delivered in ways that are linguistically appropriate and culturally safe for the residents they serve and inclusive and safe for marginalized and underserved population groups.

Recommendation 5.2: The Ministry of Housing expand access to seniors supportive housing.

BC has a very small subsidized rent-geared-toincome Seniors Supportive Housing program. It

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was introduced in 2007/08, and over four years, 856 affordable housing units were converted to Seniors Supportive Housing.§ Residents pay a monthly rent equivalent to 50% of their income for housing and hospitality services (at least one daily meal, light housekeeping, laundering of towels and linens, 24-hour emergency response, and weekly social and recreational activities).

While a number of the original Seniors Supportive Housing units still remain today, there have been no subsequent investments in this program with the focus shifting to supportive housing models for individuals with mental health and addiction concerns.

Given our aging population and the increasing need for support services for seniors, the Provincial Government should re-invest in the Seniors Supportive Housing program.

Recommendation 5.3a: Regional health authorities provide access to multidisciplinary mental health teams to support seniors to stay housed.

In our interviews, mental health crises were identified as one of the main reasons a senior may no longer be able to safely remain in their home. Research suggests that mental health conditions are a key factor contributing to at-fault tenant evictions and are often a root cause of issues such as hoarding and clutter, lack of unit maintenance, and landlord-tenant conflicts. ^{67,70} There is a need for proactive multidisciplinary supports to be made available to seniors to address mental health conditions and prevent evictions like these from occurring.

Seniors are also particularly vulnerable to hoarding and clutter issues as a result of having a lifetime of accumulated possessions that

§ Based on the BC Housing Annual Service Plans which reported 196 units converted in 2007/08, 491 in 2008/09, 114 in 2009/10, and 55 in 2010/11, can be difficult to fit into an apartment if they downsize. Due to the complexity of hoarding issues, coordinated community approaches that involve actors from a range of sectors (e.g., multidisciplinary mental health, housing, fire services, bylaw officers, animal control) are considered one of the most effective responses. For example, in 2011 the City of Vancouver formed the the Hoarding Action Response Team (HART), in partnership with Vancouver Coastal Health, although demand for this service exceeds current staffing and resource levels.

Recommendation 5.3b: The Ministries of Housing, Health, and Mental Health and Addictions must work together to develop policies and processes to improve the coordination of services for seniors living in low-income rental housing.

Finally, a consistent concern that was raised in the interviews was the lack of integration and coordination of housing and health services. This was particularly a concern around mental health services and hospital discharge processes. The need for intersectoral collaboration between the housing and health sectors has been strongly articulated by the Health Officers' Council of BC.⁸ We recommend that the Ministries of Housing, Health, and Mental Health and Addictions work together to address these issues.



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Goal 6: To ensure that housing navigation supports, the shelter system, and transitional and lowincome rental housing are, not only adequately funded, but also accessible, safe, and appropriate for seniors who are homeless or precariously housed.

Throughout the interviews, a common theme was the need to recognize that seniors have unique needs and there should not be a one-size fits all approach to providing housing and supports in BC. Interviewees emphasized how the current continuum of housing services may not be accessible, safe, or appropriate for seniors.

Recommendation 6.1: The Ministry of Mental Health and Addictions continue to support and expand access to the SHINE program.

The interviewees made apparent the need for senior-specific housing navigation services. There is currently a high level of demand for these services in communities across BC, yet many CBSS have limited capacity to offer the in-depth navigation supports that are required by seniors. In BC, SHINE (Seniors Housing Information and Navigation Ease) is an innovative housing navigation program that is led by the Seniors Services Society of BC located in New Westminster. The program is available in additional communities through partnerships with 9 organizations across the province. SHINE represents an important addition to the continuum of services that are available to support seniors who are homeless or precariously housed. Appendix 9 describes the SHINE program in more detail.

Recommendation 6.2: The Ministry of Housing should provide funding for needed renovations to increase the accessibility and safety of existing homeless shelters and low-income rental housing.

In Canada, it is estimated that 38% of seniors aged 65 and up have a disability, and 24% have a mobility disability.⁷³ As a result, the accessibility of temporary and permanent housing is a key concern for seniors (e.g., presence of elevators, ramps, accessible bathrooms, etc.). In our interviews, we heard that people living with disabilities (particularly mobility disabilities) often have very limited housing options due to the lack of accessible rental housing units and shelter beds. For example, BC Housing reported that in 2022, there were 1,087 people waiting for a wheelchair accessible housing unit.⁷⁴

Accessibility issues are particularly a concern for older buildings (both low-income rental housing buildings and homeless shelters), which will need to be renovated or retrofitted to better meet the needs of our aging population in BC. Improvements to the accessibility of these buildings will also significantly benefit younger individuals living with disabilities, in addition to seniors.

Furthermore, a common concern that was raised in the interviews is the tendency to house vulnerable low-income seniors in buildings with population mixes that are not safe and appropriate for seniors. We recognize the need for discussions and solutions to address this issue and ensure that seniors feel safe and secure in their housing.

Recommendation 6.3: The Ministry of Housing should invest in transitional housing models for seniors.

Physical and cognitive declines that can occur with age may place seniors at increased risk of

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being victims of abuse or crimes when placed in mixed use low-income rental housing or homeless shelters. This emerged as a common concern in our interviews and has been echoed in other Canadian research. Furthermore, concerns were also raised about the fact that frail seniors are usually unable to access home support services in homeless shelters as home support staff often will not provide services in shelters.

Therefore, we recommend that the Ministry of Housing expand investments in transitional housing models for seniors to provide an alternative to homeless shelters and allow seniors, and particularly those experiencing homelessness for the first time later in life, to safely transition from temporary to permanent housing. The Temporary Housing Program from Seniors Services Society of BC is an example of a transitional housing model for seniors (see Appendix 10).

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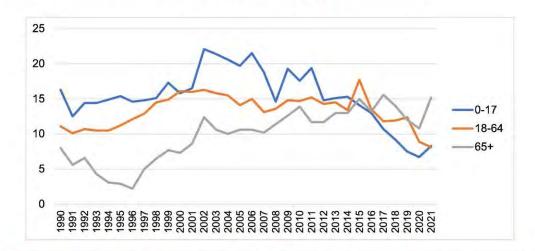
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Appendix 1. Prevalence of Low-Income After Tax in British Columbia by Age Group, 1990-2021



Year	0-17	18-64	Seniors (65+)
1990	16.3	11.1	8
1991	12.5	10.1	5.6
1992	14.4	10.7	6.6
1993	14.4	10.5	4.3
1994	14.9	10.5	3.1
1995	15.4	11.2	2.9
1996	14.6	12.1	2.2
1997	14.8	12.9	5.0
1998	15.1	14.5	6.5
1999	17.3	14.9	7.7
2000	15.8	16.1	7.3
2001	16.5	16.0	8.6
2002	22.1	16.3	12.4
2003	21.4	15.8	10.6
2004	20.6	15.5	10.0
2005	19.7	14.1	10.6

Year	0-17	18-64	Seniors (65+)
2006	21.5	15.0	10.6
2007	18.8	13.1	10.2
2008	14.6	13.6	11.4
2009	19.3	14.8	12.6
2010	17.6	14.7	13.9
2011	19.4	15.2	11.7
2012	14.8	14.3	11.7
2013	15.1	14.5	13.0
2014	15.3	13.4	13.0
2015	14.1	17.7	15.0
2016	13.0	13.5	13.2
2017	10.7	11.8	15.6
2018	9.2	11.9	14.0
2019	7.5	12.4	12.0
2020	6.7	8.9	10.8
2021	8.3	8.1	15.2

Data Source: Statistics Canada. Table 11-10-0135-01 Low income statistics by age, sex and economic family type. Accessed September 21, 2023. https://doi.org/10.25318/1110013501-eng

Note: The low-income measure used is low-income measure after-tax.

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Appendix 2. Government Retirement Income Benefits

Most low-income seniors rely on government income benefits (i.e., OAS, GIS, and the BC Seniors Supplement) for their income. Individuals aged 65 and up who have been living in Canada for at least 10 years are eligible for OAS. GIS and BC Seniors Supplement are additional benefits for qualifying low-income seniors.

In September 2023, the annual income from OAS/GIS/BC Seniors Supplement that a single low-income senior would receive was:

- \$1,841.35 per month for seniors aged 65-74 (\$22,096.20 annually)
- \$1,911.21 per month for seniors 75+ (\$22,934.52 annually)

	Monthly Amount	Annual Amount
Old Age Security	\$698.60 (ages 65-74) \$768.46 (ages 75+)	\$8,383.20 (ages 65-74) \$9,221.52 (ages 75+)
Guaranteed Income Supplement	\$1,043,45	\$12,521.4
BC Seniors Supplement	\$99.30	\$1,191.60
Total Income from OAS, GIS and BC Seniors Supplement	\$1,841.35 (ages 65-74) \$1,911.21 (ages 75+)	\$22,096.20 (ages 65-74) \$22,934.52 (ages 75+)

Notes: Benefit amounts are from September 2023. BC Seniors Supplement and GIS show the maximum monthly amount for a single senior. Both OAS and GIS are adjusted regularly based on costs of living, while the BC Seniors Supplement is not and has only been increased once since introduced in 1987.

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Appendix 3. Average Monthly Rental Cost for a 1-Bedroom Apartment by Community

Community	Average Rental Cost for 1 Bedroom Apartment (2022	
Abbotsford	\$1,142	
Burnaby	\$1,418	
Campbell River	\$1,157	
Chilliwack	\$1,022	
Colwood	\$1,226	
Coquitlam	\$1,343	
Courtenay	\$1,233	
Cranbrook	\$844	
Dawson Creek	\$825	
Delta	\$1,140	
Duncan	\$982	
Esquimalt	\$1,269	
Fort St. John	\$772	
Kamloops	\$1,169	
Kelowna	\$1,287	
Langley	\$1,240	
Langford	\$1,592	
Maple Ridge	\$1,102	
Mission	\$1,010	
Nanaimo	\$1,230	
Nelson	\$923	
New Westminster	\$1,338	
North Vancouver	\$1,643	
Parksville	\$1,284	
Penticton	\$1,023	

Community	Average Rental Cost for 1 Bedroom Apartment (2022	
Pitt Meadows	\$1,529	
Port Alberni	\$819	
Port Coquitlam	\$1,393	
Port Moody	\$1,610	
Powell River	\$821	
Prince George	\$923	
Prince Rupert	\$961	
Richmond	\$1,459	
Quesnel	\$652	
Saanich	\$1,299	
Salmon Arm	\$951	
Sidney	\$1,447	
Squamish	\$1,421	
Surrey	\$1,365	
Terrace	\$1,008	
Vancouver	\$1,629	
Vernon	\$1,002	
Victoria	\$1,336	
West Kelowna	\$1,595	
Williams Lake	\$807	

Data Source: CMHC Housing Market Information Portal, Primary Rental Mark Statistics

Notes: The Primary Rental Market refers to rental housing units in apartments that were purpose-built as rental housing.

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Appendix 4. Seniors Living in Unaffordable Housing or Precariously Housed, By Community

Community	Living in unaffordable housing (spending 30% or more of income on housing)		Precariously housed (spending 50% or more of income on housing)	
	Number	Percentage	Number	Percentage
Abbotsford	1,450	50%	400	14%
Burnaby	2,685	45%	1,145	19%
Campbell River	535	55%	145	15%
Castlegar	65	37%	20	11%
Central Saanich	165	51%	50	15%
Chilliwack	1,155	51%	335	15%
Colwood	170	61%	105	38%
Comox	260	64%	75	19%
Coquitlam	1,285	50%	570	22%
Courtenay	490	58%	170	20%
Cranbrook	235	43%	55	10%
Creston	115	59%	30	15%
Dawson Creek	225	54%	20	5%
Delta	740	41%	335	18%
Duncan	155	49%	30	10%
Esquimalt DM	475	56%	185	22%
Fernie	65	48%		
Fort St. John	115	38%	25	8%
Gibsons	130	68%	40	21%
Норе	100	56%	15	8%
Kamloops	1,110	50%	350	16%
Kelowna	2,400	62%	970	25%
Kimberley	95	45%	15	7%
Kitimat	35	32%		
Ladysmith	130	53%	40	16%

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Community	Living in unaffordable housing (spending 30% or more of income on housing)		Precariously housed (spending 50% or more of income on housing)	
	Number	Percentage	Number	Percentage
Lake Country	120	45%	55	21%
Langford	470	53%	255	29%
Langley DM	630	47%	275	21%
Langley	665	58%	265	23%
Maple Ridge	655	42%	220	14%
Merritt	120	55%	30	14%
Mission	215	38%	70	13%
Nanaimo	810	47%	265	18%
Nelson	155	44%	55	16%
New Westminster	1,270	48%	445	17%
North Cowichan	400	52%	130	17%
North Vancouver DM	695	51%	290	21%
North Vancouver	1,385	60%	725	31%
Oak Bay	385	50%	125	16%
Parksville	375	53%	150	21%
Penticton	1,095	62%	370	21%
Pitt Meadows	150	43%	65	19%
Port Alberni	385	56%	115	17%
Port Coquitlam	550	57%	205	21%
Port Moody	175	38%	45	10%
Powell River	230	47%	105	21%
Prince George	840	45%	260	14%
Prince Rupert	115	28%	15	4%
Quesnel	195	43%	25	5%
Revelstoke	50	48%		-
Richmond	2,150	50%	960	22%
Saanich	1,155	49%	435	18%
Salmon Arm	300	50%	95	16%
Sechelt	150	45%	50	15%

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United Way British Columbia - Aging in Uncertainty: The Growing Housing Crisis for BC Seniors

Community	Living in unaffordable housing (spending 30% or more of income on housing)		Precariously housed (spending 50% or more of income on housing)	
	Number	Percentage	Number	Percentage
Sidney	330	63%	140	27%
Smithers	40	29%	1	
Sooke	135	55%	50	20%
Squamish	180	50%	75	21%
Summerland	140	68%	*	4
Surrey	3,385	44%	1,225	16%
Terrace	80	29%	54	-
Trail	145	43%	30	9%
Vancouver	10,440	46%	4,375	19%
Vernon	1,155	61%	460	24%
Victoria	3,180	55%	1,225	21%
View Royal	150	51%	60	20%
West Kelowna	280	58%	160	33%
West Vancouver	1,045	62%	575	34%
Whistler	25	31%	194	
White Rock	890	67%	375	28%
Williams Lake	150	38%	40	10%

Data Source: BC Non-Profit Housing Association. Canadian Rental Housing Index. 2023. Accessed September 21, 2023. https://www.rentalhousingindex.ca/en/#intro

Notes: All numbers have been rounded. Numbers marked – have been suppressed by Statistics. Canada due to the small sample size.

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Appendix 5. 100 More Homes Penticton

100 More Homes Penticton is a collaborative initiative that recognizes the intersecting vulnerabilities that can lead to homelessness and the need for integrated approaches to address homelessness. The collaborative was formed in 2016 by 25 community partners in Penticton, including the City of Penticton, Interior Health, BC Housing, the RCMP, Osoyoos Correctional Centre, United Way British Columbia, and local non-profits delivering housing and support services for vulnerable community members.

United Way British Columbia serves as the backbone organization for the collaborative. United Way BC's role as a neutral convening organization that can bring partners together and provide staff support to ensure the consistency of the work has contributed to the success of the collaborative. The 100 More Homes steering committee meets monthly to work towards their goal to prevent homelessness in Penticton. While the collaborative does not directly build housing, they act as a forum for advocacy for affordable housing and homelessness solutions and support the development of integrated approaches.

The 100 More Homes partners have successfully supported each other to apply for funding to enhance access to supportive housing in the community and there are now just under 200 units of supportive housing in Penticton. There is also a permanent homeless shelter in the community and there was a winter shelter for a period of time.

Additionally, the collaborative has helped Penticton develop coordinated access, an approach for communities to develop real-time data on housing supply and demand (e.g., number of available shelter beds) and implement standardized and streamlined processes for providing housing. The collaborative has also been working on the development of a by-name-

list, a real-time list of individuals experiencing homelessness in the community. A Community Active Support Table (CAST) was also formed to bring together stakeholders to support vulnerable people in the community. To address the stigma associated with homelessness, some of the collaborative partners have developed a series of videos highlighting the stories of people who have experienced homelessness.

Despite the progress that has been made by the collaborative, homelessness continues to be a challenge in Penticton. Originally, the collaborative was named 100 Homes Penticton, but after they were able to meet their goal of housing 100 individuals (in fact they housed 133 individuals in the first 18 months) their name was updated to 100 More Homes Penticton. This was in recognition of the ongoing need to provide housing and homelessness supports in their community, as at the same time new supportive housing units were being built, other housing options for low-income individuals (e.g., motels, RV sites) were being lost.

In 2022, 100 More Homes entered into a 3-year memorandum of understanding with the City of Penticton to collaborate on homelessness and housing planning. The work of the 100 More Homes initiative had outgrown the capacity of the volunteer members sitting at the table. To further the priorities of the table, and to meet the ongoing housing needs from the City of Penticton, it was identified that a full time Strategy Coordinator would be best placed to coordinate the community partners, develop a community-driven strategy, and be the Systems Planning Organization in housing and supports for Penticton. With 100 More Homes recognized by the municipality as the leader in Penticton and the surrounding region for housing and homelessness, a mouthpiece and organized advocacy approach is created. The non-profit

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sector is recognized as key to the development of a fully rounded housing continuum – from shelter provision to supportive housing, to complex care housing, to affordable housing and market rentals. The 100 More Homes initiative can navigate many different partners, funders and relationships as a neutral backbone that collaboratively builds solutions to the housing crisis the communities in the South Okanagan find themselves in.

United Way British Columbia - Aging in Uncertainty: The Growing Housing Crisis for BC Seniors

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Appendix 6. Alliance to End Homelessness in the Capital Region

The Alliance to End Homelessness in the Capital Region is a multisectoral alliance that works to develop community-owned solutions in the Capital Region. The Alliance originated from a municipal taskforce set up in 2007 by the Mayor of Victoria. In 2008, to build on the work of the taskforce and respond to the housing, homelessness, and mental health challenges identified, the community formed the Greater Victoria Coalition to End Homelessness. The Coalition evolved into the Alliance in 2023.

The Alliance centers its work around people with lived experiences of homelessness and develops the Community Plan to engage all partners in aligning their respective efforts. Funding to support the Alliance is provided by Island Health, the Capital Regional District, the City of Victoria, the Victoria Foundation, through grants, and the generosity of individual donors.

Members of the Alliance include housing providers, health and social service providers, non-profits, government, businesses, researchers, the faith community, people with lived and living experiences of homelessness, and the public.

The Alliance is governed by a Board of Directors that includes both appointed and elected directors from government and the community. The Board of Directors engages with the community through several statutory committees as well as advisory committees, such as the Health and Housing Steering Committee, comprised of partners who provide recommendations and advise for the implementation of the Alliance's initiatives. The work of the Alliance is also supported by six other tables: System Transformation Working Group, Lived and Living Experience Council, Community Data Dashboard, Community Engagement and Communications

Working Group, Youth Task Force, and other regional planning tables.

Over 2019-2024, the Alliance has been focusing its efforts on five key outcome areas that were identified through a community planning process:

1) Support services, 2) Housing, 3) Advocacy and Awareness, 4) Prevention Support, and

5) Collaboration and Leadership. Examples of key successes achieved by the Alliance and its members include:

- Commencing development of a Community Data Dashboard to monitor regional housing inventory
- Offering Face 2 Face with Stigma workshops and other educational resources
- Supporting the Surfacing our Strengths: Co-Creating Strategic Solutions with Women+ At Risk of Violence and Homelessness Solutions Lab
- Partnering with BC Housing and Our Place Society to develop a Tiny Homes Village to provide temporary housing over 2021-2023 until construction is completed on supportive housing
- Implementing the Peer Housing Support program for people transitioning from homelessness to safe and stable housing

Moving forward, the mission of the Alliance is to support the vision of a region, province and nation where everyone has a safe place to call home as we reach functional zero "where experiences of homelessness are rare, brief, and non-recurring and that housing and supports are culturally adaptive, creative, caring, and person-centered."

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Appendix 7. Whole Way House Model

The Whole Way House (WWH) model seeks to build healthy communities in housing. WWH is a non-profit organization that provides onsite community building programs and tenant support services at ten non-profit affordable and transitional housing buildings in Vancouver, Burnaby, and Surrey. The Whole Way House model has three pillars: 1) Re-connecting with others, 2) Re-building a sense of purpose and belonging, and 3) Re-centering by having access to on-site support services.

Six of their buildings target low-income seniors and veterans: Veterans Manor, Alexander House, Chelsea Tower, Chelsea Terrace, Granville House, and Shiloh Place. BC Housing funds the staffing for programs and services at five of these buildings, while Reaching Home funds the staffing at Shiloh Place. WWH also does fundraising for program resources such as food, transportation, etc.

