

Journey Home Task Force AGENDA



Wednesday, January 24, 2018

5:00 pm

Okanagan Regional Library - Kelowna Branch

Lower Meeting Room

1380 Ellis Street, Kelowna, BC

			Pages
1.	Call to Order, Welcome & Introductions (Co-Chairs)	5:00 PM	
2.	Confirmation of Minutes	5:00 PM	3 - 7
	December 13, 2017		
3.	Lived Experience Sharing (Co-Chairs/Brenda Plitt)	5:05 PM	
4.	January 22, 2018 Task Force Update to Council (Co-Chairs)	5:25 PM	
4.1	Task Force Membership		8 - 14
4.2	Update		15 - 30
5.	Journey Home Events (Alina Turner, Turner Strategies)	5:35 PM	
5.1	Review of Journey Home Calendar		31 - 31
5.2	Journey Home Summits - Debrief and Key Implications		
	<ul style="list-style-type: none"> Overview Roundtable Discussion Small Group Discussion 		
6.	Meeting Break	6:30 PM	

- | | | |
|--|--|---------|
| 7. | Journey Home Events - continued (Alina Turner, Turner Strategies) | 6:45 PM |
| <div style="margin-left: 40px;"> 7.1 Public Engagement Planning <ul style="list-style-type: none"> • Survey - February 5th to March 5th • Task Force role - Distribution to Networks • Lived Experience Contribution to further Public Engagement </div> | | |
| 8. | Discussion - Formation of Sub-Committee regarding Implementation Funding (Co-Chairs) | 7:00 PM |
| 9. | Task Force Communications (Staff) | 7:10 PM |
| <div style="margin-left: 40px;"> 9.1 Survey and Outcomes </div> | | |
| <div style="margin-left: 40px;"> 9.2 Proposed Communications Approach </div> | | |
| 10. | A Way Home Kelowna Update (Belinda Jackson) | 7:20 PM |
| 11. | Proposed Next Meeting Date | 7:30 PM |
| | February 21, 2018 | |
| 12. | Termination | 7:30 PM |

Task Force Recommended Further reading:

Beyond Housing First: Essential Elements of a System-Planning Approach to Ending Homelessness

<https://www.policyschool.ca/wp-content/uploads/2016/03/beyond-housing-turner.pdf>

Current Initiatives Update – Document to follow



Journey Home Task Force Minutes

Date: Wednesday, December 13, 2017
 Location: Okanagan Regional Library - Kelowna Branch
 Lower Meeting Room
 1380 Ellis Street, Kelowna, BC

Task Force Members Present: Co-Chair, Martin Bell, Co-Chair, Dr. Kyleen Myrah, Ann Howard* (BC Housing), Cheryl Miller* (Central Okanagan Foundation), John Yarshenko (Interior Health Authority), Harleen Price (Ministry of Social Development & Poverty Reduction), Shawna Whitney (Okanagan Nation Alliance), Superintendent Brent Mundle (RCMP), Theresa Arsenault*, QC, Gaelene Askeland, Tom Dyas*, Diane Entwistle, Mike Gawliuk, Scott Lanigan, Carrie McDonald, Lisa McHaffie, Brenda Plitt, Kelly Taverner and Shane Worman

David Krysko and Pam Moore

Divisional Director, Active Living & Culture, Jim Gabriel; Social Development Manager, Sue Wheeler; Neighbourhood Development Coordinator, Glenda Cooper; Community Communications Manager, Jodie Foster; Communications Advisor, Lisa Ruether; and FOI-Legislative Coordinator, Sandi Horning

Guest: Consultant, Alina Turner (Turner Strategies)

(* denotes partial attendance)

1. Call to Order, Welcome & Introductions (Co-Chairs)

The Co-Chair, Martin Bell, called the meeting to order at 5:04 p.m.

2. Confirmation of Minutes

Moved by Theresa Arsenault/Seconded by Tom Dyas

THAT the Minutes of November 1, 2017 Meeting of the Journey Home Task Force be confirmed as circulated.

Carried

The Co-Chair, Martin Bell, acknowledged the attendance of Committee Member, Shawna Whitney, who is representing the Okanagan National Alliance. A brief introduction of the Task Force Members was conducted.

Co-Chair, Dr. Kyleen Myrah, provided an overview of the meeting's Agenda.

3. What will make you proud - Themes (Co-Chairs)

Co-Chair, Dr. Kyleen Myrah:

- Displayed a PowerPoint presentation outlining the 5 key themes that the Task Force members provided input on.
- Advised that the common themes were:
 - o We will have developed an action plan to systematically and tangibly address homelessness in Kelowna;
 - o The plan will have engaged those with lived experience, community members, and service partners recognizing all have an interest in ending homelessness;
 - o The community will have a clear strategy that has recognized (or incorporated) the diverse needs of the homeless population;
 - o We will have established a collaborative approach to coordinating homelessness services, so those who desire can easily access services and find and maintain healthy housing;
 - o The community at large will better understand the root causes of homelessness and are motivated to move from "those people" to "us" in our conversations, investments and actions.

