

Schedule “A”
CRD-Society 2020/2021 Service Contract – Deliverables

Core functions (Section 1.0, Service Agreement)	Objectives	Actions	Key Performance Indicators
Regional Planning and Coordination	Ensure plans and initiatives developed and implemented by the Coalition have a region-wide focus and that housing and services are well coordinated and integrated.	Facilitate the development of or, if already existing, support local coordinating bodies related to homelessness responses in areas of the region where people who are experiencing homelessness are sheltering and needing services/supports, including but not limited to Sooke, Sidney, Salt Spring Island, Downtown Core and Gorge Tillicum (Saanich).	<p>i. Support and facilitate the coordination and integration of housing and support services:</p> <p>a. Downtown Core – Victoria Downtown Service Provider Meetings (DSP) 12 meetings/year</p> <ul style="list-style-type: none"> • Supporting the alignment DSP Strategic Plan with Community Plan <p>b. Sooke Shelter Society Participating in 12 meetings/year or as determined by Sooke Coalition</p> <ul style="list-style-type: none"> • Support Board development to formalize coordinating committee. • Provide Summary Document. <p>c. Sidney Facilitate 4-6 meetings/year (or number of meetings as required)</p> <ul style="list-style-type: none"> • Provide Summary

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			<p>Document and coordinate process mapping.</p> <p>d. Salt Spring Island Facilitate/Participate 8-10 meetings/year (or number of meetings as required)</p> <p>e. Appropriate staff to attend and support Community Advisory Committee Meetings as necessary in Burnside Gorge</p> <p>3-4 meetings/year (or number of meetings as required)</p>
		<p>Work with key partners by participating and/or facilitating planning groups that support:</p> <ul style="list-style-type: none"> • The expansion of Coordinated Assessment and Access to include housing and outreach/support services beyond those that hold BC Housing or Island Health operating agreements. • The development of a policy framework as well as processes, 	<ul style="list-style-type: none"> • Create an inventory of outreach and housing services and report back to the CAA Advisory Committee - 3rd quarter • Develop and initiate wrap around health and social supports in housing model • Work with Stakeholders to create SSI CAA model • Participate and support RHFP Working Group

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		<p>procedures and protocols that support the effective assessment of individuals and the assignment of housing and health and support services that achieve long-term housing stability for people experiencing homelessness in all parts of the region; and</p> <ul style="list-style-type: none"> • The effective integration housing and health and support services that achieve long-term housing stability for people experiencing homelessness. • Support the integration of new Regional Housing First Program units. • Community Housing Fund being included as part of the homelessness response system. 	
		Provide quarterly progress reports on actions taken and solutions implemented by or with community partners.	3 quarterly reports-July/October/January 1 final report-April

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Ongoing Research	Conduct research in support of evidence- based strategies and policies to end homelessness, including effective practices used in other jurisdictions	Deferred to future agreements.	N/A
Communications and Engagement	Implement community engagement and awareness strategies to ensure the underlying contributing factors of homelessness, the extent of homelessness in the region and solutions to ending homelessness are better understood by stakeholders and the general public.	Engage with people with lived experience and, where appropriate, coordinate and facilitate their participation in government as well as operational and systems planning.	<ul style="list-style-type: none"> • 12 meetings with PWLE • Governance review of integration of PWLE participation
		Develop and execute a Communications Plan and Media Relations Strategies that supports effective communication with and among Coalition partners as well as external stakeholders such as government agencies, the media and general public.	<ul style="list-style-type: none"> • 4 Community Workshops – anti stigma • Working with Times Colonist or Capital News on to develop series “Journey out of Homelessness”
System Monitoring	Develop and implement a monitoring framework to ensure efforts to address homelessness are effective and are providing the	Facilitate collaboration among BC Housing, CRD and Island Health to develop and oversee implementation of a comprehensive Homelessness Management Information System (HIFIS).	<ul style="list-style-type: none"> • Familiarize with Government of Canada’s HIFIS manuals to maintain consistent approach • Contact CAEH to help introduce HIFIS benefits into broader community

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	necessary outcomes for the region.	<p>Develop and execute the use of an outcomes monitoring system that aligns with the goals, objectives and outcomes of the Community Plan.</p> <p>Develop and execute qualitative system evaluation processes with participating housing and support service providers.</p> <p>Utilize HMIS as well as qualitative system and program evaluation data to develop and make public an annual report of outcome achievement and system effectiveness.</p>	<ul style="list-style-type: none"> Annual Report in collaboration with CRD Regional Housing - Housing Initiatives and Programs
General Administration	Perform administrative functions required to support the Board and Committee activities, including overall day-to- day operations, annual business planning, and reviews of the long-term strategic plan as needed.	Host an Annual General Meeting and produce an Annual Report.	<ul style="list-style-type: none"> Annual General Meeting Annual Report
		Create an annual Business Plan for review by the GVCEH Steering Committee and approval by the Board of Directors.	<ul style="list-style-type: none"> Annual Business Plan
		Align Community Outcomes Plan and Business Plan	
		Facilitate and provide administrative support to Coalition working groups, activities and special projects as required	<p>Facilitate, chair or otherwise support Working Groups / monthly meetings and provide notes or minutes, as appropriate, for:</p> <ul style="list-style-type: none"> a) Steering Committee 12 Meetings/year b) System Improvement Working Group and

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			<p>Sub-committee of Monitoring and Evaluation 6 – 12 Meetings/year (depending upon rhythm of monthly or by-monthly as determined by Working Group)</p> <p>c) Community Engagement Working Group 12 Meetings/year</p> <p>d) Youth Prevention Working Group 6-12 Meeting/year</p>