Building trusting relationships with tenants is key to the success of the WWH model, and a Community Committee is formed for each building to help guide the approach and develop the monthly schedule of activities. Each new tenant is provided with a welcome basket with items such as cleaning supplies, linens, etc., to start their experience on a positive note. WWH offers a variety of community building programs that are designed to provide lowbarrier opportunities for social connection and/or provide tenants with opportunities to contribute and find a sense of purpose.

Examples of community building programs include morning coffee, seated exercise classes, food programs, outings, visits if the tenant is in hospital, and room cleaning programs. The programs are run by staff to ensure consistency, but tenants are encouraged to contribute and share their skills through volunteering to teach

classes, help set up for activities, or assist with programs in other ways. External volunteers also support some of the programs.

The WWH model can play an important role in supporting tenants to age in place and preventing crisis-driven evictions. WWH's tenant support workers are regularly on-site to provide one-on-one support services such as information and referral, assistance with forms and applications for benefits, advocating for and helping to coordinate health care services, and mediating issues with landlords. Depending on the complexity of the tenants' needs, staff are on-site at each building between 3 to 7 days a week.

WWH views their position as an independent non-profit organization as a contributor to the success of the model, as tenants are often reluctant to ask for help or disclose health or personal issues to their landlord. Tenant support workers are in regular contact with the tenants, so they can monitor tenants' health and wellbeing and help connect them with health and community services as needs emerge. If care needs begin to exceed what can safely be provided in the building, the tenant support workers initiate conversations with the tenant about transitioning them to assisted living or long-term care. The tenant support workers also seek to proactively address or mediate issues that may put the tenancy of a senior at risk (e.g., arranging a volunteer team to assist with cleaning units, referral to adult quardianship programs if needed, helping to setup repayment plans if a tenant is behind on their rent).

WWH estimates that the cost of their model ranges from \$1 per tenant per day to \$8 per tenant per day depending on the needed intensity of programs and services. A preliminary 6-month evaluation of the WWH model was conducted by researchers from Simon Fraser

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University at four pilot sites. Data was collected from 143 tenants at the pilot sites and 91 tenants from comparison sites. Due to the small sample size and short period of study, further research is required to determine the full impacts of the model, but there were promising results in several areas. At the pilot sites, a key finding was that the intervention resulted in increases over time in participants' sense of belonging, sense of purpose and meaning in life, and feelings that they were valuable to others. Positive trends were also observed for mental health and some types of social support, particularly for those with higher levels of participation in the activities and services. In the qualitative feedback, participants emphasized the impacts the programming has on their mental health and social connectedness, and how the program is a lifeline for lonely and isolated older adults.

"It pulled me right up to the surface. I wasn't very sociable at all. Whole Way House was the best thing that's happened because it helps your sanity. You get to be seen [rather than] sit in your room in solitary confinement all the time. They've got to keep this going. Don't shut it down."

"It gets me out of bed and it gives me something to do. I know somebody's going to be down here and I can talk to people. I have a different outlook now on life. So, everything's better. Everything."

Appendix 8. SRO Hub Program - Tenant Based Initiatives

The <u>SRO Hub Program</u> is a unique model that supports tenants to have a voice in decision making and employs tenants to support other tenants living in their buildings. The program was established in 2020 in eight privately-owned SROs in the Downtown Eastside of Vancouver by the SRO Collaborative. Single room occupancy hotels (SROs) are a type of low-income housing that consist of a small room with no private bathroom or kitchen. In the SROs, approximately 50% of the tenants are aged 50 and up.

The SRO Hub Program is built upon community organizing principles, and empowers and supports tenants to build relationships, provide mutual aid, and collectively identify issues and solutions. Goals of the program include: 1) Preventing evictions and homelessness and 2) Improving the affordability, habitability, health, sense of belonging, and safety of SROs. When possible, the SRO HUB Program attempts to build relationships with landlords and demonstrate the value of the tenant-based initiatives, although the programs operate even if the landlords are not engaged or supportive.

Tenant-based initiatives include:

- Outreach organizers who routinely survey their neighbours to identify unmet needs and issues and connect them to resources;
- Food programs where tenants cook, and/or distribute food to their neighbours;
- Organizing to stop the effects of extreme heat;
- · Fire prevention;
- Education on community organizing and tenant rights;
- Overdose response training and naloxone kits distribution;

- The BOLTS program provides maintenance and housekeeping supports (e.g., painting, decluttering) via peers; and
- Connecting Indigenous tenants to Elders and knowledge keepers and provision of holistic wellness supports.

The tenant who leads each initiative in their building receives a stipend or honorarium to support their work. SRO Collaborative staff do outreach in the buildings to understand their communities, identify potential tenant leaders, and offer them coaching and support.

To date, the tenant-based initiatives have been strongly embraced by the SRO tenants. For example, over April 2020 to October 2022, the BOLTS team completed 2,629 maintenance jobs and the food programs provided 44,000 prepared meals. The tenant based initiatives have immediate positive impacts on the tenants receiving the services (e.g., increase food security, prevent overdoses, create sense of pride in building), as well as those leading the initiatives.

"As I've just told you, I'm now elderly, officially, and uh, the great danger of being a single old man is isolation! And isolation and loneliness kills you, eventually. So, the SRO-C helps mitigate that; I'm connected, I have friends, I'm doing something, a sense of accomplishment."

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Some of the landlords are also beginning to see the value of the BOLTS teams and SRO Hub's community development approach.

The SRO Collaborative is currently working on a governance project whereby tenants in the participating buildings can be members of their Tenant Building Committee, and an Organizing Committee is formed to lead the tenant-based initiatives, which are developed based on tenant needs and interests, as well as available resources.

The <u>SRO Hub Tenant Organizing Roadmap</u> provides more information on the SRO Hub organizing process.

The tenant-based initiatives also contribute more broadly to building community and the capacity of the SRO Hub Program to advocate with landlords, government, and other policymakers. One example is the SRO Vacancy Control Bylaw implemented by the City of Vancouver to regulate how much landlords can increase rents between tenancies. Because the controls put in place by the province to limit annual rental increases only apply when a unit is tenanted, landlords have a strong motivation to renovict/evict longstanding tenants so they can significantly raise the rents. The SRO Collaborative worked with the City to develop an approach for the bylaw that does not put the onus on the tenants to make complaints, but rather requires landlords to submit rental data to the City. This data can be checked against data the SRO Collaborative collects from tenants to ensure landlords are being truthful. In the spring of 2022, two landlords challenged the right of the municipality to implement such a bylaw in court, with the court ruling in favour of the landlords in August 2022. However, an appeal is underway and scheduled to be heard in late 2023.

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Appendix 9. Seniors Housing Information and Navigation Ease

SHINE (Seniors Housing Information and Navigation Ease) is a collaborative province-wide initiative that supports older adults aged 60+ at risk of homelessness to navigate housing, mental health, and addiction services. The program is jointly funded by the Ministry of Health and Ministry of Mental Health and Addictions. Seniors Services Society of BC is the lead organization for the initiative and collaborates with nine partner organizations (West End Seniors' Network, Nanaimo Family Life Association, Prince George Council of Seniors, Seniors Outreach Services Society, Langley Senior Resources Society, Brella Community Services Society, Beacon Community Services, OneSky Community Resources, and Richmond Cares, Richmond Gives) to offer SHINE programs in all five regions of the province.

Key components of the SHINE program include: 1) Housing navigation and information and referral, 2) Connecting seniors to other support services, and 3) Training and knowledge mobilization (e.g., offering housing navigation training, educational podcasts, self-advocacy supports). SHINE housing navigators can assist seniors with housing needs such as advising on tenant rights, applying for housing and filling out forms, and mediation and conflict resolution with landlords. While SHINE was designed to support housing navigation, many of the seniors accessing the program have complex needs, and therefore also receive help with navigating a range of needs beyond housing (e.g., income benefits, digital technology literacy, health services).

In addition to providing assistance directly to individual seniors, SHINE also engages in advocacy to address process and policy issues that impact the housing stability of seniors. For example, the transition off of provincial disability or income assistance at age 65 to federal retirement income benefits was causing an income gap for some seniors. Therefore, SHINE advocated to the Ministry of Social Development and Poverty Reduction to ensure case managers will connect individuals turning 65 to federal retirement income benefits.

Appendix 10. Temporary Housing Program

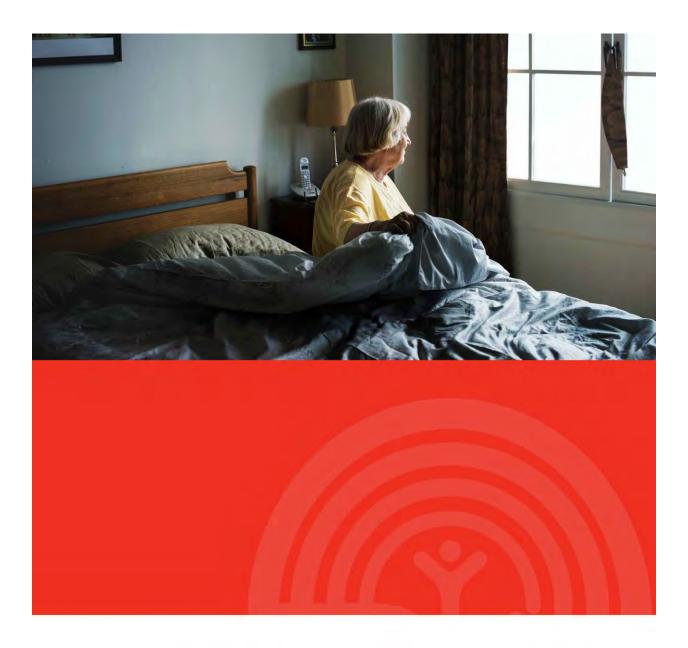
The Temporary Housing Program (THP) is a program operated by Seniors Services Society of BC that provide short-term housing to Metro Vancouver seniors who are experiencing the loss of their home for a range of reasons (e.g., change in financial situation, building redevelopment, fleeing abuse). THP addresses the lack of senior-specific shelter options and fills a gap for seniors aged 60+ who are experiencing first-time homelessness.

Through the program, the senior can stay in a studio apartment for between 3-6 months, during which time a case worker works with them to organize their finances and secure permanent housing. Rent is 45% of the

individual's monthly gross income (or \$425 if they are a client of the Ministry of Social Development and Poverty Reduction).

Seniors Services Society of BC has developed strong relationships with many landlords which they are able to leverage when searching for housing options. After securing permanent housing, the case worker continues to provide support to the senior for up to three months.

Currently, the THP runs 15 units in New Westminster in partnership with BC Housing and there is very high demand for the units. There are plans to add an additional 38 units over the next two years.





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United Way British Columbia



Working with communities in BC's North, Interior, Lower Mainland Central & Northern Vancouver Island

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Appendix H: Community Plan Consultation Event Agenda

AEHCR Community Plan, Working Towards Functional Zero Homelessness: Partner Gathering, Victoria, January 30, 2024

Session Objectives

- Inform partners about the outcomes of community consultations that took place in 2023, including the key themes that emerged;
- Generate and theme actions towards the goal of functional zero homelessness in the Capital Region by 2030;
- Map actions against priority categories;
- · Identify what is needed to achieve the actions, and who needs to be involved; and
- Through the above, build a sense of ownership of and responsibility for the community plan among partners.

Time	Activity			
8:30 – 9:00am	Arrival, refreshments and registration			
9:00 – 9:30am	Welcome and introductions			
9:30 – 9:45am	Overview of day			
9:45 – 10:15am	Presentation from AEHCR			
10:15 – 10:45am	EXERCISE 1: Generating actions towards reaching the goal of functional zero homelessness in the Capital Region by 2030			
10:45 – 11:00 am	Break			
11:00 - 12:00pm	EXERCISE 2: Theming actions towards reaching the goal of functional zero homelessness in the Capital Region by 2030			
12:00 – 1:00pm	Lunch			
1:00 – 2:00pm	EXERCISE 3: Prioritizing actions towards reaching the goal of functional zero homelessness in the Capital Region by 2030			
2:00 – 2:15pm	Break			
2:15 – 3:00pm	EXERCISE 4: Exploring implementation of actions towards reaching the goal of functional zero homelessness in the Capital Region by 2030			
3:00 – 3:30pm	Final remarks, thanks and close			

Appendix I: Community Plan Consultation Event Presentation



Ending Homelessness and Prevention

Ending homelessness means investing in homelessness prevention – that is, stopping people from becoming homeless to begin with.

This involves a change in the way we think about homelessness.

Rather than managing the problem through emergency services, such as soup kitchens and shelters, it makes more sense to intervene before the loss of housing occurs, or if someone does experience homelessness, to get them stably housed as quickly as possible.

This requires several sectors, like the health, education, justice, child, and housing systems to work together to implement policies and interventions that lower the risks of homelessness.

Fisher, R. (2018) Homelessness Prevention: The Public Health Model. https://www.homelesshub.ca/blog/homelessness-prevention-public-health-model

HOPE HAS FOUND A HOME

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A Typology of Homelessness Prevention

The typology of homelessness prevention is an integrated systems approach addressing the complex interplay of individual, relational, institutional, and structural or societal factors that produce and sustain homelessness.

Adapted from Riana Fisher (April 03, 2018)

A Typology of Homelessness Prevention https://www.homelesshub.ca/blog/typology-homelessness-prevention



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Structural Prevention

Structural Prevention

- Reduces the structural and systemic factors that contribute to housing precarity and social exclusion
- Goal is to enhance housing stability and inclusion
- Aimed at individuals, families, communities, or the entire population
- Can also involve more targeted strategies aimed at groups that are at higher risk of homelessness, such as seniors



Systems Prevention

Systems Prevention addresses

- The role of public systems in prevention homelessness
- Institutional and system failures
- Unsuccessful transitions from state institutions, such as hospitals, corrections, and child protection; institutional reintegration support

through three components

- 1. Fixing policy and procedural barriers
- 2. Enhancing access to public systems, services, and appropriate supports
- 3. Reintegration support



•

Early Prevention

Early Prevention is...

the policies, practices, and strategies targeted at individuals and families at imminent risk of, or who have just become, homeless

Ву

- addressing the underlying circumstances that increase the risk of homelessness,
- · building resilience
- decreasing the possibility for negative outcomes



Evictions Prevention

Evictions Prevention is...

early intervention and housing stability that keeps individuals and families at imminent risk of eviction in their homes

- Begins with landlord-tenant law and legislation, which outlines the rights and responsibilities of both landlords and tenants
- Informs both landlords and tenants of their rights through public awareness → important first step in helping tenants avoid the conditions that might result in eviction
- Tenants aware of their rights in the case of wrongful eviction



Housing Stability

Housing Stability is...

downstream prevention involving interventions to help people who experienced homelessness to

- · achieve and maintain housing stability
- never experience homelessness again

Key components are

- Housing supports
- · Supports for health and wellbeing
- Supporting access to income and education
- · Complementary supports
- Enhancing social inclusion



Takeaways

To **prevent homelessness**, we must address the issue across **multiple levels**.

It is vital that all orders of government and other sectors, such as justice and corrections, income supports, mental health and health, child protection, and housing, are engaged in homelessness prevention.







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Appendix J: 2022-23 Annual Report



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This year, the Greater Victoria Coalition to End Homelessness (GVCEH) has rebranded its name to ALLIANCE TO END HOMELESSNESS IN THE CAPITAL REGION (AEHCR).

The new name allows us to continue the extensive work that the GVCEH started in 2008 and build on our focus of leading change toward Functional Zero Homelessness in the Capital Region and beyond, grow partnerships to drive prevention, and shape a future where everyone has a safe place to call home.

VISION

A region, a province, and a country where everyone has a safe place to call home.

MISSION

To ensure experiences of homelessness in the Capital Region by 2030 are rare, brief, and non-recurring and that housing and supports are culturally adaptive, creative, caring, and person-centered.

TERRITORIAL ACKNOWLEDGEMENT

We acknowledge with respect that we conduct our business within the traditional territories of many First Nations, including but not limited to BOKEĆEN (Pauquachin), MÁLEXEL (Malahat), P'achi:da?aht (Pacheedaht), Pune'laxutth' (Penelekut), Sc'ianew (Beecher Bay), Songhees, STÁUTW (Tsawout), T'Sou-ke, W JOLELP (Tsartlip), W SIKEM (Tseycum), and X*sepsem (Esquimalt), all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.

We are aware of and strive to continue educating ourselves on the multilayered injustices that these communities still experience, and to keep on forging collaborative actions in addressing homelessness among Indigenous peoples.

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On behalf of the Board, it is our pleasure to reflect on the critical work accomplished by the Alliance to End Homelessness in the Capital Region in the past year and to celebrate our collective efforts in achieving functional-zero by 2030.

2022-2023 was a year of continued transition. As our organization and sector re-emerges from the long-lasting effects of COVID, together, we have rallied to re-energize and re-commit to meeting the challenges that are facing our region, our nation and the world. The Alliance's efforts have continued to be deployed in supporting our members, partners and community and in bringing together all those who are able to transform the existing systems and to work for better outcomes for our unsheltered neighbours.

The focus of the Alliance has been to ensure that we cross the last few miles of the current Community Plan and to begin the consultation process to draft the upcoming one, where a greater focus must be placed on the upstream and downstream prevention needed to achieve functional-zero by 2030.

As the affordability crisis deepens, high interest rates and high inflation prevail, the Alliance pivoted to returning to its core mission and to ensure that our sector, now more than ever, continues to focus, cooperate and propose workable solutions.

Our small but mighty team has not been spared significant changes as we lost some of our staff to other opportunities. We also welcomed new staff to our organization who are just as passionate and caring and who dedicate their talents to our mission and the vision for our community.

Together we have the vision to effect change. Together we must continue to forge ahead to ensure every is welcomed, belongs and thrives in our community. No one is left behind. No one is forgotten. And everyone has a place they can call home.

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear members, colleagues, and partners,

I want to thank all of you for the contributions you make to this sector and for your dedication to continue to work together. Together, we continue the drive to find workable and sustainable solutions to achieve our common vision. Your tireless efforts, your perseverance and your resiliency are not only remarkable, but are at the center of my professional and personal inspiration.

SYLVIA CEACERO Executive Director

This year has shown us that circumstances beyond our control; labour shortages, economic turmoil, supply change issues, dimate change etc... have translated into a slower than anticipated post-COVID recovery. The connections and interconnections that are required to deal with this wicked problem that is homelessness and the demands to give more of us to this fight, have not gone unnoticed. Now, more than ever, we must come together to drive change and to be relentless in our quest to move forward with a dear direction, mandate and a plan of action.

As I perused previous annual reports, I was struck by the profound thoughts of two of our previous Executive Directors when they wrote: [...we needed to think beyond only mental health and substance use as critical drivers of homelessness and barriers to recovery. Homelessness and poverty are inextricably interconnected and need to be understood from the point of view of the people experiencing them. As we listen to those willing to share their story, it becomes critical to acknowledge and accept that the pervasive and inescapable experiences of poverty are trapping individuals in cycles of homelessness and this complex community challenge requires a complex societal response... Although those words were written almost 5 years ago, they continue to ring true today.

COVID dearly demonstrated that during a global crisis, we are able and capable of rallying together to find a way to safeguard the most vulnerable. As the housing, mental health, drug poisoning crisis escalate, so must our efforts. Prevention must be at the forefront of all that we do. The silos must be broken. The same old approaches must be shattered and rebuilt with a reconciliation lens. Collaboration and cooperation must prevail above all else.

Our complex societal response must be informed by the voices of lived and living experience and must engage every single person in our community. We continue to call for governments to work together and coordinate their efforts with us around housing, mental health, addictions, poverty reduction and support of families. We continue to call on partners to find the pathways to sustainable solutions with us. We look to our community at large to unite their voices to ours so we can carry those messages forth and effect change. We must act in ways we have not acted before. Ginni Rometty was famously quoted for saying "someone once told me growth and comfort do not coexist. I think that is a good thing to remember." We must act now, we must act boldly and we must act together.

Community Plan 2019-2024

The 2019-2024 Community Plan to End Homelessness in the Capital Region reflects the work of many partners, including people with lived experience of homelessness, Indigenous serving organizations, community not-for-profit service organizations, and representatives from government, businesses, and funders.

The on-the-ground experience of the homelessness serving sector, as well as the perspectives of people with lived experience and Indigenous people helped inform the development of Five Key Community-Based Outcome Areas and their associated goals and objectives.

Support Services:

- People experiencing homelessness will quickly and equitably receive the support they need over the course of their journey.
- Support services agencies have the manuale and capacity to deliver the needed services.

Housing

A supply of accessible, appropriate, and safe housing, centered around the unique needs of individuals is available.