4. Current Initiatives Update (Ann Howard, BC Housing/Staff)

Task Force Member, Ann Howard, BC Housing:

- Provided an update on the current initiatives BC Housing is working on.
- BC Housing recognized the need for shelter for the homeless in Kelowna during the winter months. The Salvation Army provided their gymnasium for use in November. "Cornerstone" was established in the old A & B Sound building in downtown Kelowna, with the John Howard Society as the facilitator.
- Provided an overview of how Cornerstone operates and confirmed that the facility has a maximum capacity of 75 persons.
- BC Housing is currently working on a strategy to deal with the increasing need for shelter as the weather gets colder.
- Provided an update with respect to other BC Housing initiatives.

- Encouraged by the community support for the initiatives.
- BC Housing is working on long-term strategies with the City of Kelowna.
- Responded to questions from the Task Force Members.

Task Force Member, Gaelene Askeland:

- Provided further comment regarding Cornerstone.

4.1 Task Force Updates (Task Force Members)

Task Force Member, Mike Gawliuk:

- Provided an overview of other initiatives being considered.
- Advised that a Steering Committee has been established to focus on homeless youth ("A Way Home - Kelowna").

5. Turner Strategies (Alina Turner, Turner Strategies)

5.1 Introduction

Co-Chair, Martin Bell:

- Provided an overview of the Request for Proposal process that was used to recruit the Consultant, Dr. Alina Turner of Turner Strategies.

Co-Chair, Dr. Kylene Myrah:

- Introduced the Consultant, Dr. Alina Turner.

Consultant, Dr. Alina Turner:

- Introduced herself to the Committee Members and provided an overview of her personal and professional background.

5.2 Proposal and Work Plan Overview

Consultant, Dr. Alina Turner:

- Displayed a PowerPoint presentation and provided an overview of the Project Team.
- Displayed a PowerPoint presentation and provided an overview of the Proposal and Work Plan.
- Responded to questions from the Task Force Members.

6. Meeting Break

The meeting recessed at 6:05 p.m. The meeting reconvened at 6:25 p.m.

7. Large Group Discussion (Alina Turner, Turner Strategies)

7.1 Expectations

Consultant, Dr. Alina Turner:

- Requested that the Task Force Members respond to the question, "What are your expectations of what we will accomplish as a Task Force upon completion of the Journey Home process?".

- Provided feedback with respect to the expectations raised by the individual Task Force Members.

Task Force Members:

- Members provided input regarding their individual expectations.

7.2 Task Force Roles

Task Force Member, Theresa Arsenault, left the meeting at 7:02 p.m.

Consultant, Dr. Alina Turner:

- Requested that the Task Force Members respond to the question, "How can you contribute, as a Task Force Member, during the Journey Home process?".
- Provided feedback with respect to the contributions noted by the individual Task Force Members.

Task Force Members:

- Members provided input regarding their individual contributions.

Task Force Member, Cheryl Miller, left the meeting at 7:09 p.m.

8. Small Group Discussion (Alina Turner, Turner Strategies)

8.1 Task Force Member Engagement in Plan Development

Co-Chair, Dr. Kyleen Myrah:

- Provided direction to the Task Force Members and requested that they break out into small groups in order to answer the question, "How do you want to be involved throughout the plan development process?".

Task Force Members:

- Divided into small groups to discuss how each Member would like to be involved throughout the plan development process.

Task Force Member, Ann Howard, left the meeting at 7:15 p.m.

Task Force Member, Tom Dyas, left the meeting at 7:16 p.m.

Task Force Members:

- A spokesperson from each group provided feedback on the Members would like to be involved in the plan development process.

Consultant, Dr. Alina Turner:

- Provided feedback to the Members regarding their input.

Co-Chair, Dr. Kyleen Myrah:

- Provided additional feedback to the Members regarding their input.

9. Closing Discussion (Co-Chairs)

Co-Chair, Dr. Kyleen Myrah:

- Provided closing comments.
- Will provide key dates for the plan development process to the Task Force Members should they wish to participate.

Co-Chair, Martin Bell:

- Provided additional closing comments.

10. Proposed Next Meeting Date

The next meeting date of the Task Force is proposed for January 24, 2018.

11. Termination

The meeting was declared terminated at 7:25 p.m.

Martin Bell, Co-Chair

Dr. Kyleen Myrah, Co-Chair

/slh

Report to Council



Date: January 22, 2018

File: 0615-20-02

To: City Manager

From: Co-Chairpersons, Journey Home Task Force

Subject: Journey Home Task Force Terms of Reference Amendment and Additional Appointments

Prepared by: Social Development Manager, Active Living & Culture

Recommendation:

THAT Council receives, for information, the Report from the Journey Home Task Force Co-Chairpersons dated January 22, 2018 with respect to the Journey Home Task Force;

AND THAT Council approves the amended Journey Home Task Force Terms of Reference to increase the membership from 21 to 23 members in the form attached as Appendix A to the Report from the Journey Home Task Force Co-Chairpersons dated January 22, 2018;

AND THAT Council appoint as members Westbank First Nation and Ki-Low-Na Friendship Society, through their representatives, to the Journey Home Task Force.

Purpose:

To obtain Council's approval of the amendment to the Journey Home Task Force Terms of Reference and additional recommendations for appointments to the Journey Home Task Force.

Background:

At the regular meeting on September 11, 2017, Council approved the Terms of Reference for the Journey Home Task Force and the appointment of the Task Force Members.