Advocacy & Awareness:

Communities and neighborhoods are inclusive, empathetic, compassionate, and welcoming of people experiencing homelessness through advocacy and awareness that homelessness is something that impacts everyone in the community.

Prevention

People are pretented from becoming homoless

Collaboration & Leadership

Leadership at all community and government levels share a common sense or purpose and are effective collaborative, supportive, and inclusive.

The AEHCR's Five Strategic Goals Supporting Community Plan Outcomes



GOAL 1: Collective Impact

We align and focus the opportunities that arise from the intersection of our work in the community through the development and strengthening of partnerships that result in system transformation, upstream and downstream.

GOAL 2: Sector Resiliency

We support our sector's human beings to thrive in the service of our community by developing bestpractices approaches that are human capital centric.

GOAL 3: Research & Data

We uphold the highest research and data standards to support evidence-based decision-making at all levels.

GOAL 4: Advocacy & Communications

We amplify the voice of the sector to reach its functional-zero-by-2030 goal through the development and implementation of a sector-wide advocacy and communications plan.

GOAL 5: Organizational Strength

We continue to develop a GVCEH team that is adequately resourced to augment capacity that aligns and focuses on mission-critical actions that support the evolving needs of the sector.



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Project Reconnect 2022

The Downtown Service Providers (DSP) committee brought together dozens of service providers and information booths at the Royal Athletic Park for Project Reconnect last August 23, 2022.

Project Reconnect, the revitalization of a pre-COVID annual event known as Project Connect, is a one-day service and information fair for those experiencing homelessness and extreme poverty in Greater Victoria. More than 30 organizations participated and offered an estimated 200 attendees access to a variety of services including medical care, peer support, professional portraits, an ID clinic, and more. The event was generously sponsored by the United Way of Southern Vancouver Island (UWSVI) and the UWSI Labour Council.

Volunteers from the community and across the sector supported delivery of the event, including people with lived and living experiences of homelessness.



Project Reconnect is a good time to reevaluate the looking glass we view marginalized people in our society, whether they struggle with drug misuse or homelessness, we need to reevaluate and reconnect. I believe it's instrumental in bringing us together in working towards a

- Darrin Murphy,
n with lived experience and one of









Extreme Weather Response Coordination

Starting on December 15, 2022, in anticipation of the cold and snowy winter season for the City of Victoria, the AEHCR took on the role of Extreme Weather Response (EWR) coordinator. The AEHCR coordinated the activation and deactivations of the City of Victoria EWR for overnight warming shelters in the event of extreme weather conditions deemed severe enough to present a substantial threat to the life of health of people who are experiencing homelessness.

Shelter beds were open

> 43 nights

Total of

mat spots provided over the season

3 organizations cooperated to provide mats

- City of Victoria
- Salvation Army ARC
- Victoria Cool Aid Society

2 churches made their spaces available

- James Bay United
- St. John the Divine



Peer Housing Support Program

The Peer Housing Support Program flourished in 2022-2023 thanks to the UBCM funding support. The team strengthened active and ongoing collaboration between community partners in the housing, supports services, other partners, and those who are living unsheltered. With a holistic understanding of the social issue of homelessness, and a relational approach that centered and amplified the voices of those with lived experiences and their allies, the Peer Housing Support Program actively engaged in increased collaboration across the housing and supports services sector to maintain and build upon current levels of communication and relationship building, and to increase networking practices between teams, programs, and services across the Greater Victoria region, while centering and prioritizing the voices and the needs of those who are most vulnerable in their experiences with homelessness.

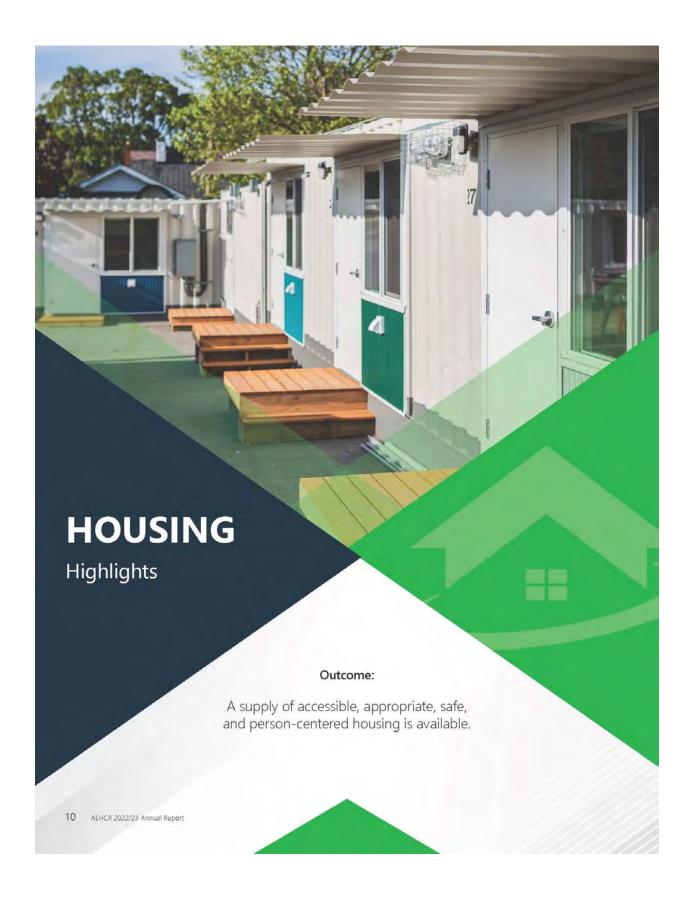
With a foundational Lived Experience approach to providing services, the Peer Housing Support Program sought to maintain and increase current support services including; employment for Persons with Lived Experiences of homelessness, increasing the number of persons who are actively supported through the Peer Housing Support Program with peer support, convened the Regional Community of Practice (a monthly meeting between multi-disciplinary peer support workers across the Greater Victoria region working across skillsets), operated the Greater Victoria Street Community Outreach Teams Connect, and supported the ongoing collaboration, relationship-building, daily networking with Victoria City Bylaw Services, continued and increased peer support engagement with the Aboriginal Coalition to End Homelessness with activity-based peer support drop-in times that focused supports for the residents of Speq??éutxw (SPAKEN) House and much more.

The Peer Housing Support Program was a resounding success and the GVCEH is very proud of the team that led this program, the supports they provided to those living unsheltered, and achieving the outcomes expected by all partners and our community.









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Tiny Homes Village Licence Extension

BC Housing, Our Place Society and the AEHCR requested a six-month licence extension from the City of Victoria to continue to provide temporary housing at the Tiny Homes Village (940 Caledonia Ave.) until September 30, 2023.

The project partners invited the community to a public information session at the North Park Neighbourhood Association last February 14, 2023 to provide updates, answer questions from the community, and gather feedback.

Since May 2021, this Tiny Homes Village has offered safe and warm conditions to our community's most vulnerable people while BC Housing builds permanent supportive homes in the region. While many building projects are nearing completion, industry-wide construction delays have caused the need for this extension.

It is now anticipated that all Tiny Homes residents will move into permanent homes by the end of September 2023, at which time the Tiny Homes Village will be removed from the site.

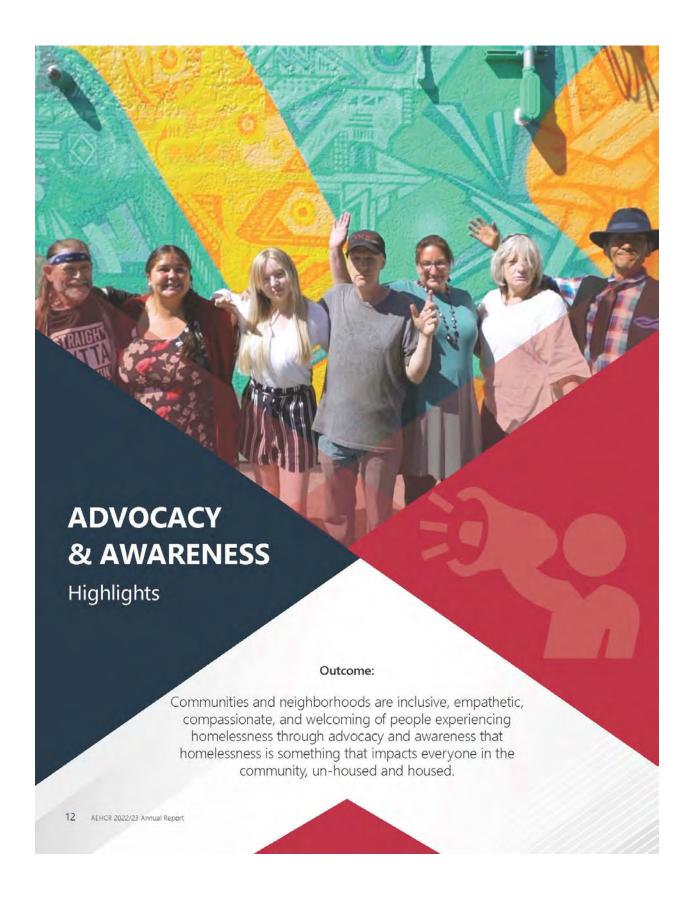








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Sooke Municipal Engagement in Communication, Education, and Awareness Initiative

Sooke Homelessness Coalition volunteer members completed the Sooke Homelessness Awareness & Strategic Plan Presentation to the District of Sooke Council at Committee of the Whole on Jan 16, 2022. Education and awareness were provided regarding funding sustainability around the potential for all levels of government to participate in shared accountability partnerships. District of Sooke to consider Service Agreement with Sooke Shelter Society for core funding.





Talking Circles and Resident Meetings

The talking circles and resident meetings that were facilitated monthly across various supportive housing units and shelters in the capital region served to amplify the voices of the residents who were being served by those shelters and supportive housing units. This amplification of the voices of the residents helps those managers, staff, and supervisors within the sites who can effect change within the units be aware and updated on the needs, wants, and issues of the residents.

These meetings, and the notes transcribed from them, served to provide anonymous qualitative data that was used to create an infographic report on user-centered design for housing as well.

- Number of talking circles and resident meetings facilitated in total: 65.
 - » Number facilitated at Medewiwin: 10.
 - » Number facilitated at Mt. Tolmie: 11.
 - » Number facilitated at The Soleil: 11.
 - » Number facilitated at Tiny Homes: 11.
 - » Number facilitated at The Hope Center: 9.
 - » Number facilitated at Mt. Edwards: 11.
 - » Others upon request: 2.
 - » Total number of resident attendees: 653
- Number of Chew and Chats Facilitated: 4.
- 1 Indigenous focus group for user-centered design for housing.



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Face 2 Face with Stigma Workshops

Face to Face with Stigma provided 31 workshops, reaching 428 participants, over the course of the 2022-2023 fiscal year. The range of organizations reached was far-reaching and included:

Law Enforcement

- Paladin Security
- Police victims services
- RCMP
- Sooke fire and bylaw
- Victoria Police Department recruits

Events

Sooke Community Event

Education

- Camosun Social Justice
- Reynolds Secondary School
- University of Toronto
- · University of Victoria Inspire program students
- University of Victoria 4th year nurses

Community Organizations

- BC SPCA
- Boys and Girls Club South Vancouver Island
- Canadian Mental Health Association
- Fernwood Neighbourhood Resource Group
- PEERS.
- · Victoria Brain Injury Society

Face 2 Face with Stigma (F2F Stigma) is an anti-stigma workshop created, driven, and led by people with lived/living experiences. The goal of the workshop is to educate, inspire empathy and reduce fear toward people experiencing homelessness and/or substance use disorder.

In a safe environment, the workshop provided an opportunity for essential conversations on various topics relating to equity and stigma. Personal stories presented were used to foster equality to decrease stigma by changing mindsets and perspectives of the community.









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Surfacing Our Strengths: Pathway To Action

The Surfacing Our Strengths: Pathway to Action, held last November 15, 2022, convened organizations and representatives from across diverse sectors (e.g. service providers, federal/provincial/regional/municipal governments, health, housing providers) and people with lived experience to advance concrete commitments and actions towards systemic housing solutions for women+ at risk of violence and homelessness in the Capital Region.

The objectives of this half-day event were to:

- » To refocus and prioritize commitment from partners, funders, and government to collaboratively address appropriate and adequate housing and supports for women+ at risk of violence;
- » To share priority opportunities for action from the Surfacing Our Strengths Housing Lab roadmap and explore specific next steps/innovations needed;
- To strengthen relationships and deepen understanding across sectors and organizations.









Inspire Conference (Navigator App)

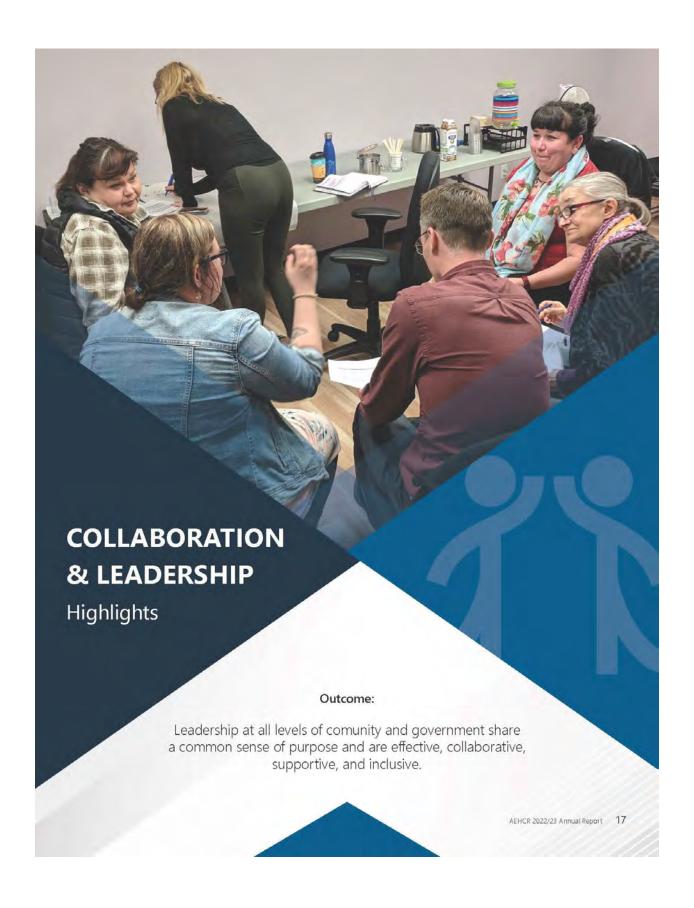
In the spring and summer of 2022, the GVCEH (doing business as the AEHCR) partnered with Garage Apprentice students from the University of Victoria's Inspire Program to create a Navigator App prototype designed to assist Women and Gender-diverse individuals navigate the systems designed to support those fleeing violence and at risk of homelessness.

The first annual INSPIRE Conference was the culmination of students' community-focused, experiential learning experience and a showcase of their project stories, accomplishments, and experiences in its 2022 Apprentice Garage Program was held September 7, 2022, at the Esquimalt Gorge Park & Pavilion. The GVCEH project team presented their prototype at the event.



Youth Task Force

With Jarvis Neglia as Chair, the Youth Task Force met several times throughout the year with a focus on the distinct needs of youth in the context of: Functional zero, the role of prevention, Coordinated Access, Collective Impact, and growing a connection to the BC Coalition to End Youth Homelessness. Task Force meetings included a strong focus on program level information sharing, as well as sector level actions. This created rich discussion, however varying levels of seniority around the table sometimes made more cohesive action challenging. In the coming fiscal year the Youth Task Force will begin to assess the optimal membership and form to continue both the vital information sharing as well as strategic sector action. Jarvis Neglia has since moved on to new challenges and his initiative and leadership will be greatly missed.



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2022 City of Victoria Municipal Election Town Hall

The Downtown Service Providers (DSP) Committee hosted a City of Victoria Municipal Elections Townhall on September 27, 2022, at the First Met Fellowship Hall. The town hall brought together candidates running for Mayor and Councillors for the City of Victoria with the primary focus of putting the homelessness issue at the forefront of the discussion. The Townhall also provided the opportunity for the candidates to engage with the community and answer their questions.

Five questions had been sent out to all candidates prior to the town hall that not only asks about their plans and stand on homelessness issues but also seek their commitment to support concrete actions, should they be elected.







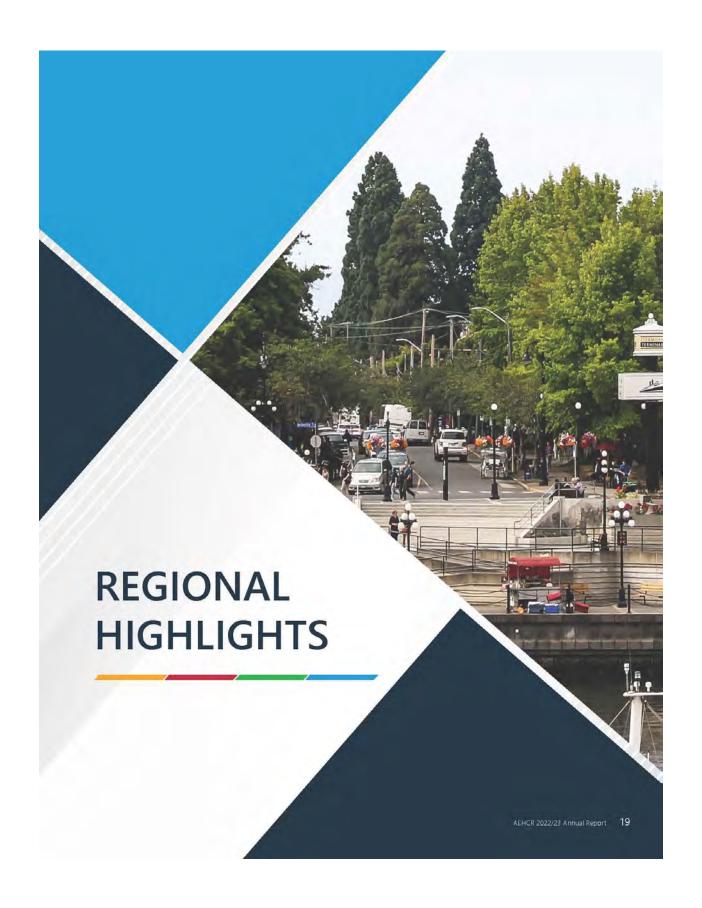
Macro-Support & Sector Capacity Building through Micro-Credentialing

Collaborating with the University of Victoria Division of Continuing Studies, the AEHCR has been co-developing free, accessible micro-credentialed training modules for workers in the homelessness response housing sector. These modules are being created through engagement with housing providers and peers in the community and are aligned with sector/peer-identified needs. These modules



are designed through sector-wide shared understanding and implementation of best practices relating to identified gaps: cultural competencies and decolonization training/practices, supporting women and 2SLGBTQIA+ community (responding to Gender-based and intimate partner violence), self-care and burnout prevention, standardized reporting (data entry and event logs), de-escalation and violence prevention, trauma-informed care, harm reduction, and safety.

The AEHCR and UVic's Division of Continuing Studies, collaborating with the Best Practices Collective, has been developing a 6-module online professional development certificate to increase sector capacity and improve service delivery and resident outcomes. Delivery of the first module, Mental Health, and Substance Use and Supporting Others Caring for Self, was held in April 2023 (fiscal year 2023-2024).



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COMMUNITY DATA DASHBOARD

Kicking off on July 26, 2022, the Community Data Dashboard Working Group (CDD-WG), is working to create a data dashboard. The dashboard will be shared internally to start, with the delivery of an external facing dashboard as the work progresses.

The initial data dashboard focuses on a housing baseline snapshot. Information on housing coming online, Emergency Weather Response activations, and City of Victoria outdooring sheltering information are included in the initial dashboard. Additionally, the CDD-WG is looking at housing definitions to categorize existing housing accurately.

Although not ready for external publication, the CDD-WG has finalized information for many member organizations and is in the process of collecting information from the remaining member organizations for the following indicators:

- » mats/beds/units,
- » occupancy rates,
- » waitlist number.
- » and sex & Indigeneity demographics.



To date, the CDD-WG consists of the following alliance member organizations involved in housing:

Anawim Companion Society, BC Housing. CRD, Greater Victoria Housing Society, Island Health, John Howard Society of Victoria, Our Place Society, Pacifica Housing Advisory Association, PHS, Salvation Army, The Cridge Centre for the Family, Threshold Housing Society, Victoria Cool Aid Society, and Victoria Women's Transition House. Recent additions to the working group include Society of Saint Vincent de Paul and Beacon Community Service

EXPLORE SONGHEES TOUR





On June 23, 2022, the System Transformation Working Group joined the Explore Songhees Tour to walk the talk of Reconciliation and learn more about the territories on which we are doing our work. The event offered a unique opportunity to deepen our understanding of Indigenous cultures, histories, and traditions. It was a chance to engage in meaningful dialogue, learn from one another, and build bridges of mutual respect and friendship.

BURNSIDE GORGE COMMUNITY MAPPING

Burnside Gorge Community Association (BGCA), located in lak *agan Traditional Territories, in collaboration with the AEHCR, entered a multi-year Burnside Gorge Neighbourhood Engagement strategy, funded by the Provincial Strengthening Communities Grant. Building on the first phase of the overarching engagement strategy, multiple in-person engagements were held over the course of the 2022-2023 fiscal year. Following up on Phase 1 information gathering, the BGCA and AEHCR hosted an event in Cecelia Ravine on April 9, 2023 to gather further community input.

A further engagement held May 19, 2022, looked at themes developed through the April 9th engagement and included the following:

Access to Nature

• Parks • Dog Parks • Nature Walks • More Plants • Water Access

Rasic Needs

· Health · Housing · Supports · Policy Recommendations

Biking, Driving & Walking

· Galloping Goose · Bike Lanes · Traffic Calming

Business Development

• Social Enterprise • Grocer • Business Hub

Community Events & Inclusion

• Youth & Children • Families • Seniors • BBQs • Nerf Parties • Outdoor Movie Nights

- · Clean Teams & Community Cleaning · Markets
- · Activate Cecelia Ravine Park · Gardens

Safety & Amenities

· Safe Night Walking · Community Patrol · Policing • Showers on the Galloping Goose

Sports & Recreation

· Water Access/Water Park · Walking Groups · Drop-in Sports (ages 20-30) • Basketball







The engagement held June 13, 2022, focused on visioning for community activities that foster mutual care inclusion, safety, health & belonging, and committees were formed to work on two agreed upon projects; the activation/placemaking in Cecelia Ravine Park and the creation of a Map of Burnside Gorge Gems.

While the activation/placemaking in Cecelia Ravine Park was not realized, the project culminated in the Burnside Gorge Community Gems community map.

REFUGEE READINESS TEAM COLLABORATION





The AEHCR joined the Refugee Readiness Team (RRT-VI) September 2022. The Alliance provided support for the development of multiple questionnaires and interview guides to collect housing information from displaced Ukrainians, settlement workers, those sponsoring refugees, those hosting displaced Ukrainians, and landlords on Vancouver Island. Funded by the Province of BC, Ministry of Municipal Affairs, the RR-VI is collaborating with the Alliance to create a Regional Housing report that will be used to support the Refugee Readiness Team initiative.

PARK PEOPLE WEBINAR

The Alliance participated in the Accountability in Community Consultation and Impact Measurement webinar on March 8, 2023, hosted by Park People, presenting information on their Central Park/940 Caledonia case study. Engagement to Inform the City of Victoria Policy Regarding Encampments: Engaging People Sheltering Out-of-Doors was a Central Park Participatory Action case study that focused on engaging members of the unhoused community as collaborators and peer researchers, resulting in best practices developed from the learnings of the engagement.



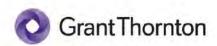
BOARD OF DIRECTORS & THE ALLIANCE TABLES

BOARD OF DIRECTORS 2022-2023

Co-Chair: Jeff Bray - Downtown Victoria Business Association Co-Chair: Cliff McNeil-Smith – Mayor of Sidney Treasurer: Emily Sluggett Secretary: Sean Dhillon Donald Kattler - Aboriginal Coalition to End Homelessness Erika Stenson – United Way Southern Vancouver Island Jennifer Fox - BC Housing TBC Jill Alley - Person with Lived Experience Kelly Reid - Island Health Kevin Murdoch – Mayor of Oak Bay Maja Tait - Mayor of Sooke Sandra Richardson - Victoria Foundation Troy Tucker - Person with Lived Experience Ex-Officio: Don Elliott

THE ALLIANCE TABLES

Health & Housing Steering Committee System Transformation Working Group Lived & Living Experience Council Community Data Dashboard Working Group Best Practices Collective Community Engagement & Communications Working Group Youth Task Force



Financial Statements

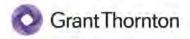
Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region)

March 31, 2023

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region)

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Independent Auditors' Report

Grant Thornton LLP Suite 650 1675 Douglas Street Victoria, BC V8W 2C5

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To the members of Greater Victoria Coalition to End Homelessness Society

Opinion

We have audited the accompanying financial statements of Greater Victoria Coalition to End Homelessness Society ("the Society"), which comprise the statement of financial position as at March 31, 2023, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly in all material respects, the financial position of Greater Victoria Coalition to End Homelessness Society as at March 31, 2023, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

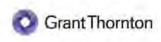
Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

ALICE (Tex (Advisory)

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Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on other legal and regulatory requirements

As required by the Societies Act of British Columbia, we report that, in our opinion, the accounting principles in the Canadian accounting standards for not-for-profit organizations have been applied on a consistent basis

Victoria, Canada July 25, 2023

Chartered Professional Accountants

Great Thousand LLP

Audit | Tinc | Advisory ID Orant Thereton LLP & Consider Momber of Grant Thereton & Considerability 2

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Financial Position

March 31		2023		2022
Assets Current				
Cash and cash equivalents (Note 5) Accounts receivable Government remittances receivable Prepaid expenses and deposits Short term investments	\$	171,903 4,125 3,120 10,078 26,000 215,226	\$ _	347,638 3,544 3,120 12,996 - 367,298
Tangible capital assets (Note 3)	_	194,186 409,412	_ \$	578,680 945,978
Liabilities Current				
Payables and accruals Deferred contributions (Note 4) Deferred capital contributions (Note 5)	\$ 	39,367 126,696 188,516	\$ _	39,430 223,554 565,548
Not forest	_	354,579	-	828,532
Net Assets Invested in capital assets Unrestricted	_	5,670 49,163	_	13,132 104,314
	_	54,833	_	117,446
	\$_	409,412	\$_	945,978

Commitments (Note 10)

On behalf of the Board

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Changes in Net Assets

Year ended March 31					2023		2022
	Invested in capital						T-1-1
	assets	Unrestricted	8		Total	8 1	Total
Balance, beginning of year	\$ 13,132	\$ 104,314	\$	11	7,446	\$	169,308
Deficiency of revenue over expenses	(7,462)	(55,151)		(6	2,613)		(51,862)
Additions to tangible capital assets less capital contributions received					u.		
Balance, end of year	\$ 5,670	\$ 49,163	\$	5	4,833	\$	117,446

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Operations

Year ended March 31		2023	2022
Revenue Government grants (Note 6) Individual donations Corporate donations Contributions from other registered charities (Note 6) Miscellaneous revenue Membership fees Interest	\$	1,114,104 \$ 199,728 146,939 101,155 2,522 1,000 978	2,035,285 270,097 219,124 70,401 1,286 725 165
	-	1,566,426	2,597,083
Expenses Amortization Communications and consultation Council and committee meetings General administration Professional fees Program expenses (Note 7) Rent Wages and benefits	-	384,494 9,520 10,104 58,461 25,313 615,932 72,495 452,720	573,266 13,692 7,296 64,983 20,724 1,427,166 65,364 476,454 2,648,945
Deficiency of revenue over expenses	\$_	(62,613)	(51,862)

See accompanying notes to the financial statements.

Greater Victoria Coalition to End Homelessness Society (dba Alliance to End Homelessness in the Capital Region) Statement of Cash Flows

Year ended March 31		2023		2022
Increase (decrease) in cash and cash equivalents				
Operating Deficiency of revenue over expenses Amortization of deferred capital contributions Amortization	\$ 	(62,613) (377,032) 384,494	\$	(51,862) (565,548) 573,266
	-	(55,151)	-	(44,144)
Change in non-cash operating working capital Accounts receivable Government remittances receivable Prepaid expenses and deposits Payables and accruals Deferred contributions	_	(581) - 2,918 (63) (96,858)	_	(2,109) 2,383 (4,477) (389,138) 121,359
	_	(94,584)		(271,982)
	_	(149,735)	_	(316,126)
Investing Purchase of short term investments Purchase of tangible capital assets	_	(26,000)	_	(748,027)
	_	(26,000)	_	(748,027)
Financing				
Deferred capital contributions	_		-	580,918
	_		-	580,918
Net increase (decrease) in cash and cash equivalents		(175,735)		(483,235)
Cash and cash equivalents, beginning of year		347,638		830,873
Cash and cash equivalents, end of year	\$_	171,903	\$_	347,638

See accompanying notes to the financial statements.

6

March 31, 2023

1. Purpose of the Society

The Greater Victoria Coalition to End Homelessness Society (the "Society") was incorporated on July 25, 2008 under the Societies Act of British Columbia. In February 2023 the Society changed its operating name to the Alliance to End Homelessness in the Capital Region and continues to do business under this name. The Society's purpose is to engage community organizations, governments and non-governmental agencies to work in partnership with each other and the broader community to lead and drive the commitment to end homelessness in the Capital Regional District of British Columbia. The Society received status as a registered charity effective April 1, 2009.

2. Summary of significant accounting policies

Basis of presentation

The Society has prepared these financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Revenue recognition

The Society follows the deferral method of accounting for contributions.

Operating grant revenue is recognized in the year for which the grant is awarded. Accordingly, operating grant revenue awarded for periods subsequent to the current year is deferred to the next fiscal year.

Restricted contributions related to general operations are recognized as revenue in the year in which the related expenses are incurred.

Unrestricted contributions are recognized as revenue in the year received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Cash and cash equivalents

Cash and cash equivalents include cash on hand and balances with banks and highly liquid temporary investments with maturities of three months or less.

Amortization

Rates and bases of amortization applied to write off the cost less estimated salvage value of capital assets over their estimated lives are as follows:

Furniture and equipment Computer equipment Leasehold improvements Temporary shelter 20%, straight-line 33-1/3%, straight-line Term of lease Term of lease

7

March 31, 2023

2. Summary of significant accounting policies (continued)

Use of estimates

In preparing the Society's financial statements, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenue and expenses during the year. The more subjective of such estimates are the collection of accounts receivable, the useful life of tangible capital assets and the accrual of accounts payable and liabilities. Actual results could differ from these estimates.

Financial instruments

The Society's financial instruments consist of cash and cash equivalents, accounts receivable, and payables and accruals.

Financial instruments are recorded at fair value on initial recognition and are subsequently recorded at cost or amortized cost, unless management has elected to carry the instruments at fair value. The Society has not elected to carry any such financial instruments at fair value.

Volunteers

Volunteers contribute an indeterminable number of hours to the Society across its operations. Since no objective basis exists for recording and assigning fair values to donated time, the value of this time has not been reflected in the accompanying financial statements.

March 31, 2023

3. Tangible capital as	sets				2023	-	2022
		Cost	į	Accumulated amortization	Net book value		Net book value
Furniture and equipment Computer equipment Leasehold improvements Temporary shelter	\$	12,428 66,969 18,386 1,124,065	\$	12,428 61,216 17,297 936,721	\$ 5,753 1,089 187,344	\$	135 11,065 5,448 562,032
	\$_	1,221,848	\$	1,027,662	\$ 194,186	\$	578,680

4. Deferred contributions

Deferred contributions relate to restricted operating funding received that relate to future years.

	BC Housing	City of Victoria		Island Health Authority	 Canadian Mortgage and Housing	Non- Government		Total 2023
Balance, beginning of year	\$ 27,288	132,290	\$	8,333	\$ 31,718	\$ 23,925	\$	223,554
Received during the year	10,071 37,359	376,553 508,843	0.0	91,667 100,000	31,718	196,614 220,539		674,905 898,459
Less: amounts recognized as revenue	37,359	501,532		100,000	31,718	101,155		771,764
Balance, end of year	\$ \$	7,312	\$	·	\$ i.e.	\$ 119,384	\$.	126,696

5. Deferred capital contributions

Hey Neighbour project: In the previous fiscal years the Society crowd-sourced funding from numerous individuals and local businesses and raised \$1,131,096 toward construction costs. These funds raised are being amortized into revenue over the life of the project. The amount recognized as revenue during the year is \$377,032 (2022: \$565,548).

March 31, 2023

6. Grants

The Society's major funding sources are from contributions received from other registered charities and grants received from government sources as follows:

	_	2023	 2022
Government grants City of Victoria Capital Regional District Island Health CMHC BC Housing Ministry of SDPR	\$	605,816 321,311 100,000 49,418 37,359 200	\$ 322,896 402,167 100,000 60,902 1,126,445 22,875
	\$_	1,114,104	\$ 2,035,285
Contributions from other registered charities			
Burnside Gorge Community Association Victoria Foundation Second Harvest Food Bank Social Planning and Research Council Other	\$	36,962 29,333 18,200 - 16,660	\$ 38,526 - 18,750 13,125
	\$	101,155	\$ 70,401

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March 31, 2023

7. Program expenses	_	2023	_	2022
Program expenses consist of the following:				
Peer Housing Support	\$	338,356	\$	263,212
Face to Face with Stigma		151,634		80,076
National Housing Solutions		37,359		60,902
Burnside Gorge Neighbourhood Engagement		36,962		4,375
Sector Capacity Building		25,716		-
Inclusion & Collaboration		8,607		41,903
Extreme Weather Response		6,941		42,704
Documentary: 940 Caledonia		6,250		16,111
Youth Hostel Pilot		4,107		886,984
Community Laundry Pilot				22,414
Participatory Action Research				6,133
Youth Homelessness	_	-	_	2,351
	\$	615,932	\$	1,427,166

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March 31, 2023

8. Risk management

In the normal course of business, the Society is exposed to liquidity risk. The Society's primary risk management objective is to protect cash flow in order to support its operations. Risks are managed within limits ultimately established by the Society's Board of Directors and implemented by management.

The carrying value of cash and cash equivalents, term deposits, accounts receivable, and payables and accruals approximates fair value due to the relatively short-term maturity of these financial instruments. Unless otherwise noted, it is management's opinion that the Society is not exposed to significant interest, currency or credit risk arising from these financial instruments.

Remuneration

Under the new Societies Act, which came into effect November 28, 2016, societies must disclose remuneration paid to directors, and to employees and contractors whose remuneration was at least \$75,000 for the fiscal year. During the year, the Society paid no remuneration to directors.

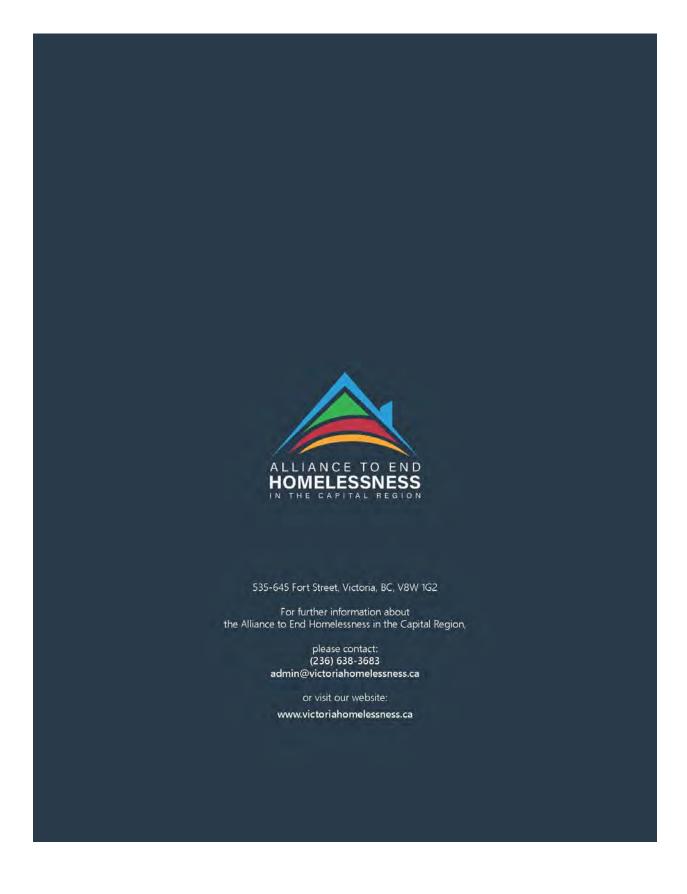
During the year, one employee met this criterion who was paid total remuneration of \$107,827 (2022: \$88,038).

10. Commitments

The Society has operating leases with future minimum aggregate lease payments as follows:

2024	33,522
2025	18,405
2026	18,405
	\$ 70,332

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2023 SPECIAL GENERAL MEETING NOVEMBER 30, 2023 1:00PM – 2:00PM VIA ZOOM

MEETING MINUTES

Meeting Chair: Cliff McNeil-Smith

ITEM	PROCEEDINGS
Meeting call to order	Cliff McNeil-Smith called the meeting to order at 1:10PM. He advised everyone that we will be conducting our regular AGM business at this Special General Meeting.
Land Acknowledgement and welcome	Cliff McNeil-Smith gave the land acknowledgement and introduced the members of the Board.
Determination of Quorum	Cliff McNeil-Smith advised the meeting that the Societies Act section 82 (4) states: "The bylaws of a society may provide that if a general meeting is adjourned until a later date because a quorum is not in attendance, and if, at the continuation of the adjourned meeting, a quorum is again not in attendance, the voting members in attendance constitute a quorum for the purposes of that meeting."
	Our by-laws make no provision for this, so we will adhere to the Societies Act, thereby the voting members in attendance at this meeting constitute a quorum.
Approval of Agenda	Motion to approve the SGM meeting agenda of November 30, 2023. Moved, Seconded, Carried.
Approval of 2022 AGM Meeting Minutes	Motion to approve the minutes of the 2022 Annual general Meeting November 17, 2023. Moved, Seconded, Carried.
Treasurer's Report: Approval of Audited Financial Statements 2022-23 Approval of Auditors 2023-24	Board Treasurer Emily Sluggett presented the Audited financial Statements for 2022-23. Emily advised the membership that the Greater Victoria Coalition to End Homelessness was on budget and received a clean audit for the fiscal year 2022-23. Motion to approve the Audited Financial Statements for 2022-23. Moved, Seconded, Carried.
	Motion to approve the appointment of the Auditors for 2023-2024 fiscal year - Grant Thornton. Moved, Seconded, Carried.

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Annual Report and Executive Director's Report	Cliff McNeil-Smith asked if there were questions regarding the activities of the Alliance from last year arising from the Annual Report. There were no questions.
Election/Appointment of Director(s) Troy Tucker, Person with Lived Experience	Cliff began by acknowledging Jeff Bray who came onto the Board of Directors in 2019 and served as the community Co-Chair during his tenure on the Board. Cliff thanked Jeff for his years of service and contribution to the Alliance. Jeff left the Board on September 28. This has created an additional vacancy on the Board; however the Board has chosen not to fill this vacancy at this time.
	In accordance with bylaw 4.3e "the Board of Directors must call for nominations for directors at least 30 working days before an annual general meeting;" And 4.3 f "the Board of Directors must receive the nominations by no later than 10 working days before the Annual General Meeting."
	There is one nominee for the only vacancy on the Board of Directors; Troy Tucker for the Director with Lived and Living Experience position. In accordance with bylaw 4.3, I declare this individual elected to the Board of Directors by acclamation. He will serve a 1-year term.
Closing Remarks	Cliff McNeil-Smith acknowledged and extended appreciation to everyone in attendance, our members, colleagues, partners and friends.
	He expressed deepest gratitude to the small but mighty Alliance team and to the Board of Directors. Our work would not be possible without your dedication, strength and support.
	Cliff McNeil-Smith asked Sylvia Ceacero to introduce the staff.
Motion to adjourned	Motion to adjourn the Special General Meeting for 2023. Moved, Seconded, Carried.

Appendix L: Finding Housing for Displaced Ukrainians and Refugees on Vancouver Island: Regional Housing Report







FINDING HOUSING FOR DISPLACED **UKRAINIANS AND REFUGEES ON VANCOUVER ISLAND: REGIONAL HOUSING REPORT**



Presented by:

Inter-Cultural Association of Greater Victoria Alliance to End Homelessness in the Capital Region

Funded by / Financé par:







Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

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Note on How Data is Described in this Report

This report was produced for a general audience with the main findings highlighted and keeping technical language to a minimum. For a deeper look at the data tables and analysis that support the material in this report, please see the <u>Technical Annex</u>.

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Land Acknowledgement

Vancouver Island contains mountains, fertile agricultural lands, beaches, ancient rainforests, rivers, fjords, and archipelagos, which make up the traditional territory of more than fifty Coast Salish Nations. As newcomers and settlers we acknowledge with respect the Coast Salish people whose historical relationships with the land continue to this day. Presenting this housing report, we are aware of our uninvited presence and occupancy as settlers on this land. In the spirit of creating strong, respectful relationships, we are committed to working in partnership with all Indigenous communities who reside on Vancouver Island to reduce the impact of colonization that continues through our work with newcomers.