The current membership of the Journey Home Task Force consists of 21 members: the two Co-Chairpersons (Dr. Myrah and Mr. Bell); six organization representatives (Central Okanagan Foundation, BC Housing, Ministry of Social Development & Poverty Reduction, Interior Health, Okanagan Nation Alliance, and RCMP); and thirteen community members appointed to represent a wide variety of sectors, experiences, skills and knowledge areas.

As the work of the Journey Home Task Force proceeds, it has come to the attention of the Task Force Co-Chairpersons that strengthening the Task Force's knowledge in relation to challenges faced by the local Indigenous population is essential. In conversation with the appointed Okanagan Nation Alliance

representative, it was noted that with Indigenous peoples making up approximately one quarter of the local population of people experiencing homelessness, additional Indigenous perspectives are vital to the work of the Task Force. As a result, the Co-Chairpersons recommend that the Journey Home Task Force Terms of Reference to be amended to expand the number of members from 21 to 23 to include two additional organizations, Westbank First Nation with representative Diane Roy and Ki-Low-Na Friendship Society with representative Tina Larouche.

Current Task Force Members:

In addition to the Co-Chairpersons, there are currently 19 appointed members on the Journey Home Task Force (* represent the six appointed organizations):

1. BC Housing – Ann Howard (Housing) *
2. Central Okanagan Foundation – Cheryl Miller (Funding) *
3. Interior Health Authority – John Yarschenko (Health) *
4. Ministry of Social Development & Poverty Reduction (Public Systems) *
5. Okanagan Nation Alliance – Jennifer Houde/Shawna Whitney (Cultural) *
6. RCMP – Brent Mundle (Public Systems) *
7. Theresa Arsenault, QC (Private)
8. Gaelene Askeland (Housing; Social Services)
9. Tom Dyas (Private)
10. Diane Entwistle (Social Services)
11. Mike Gawliuk (Housing; Health)
12. David Krysko (Housing)
13. Scott Lanigan (Community)
14. Carrie McDonald (Community)
15. Lisa McHaffie (Public Systems)
16. Pam Moore (Community)
17. Brenda Plitt (Community)
18. Kelly Taverner (Community)
19. Shane Worman (Housing)

The Journey Home Task Force membership was selected using a skills and knowledge inventory matrix to ensure a diversity of perspectives that will strengthen the development of a collective strategy. This collaborative approach is vital to successfully integrate Kelowna's housing and homelessness services. The goal of the strategy is to assist residents in achieving housing stability and improve their well-being while ensuring the overall safety, health, and sustainability of the community. To successfully develop and implement the Journey Home Strategy, additional Indigenous representation is essential.

Internal Circulation:

J. Gabriel, Divisional Director, Active Living & Culture
K. Needham, Deputy City Clerk
L. Ruether, Communications Advisor

Considerations not applicable to this report:

Legal/Statutory Authority

Legal/Statutory Procedural Requirements
Existing Policy
External Agency/Public Comments
Communications Comments
Alternate Recommendation
Financial/Budgetary Considerations
Personnel Implications

Submitted by:

Journey Home Task Force Co-Chairpersons

Approved for inclusion: J. Gabriel, Divisional Director, Active Living & Culture

Cc: Divisional Director, Active Living & Culture
Divisional Director, Community Planning & Real Estate
Divisional Director, Corporate & Protective Services

Attachments:

Appendix A: City of Kelowna, Amended Terms of Reference - Journey Home Task Force



City of Kelowna Terms of Reference Journey Home Task Force

INTRODUCTION

The City of Kelowna is currently facing the same challenges that cities across the nation are experiencing related to homelessness and a lack of non-market and affordable housing to meet community needs. Cities are often the first line of response to ensure locally appropriate and effective action-focused strategies are in place to address the complex social issues that impact the safety, health, and wellbeing of our community.

Drawing from best practices that are demonstrating positive results in addressing homelessness, the City of Kelowna recognizes the importance of local leadership in building and strengthening the capacity of the services and systems that serve the homeless in the community. The intent of this Task Force is to focus on applying best practice principles to the local context to achieve a redesign of the functioning of the system of homeless-serving services. Current best practices demonstrate that collaboration and coordination of services designed to address the root causes of vulnerability is at the foundation of building a safe, healthy, and sustainable community.

On May 15, 2017 Council resolved:

- THAT Council receive, for information, the report from the Social Development Manager, dated May 15, 2017, outlining a proposed governance structure to support the development of a long-term strategy to address homelessness;
- AND THAT Council approve in principle the Journey Home Governance Structure as outlined in the report from the Social Development Manager, dated May 15, 2017;
- AND THAT Council direct staff to prepare a Journey Home Task Force Terms of Reference for consideration.

OBJECTIVE

The objective of the Task Force is to develop a “Journey Home Strategy” (Strategy) for Council’s consideration and endorsement;

The Strategy must:

- be based on a Homeless-Serving Systems Planning approach;
- be driven by local and lived experience knowledge in the application of best practices principles through a community-wide collaborative process; and
- present a locally-informed solution-focused approach that is: person-centred, coordinated, and outcome-focused to guide decision-making on addressing affordable housing and homelessness issues.

SCOPE OF WORK

To achieve this objective, the Task Force will be provided with background orientation, readiness preparation and training to undertake the following:

- establish vision and goals to guide strategy development;
- review community research including housing needs assessment and consultation processes;
- establish priority focus areas to inform Strategy development;
- prepare draft strategy that includes implementation plan; and
- finalize strategy for Council consideration by June, 2018.