Charles Elliot (Canadian, Coast Salish) | Seals | 1982 | serigraph | Gift of George & Lola Kidd (2008.003.056)

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Executive Summary

This report focuses on housing and community integration for displaced Ukrainians and Afghan and Syrian refugees on Vancouver Island. The report calls for a collaborative and adaptive housing strategy on Vancouver Island, emphasizing resilience, inclusivity, and ongoing support for a sustainable future.

Information was collected through interviews, focus groups, and an online survey from January to March 2023. A total of 109 individuals responded among them displaced Ukrainians and refugees, hosts of Ukrainians, private sponsors of refugees, landlords, and settlement workers.

By incorporating the voices of these groups, this report provides a first glimpse into the housing needs, challenges, and strategies of a vulnerable population across Vancouver Island.



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Main Findings:

Displaced Ukrainians and refugees struggle with high rental prices and limited housing options across Vancouver Island with many participants reporting that they spend more than 70% of their income on rent, indicating that housing is a seriously high financial burden for them.

Challenges finding housing are not just experienced by displaced newcomers, but also by their hosts, sponsors, and settlement workers who are each in their own way offering support and assistance with the housing search.

Communication challenges, including language barriers, pose difficulties. Tenants, hosts, and landlords worry about their ability to communicate with each other. Even with language barriers, several landlords in this study shared that they found renting to refugees rewarding and that they would be open to renting to refugees again.

Most hosted Ukrainians rated their hosts highly and hosts found the experience of hosting fulfilling. Both groups felt supported by community organizations like Ukrainian cultural organizations and expressed a willingness to host again.

Hosts, sponsors, and settlement workers agree that well-rounded community support makes a difference. For example, the role that Ukrainian cultural organizations played in matching and supporting hosts and hosted individuals was highly valued. All groups spoke about the importance of sharing resources and increasing or maintaining community support for displaced and refugee tenants, hosts, landlords, and sponsors.

The majority of displaced Ukrainians shared that they feel connected to their communities, citing that they like knowing their neighbors and that they feel safe in their new communities. This connection influences their preference for staying in their current neighborhoods on Vancouver Island.



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Recommendations:

Information Sharing: Develop a comprehensive information-sharing strategy to disseminate resources on housing, services, and support. Ensure tenants with refugee backgrounds are well-informed about their rights and responsibilities.

Awareness and Collaboration: Recognize the challenges faced by displaced individuals and refugees in finding permanent housing. Offer ongoing support by collaborating with community organizations and partners to provide resources, share information on reliable housing opportunities, and assist in finding affordable housing. Collaborate with local immigrant serving agencies to facilitate smoother transitions for displaced individuals and refugees.

Support for Landlords, Hosts, and Sponsors: Provide tailored support for hosts, landlords, and private sponsors involved in accommodating displaced populations and refugees. Arrange regular check-ins with settlement workers to ensure hosts receive necessary support and guidance throughout the hosting process.

Communication and Interpretation: Emphasize the importance of effective communication in the landlord-tenant relationship and provide translation and interpretation to facilitate communication.

Advocate: Advocate for the development of a comprehensive support infrastructure, including financial assistance, settlement worker check-ins, and accessible online resources for all partners involved in housing initiatives.

Effective and Responsive Strategies: Encourage municipalities to regularly evaluate the effectiveness of their housing strategies. Seek resident and stakeholder feedback to adapt policies in response to evolving community needs and emerging challenges.

Effective and Responsive Policies: Engage with policymakers to promote diversity in housing options and address the unique needs of different communities.

Create Community Connections: Finally, recognize the pivotal role of community connections for displaced populations. Develop programs that foster ongoing support networks, creating a sense of community and addressing the diverse needs of displaced individuals.





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FINDING HOUSING FOR DISPLACED UKRAINIANS AND REFUGEES ON VANCOUVER ISLAND: REGIONAL HOUSING REPORT



1. Introduction: Housing Market on Vancouver Island

As an increasingly popular living destination, Vancouver Island has witnessed a surge in population growth (8%) from 799,400 in 2016 to 864,864 residents in 2021. The most significant growth was seen in the municipality of Langford (31.8%), and in Nanaimo (10%) and Courtenay (9.2%) regions. Greater Victoria grew 8% with a population of 397,237 in 2021 (Focus on Geography, Census of Population 2021).

This population growth, together with low vacancy rates across the Island poses significant challenges to its housing market. This is true across the Island but particularly evident in the south. At the time of the survey (late 2022), the median price of single-family homes and condominiums combined was just over \$1 million. At that same time, the average price of a two-bedroom rental in Greater Victoria was \$1,711 a month. According to the National Rent Ranking of December 2023, the average two-bedroom rental on the South Island had increased to \$2,786 a month and the region was ranked as the third-most expensive rental market in British Columbia after Vancouver and Burnaby.

As a result, across Greater Victoria, many households are overspending on housing, "renters, homeowners, and those on the verge of homelessness say that an increasingly unaffordable housing market is driving them to [consider leaving the Island]... residents ... are worried about what it means for their futures — and their ability to afford to stay on the South Island" (Fagan, CBC News, 2023, February 22).

While housing and rental prices in the Mid and North Island are not quite as high as in the South, these regions also have seen a steady increase in prices, with rents in Nanaimo, Courteney and Cambell River coming close to those of the South Island (\$1,300-\$1,500 for a two-bedroom at the end of 2022).

6



Although there has been much effort across municipalities on the Island to build and/ or secure more affordable rental housing and provide homeownership opportunities for residents, the rental vacancy rate on the Island remains low (ranging from 0.3 in Duncan to 2.2 in Nanaimo in 2022; Canadian Mortgage and Housing Corporation, 2022) and housing affordability remains stubbornly unattainable.

Refugees and Displaced Populations

The housing crisis affects individuals and families across the country, but for refugees and other displaced populations who are already struggling with multiple barriers to integration in their Canadian communities, the housing crisis exacerbates the trauma of displacement and fosters a sense of helplessness in a new country.

As of February of 2023, we have seen an estimated 950 Ukrainians arriving on Vancouver Island.¹ Based on information from Ukrainian cultural organizations across Vancouver Island, there were approximately 103 families hosting displaced Ukrainians.

[&]quot;Non-profit group sees 'massive uptick' in Ukrainian refugees arriving on Vancouver Island Vancouver Island News," Brendan Strain, CTV News (Feb. 23, 2023).

We were interested in hearing from these groups about the successes and challenges of this approach to responding to the housing needs of recently displaced individuals.

In this report, we draw insights from interviews, focus groups, and online surveys conducted with displaced Ukrainians, and Afghan and Syrian refugees. Further, we heard from hosts of displaced Ukrainians, landlords, private sponsors of refugees, and settlement workers on Vancouver Island to provide insight into the successes and challenges of those providing housing and those providing support.

"It's getting harder every year to live here. The conditions for finding housing are too many, and there's no solution. Food is too expensive, and life is becoming hard."

[Research participant]



By incorporating the voices of these various populations, this report provides a first glimpse into the housing needs, challenges, and strategies of a vulnerable population across Vancouver Island.

Recruitment of Participants

Participation for the Hosted Ukrainians survey was solicited through contact with Ukrainian cultural organizations on Vancouver Island who shared the link to the online questionnaire with Ukrainians living with host families. Information regarding the survey with the link to the questionnaire was also uploaded to the social media platforms of the Inter-Cultural Association of Greater Victoria (ICA). Participation for the private refugee sponsors survey was solicited through contact with Sponsorship Agreement Holder agencies (SAH) across Vancouver Island, asking these agencies to share the online questionnaire with people who have sponsored a refugee. Participation for the landlord survey was solicited through ICA's social media and by sharing the online questionnaire with the RRT-VI's Housing Working Group members and asking them to pass it on to landlords in their network. Participation for the settlement worker survey was solicited through contact with immigrant serving agencies across Vancouver Island, requesting that the agencies share the questionnaire with their settlement workers, asking them to participate in the survey.

2. Methodology

At the height of the first arrival of displaced Ukrainians in September 2022, the Refugee Readiness Team for Vancouver Island (RRT-VI) developed questionnaires, focus group guides, and interview protocols to capture a diverse range of perspectives on the housing barriers for newly arrived displaced Ukrainians and other recently arrived refugees such as people from Afghanistan and Syria. This was a collaborative effort with input from the RRT-VI Housing Working Group and housing experts across the Island.

In addition to hearing directly from displaced Ukrainians and refugees from Syria and Afghanistan, an effort was made to gather information from the people housing them including hosts of Ukrainians, and landlords as well as from groups offering support such as private sponsors of refugees and settlement workers. Tailored questionnaires were conducted for each group to capture their unique perspectives and experiences. In addition, several focus groups were held across the Island to capture the stories of displaced Ukrainians and refugees to acknowledge the rich lived experiences that a survey cannot gather and to provide a fuller understanding of the challenges these populations face.

This rich and multifaceted approach sought to provide a nuanced understanding of the regional housing dynamics and the complexities inherent in the housing experiences of recent refugees and displaced people on Vancouver Island. Spanning from early January to the end of March 2023, the gathered data and conversations covered a range of topics, including housing searches, current accommodations, budgets, and



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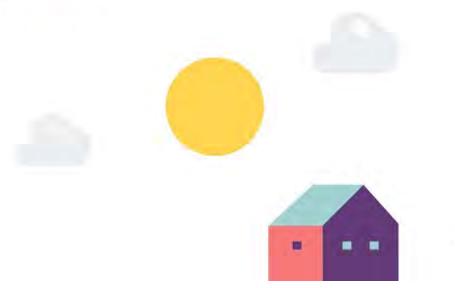
The interview and focus group guide focused on displaced Ukrainians, many of whom held Canada-Ukraine Authorization for Emergency Travel (CUAET) visas, and Syrian and Afghan refugees. Focus group sessions conducted both in-person and online from January 30 to March 29, 2023, were facilitated by ICA, the Cowichan Intercultural Society (CIS), and the Immigrant Welcome Centre of Comox Valley (IWC) across South Island/ Capital Region, Mid-Island/ Cowichan Valley, and North Island/ Comox Valley. Participants for the focus groups were recruited from various sources, including Help Ukraine Vancouver Island's client base. In total four interviews and four focus groups were held as follows:

- South Island 2 focus groups
- Mid-island 1 focus group, 4 individual interviews
- North Island 1 focus group

Interviews were mostly conducted in English. Ukrainian, Russian, and Arabic interpretations were provided in some instances.

Qualitative Analysis of Focus Groups

The interview and focus group data consisted of interviewer/facilitator field notes. Field notes were coded and analyzed by themes such as length and strategies for finding housing, types of housing, sense of belonging, surprises when looking for housing, and other such groups. This theming was done by a group of individuals, aggregated by the lead researcher, reviewed, and is available in the <u>Technical Annex</u>.



Analysis and Reporting of Surveys

Results of surveys are reported in aggregate by specific groups (e.g., Ukrainians being hosted, hosts of Ukrainians, private sponsors of refugees, landlords, and settlement workers) as each survey contained a different series of questions.

Results for questions that spanned multiple groups surveyed, interviewed, and engaged are examined in a later section, with a discussion focusing on trends across areas where there were similar results across groups. As the respondents were allowed to skip questions they did not want to answer, the number of individuals responding to each question often varied within a questionnaire (i.e., all 7 private sponsors did not answer all questions).²

Because some of the survey respondent groups were quite small, it is difficult to report percentages or extrapolate wide-ranging conclusions from them. In those cases, when groups were small (8 respondents or fewer), discussion for these questionnaires were not reported in percentages but instead, we used the following in-text descriptors: "a couple" or "few" (2), "some" (3-4), "most" or "almost all" (5-7), all (8). A more detailed categorization of respondents along these lines can be found in the <u>Technical Annex</u>.



² Lack of response may also be due to the individual not finishing the questionnaire before the survey was closed. Questionnaires designated as "In progress" are included in the analyses provided.

3. Findings: Housing Challenges and Opportunities for Displaced Populations

a. Participant Demographics



In total, there were 109 people who responded to questionnaires or participated in interviews or focus groups. One-half of the respondents and participants identified as Ukrainian.

With a total of 55 Ukrainians responding either with the online survey, an interview, or a focus group (29 questionnaire participants, 26 interview and focus group participants), the total number of Ukrainian participants in this study represents almost 6% of the total number of displaced Ukrainians on the Island (estimated at 950). All participants were over the age of 18.

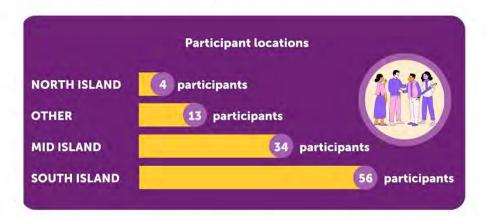
With a total of 13 hosts of Ukrainians responding to the survey, the total number of participants represents almost 13% of the total number of families hosting displaced Ukrainians on the Island (estimated at 103).

The majority of participants were living in Greater Victoria. This region was the place of residence for 21% of Ukrainian participants who were living with hosts, most of the hosts, and more than one-half of the landlords who participated in this research. The largest groups of displaced Ukrainians, Syrian refugees, and Afghan refugees were living in either Duncan (38%) or Victoria (31%).

For interview and focus group participants, we see that most interview or focus group participants were from Duncan or Greater Victoria. This is most likely due to the location of the organizations hosting the interviews and focus groups and the availability of transport to those locations.³

Private sponsors of refugees and settlement workers were asked to provide the name of the municipality or region where they lived or worked, respectively. Most private sponsors lived in the Cowichan Valley/Duncan area, while most settlement workers worked in Greater Victoria.

Individuals participating in interviews and focus groups were asked for additional demographic information. This information included gender, age, family composition, country of origin, religion, ethnic group, arrival in Canada, and cost of living/income.



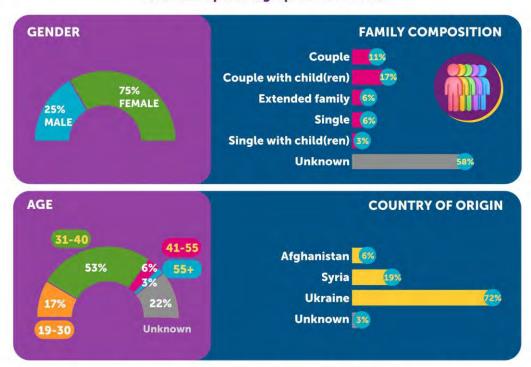
Almost all focus group participants provided information regarding their country of origin, with the majority of people stating that Ukraine (72%) was their country of origin.

All focus group participants provided information regarding their ethnicity with nearly three-quarters of participants (69%) describing their ethnic background as white.

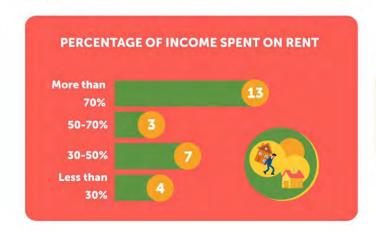
Out of the focus group participants, 64% shared their date of arrival in Canada. Since not everyone gave an exact date, we're focusing on the year of arrival. 73% mentioned they came in 2022-2023, and most of them were Ukrainians who had been displaced due to the war, others were refugees who arrived between 2015 and 2019.

³ The full cross reference of location and category of participant can be found in the technical annex.

Focus Group Demographic Information



Three-quarters of participants provided information regarding the percentage of their income spent on rent. The majority of participants spend more than 70% of their income on rent, with an additional one-quarter of participants spending between 30% and 50% of their income on rent. It should be noted that this is above the recommended 30% of before-tax income.





b. Finding Housing: Refugees and Displaced Ukrainians

Observations from Focus Groups with Refugees and Displaced Ukrainians

Four Interviews and four focus groups with a total of 36 displaced Ukrainians, Syrian and Afghan refugees were held from January 30, 2023, to March 29, 2023. Instead of exact numbers, we will use approximation terms like few, some, most, or all to describe responses.

When asked about their experiences looking for housing, participants described how they felt and what surprised them the most. All interview and focus group participants provided information on their experiences looking for housing with almost all of those responding by stating that they were shocked by rental prices. All but one participant stated that the high rent prices and the high demand with low vacancy rates were surprising. Some were also surprised that rentals were unfurnished.

When asked about their active search for housing, with all but one participant providing information, some stated that they had been looking for housing for three to six months or that they were still looking for housing.

While not everyone had found a rental, everyone responded to the question 'How did you find your rental?' The chart below combines information from those who already found housing with those still in the process of searching. While it is not possible to distinguish between those who found permanent housing and those who have yet to find permanent housing, the information still paints a picture of how people are finding housing and the most common places they have looked or are continuing to look. Many found housing, or are looking for housing, through family or friends, with a few looking online or through a property management company.



Participants were asked to describe their current housing with questions ranging from describing the housing, landlords, rental agreements, and past rentals. When asked to describe their current housing all focus group participants and one interview participant provided information ranging from the number of bedrooms to satisfaction with current housing. Some participants expressed satisfaction with their current housing (e.g., 'meeting immediate needs,' 'alright,' 'okay'), while only a few stated that they were not satisfied with their current housing.

Many participants were either living with their host family or another type of shared accommodation or in an apartment. All participants provided information regarding their landlord. Twenty of the participants had a private landlord, six rented through a management company, five were still living with their host families, and one participant was living in an Airbnb rental. Two of the participants said that their landlord was a good person.

Many participants discussed maintenance issues. One-half of this group felt that there were moderate issues with their housing and these issues were addressed in a timely manner. However, this may be an 'over-estimate' of the timeliness of fixing maintenance issues given the lack of rental/ housing stock so people may be less willing to ask for issues to be fixed.

Almost all participants provided rental agreement information, with many having short-term or one-year lease agreements. There were a few individuals that were still living with their hosts. Also, it must be noted that one individual did not have any type of rental agreement and two indicated that they had verbal agreements, thus would not be afforded any rental protections if the relationship between those participants and their landlords were to change in a negative way.



When asked if there was any direct link between finding employment and finding housing, many, but not all, provided information regarding their employment status. Almost three-quarters of participants listed their sources of income, with most stating that they were employed. Almost all participants discussed the connection between employment and housing applications with some stating that they required proof of employment when they were applying for housing.

Looking at rents and the percentage of income spent on rent, we found that many people pay \$1,500 or more per month, and for more than 30% of participants, this exceeds their total income. Only a few managed to find rents below \$1,500 per month. Incomes seemed to vary widely between participants. Some participants reported spending over 70% of their total income on rent but paying less than \$1,500 a month, indicating that these participants are lower earners. Other participants said that they were spending less than 30% of their income on rent but paid \$1,500 or more each month, indicating a higher income.

"We cannot buy everything. Enough for food and we also visit the food bank, we don't always have enough for the right clothes, we mostly buy second-hand."

[Focus group participant]



Many of those participating in the interviews and focus groups indicated that they were not able to afford food and necessities once their rent was paid. Some were relying on Ukrainian cultural organizations, foodbanks, income assistance, and community organizations for assistance, and some individuals relying on multiple sources or working overtime to afford food and necessities.

People were asked in interviews and group discussions about their ties to the community. Almost everyone said they either *felt a strong connection* or had some level of connection to the community.



Many people feel strongly connected to their community, so it's not surprising that they prefer living in their current neighborhood or on Vancouver Island. Although some are open to moving for a better job in another city, many are still influenced by their desire to remain on Vancouver Island.

Key Findings from Focus Groups

- 1. High Rental Prices: Many refugees and displaced Ukrainians are struggling with high rental prices and limited housing options. Rental costs and high demand for housing are major barriers, with most expressing shock at the high prices and low vacancy
- 2. Long Search Duration: Participants typically spend three to six months or more searching for housing. Employment status plays a role, with some facing challenges due to the need for proof of employment in housing applications.
- 3. Financial Strain: Some individuals spend a significant portion of their income on rent, making it difficult to afford basic needs. This financial burden leads many to rely on external support like food banks and income assistance.
- 4. Community Connection: Despite challenges, the majority feel connected to their communities, citing factors like knowing neighbors and feeling safe. This connection influences their preference for staying in their current neighborhood or on Vancouver Island.

Recommendations

- 1. Affordable Housing Support: Implement initiatives to support affordable housing, easing financial burdens for refugees and displaced individuals. Ensure housing costs are reasonable and accessible.
- 2. Employment Programs: Strengthen programs supporting newcomers in finding meaningful employment, recognizing the crucial role of secure employment in securing a home.
- promote community integration, acknowledging its role in fostering a sense of belonging and well-being for newcomers.

3. Community Integration Initiatives: Encourage initiatives that







Responses from Ukrainians Living with Host Families:

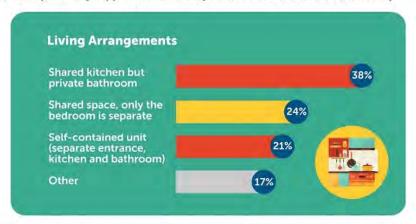
The survey data from the responses of Ukrainians living with host families on Vancouver Island provides valuable insights into their experiences and challenges.