MEMBERSHIP

In order to provide diverse representation, the Task Force will be comprised of stakeholders representing defined sectors selected based on their skills, knowledge, experience, and strong interest in homelessness prevention and the provision of affordable housing.

- 23 members will be appointed by Council for one-year term
- Members will be selected from the following six (6) sectors:
 - Private/Funding
 - Social Services
 - Health
 - Housing
 - Public Systems
 - Cultural/Community

APPOINTMENT AND TERM

Members shall be appointed by Council and shall serve for a one-year term, beginning June 2017 until the final report is presented to Council in June of 2018.

The Task Force may appoint sub-committees to deal with any special matters coming within the scope and jurisdiction of the Task Force. Any sub-committee so created will report to the Task Force.

Council may, at any time, remove any member of the Task Force. A member of the Task Force may resign at any time upon sending written notice to the Co-Chairpersons of the Task Force.

Task Force members who are absent for three consecutive meetings shall forfeit their appointment, unless such absence is authorized by resolution of the Task Force.

Members of the Task Force shall serve without remuneration.

In the event of a vacancy occurring during the one-year term, the vacancy may be filled upon resolution of Council.

CHAIR

Co-Chairpersons of the Task Force will be appointed by Council.

In the event that a Co-Chairperson is unable to complete the one-year term, a replacement may be appointed by Council.

MEETING PROCEDURES

The Co-Chairs shall call meetings of the Committee monthly, or on an as needed basis.

A special meeting may be called by the Chairperson or at the request of any three members of the Task Force. Notice of the day, hour, and place of special meeting shall be given at least three days prior to the meeting, by providing a copy of the notice to each member of the Task Force and by ensuring a copy of the notice is posted by the Office of the City Clerk.

A majority of the Task Force shall represent a quorum. A meeting shall not proceed if a quorum cannot be achieved. Members must notify the City at least two (2) working days before the meeting if they are unable to attend.

Unless otherwise authorized by the Community Charter or City of Kelowna Council Procedure Bylaw No. 9200, all meetings will be held in open session and in a location accessible to the public.

Unless otherwise authorized by the Task Force, the public shall only address the Task Force when they are a scheduled delegation on the Task Force meeting agenda.

The order of business is to be set out in an agenda package to be provided to the members Electronically, and posted for the public on Kelowna.ca at least three complete working days prior to the meeting date. Minutes of the meeting will be prepared by the Office of the City Clerk for adoption at the following meeting.

Task Force members have a responsibility to make decisions based on the best interests of the City-at-large.

Voting:

- all members of the Task Force, including the Co-Chairpersons, vote on every question.
- any member who does not indicate how they vote, or has left the meeting temporarily, is counted as having voted in favour.

Co-chairpersons are the recognized spokespersons for the Task Force. Members of the Task Force will direct public or media enquiries to the Co-Chairpersons.

CONFLICT OF INTEREST

Task Force members must abide by the conflict of interest provisions of the *Community Charter* and City of Kelowna Council Procedure Bylaw No. 9200. Members who have a direct or indirect pecuniary interest in a matter under discussion are not permitted to participate in the discussion of the matter or to vote on a question in respect of the matter. They must declare their conflict and state the general nature of their conflict, and then leave the meeting or that part of the meeting where the matter is under discussion. The member's declaration must be recorded in the minutes, and the Task Force member must not attempt

in any way, whether before, during or after the meeting to influence the voting on any question in respect of the matter.

REPORTING TO COUNCIL

Recommendations of the Task Force must be adopted by Task Force resolution prior to presentation to Council.

Task Force Co-Chairpersons will report to Council on behalf of the Task Force.

BUDGET

The routine operations of the Task Force and the cost of the Facilitator shall be funded by the Active Living & Culture Division budget.

STAFF SUPPORT

The Social Development Manager shall serve as staff liaison to the Task Force.

The Office of the City Clerk will provide meeting management support for the Task Force. Typical support functions include the following:

- help to organize and prepare the agenda, in conjunction with staff liaison;
- post agenda as a public notice;
- distribute the agenda package to the Task Force members;
- prepare draft minutes in conjunction with staff liaison; and
- provide support and training related to areas including governance, chairing, and meeting management.

Report to Council



Date: January 22, 2018
File: 0615-20-02
To: City Manager
From: Co-Chairpersons, Journey Home Task Force
Subject: Journey Home Task Force Update
Prepared by: Social Development Manager, Active Living & Culture

Recommendation:

THAT Council receives, for information, the update report from the Journey Home Task Force Co-Chairpersons dated January 22, 2018.

Purpose:

To provide Council with an update on the progress of the Journey Home Task Force and work plan to develop Kelowna's long-term plan to address homelessness.

Background:

At the regular meeting on September 11, 2017, Council approved the Terms of Reference for the Journey Home Task Force and the appointment of the Task Force members. The Task Force began meeting in late September and Turner Strategies was engaged to support the work of the Task Force near the end of November.

Journey Home Consulting Team:

The principal of Turner Strategies, Dr. Alina Turner, will be leading the process to build the Journey Home Strategy, bringing expertise in system planning, performance management, and program evaluation specific to Housing First implementation. Dr. Turner is recognized as a leading expert working on homelessness issues and has extensive experience working with communities across Canada to support homelessness strategy development and implementation, including Edmonton, Calgary, Medicine Hat, Yellowknife, Fredericton, St. John's, Lethbridge, and Red Deer.

As the community of Kelowna was embarking on the development of the Journey Home Strategy to address the issue of homelessness in our community, the need to address the distinct needs of youth who are facing homelessness was clear. Working with the A Way Home (AWH) – Kelowna Steering Committee, the approach has been designed to integrate and embed a strategy to address youth homelessness into the overarching Journey Home Strategy. This will ensure that the unique responses required to effectively address youth homelessness are prioritized.

The approach of embedding a strategy to address youth homelessness within the Journey Home Strategy caught the attention of both the Canadian Observatory on Homelessness (COH) and A Way Home (AWH) – Canada. Their interest is in working with our community to extrapolate learnings to assist in developing a model to be promoted nationally. As a result, Turner Strategies has partnered with the COH and AWH - Canada to prepare the Journey Home plan.

The Observatory is a leader in Canada in forming partnerships between academics, policy and decision makers, service providers, and people with lived experience of homelessness to conduct research for more effective solutions to homelessness. The Observatory, led by Dr. Stephen Gaetz will be engaged throughout the scope of the project in an expert advisory role to ensure the approach is grounded in leading edge research while developing locally informed solutions.

A Way Home is a national movement, bringing together a coalition of partners dedicated to preventing and ending youth homelessness in Canada. Led by Melanie Redman, the co-founder and President, A Way Home Canada believes that by aligning the strategies and resources of key stakeholders, we will end youth homelessness in Canada once and for all.

Journey Home Task Force:

The work of the Task Force to move the Journey Home vision to reality is well underway with a goal to present the Strategy for Council's consideration by late June 2018. The Strategy is being designed to transform Kelowna's housing and homelessness services into an integrated, people-centered, results-focused service system.

The objective of the Task Force, as outlined in the approved Terms of Reference, is to develop a Journey Home Strategy for Council's consideration for adoption. The strategy will:

1. be based on a Homeless-Serving Systems Planning approach;
2. be driven by local and lived experience in the application of best practice principles to ensure a community-wide collaborative process; and
3. become a guide for local decision-making on addressing affordable housing and homelessness issues.

Journey Home Deliverables:

The Journey Home Strategy will deliver a multi-year implementation plan outlining community priorities, system coordination, and integrated information and data system development. The implementation plan will be critical to the success of the Strategy through clear identification of the associated costs, and the resources and funding investment required. The implementation plan will provide a clear and necessary foundation for a strategy to secure senior government and other funding that will be required to bring Journey Home to reality.

The Journey Home Strategy will deliver three components to guide local work to address homelessness over the next five years:

1. *Community Priorities Plan Development*

This first component of the Journey Home Strategy will include the development of community vision and principles. Through a process of community and stakeholder engagement, it will outline the key priorities in the community to reduce and prevent homelessness. Grounded in evidence-based approaches, the Priorities Plan will guide collaborative efforts in Kelowna over the next five years by defining community priorities with clear, measurable, and achievable outcomes encouraging a foundation of inclusion, innovation, collective impact, and partnership.

2. *Systems Coordination Framework*

This component of the Strategy is based on developing a local coordinated approach to housing and supports. The goal is to apply a system planning approach that considers the homeless-serving system, made up of multiple agencies and government services, as an integrated whole, comprised of defined program components working towards a common end moving local responses from managing homelessness and its impacts, to focus on the collective responses to end homelessness.

3. *Integrated Information and Data System Development*

This component of the Strategy will address the development of an integrated information system designed to leverage community-level research to promote effective investment priorities and opportunities. The goal is to develop a system-wide data collection system that will guide the development of performance indicators to measure progress and ongoing effectiveness of the local systems coordination. This will promote system-wide data-driven decision-making and ensure the alignment and effectiveness of all resources and financial investments.

Journey Home Project Roadmap and Key Dates:

The process to develop the Journey Home strategy is focused on providing the community with opportunities to increase their understanding of the underlying issues related to homelessness and to contribute to locally-grown solutions to inform the creation of a realistic plan to address homelessness in Kelowna.

The Journey Home work plan reflects this approach, outlining Journey Home processes through to the completion of the Strategy in June, 2018. The work plan is further outlined in Appendix A.

Summary

The Task Force has engaged Turner Strategies in the development of a long-term strategy to ensure people experiencing homelessness in Kelowna have a clear path to the help they need, when they need it. The approach to embed the Youth Homelessness Plan, A Way Home -Kelowna, within the broader Strategy, will provide an opportunity to understand and address the factors that contribute to youth homelessness. Working with COH and A Way Home - Canada will provide Kelowna with the opportunity to contribute to the national work to end youth homelessness across the country.

The Journey Home project roadmap has been designed to ensure that the Strategy is community-driven and inclusive, representing a variety of voices, including those with lived experience of homelessness. The focus is on community strengths, bringing together knowledge, skills, and

resources to transform the local homeless-serving sector into a coordinated, person-centred and outcomes focused system that will be more effective in meeting the needs of community members experiencing, or at-risk of homelessness.