The highest number of Ukrainians moving in with host families did so in February and March 2023, with 30% and 26%, respectively.

The family composition of the 29 Ukrainians living with hosts reveals a diverse group, with a total of 53 adults and 21 children. The family sizes ranged from one to four individuals with an average of 2.6 individuals per family which highlights the predominantly small family units.

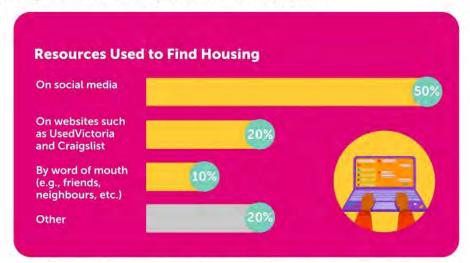
The majority of respondents were matched with host families before arriving in Canada, with a significant proportion ranking the matching process highly. This underscores the effectiveness of pre-arrival coordination, contributing to the positive experiences reported by the vast majority who did not encounter difficulties with their host families: of Ukrainians living with hosts, 92% reported no problems with their host families while other 8% mentioned language barrier and cultural differences as difficulty.

Shared accommodation emerged as the prevailing living arrangement for Ukrainian families, with over 60% reporting that they shared some living space with their hosts. This not only reflects the practicalities of available housing but also highlights the communal approach to providing support and fostering connections within the community.



In total, 18 respondents opened the "Ukrainians Living with Hosts" online questionnaire. Of those 18 individuals, there were 11 fully completed questionnaires, 2 partially completed questionnaire, and 5 partially completed questionnaires with no data. Questionnaires with no data were eliminated from further analyses, leaving a total of 13 for analyses.

Seventy-seven of the participants (29 respondents) shared that they are actively searching for a permanent home and of these, 69% told us about the resources they're using to find housing. Half of them are using social media for this purpose.

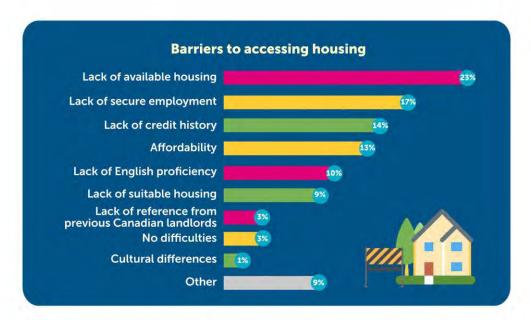


Further, 66% provided information on the number of housing listings they had applied for, with the majority of respondents indicating that they had applied for more than 5 listings and some applying to 11 or more.

Out of the people surveyed, most answered a question about searching for housing in various places. About four-fifths of them said they are looking for housing in their current area and not elsewhere.

The challenges faced by displaced Ukrainians in their search for more permanent housing reveal common barriers. Lack of available housing, lack of secure employment, and lack of credit history were identified as the top three barriers. These challenges underscore the complex nature of securing stable housing, with economic and credit-related factors playing significant roles. The fact that over three-quarters of respondents are actively looking for more permanent housing suggests a continued need for support in this crucial aspect of resettlement.

Of all participants, 36% mentioned that they received support with their search for permanent housing from their hosts and the Ukrainian community (20%). This emphasizes the importance of community connections in providing the necessary support network for displaced individuals and refugees navigating the challenges of finding housing in a new country.



When asked about the support they want for finding housing, the top preference was sharing resources for the housing search. Participants clarified that this meant that they are looking for information on where to look for housing, providing rental websites, assisting with the search process, explaining how to search, offering a verified housing database, and providing information on finding reliable ads.



Key Findings from Ukrainians Living with Hosts

- 1. Family Size: Ukrainians living with host families on Vancouver Island are small families with an average of 2.6 individuals per family.
- Recent Influx and Community Responsiveness: A significant number of Ukrainians moved in with host families in February and March 2023, indicating a need for host families and community responsiveness.
- 3. **Pre-arrival Coordination Success:** The majority were matched with host families before arriving, highlighting the effectiveness of pre-arrival coordination resulting in positive experiences for 92% of respondents.
- 4. Common Living Arrangements: Shared accommodation is prevalent, with over 60% sharing some living space with their hosts, highlighting a communal approach to support.
- **5. Barriers to Housing Access:** The top three barriers are lack of available housing (62%), lack of secure employment (46%), and lack of credit history (39%).
- Desired Housing Support: Respondents express preferences for sharing resources for the housing search (32%) and support in finding affordable housing (21%).
- Community Support: 36% received support in securing permanent housing, primarily from hosts and the Ukrainian community, underscoring the importance of community connections.

Recommendations

- 1. Strengthen Pre-arrival Coordination: Enhance efforts to match Ukrainians with host families before their arrival in Canada to ensure a smooth transition.
- **2.** Address Barriers: Address language, economic, and credit-related barriers to facilitate the housing search process for Ukrainians.
- 3. Enhance Community Engagement: Provide targeted support for housing searches, including sharing resources, assistance with the search process, and information on finding reliable housing.
- **4.** Foster Community Connections: Continue building and fostering community connections to provide a strong support network for displaced individuals.

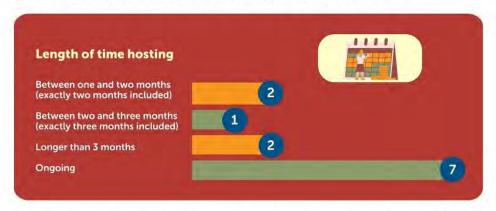


c. Housing and Hosting: Hosts and Landlords

Responses from Hosts of Ukrainians⁵

Out of the 13 hosts responding, all shared details about the housing they were providing. Most offered shared living spaces, while only a few had separate units. This matches the responses from displaced Ukrainians in the survey.

Almost all hosts of displaced Ukrainians provided information regarding the individuals and families they were hosting, providing accommodation for 19 adults and 4 children for a total of 23 guests, with an average of 2 guests per host family. Just under three-quarters of hosts provided information regarding the length of time they have been hosting displaced Ukrainians, with over one-half still hosting.



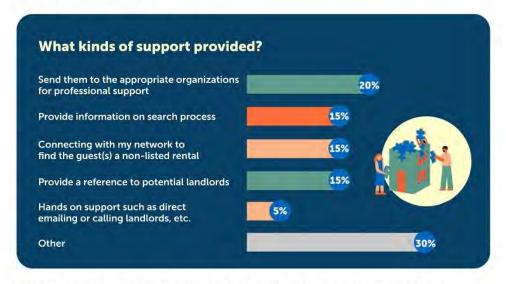
Almost two-thirds of hosts started hosting in the Spring and Summer of 2022. This aligns with the responses given by hosted Ukrainians who reported a start date of April 2022 through March 2023.

Many hosts of Ukrainians did not encounter difficulties while hosting and provided answers about what they found rewarding while hosting. Some hosts indicated that they did encounter difficulties with the language barrier marked as the main difficulty.

In total, 18 respondents opened the "Ukrainians Living with Hosts" online questionnaire. Of those 18 individuals, there were 11 fully completed questionnaires, 2 partially completed questionnaires with no data. Questionnaires with no data were eliminated from further analyses, leaving a total of 13 for analyses.

Responses to the question of what the hosts found rewarding were coded into three categories and included providing support, learning from guests, and appreciation. Of the 10 respondents describing what they found rewarding, almost one-half stated that providing support and/or learning from guests was rewarding.

Regarding support for guests seeking permanent housing, the majority of hosts expressed commitment to aiding this transition. However, the data also highlights a subset of hosts who did not offer such support, indicating a potential area for improvement in ensuring consistent assistance for displaced individuals. Notably, for hosts providing support, the top response was directing guests to the right organizations for professional assistance. This underscores the crucial role of local Settlement agencies and Ukrainian organizations in supporting hosts and facilitating smoother transitions for displaced individuals, highlighting the effectiveness of community partnerships in addressing the needs of the displaced population.



Almost all hosts replied to whether they felt supported in their role as a host, with almost two-thirds replying that they felt supported or somewhat supported in their role as a host. People who felt supported as hosts shared information about their support.

Of the 25 Ukrainians living with hosts almost two-thirds (64%, 16) reported that they did not receive support in their housing search. However, for a multiple selection question, of the 9 respondents (36%) who said they received support, 7 indicated that their hosts provided support with their housing search (accounting for 78% of total responses). (See the <u>Technical Annex</u> for details).

Almost all hosts replied to whether they felt supported in their role as a host, with almost two-thirds replying that they felt supported or somewhat supported in their role as a host. People who felt supported as hosts shared information about their support. Most commonly, they mentioned getting support from local Ukrainian cultural organizations. This suggests that Ukrainian organizations have played a significant role in supporting those who hosted displaced Ukrainians moving to Vancouver Island.

Who supported you in your role	of host?		1	
Support from local Ukrainian organizations				433
Support from Settlement agencies	4	•		
Support from personal network	49)		
Support from churches	729			
Other		(2	1%	

Looking forward, hosts expressed a willingness to continue their roles, with a majority open to hosting again.

However, a more complicated view emerges as hosts are less certain about hosting refugees from countries other than Ukraine, indicating a potential need for tailored support and guidance for those considering expanding their hosting efforts. Additionally, hosts expressed specific desires for financial assistance and check-ins with immigrant serving agencies, underscoring the importance of ongoing community support to ensure the well-being of both hosts and those

Key Findings from Hosts of Ukrainians

- 1. Language Barrier: Language barrier was a difficulty for some hosts.
- 2. Rewards for hosts: Rewards for hosts included providing support and learning from guests.
- **3. Support for Permanent Housing:** The majority of hosts supported guests by helping to find permanent housing. The top support method was directing guests to relevant organizations for professional assistance.
- **4.** Feeling Supported: Nearly two-thirds of hosts felt supported in their role. Local Ukrainian cultural organizations were a significant source of support for hosts.
- Future Hosting Intentions: Most hosts expressed a willingness to continue hosting displaced Ukrainians. They were uncertain about hosting refugees from countries other than Ukraine.

Recommendations

- Tailored Support for Hosts: Provide tailored support for hosts willing to increase their
 efforts through immigrant-serving agencies and community organizations. Specifically,
 consider how to expand the readiness of hosts to host refugees from countries other than
 Ukraine.
- 2. Address Views and Worries: Address views on hosting refugees from countries other than Ukraine and provide tailored guidance to ensure diverse hosting efforts are supported.
- 3. Financial Assistance and Check-Ins: Address hosts' specific desires for financial assistance.



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Responses from Landlords

The insights gathered from landlords responding to the questionnaire shed light on their perspectives, practices, and willingness to rent to individuals or families with a refugee background. Almost all of the respondents identified themselves as private landlords, emphasizing the prevalence of independent property owners in the housing market. This distribution suggests that either many refugees find housing in private rental accommodations or that private landlords are more willing to participate in the survey.

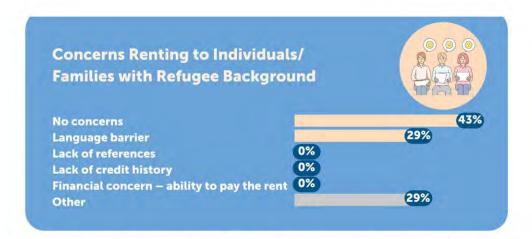
All landlords responding provided self-contained spaces for those they were renting to. A self-contained space can mean a completely separate space (such as an apartment or a townhouse), but it can also mean a suite in the same building as the landlord but with separate access and amenities (a basement or other suite). As expected, landlords more often provide self-contained spaces when compared with hosts of displaced Ukrainians.



Notably, six out of ten landlords have rented to individuals or families with a refugee background in the past. Concerns about renting to refugees were relatively low, with half of the respondents expressing no concerns. Among the identified concerns, language barriers were mentioned by nearly one-third of the landlords, highlighting the importance of effective communication strategies in the landlord-tenant relationship.

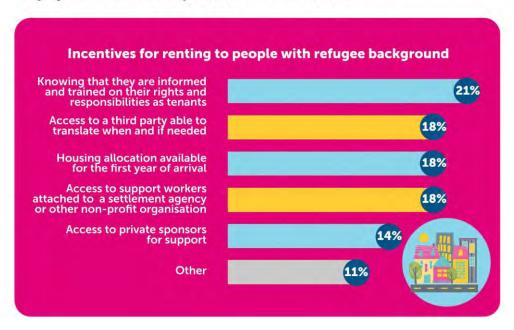
Almost all landlords stated that they would be open to renting to an individual or a family with a refugee background who has no previous rental experience in Canada. This includes a rental provider managing 925 units. Only one landlord stated that they would not be open to renting to a refugee and one landlord did not respond.

In total, 13 respondents opened "A questionnaire for Landlords" online questionnaire. Of those 13 individuals, there were 8 fully completed questionnaires, 2 partially completed questionnaires, and 3 partially completed questionnaires with no data. Questionnaires with no data were eliminated from further analyses, leaving a total of 10 for analyses.



Those landlords who stated that they would be open to renting to persons with a refugee background also provided information on what might encourage them to rent to such individuals. Incentives included tenants knowing their rights, access to translators as needed, available housing funds for the first year to cover the rent if needed, and access to support workers from immigrant-serving agencies or non-profit organizations.

The linkage between landlords' concerns and encouraging incentives was dependent on language barriers and the ability to access translation services.



Key Findings from Landlords

- 1. Landlord Participation: Most landlords participating in this survey, were open to renting to individuals or families with a refugee background.
- **2.** Concerns About Renting to Refugees: Language barriers are a significant concern, mentioned by almost one-third of the landlords.
- 3. Incentives for Landlords: Landlords express willingness to rent to refugees, with incentives such as informed tenants, translation services, housing allocation for the first year, and support from immigrant serving agencies.

Recommendations

- 1. Address Language Barriers: Implement strategies to address language barriers between landlords and tenants with a refugee background.
- Provide Resources: Offer resources to facilitate successful housing arrangements, including information on tenants' rights and responsibilities, translation services, and support from immigrant serving agencies.



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d. Supporting Housing Searches: Private Sponsors and Settlement Workers

Responses from Private Sponsors

The data on refugee sponsorship provides valuable insights into the experiences of private sponsors of refugees and the challenges they face in supporting newcomers with refugee backgrounds. In contrast to the number of displaced Ukrainians supported by hosts, the sponsors have supported a larger group, totaling 39 adults and 19 children, amounting to 58 family members with a mean average of 5 individuals per family. There are likely reasons for this difference, such as sponsors not necessarily hosting the refugees they support themselves. About half of the refugees rented a place before arriving, while the other half stayed with one or more private sponsors.

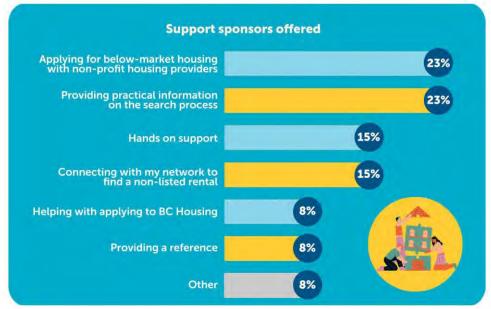
All respondents sponsored refugees from Syria, except for one who also sponsored refugees from Afghanistan. Notably, four out of six respondents personally knew the Syrian refugees they sponsored because they were family members.

The challenges associated with planning for housing upon the newcomers' arrival are evident, with all 7 sponsors finding it difficult. The main barriers identified include the high cost of housing, the lack of available rental housing, family considerations, and the challenge of not having a set arrival date. These challenges underscore the complex nature of resettlement and the multifaceted support required for successful integration.

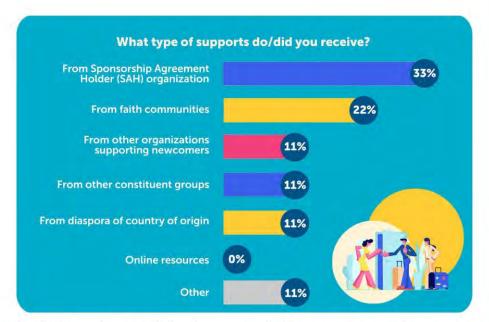


In total, 8 respondents opened the "Questionnaire for private sponsors on supporting refugees" online questionnaire. Of those 8 individuals, there were 5 fully completed questionnaires, 2 partially completed questionnaires, and 1 partially completed questionnaire with no data. Questionnaires with no data were eliminated from further analyses, leaving a total of 7 for analyses.





Sponsors actively involved in searching for permanent housing for newcomers indicated various types of support provided. These include helping with applying for below-market housing, offering guidance on the search process, providing hands-on support, leveraging personal networks, and assisting with applications to organizations such as BC Housing. Finances were identified as the primary barrier for newcomers with a refugee background to find housing. Five private sponsors provided information regarding the type of support they received when sponsoring newcomers, with the majority of those respondents stating that they received support from the Sponsorship Agreement Holder (SAH) organization.



In reflecting on the most challenging aspects of being a private sponsor, the sponsors highlighted challenges in supporting access to housing and facing financial constraints. These challenges underscore the importance of ongoing support mechanisms and resources to ensure the well-being of both sponsors and the refugees they are supporting.



Key Findings from Private Sponsors

- 1. Planning Challenges: Sponsors face difficulties in planning for housing upon the refugees' arrival, with barriers including high housing costs, limited rental options, family considerations, and uncertainty about arrival dates.
- **2.** *Financial Constraints:* Cost is a significant barrier to finding housing, identified by 64% of sponsors as a challenge.
- **3.** Language Barriers: Communication challenges, including language barriers, pose difficulties for sponsors, with 11% mentioning this as a concern.

Recommendations

- **1. Ongoing Support:** Sponsors and refugees can benefit from continuous support mechanisms to navigate challenges in housing, communication, and integration.
- Accessible Online Resources: Providing accessible online resources, such as toolkits and workshops, can empower sponsors and refugees in their housing search and integration process.





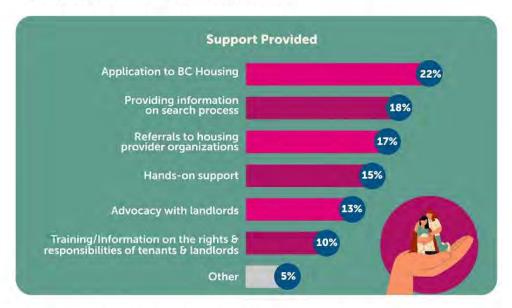


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Responses from Settlement Workers

Settlement workers responding to the online questionnaire provided services for all newcomers eligible to receive settlement services or Government-Assisted refugees only. The services provided ranged from supporting applications to BC Housing to support move-in and included assistance with the housing search process, referrals to housing organizations, emailing or calling landlords on behalf of the clients, landlord advocacy, and education on tenants' rights and responsibilities.



When settlement workers were asked about how newcomers have been settling in the past two years, they mentioned that newcomers usually stay in temporary housing such as staying with relatives, in hotels, shelters, or rentals with a set end date (e.g. Airbnb) for an average of 3 months to 1.5 years. This situation affects the newcomers' feelings of stability and safety, causing frustration that diminishes their motivation to continue searching for housing. One settlement worker pointed out the challenges refugees face, especially those sponsored under the Government Assisted Refugees (GAR) program because they only have 12 months of funding. This creates difficulties in establishing a stable routine when they arrive and can give a false perspective on "starting in Canada."

In total, 16 respondents opened the settlement worker online questionnaire. Of those 16 individuals, there were 13 fully completed questionnaires, 1 partially completed questionnaire, and 2 partially completed questionnaires with no data. Questionnaires with no data were eliminated from further analyses, leaving a total of 14 for analyses.

When settlement workers were asked about the challenges that people or families with a refugee background face when searching for housing, most of them said that high rents are the main problem. Some mentioned that not having references from previous landlords and having a limited income are also obstacles. Additionally, a few said that landlords turning down applications from big families and language difficulties are significant challenges. Surprisingly, only a small number of respondents mentioned a lack of available rental properties as a barrier to finding housing.

"If you are talking about refugees that are sponsored, it is very challenging as it gives a false perspective on 'starting in Canada' and as they only have 12 months of allowance, they need to get into a routine fast."