Internal Circulation:

J. Gabriel, Divisional Director, Active Living & Culture
K. Needham, Deputy City Clerk
L. Ruether, Communications Advisor

Considerations not applicable to this report:

Legal/Statutory Authority
Legal/Statutory Procedural Requirements
Existing Policy
External Agency/Public Comments
Communications Comments
Alternate Recommendation
Financial/Budgetary Considerations
Personnel Implications

Submitted by:

Journey Home Task Force Co-Chairpersons

Approved for inclusion: J. Gabriel, Divisional Director, Active Living & Culture


Cc: Divisional Director, Active Living & Culture
Divisional Director, Community Planning & Real Estate
Divisional Director, Corporate & Protective Services

Attachments:

Appendix A: Journey Home Project Roadmap and Key Dates:
Appendix B: Journey Home Task Force Update Presentation

Appendix A: Journey Home Project Roadmap and Key Dates:

Strategy Phase	Date	Description
Research		
	December and January	Gathering of local research and analyzing the data to determine priorities for discussion. These priorities have helped to inform the design of the Summits.
Community Engagement		
Youth Homelessness Summit	January 19	Brought together interested and essential stakeholders with national experts from COH and AWH-Canada to learn more about how we 'Make the Shift' from managing youth homelessness to focusing on prevention and supporting homeless youth to achieve housing stability and full participation in their communities.
Journey Home Community Summit	Tuesday, January 23	The Community Summit will gather key Kelowna stakeholders to develop key tenets for the Journey Home plan. Approximately 100 people are expected to attend representing service providers, funders, government, private sector and those with lived experience.
Public Engagement Survey	February 5 – March 5	Citizens will have the opportunity to contribute to the Journey Home strategy development through an online survey. Additional public engagement opportunities will be developed based on consultation learnings.
Stakeholder Design Labs	2-week series (Feb 19 -23 rd , March 5 – 9 th)	Design Lab topics will be informed by engagement processes, and will be designed to further understand local barriers and issues, and to explore local solutions.
Lived Experience Circle	Jan - June	The creation of a Lived Experience Circle is underway. This includes those who are currently experiencing or have experienced homelessness to provide input in the development of the Journey Home plan. Through open sharing and understanding, the goal is to garner lived expertise and understand perspectives, barriers and potential solutions to inform the plan.
Community Feedback & Revisions and Design of the Journey Home Strategy		
	April and May	Community priorities will be gathered from consultation processes and presented for feedback. Revisions and design of the final Strategy will be based on feedback.
Council Consideration and Launch of the Journey Home Strategy		
	June	Next Council Updates: <ul style="list-style-type: none"> ○ April 9th – Summary of Consultation Outcomes ○ June 25th - Final Strategy for Council Consideration