[Settlement worker]

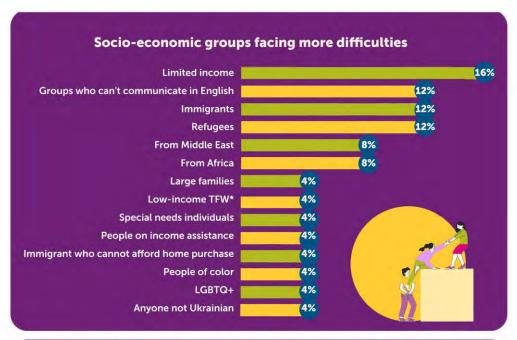


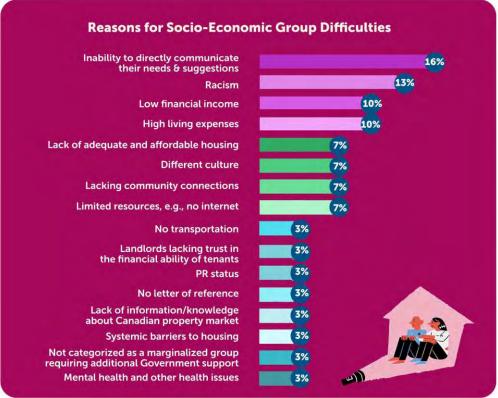
When settlement workers were asked if they believed that specific socio-demographic groups faced more difficulties in securing housing than others, almost all responded "yes". The most frequent responses regarding the socio-economic groups facing more difficulties included limited income, groups who cannot communicate in English, immigrants, and refugees. It is important to note that a number of settlement workers highlighted that they felt that refugees from the Middle East and Africa face more difficulties in securing housing than refugees from other regions. While we know that the settlement workers responding to the online questionnaire worked with all newcomers eligible to receive immigrant services or Government-Assisted Refugees only, we do not know the ethnic composition of the groups they supported that may have some influence on their responses.

Most settlement workers shared reasons why certain socio-demographic groups might struggle to find housing. Some mentioned that refugees and immigrants face challenges because they can't express their needs directly. Others said that prejudice against people from different races or having low income and high living expenses could be factors. Less frequently mentioned reasons included a lack of suitable and affordable housing, cultural differences, the challenges of being a newcomer without community connections, and limited resources like no internet.

"Unlike international students who tend to leave after 8 months or Ukrainians who have a more familiar background to Canadians, Afghan clients are unknown to many landlords and because of their lack of English language skills landlords tend to worry about renting to Afghans."

[Settlement Worker]





One settlement worker commented on the possibility that unfamiliarity with cultures from the Middle East might create issues due to biases and racism in the community. Another settlement worker commented on refugees having a "lack of privileges to have time to network to make connections."

When asked what concerns landlords might have, almost all settlement workers provided 29 responses that were distilled into 14 categories. The top two suggestions for landlord concerns were the ability to pay rent on time and take care of the rental property. While not mentioned as frequently, some settlement workers suggested that the size of the family, language barriers, poverty/unstable income, and having no references may also have been concerns for landlords.

While not a concern, one settlement worker commented on landlords feeling renting to newcomers as "too much work for them because it is easier to rent to more affluent and local people" and that landlords feel they are "able to make more money off locals."

Insights into landlords' concerns and incentives reveal a nuanced picture. While financial stability and the ability to care for property remain top concerns, there is room for positive engagement. Landlords express a sense of compassion for newcomers and believe in the positive impacts of increased diversity in neighborhoods and long-term tenancy. However, challenges persist, with some landlords expressing a reluctance to rent to newcomers due to perceived complexities.

As is evident in these answers, there wasn't much agreement on what settlement workers perceived landlords' concerns and landlords' responses to the survey except for both groups recognizing that language barriers could be a challenge. Because the numbers responding to these surveys was low, this is not a surprise. It is good to keep in mind as well that settlement workers work with a variety of landlords and that there are a lot of differences between landlords. Absentee landlords, landlords with inequitable practices, and landlords who are hostile to newcomers, are less likely to volunteer to answer a survey asking about their practices and their attitudes towards immigrant tenants. The differences between the answers should be seen as complementary: as examples of the needs of mostly sympathetic landlords, and the barriers that difficult landlords might create for newcomers.

Both landlords and settlement workers identified access to and collaboration with settlement services as a potential support and incentive for landlords to rent to newcomers.

37.

Key Findings from Settlement Workers

- Temporary Housing Challenges: Refugees on Vancouver Island spend an average of 3 months to 1.5 years in temporary housing, leading to emotional stress and logistical issues.
- Settlement Difficulties: High rent, limited income, and short allowances for Government-Assisted Refugees make it challenging for newcomers to establish themselves quickly.
- Obstacles in Housing Search: Lack of rental history, hesitancy to rent to large families, and language barriers are significant obstacles faced by socio-demographic groups seeking housing.
- 4. Landlord Concerns: Landlords worry about the financial stability of tenants and property care, with some expressing unwillingness to rent to newcomers due to perceived complexities.
- **5.** Compassion and Diversity: Some landlords show compassion and value diversity; incentives like long-term tenancy can positively influence their decisions.

Recommendations

- 1. Ongoing Support: Policy Adjustments: Adjust policies for refugees to better align with their housing needs within the allowed time.
- 2. Enhanced Support Programs: Enhance support programs for newcomers, including mental health services and community-building initiatives to advance their ability to establish themselves in the community.
- **3.** Bias Awareness Campaigns: Run campaigns to address biases and create an understanding of the challenges faced by newcomers and refugees.
- **4. Positive Landlord Engagement:** Engage landlords positively by showcasing success stories and providing resources for better landlord-tenant relationships.
- **5.** Collaborative Approach: Encourage collaboration between settlement workers, landlords, and communities to create a more supportive housing environment.



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Limitations

Because this study is based on reaching out to two small subsets of displaced individuals, namely displaced Ukrainians and Syrian and Afghan refugees, it does not represent the broader refugee population or the challenges faced by other immigrant groups. Also, the reliance on Ukrainian cultural organizations, SAH agencies, and immigrant serving agencies for participant recruitment may have inadvertently resulted in an over-representation of individuals connected to these organizations. While the findings are valuable for providing qualitative insights into the experiences of vulnerable newcomer groups, this does impact the ability to generalize the findings to the broader population. It should be kept in mind that other refugees and displaced individuals might experience a more diverse range of challenges and opportunities in the housing market.

Responses from hosts of Ukrainians, private sponsors, landlords, and settlement workers are relatively sparse, making it challenging to draw definitive conclusions from these subsets. The limited data from these key stakeholder groups may result in an incomplete understanding of their full perspectives and experiences. In this report, these additional responses serve to offer additional qualitative framing of the results.

This study primarily focuses on Vancouver Island and findings may not be fully applicable to different regions with different housing markets and community dynamics. As well, the representation of participants in the Mid Island and North Island regions was low. Conclusions drawn from this subset should be approached with caution due to the potential for individual variation. Comparisons between regions have not been made for this reason.

While the decision to use multiple surveys and interviews tailored to specific groups was intentional, it introduces a potential limitation. The divergence in questionnaires may limit the ability to compare responses directly across different participant groups, potentially hindering the formation of a more cohesive narrative that spans all stakeholders involved.

The reliance on field notes instead of recorded conversations presents a potential limitation as well. Transcripts offer a more nuanced and detailed account of responses, aiding in a richer analysis. Subjective differences between individuals coding the conversations might also affect the ability to generalize the findings. The interviews were conducted in English, Ukrainian, Russian, and Arabic and this may have introduced language-related challenges. The choice to conduct interviews and focus group engagements both in-person and online might introduce methodological differences. All this could potentially influence the quality and depth of the data collected.

This study captures a snapshot of the housing situation and experiences during a specific period. Housing dynamics are subject to change over time, and the dynamic nature of the rental market may result in evolving challenges that are not adequately captured in a single-point study.

4. What's Next? Working Together for Suitable Housing

Considering the challenges and successes of providing housing for three vulnerable groups on Vancouver Island, displaced Ukrainians, and Syrian and Afghan refugeesi, it is crucial for local governments and community organizations to work together. By lowering the barriers and celebrating the strengths mentioned in this report, and by being flexible and always keeping in mind the different needs of residents, Vancouver Island can effectively and actively build a future where access to suitable housing is a central part of creating welcoming, resilient, and connected communities.

a. Key Findings Across Research Groups

Perhaps not surprisingly, this report shows that displaced Ukrainians and refugees struggle with the high rental prices and limited housing options across Vancouver Island. The cost of housing is a challenge for any tenant in the region with up to 40% of all tenants spending over 30% and 16% spending over 50% of their income on rent (Canadian Rental Housing Index, 2021). In light of this, it is especially significant to see that many of the participants in this study spend more than 70% of their income on rent, indicating a seriously higher financial burden for these individuals and families. Many of them typically spend three months to 1.5 years or more searching for suitable housing and are facing challenges such as needing proof of employment and credit checks in a country in which they have not yet had time to build up their financial history.



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The challenges finding housing are not just experienced by newcomers, but also by their hosts, sponsors, and settlement workers who each in their own way offer support and assistance with the housing search. Bringing these different perspectives together paints a picture of a group of vulnerable tenants facing serious challenges that lead many to having to rely on external support like food banks and income assistance.

Across research groups, communication challenges pose difficulties. Tenants, hosts, and landlords worry about their ability to communicate with each other. In addition, some landlords worry about the financial stability of refugee and displaced tenants, and some express reluctance to rent to newcomers due to perceived complexities. Several landlords in this study nonetheless shared that they found renting to refugees rewarding and that they would be open to renting to refugees again.

Even though landlords and tenants have concerns, there is still much to be hopeful about. It is interesting to see that most hosted Ukrainians rated their hosts very highly and that hosts found the experience of hosting fulfilling, both groups were feeling supported by community groups like Ukrainian cultural organizations, and hosts expressed a willingness to host again.

We should be careful to note that this positive result cannot readily be extended to other groups of displaced refugees. Hosts were not sure if they we ready to host someone from another country other than Ukraine. This fits with the perception of settlement workers that among refugees, people from the Middle East and Africa might struggle more with finding suitable housing than people from European backgrounds. It could be helpful to develop programs encouraging hosts and landlords to rent to a wider diversity of refugees with incentives such as informed tenants, translation services, housing allocation for the first year, and support from immigrant-serving agencies.

Hosts, sponsors, and settlement workers agree that well-rounded community support makes a difference. For example, the role that Ukrainian cultural and community organizations played in matching and supporting hosts and hosted individuals was highly rated and mentioned several times by multiple groups. All groups spoke about the importance of sharing resources and increasing or maintaining community support for newcomers, tenants, hosts, landlords, and sponsors alike.





b. Recommendations

Foster Relationships

 Establish a collaborative framework between non-profit/community organizations and those supporting displaced Ukrainians and refugees. Encourage regular meetings and information-sharing sessions to enhance coordination and maximize the impact of support services.

Information Sharing

- Develop a comprehensive information-sharing strategy to disseminate resources on housing, services, and support. Utilize various channels such as social media, news media, community events, and targeted outreach to ensure wide accessibility.
- Create an online platform that consolidates relevant information, including available housing options, support programs, and contact details for key organizations.
 Regularly update this platform to provide accurate and current information.
- Organize community workshops or seminars to educate both newcomers and residents about housing options, tenancy rights and responsibilities, and available support services. Encourage dialogue to address concerns and foster a sense of community understanding.

Suggestions for Hosts

- Actively promote a sense of community among hosted individuals and their hosts.
 Encourage shared activities and interactions to build strong connections and a supportive environment.
- Consider organizing community events or support groups to facilitate bonding between displaced individuals and host families. These events can provide opportunities for cultural exchange and mutual understanding.
- Recognize the challenges faced by displaced individuals in finding permanent housing.
 Offer ongoing support by collaborating with community organizations and partners to provide resources, share information on reliable housing ads, and assist in finding affordable housing.
- Arrange regular check-ins with settlement workers to ensure hosts receive necessary support and guidance throughout the hosting process. Address any concerns promptly and facilitate communication between hosts and support agencies.

Suggestions for Nonprofit Organizations

- Recognize the pivotal role of community connections for displaced populations.
 Develop programs that foster ongoing support networks, creating a sense of community and addressing the diverse needs of displaced individuals.
- Provide tailored support for hosts and landlords involved in accommodating displaced populations. Address challenges proactively, offer resources, and establish ongoing connections with support agencies to ensure a positive hosting experience.
- Develop accessible online resources specifically for private sponsors of refugees.
 These resources should assist in overcoming housing planning challenges and provide ongoing support to both sponsors and refugees throughout the settlement process.
- Advocate for the development of a comprehensive support infrastructure, including financial assistance, settlement worker check-ins, and accessible online resources for all partners involved in housing initiatives.

Suggestions regarding Government and Housing Policies

- Encourage municipalities to regularly evaluate the effectiveness of their housing strategies. Seek resident and stakeholder feedback to adapt policies in response to evolving community needs and emerging challenges.
- Advocate for the adoption of inclusive housing strategies, emphasizing the success
 of community-based approaches observed on Vancouver Island. Engage with
 policymakers to promote diversity in housing options and address the unique needs of
 different communities.

Finally, despite many challenges, the majority of displaced Ukrainians shared that they feel connected to their communities, commenting that they like knowing their neighbors and that they feel safe in their new communities. This connection influences their preference for staying in their current neighborhood on Vancouver Island.

We should all take note of this, that during a time of international crisis and war, during an ongoing national housing crisis, the success of a crisis response still relies on creating strong relationships, community connections, and to showing up as a community for each other.

5. Glossary of Terms

Affordable Housing: housing that is reasonably priced, allowing individuals or families to meet basic living expenses while still having funds available for other necessities.

BC Housing: a government agency in British Columbia, Canada, responsible for providing and managing housing solutions.

Bias and Racism: prejudice or discrimination based on stereotypes related to race or ethnicity.

Canada Mortgage and Housing Corporation (CMHC): a governmental organization responsible for providing mortgage insurance, assisting in the development of affordable housing, and conducting research on housing and real estate trends in Canada.

Canada-Ukraine Authorization for Emergency Travel (CUAT) visa: visa issued to Ukrainians allowing them to travel to Canada for emergency reasons, related to conflict or crisis situations in Ukraine.

Communal Approach: emphasizes a sense of community and shared responsibility.

Community Integration: efforts and initiatives that promote the active participation and inclusion of newcomers in the local community.

Condominiums: residential units within a larger building or complex, where each unit is individually owned, and common areas are shared.

Cowichan Intercultural Society (CIS): a registered nonprofit charity serving the Cowichan Valley Region since 1981. With 18 active community service programs currently, CIS is a leading community resource for immigrant services and provides education and awareness to develop welcoming and inclusive communities.¹

Demographics: statistical data relating to the population and particular groups within it, such as age, gender, income, etc.

Displaced Person: individuals who have been forced to leave their home countries due to conflict, persecution, or other crises.

Displacement Trauma: psychological distress and challenges experienced by individuals who have been forced to leave their homes involuntarily, often due to conflict, disaster, or persecution.

Diversity: in the context of neighborhoods, it refers to a variety of people from different backgrounds living together.

Effective Communication: clear and open exchange of information between parties to ensure mutual understanding.

¹⁰ See https://www.cowichanintercultural.org/

Equitable Access: ensuring fair and just access to resources and opportunities, regardless of individual differences or circumstances.

Family Composition: the structure and makeup of the families, including the number of adults and children.

Focus Group Guides: guidelines or plans for conducting focus group discussions, providing a framework for moderators to follow.

Government-Assisted Refugee (GAR): refugees whose resettlement is primarily supported by the Canadian government, including financial assistance for housing.

Host Families; families who host displaced Ukrainians, providing them with accommodation and support.

Hosts: individuals or families who provide accommodations and support for displaced individuals or refugees.

Housing Crisis: a situation where there is a shortage of affordable housing, making it difficult for individuals and families to find suitable and reasonably priced accommodation.

Housing Dynamics: the complex interplay of factors influencing the housing market, including supply and demand, economic conditions, and regional policies.

Housing Types and Lease Agreements: findings related to the types of housing and lease agreements observed.

Housing Working Group: a collaborative team or committee focused on addressing and improving housing-related matters.

Immigrant Services: services provided to help newcomers integrate into a new community.

Immigrant Serving Agencies: organizations that assist newcomers in adapting to a new country.

Immigrant Welcome Centre of Comox Valley (IWC): the Multicultural & Immigrant Services Association of the North Vancouver Island (MISA), operationally known as the Immigrant Welcome Centre, is a registered nonprofit charity serving Campbell River, the Comox Valley, and northern Vancouver Island. IWC offers immigrant services, Language Instruction for Newcomers to Canada (LINC), and social groups and programs for newcomers. Additionally, IWC works to forge partnerships with organizations and people in the region to provide a welcoming, inclusive, and supportive community.²

Influx: a sudden arrival or increase, often referring to a large number of people.

¹¹ See https://immigrantwelcome.ca/

Intercultural Association of Greater Victoria (ICA): a registered nonprofit charity serving the Capital Region of British Columbia for over 50 years. ICA's purpose is to support the full integration of newcomer immigrants and refugees into the social, economic, and civic life in the Capital Region. ICA provides a variety of services and supports to newcomers and the community, as well as learning resources.³

Interview Protocols: a set of guidelines or rules for conducting interviews, ensuring consistency and reliability in the information gathered.

Landlord Advocacy: support or representation provided by settlement workers to tenants when dealing with landlords.

Lease Agreements: legally binding contracts between a landlord and a tenant, specifying terms and conditions of rental arrangements.

Mean Average: the sum of a set of numbers divided by the count of those numbers.

Mean Price: the average price of housing in a given area.

Median: the middle point of a range of values, separating the higher half from the lower half.

Methodological Differences: variations in research methods, particularly between inperson and online interactions.

Newcomer: the Canadian government defines newcomer as an immigrant or refugee who is adapting to life in Canada and does not have a specified length of time attached to this status. For example, a permanent resident who has been in Canada for 10 years could still be considered a newcomer. Once someone gets their Canadian citizenship, they are no longer a newcomer.

Non-Profit Housing Providers: organizations that offer housing solutions without the primary goal of making a profit.

Official Community Plans (OCPs): documents that outline a municipality's policies and goals for future development, including land use, transportation, and housing.

Percentage of Income Spent on Rent: the portion of an individual's or household's income dedicated to paying rent, often expressed as a percentage.

Pre-arrival Coordination: Planning and organizing activities before the displaced individuals arrive.

Private Sponsors of Refugees: individuals or groups who voluntarily commit to supporting and assisting refugees in their resettlement process in a new country.

Qualitative Analysis: examination and interpretation of non-numerical data to identify patterns and themes.

¹² See https://www.icavictoria.org/

Questionnaires: structured sets of questions designed to gather information, typically used for surveys and research.

Refugee Readiness Team: A team or group organized to quickly respond to emerging situations or crises. Funded by the BC Government. There are several RRTs across British Columbia.

Refugee Sponsorship: The act of individuals or groups taking responsibility for supporting refugees, often involving providing housing, financial assistance, and other forms of support.

Refugee: A person who has fled their home countries due to fear of persecution or conflict.

Sponsorship Agreement Holder (SAH) Agency: Agencies that help refugees resettle in Canada. SAHs are committed to financially supporting refugees during their sponsorship, providing settlement services to sponsored refugees, including helping them adjust to life in their new community, and overseeing any co-sponsors, constituent groups, or volunteers they work with.

Settlement Workers: professionals who assist newcomers, including refugees, in adapting to their new environment by providing support in areas such as housing, employment, and community integration.

Socio-Economic Groups: groups described through categories such as income levels, language proficiency, ethnicity, etc.

Subjective Nature of Responses: responses based on personal experiences and perspectives rather than objective facts.

Survey Analysis: the examination and interpretation of data gathered through surveys.

Temporary Housing: short-term accommodations where newcomers, such as refugees, stay while transitioning to more permanent housing. Often found through arrangements between immigrant serving agencies and hotels.

Tenancy Rate: the percentage of available rental properties that are currently occupied.

Tenants' Rights and Responsibilities: the legal and ethical obligations and entitlements of individuals renting or leasing property.

Used Victoria and Craigslist: Online platforms for classified ads and services.

Vacancy Rate: the percentage of unoccupied rental units in a given area, reflecting the availability of housing.

Validity of Findings: the extent to which the research accurately measures what it claims to measure and whether the results can be considered trustworthy, credible, and applicable to the broader context.

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7. Who are we?

a. We are GVLIP:

The Greater Victoria Local Immigration Partnership is responsive to the needs and aspirations of newcomers and the communities in which we live. By listening, informing, researching, connecting, and collaborating on community projects and events we foster partnerships with local governments, employers, educators, healthcare professionals, and housing organizations to create a welcoming, equitable., inclusive, just, and well-connected community in which everybody has opportunities to thrive, learn, live, work, and play in safety. We have four priorities: health, housing, employment, and equity.

We gratefully acknowledge the financial support of the Government of Canada through Immigration, Refugees and Citizenship Canada (IRCC).

b. We are RRT-VI

The Refugee Readiness Team of Vancouver Island works to make sure that Island communities are ready to welcome, respond to, and leverage the strengths and contributions of refugees and displaced Ukrainians. We are here to build safe, welcoming, and resilient communities where refugees and displaced Ukrainians can build their lives. We focus on four key areas: housing, health, employment, and education.