TURNER | STRATEGIES

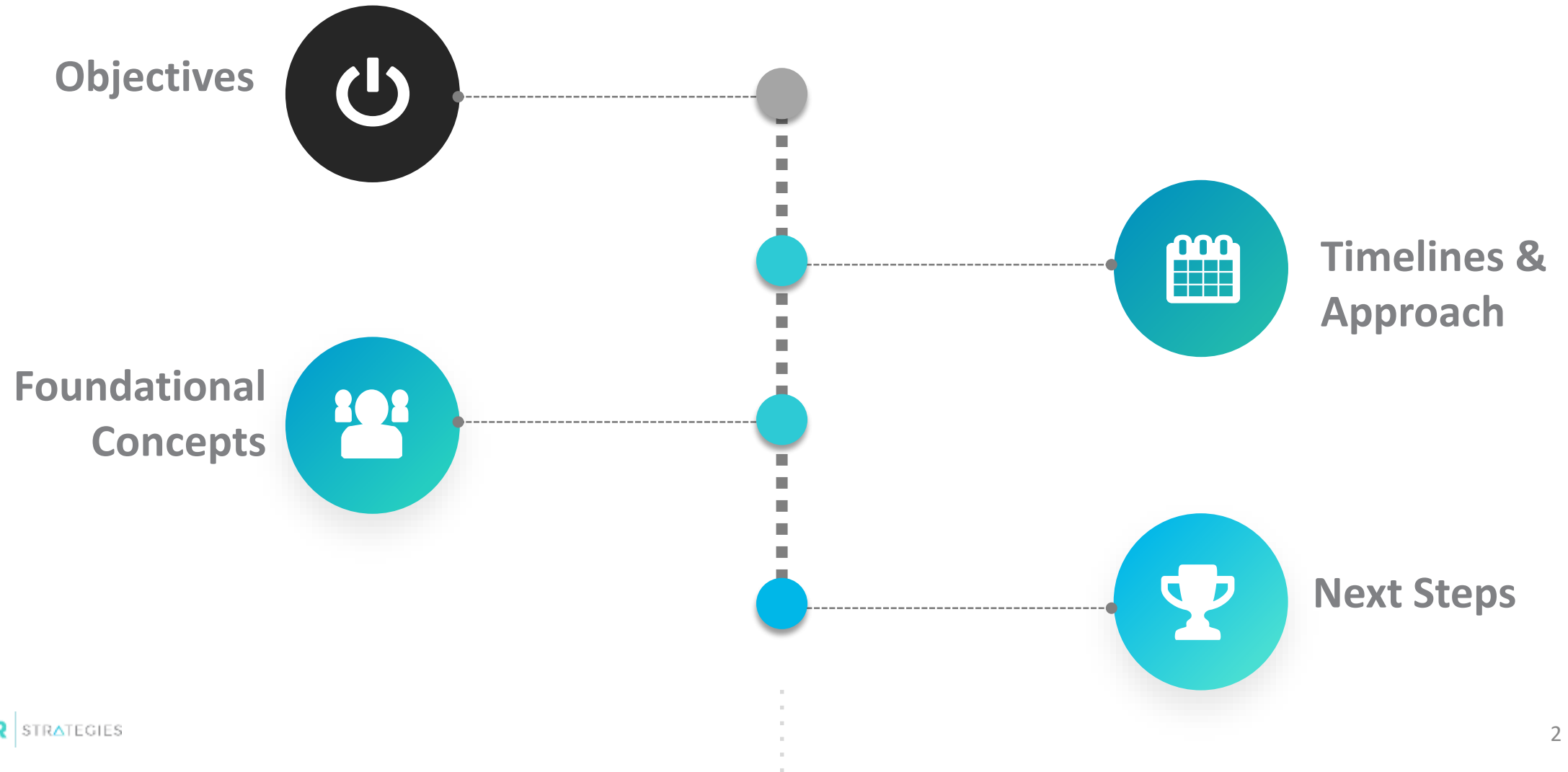
Journey **HOME**

**BUILDING KELOWNA'S PLAN TO END
HOMELESSNESS**

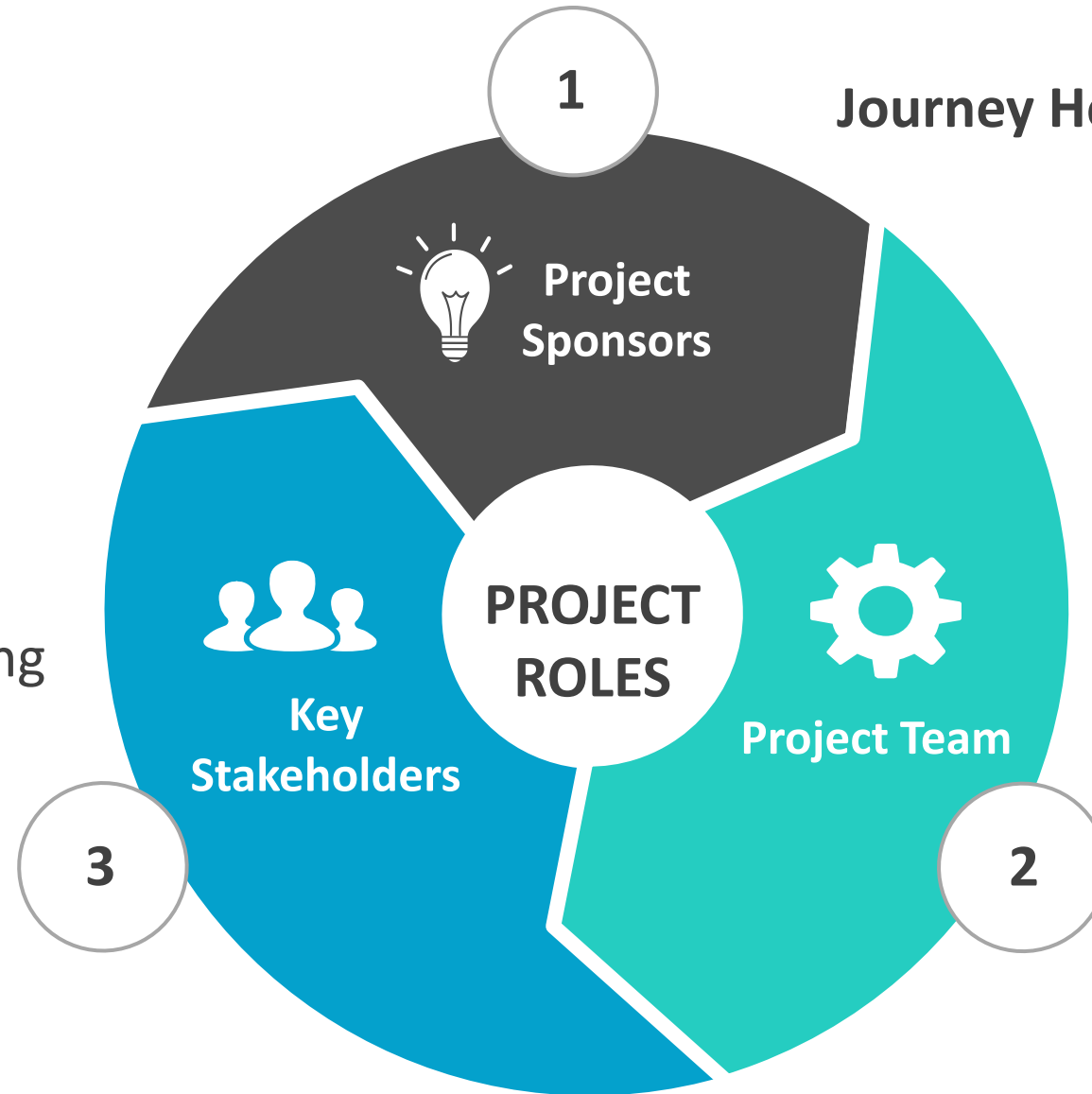
City Council Update

January 22, 2018

Overview



- Public
- Service Providers
- Funders
- City Council
- Lived Experience Circle
- Youth Plan Steering Committee
- Community Advisory Board (CAB)
- Media