We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Municipal Affairs.

The work of the Vancouver Island Refugee Readiness Team (RRT-VI) and the Greater Victoria Local Immigration Partnership (GVLIP) is supported by several organizations. Members include representation from government, funding, intercultural, housing, and non-profit organizations, as well as developers.

c. Partners

Government Organizations:

Capital Regional District (CRD)
City of Nanaimo
District of Saanich
City of Victoria

Funding Organizations:

United Way - United for Ukraine

Victoria Foundation

Developers:

Wild Group

Intercultural Organizations:

Central Vancouver Island Multicultural Society Comox Valley Immigrant Welcome Centre

Housing Organizations:

Greater Victoria Housing Society

Pacifica Housing

Non-profit Organizations:

Alliance to End Homelessness in the Capital Region

Landlords:

Landlords BC

d. Authors:

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Resettlement Community Navigator

Inter-Cultural Association of Greater Victoria







2022-25 STRATEGIC PLAN - PLAN OF ACTION

OUR APPROACH

The Alliance to End Homelessness in the Capital Region achieves its mission by working towards decolonization and with an anti-racism, person-centered and abundance-based approach.

VISON

A region, a province and a country where everyone has a safe place they can call home.

MISSION

To ensure experiences of homelessness in the Capital Region by 2030 are rare, brief, and non-recurring and that housing and supports are culturally adaptive, creative, caring, and person-centered.

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STRATEGIC PLAN FINAL YEAR & COMMUNITY PLAN 2025-2030 TIMELINES

Year 1 – April 2025-March 2026

Year 2 – April 2026-March 2027

Year 3 – April 2027-March 2028

Year 4 – April 2028-March 2029

Year 5 – April 2029-March 2030

	CURRENT PLAN	CP 2025-2030				
	SEPT 01 2024 – MARCH 31 2025	APRIL 01 2025 – MARCH 31 2026	APRIL 01 2026 – MARCH 31 2027	APRIL 01 2027 – MARCH 31 2028	APRIL 01 2028 – MARCH 31 2029	APRIL 01 2029 – MARCH 31 2030
		Year 1	Year 2	Year 3	Year 4	Year 5
PLANNING / ACTIVITIES						
Action Plan: Development – Community	Sept-Dec 2024					
Action Plan: Development – Alliance	Sept-Dec 2024					
Action Plan: Draft / Publish – Community	Jan-March 2025 – Year 1	Jan-March 2026 – Year 2	Jan-March 2027 – Year 3	Jan-March 2028 – Year 4	Jan-March 2029 – Year 5	
Action Plan: Draft / Publish – Alliance	Jan-March 2025 – Year 1	Jan-March 2026 – Year 2	Jan-March 2027 – Year 3	Jan-March 2028 – Year 4	Jan-March 2029 – Year 5	
Action Plan: Draft Budget Approval – Alliance	March 2025	March 2026	March 2027	March 2028	March 2029	March 2030
Action Plan: Implement - Community		Year 1	Year 2	Year 3	Year 4	Year 5
Action Plan: Implement - Alliance		Year 1	Year 2	Year 3	Year 4	Year 5
Action Plan: Craft Action Plan (aligned to CP) – Alliance & Community	February 2025	February 2026	February 2027	February 2028	February 2029	
Action Plan: Evaluate – Community		March 31 2026	March 31 2027	March 31 2028	March 21 2029	March 31 2030

	CURRENT PLAN SEPT 01 2024 – MARCH 31 2025	CP 2025-2030 APRIL 01 2025 – MARCH 31 2026 Year 1	CP 2025-2030 APRIL 01 2026 – MARCH 31 2027 Year 2	CP 2025-2030 APRIL 01 2027 – MARCH 31 2028 Year 3	CP 2025-2030 APRIL 01 2028 – MARCH 31 2029 Year 4	CP 2025-2030 APRIL 01 2029 – MARCH 31 2030 Year 5
PLANNING / ACTIVITIES						
Action Plan: Evaluate – Alliance		March 31 2026	March 31 2027	March 31 2028	March 21 2029	March 31 2030
Action Plan + Budget: Board Presentation ¹ – Alliance	March 2025	March 2026	March 2027	March 2028	March 2029	
Final Report – Alliance						March 31 2030
CP 2030 – 2035 Development – Alliance & Community						APRIL 1 2029 – MARCH 31 2030

¹ coinciding with negotiations of the contract agreement with CRD/others

2022-25 STRATEGIC PLAN – PLAN OF ACTION 4 | P a g e

STRATEGIC GOAL

1. COLLECTIVE IMPACT

We align the opportunities that arise from the intersection of our work in community through the development and strengthening of partnerships to achieve system transformation, both to prevent and to, ultimately, end homelessness.

Continuation of work from our Strategic Plan (2022/04/01 – 2025/03/31)

- Youth Homelessness Prevention Mapping Project (Victoria Foundation Grants): Develop, lead and implement
- Project Reconnect 2024 (United Way South Island Funding): Co-chair and execute
- Downtown Service Providers (DSP) Hospital Discharge into Homelessness Working Group, November 2024 Forum: Collaboration, participation, implementation
- BC Coalition to End Youth Homelessness (BCCEYH), Advocacy and Communications Committee member: member and lead participation, collaboration, advocacy and communication plans participation and development
- Seniors Housing Council, Seniors Housing Working Group, Advocacy and Communications Committee member: Member and lead participation, collaboration, advocacy and communication plans participation, development and implementation
- Island Homelessness Systems Community of Practice: Participation and collaboration
- Victoria Peer Support Community of Practice: Collaboration, support and participation through established and new networks
- BC Non-profit Housing Association (BCNPHA) Housing Central Conference: Presentation on the 2025-2030 Community Plan
- Canadian Alliance to End Homelessness 2024 (CAEH 2024): Presentation on Navigating, shaping, and designing services to meet the needs of women & gender-diverse people pioneering Peer Support Navigators and Community Hub pilot in Greater Victoria
- Regional Housing Advisory Committee member: Member participation
- Heart and Hearth Strategic Table: Leadership participation
- Community Social Planning Council (CSPC): Collaboration for Housing and Homelessness Forum
- Representative for Children and Youth: Participation in consultations and supports
- Community Engagement: Individual, formal and informal meetings, supports

Service Agreements

CRD – GVCEH Society 2024/04/01 – 2025/03/31 Service Contract		Island Health – GVCEH Society 2023/01/06/ –2024/11/30 Service Contract		
Goal	Deliverable	Objective	Deliverable	
GOAL 1: Regional Planning & Collaboration	1.1: Community Plan (2025-2030) Finalize and publish the Community Plan 2025-2030.	1.0 Supporting the Most Vulnerable 1.1.1 Convene key partners to address the housing's system ability to house priority populations with significant health care needs.	1.2.1 Ensure housing for people with significant health needs is an area of focus and priority for the relevant working groups and that clear system improvement recommendations to better support this population are generated.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 5 | P a g e

CRD – GVCEH Soci	iety 2024/04/01 - 2025/03/31 Service Contract	Island Health – GVCEH Society 2023/01/06/ –2024/11/30 Service Contract		
Goal	Deliverable	Objective	Deliverable	
	1.2: Health & Housing Steering Committee Meetings (Leadership) Coordinate and Co-Chair a minimum of six (6), or as many as are held, Health & Housing Steering Committee Leadership meetings and propose items advanced by the CRD on the meeting agenda for consideration by the Health & Housing Steering Committee Leadership Team as requested.	1.1.2 Help ensure the needs of the "Priority One" population, Complex Care Housing population and other populations with significant health needs and who are at risk of homelessness are an area of priority and focus for system enhancement planning.	1.2.2 Work with partners to help develop a Health and Housing model that is inclusive and supportive of those with complex needs.	
	1.3: Health & Housing Steering Committee Meetings (Community) Coordinate and Co-Chair a minimum of six (6), or as many as are held, Health & Housing Steering Committee Community meetings.	3.0 Project & Initiative Support		
	1.4: Downtown Service Providers Meetings Attend a minimum of twelve (12), or as many as are held, Downtown Service Provider meetings and support activities consistent with this Agreement or other plans/strategies as may be applicable.	3.1.1 To support the community in working together in addressing homelessness through focused and targeted priorities, meetings and activities.	3.2.1 Develop Community Plan with clear measurable deliverables.	
	1.5: Sooke Homelessness Coalition Support Engage the Sooke Homelessness Coalition and extend an offer to attend Sooke Homelessness Coalition meetings and participate as invited. Support activities, such as such as information sharing, engagement, as requested by the Sooke Coalition and that are within the scope of work of the Alliance and aligned with this Agreement or other plans/strategies as may be applicable. This will be reported back in writing at a mid-year CRD/AEHCR check-in.	3.1.2 To identify key priorities with the community in support of those experiencing homelessness and significant health concerns.	3.2.2 Ensure new Health and Housing initiatives are made areas of focus for the various Working Groups.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 6 | P a g e

CRD – GVCEH Society 2024/04/01 – 2025/03/31 Service Contract		Island Health – GVCEH Society 2023/01/06/ –2024/11/30 Service Contract		
Goal	Deliverable	Objective	Deliverable	
	1.6: Salt Spring Island Engagement Engage community organizations and other partners, such as BC Housing, on Salt Spring Island and identify areas of collaboration and suggestions for enhanced local coordination that the Alliance can support. This will be reported back in writing at a mid-year CRD/AEHCR check-in 1.7: Regional Planning & Collaboration Outcome Summary Provide an annual summary at the end of the Agreement Term on the specific outcomes and/or outputs of the various community meeting tables referenced within this agreement. This should also include any recommendations as may be appropriate to enhance the effectiveness of regional planning and collaboration work and drive toward solutions.	3.1.3 Work with partners to develop and describe a Health and Housing model and system that works well for those with complex needs as well as others and the communities in which they are situated.	3.2.3 Ensure that the Service Provider's plans include a description of how Health and Housing services work together in an integrated, coherent and strategic manner.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 7 | P a g e

2. SECTOR RESILIENCY

We support our sector's human resources to thrive in the service of our community by developing best-practices approaches that are employee-centric. Continuation of work from our Strategic Plan (2022/04/01 – 2025/03/31)

- University of Victoria collaboration Fundamentals for the Homelessness Serving Sector: Micro-credential program developed and delivered (Reaching Home Program Funding)
 - o Taking information about/socializing the FHSS micro-credential to community, through established and new networks.

Service Agreements

CRD – GVCEH Society 2024/04/01 – 2025/03/31 Service Contract		Island Health – GVCEH Society 2023/01/06/ –2024/11/30 Service Contract		
Goal	Deliverable	Objective	Deliverable	
		2.0 System Enhancements		
		2.1.1 To increase the coordination of the housing, health and social support system.	2.2.1 Support Coordinated Access.	
		2.1.2 Encourage housing providers to grant access to housing resources to individuals based on highest need.	2.2.2 Help with the development of an eviction prevention strategy	
		2.1.3 Help ensure the Health and Housing system has a shared service model that informs how Housing and Health services collaborate and how they are accessed.	2.2.3 Actively promote the integration of support and health services with housing services by promoting joint planning activities.	
		2.1.4 Work to develop, implement and coordinate Health and Housing sector education and/or training to support recruitment, retention and staff wellness.		

3. RESEARCH AND DATA

Continuation of work from our Strategic Plan (2022/04/01 – 2025/03/31)

- Community Data Dashboard: Maintenance and refinement, including standardized definitions for housing, youth, and levels of barrier, collaboration with the University of Victoria Health Informatics for design and implementation of the PowerBI dashboard
- Community Data Dashboard Research: Research Associate mentoring, supervision and wrap-up (Catherine Donnelly Foundation grant)
- University of Victoria: Collaboration Fundamentals for the Homelessness Serving Sector: Micro-credential program developed and delivered, available free of charge from April 2024 – April 2027 (Reaching Home Program Funding)
- University of Victoria: Collaboration Supporting Health & Healing with Information, Navigation & Empowerment: Overall goal using a Feminist Participatory Action research approach is to make a difference in the lives of women and those who identify as/were raised as women through personalized guidance, information and opportunities for social interaction will help to support housing stability and permanent exits from homelessness will receive support from Systems Navigators and through Community Circles (Vancouver Foundation Grant 08/2024 08/2027)
- University of Victoria: Collaboration Supporting Vulnerable and Marginalized Older Adults to be Cared for and to Die at 'Home': Overall goal of this study is to understand how we can facilitate dying-in-place for structurally vulnerable older adults (CIHR Grant)
- University of Victoria Computing Science Inspire Program: Collaboration herluma: Solution development for web application to show live availability of shelters beds across the CRD where shelters are able to maintain and update their availabilities, contact information, and eligibility requirements, targeted to women and gender-diverse individuals fleeing from domestic, pilot application in development
- Community Research Ethics Office (CREO): Board Member, EDI Working Group
- Statistics without Borders (SWB): Management MarCom Working Group
- Canadian Evaluation Society BC Chapter: Coordination Vancouver Island Coordination

Service Agreements

CRD – GVCEH Society 2023/2024 Service Contract		Island Health – GVCEH Society 2024/2025 Service Contract		
Goal	Deliverable	Objective	Deliverable	
GOAL 2: Ongoing Research		2.0 System Enhancements		
	2.1: Regional Overview of Permitted Sheltering Spaces	2.1.1 To increase the coordination of the housing, health and social support system.	2.2.1 Support Coordinated Access.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 9 | P a g e

CRD – GVCEH Society 2023/2024 Service Contract		Island Health – GVCEH Society 2024/2025 Service Contract		
Goal	Deliverable	Objective	Deliverable	
	2.2: 2024 Point-in-Time Count Provide support to the successful proponent of the CRD's 2024 Point-in-Time Count, which is expected in the fall of 2024. This may include, meeting participation, advertising and information dissemination, and/or engagement of Peoples with Lived Experience, as negotiated with the successful proponent agency. All expenses will reside with the successful organization, including stipends for Persons with Lived and Living Experience.	2.1.2 Encourage housing providers to grant access to housing resources to individuals based on highest need.	2.2.2 Help with the development of an eviction prevention strategy	
	2.3: Supportive Housing Impact Assessment Prepare a report that is based on a literature review that looks at provincially provided community-level supportive housing guidelines, community impacts of supportive housing and supportive housing best practices.	2.1.3 Help ensure the Health and Housing system has a shared service model that informs how Housing and Health services collaborate and how they are accessed.	2.2.3 Actively promote the integration of support and health services with housing services by promoting joint planning activities.	
	2.4: Creating Homes: A Community Guide to Affordable and Supportive Housing Development Review and update, as may be required, the Creating Homes: A Community Guide to Affordable and Supportive Housing Development within the current program, funding, and political landscape.	2.1.4 Work to develop, implement and coordinate Health and Housing sector education and/or training to support recruitment, retention and staff wellness.		
		4.1.1 To identify key causal factors in eviction and support the development of eviction prevention initiatives and/or strategies that will prevent individuals in existing supportive/supported housing from being evicted into homelessness.	4.2.1 Work with Health and Housing leaders to put in place the mechanisms for collaboration on eviction prevention. Desired outcomes could include evictions tracking and eviction prevention mechanisms etc.	
GOAL 3: System Monitoring			4.2.2 Prevention of Youth Homelessness: Continued leadership and convening of cross sectoral meetings with Island Health, Ministry of Children and Families, Victoria Police department and BC Housing and local not for profit youth providers to identify, prioritize and implement key initiatives.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 10 | P a g e

CRD – GVCEH Society 2023	/2024 Service Contract	Island Health – GVCEH Society 2024/2025 Servi	ice Contract
Goal	Deliverable	Objective	Deliverable
Goal	3.1: Coordinated Access Support the CRD's obligation to have a Coordinated Access system in place by March 31, 2026, as requested and subject to available capacity at the AEHCR. The minimum requirements, as prescribed by the Government of Canada, include expectations related to governance, access points, triage, vacancy matching and referrals, with the CRD providing	Objective	Deliverable
	current information on what these requirements are, as well as training and access to information and tools required to achieve this deliverable. 3.2: Homeless Individuals Families Information System Support the CRD's obligation to have Homeless Individuals Families Information System as requested subject to available capacity at the AEHCR, with the CRD providing current information on what these requirements are, as well as training and access to all relevant information and tools required to achieve this deliverable.		

2022-25 STRATEGIC PLAN – PLAN OF ACTION 11 | P a g e

4. ADVOCACY AND COMMUNICATIONS

We amplify the voices of people with lived and living experiences, and the sector to reach its functional-zero-by-2030 goal through the development and implementation of a sector-wide advocacy and communications plan. The plan encompasses internal and external communications that inform, engage and promote our collective influence to adequately resource the sector, supports quality improvements and drives system transformation.

Continuation of work from our Strategic Plan (2022/04/01 – 2025/03/31)

- Strategic Communications Plan: Continued implementation
- Reaching Home Program (RHP) Community Advisory Board (CAB): Leadership participation as member
- Advocacy Plan: Development following the Community Plan 2025-2030
- School Board Outreach: Presentations to High Schools, collaboration with the Greater Victoria Teachers Association (GVTA) Social Justice Committee, meeting with Superintendent
- Statistics Without Borders (SWB): Sentiment analysis tool that scrapes, assesses relevancy, and provides a 'CRD homelessness' sentiment score
- Provincial Election Townhall (virtual): Development and execution
- Media: Representation and engagement

Service Agreements

CRD – GVCEH Society 2023/2024 Service Contract		Island Health – GVCEH Society 2024/2025 Service Contract		
Goal	Deliverable	Objective	Deliverable	
GOAL 4: Communication & Engagement	4.1: 2024/2025 Regional Resources Guide Prepare a Regional Resources Guide that is based on the services published by BC211, Pathways, other sources as well as the inventory of youth that is currently underway. The Regional Resources Guide will be electronic, housed on the Alliance website and printable. Resources will be sought to expand the scope of the areas covered as well as printed options. The Regional Resources Guide will cover the entirety of the CRD including thirteen (13) municipalities and three (3) electoral areas.	4.0 Homelessness Prevention 4.1.1 To identify key causal factors in eviction and support the development of eviction prevention initiatives and/or strategies that will prevent individuals in existing supportive/supported housing from being evicted into homelessness.	4.2.1 Work with Health and Housing leaders to put in place the mechanisms for collaboration on eviction prevention. Desired outcomes could include evictions tracking and eviction prevention mechanisms etc.	
			4.2.2 Prevention of Youth Homelessness: Continued leadership and convening of cross sectoral meetings with Island Health, Ministry of Children and Families, Victoria Police department and BC Housing and local not for profit youth providers to identify, prioritize and implement key initiatives.	

5. ORGANIZATIONAL STRENGTH

We continue to develop an AEHCR core team that is adequately resourced to augment capacity. We align and focus the team on mission-critical actions in support the evolving needs of the sector

Continuation of work from our Strategic Plan (2022/04/01 – 2025/03/31)

- Lived and Living Experience Council: Revitalization structure, leadership, membership recruitment and strategic work
- Governance: Board, Board Executive and Board Committees: Provide supports, organizational Governance Review supports
- Fund Development Plan: Development and implementation
- Homelessness Response System Transformation (Cookie Jar): Review System's Infrastructure
- Professional Development: Transformative Reconciliation in Community Social Services (Federation of Community Social Services of BC), Power BI,
 Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans (TCPS2), webinars and forums as pertinent to our work
- Developing and leveraging current and new networks to support the ongoing work of the Alliance
- Organizational policies: Revision of all organizational policies (modernization and compliance)
- Ongoing administrative duties and legislative requirements/compliance: BC Societies registry, HR, Risk Management, Financial Management, Fiscal Management, Insurance Management, Health Benefits Management, IT Management
- Grant Management: Application, monitoring, and reporting
- SharePoint Redesign Project: Development and implementation
- Face2Face with Stigma and Speakers Bureau: Explore revitalization structure, leadership, recruitment and roll out

Service Agreements

CRD – GVCEH Society 2023/2024 Service Contract		Island Health – GVCEH Society 2024/2025 Service Contract		
Goal	Deliverable	Objective	Deliverable	
GOAL 5: General Administration	5.1: 2023/2024 Annual Report Prepare and publish the 2023/2024 AEHCR Annual Report in accordance with any and all requirements under the Societies Act and other legislation/regulation as may be applicable.	5.0 Staffing for Services	The Contractor will provide the Services described in this Schedule through the provision of an appropriate complement of its coordinator staff whose combined weekly hours will be 10.50 hours per week as well as 6.0 hours per week each of administrative support and executive director support.	

2022-25 STRATEGIC PLAN – PLAN OF ACTION 13 | P a g e

2022-25 STRATEGIC PLAN – PLAN OF ACTION 15 | P a g e