Journey Home Task Force

**Turner Strategies, with
COH, AWH support
City of Kelowna**

Project Team

Turner Strategies



- **DR. ALINA TURNER**
- JAIME ROGERS, MSW
- CHANTAL HANSEN, MGIS

Canadian Observatory on Homelessness

- **DR. STEVE GAETZ – DIRECTOR & PROFESSOR, YORK U**
- DR. JOHN ECKER – DIRECTOR OF RESEARCH & EVALUATION
- DR. ERIN DEJ – POSTDOCTORAL FELLOW
- SARAH HOLDEN, MSW – RESEARCH & EVALUATION OFFICER
- STEPHANIE VASKO – DIRECTOR OF COMMUNICATIONS

A Way Home - Canada

- MELANIE REDMAN, CEO & PRESIDENT

Significant opportunity to showcase nationally embedding Youth focus within community plans from the start.

Kelowna's Plan will...

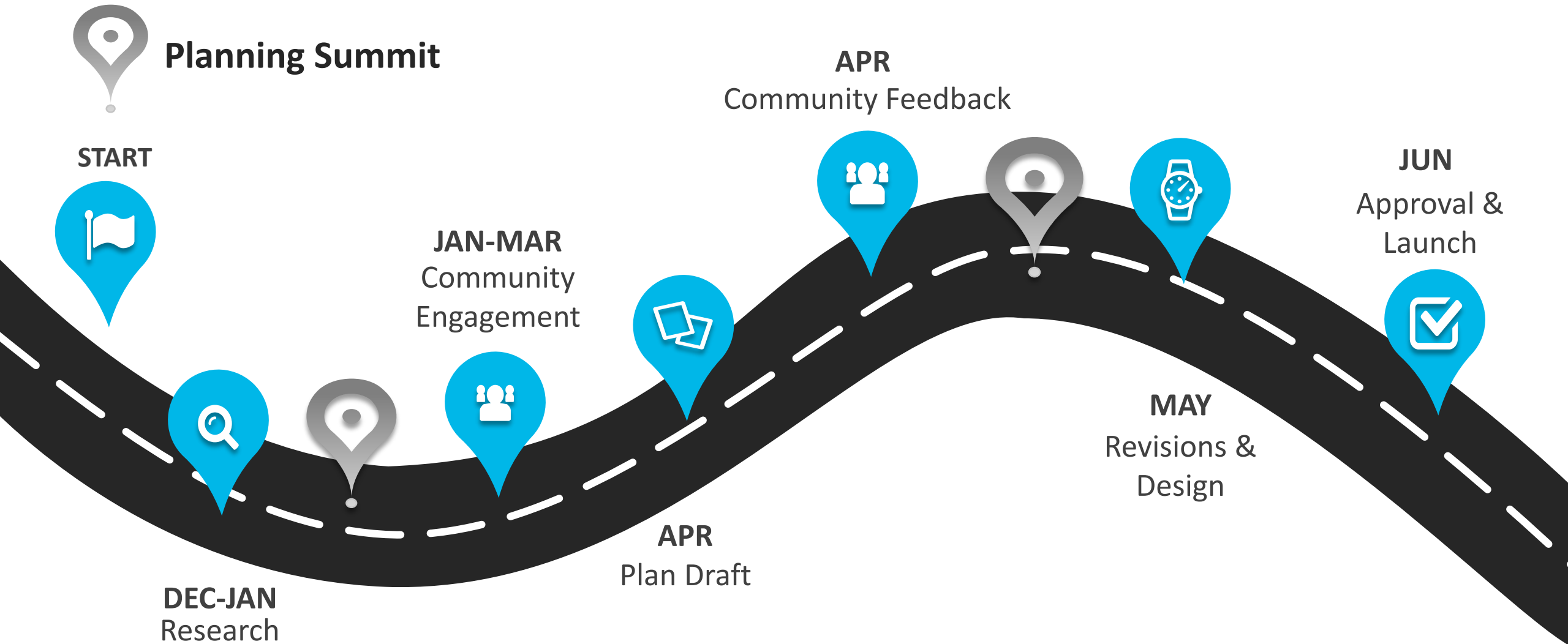
- Provide a blueprint with **concrete actions that are realistic**
- Result in **measurable, positive change** for those experiencing homelessness, at risk AND residents, businesses, public systems
- Be supported & reflective of **diverse perspectives & needs**
- Build awareness and **shared accountability** across stakeholders



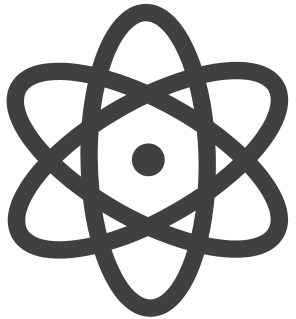
- Advance a **systems planning** approach, grounded in evidence
- Identify accountabilities, **targets, and resources needs** for implementation
- Be solutions focused & **strengths-based, building on what works**
- Will balance short, medium and longer term interventions for diverse groups (**Indigenous, youth, women, rough sleepers**, etc.)

- Embed the **AWH Kelowna Youth Strategy** from the start – setting a national example.

Project Road Map



Foundational Concepts



1

System planning response focuses on both ending homelessness and preventing future homelessness.

2

Uses the concept of **functional zero** as the measurement for ending homelessness which means that homelessness is prevented whenever possible, and that experiences of homelessness are rare, brief, and non-recurring.

3

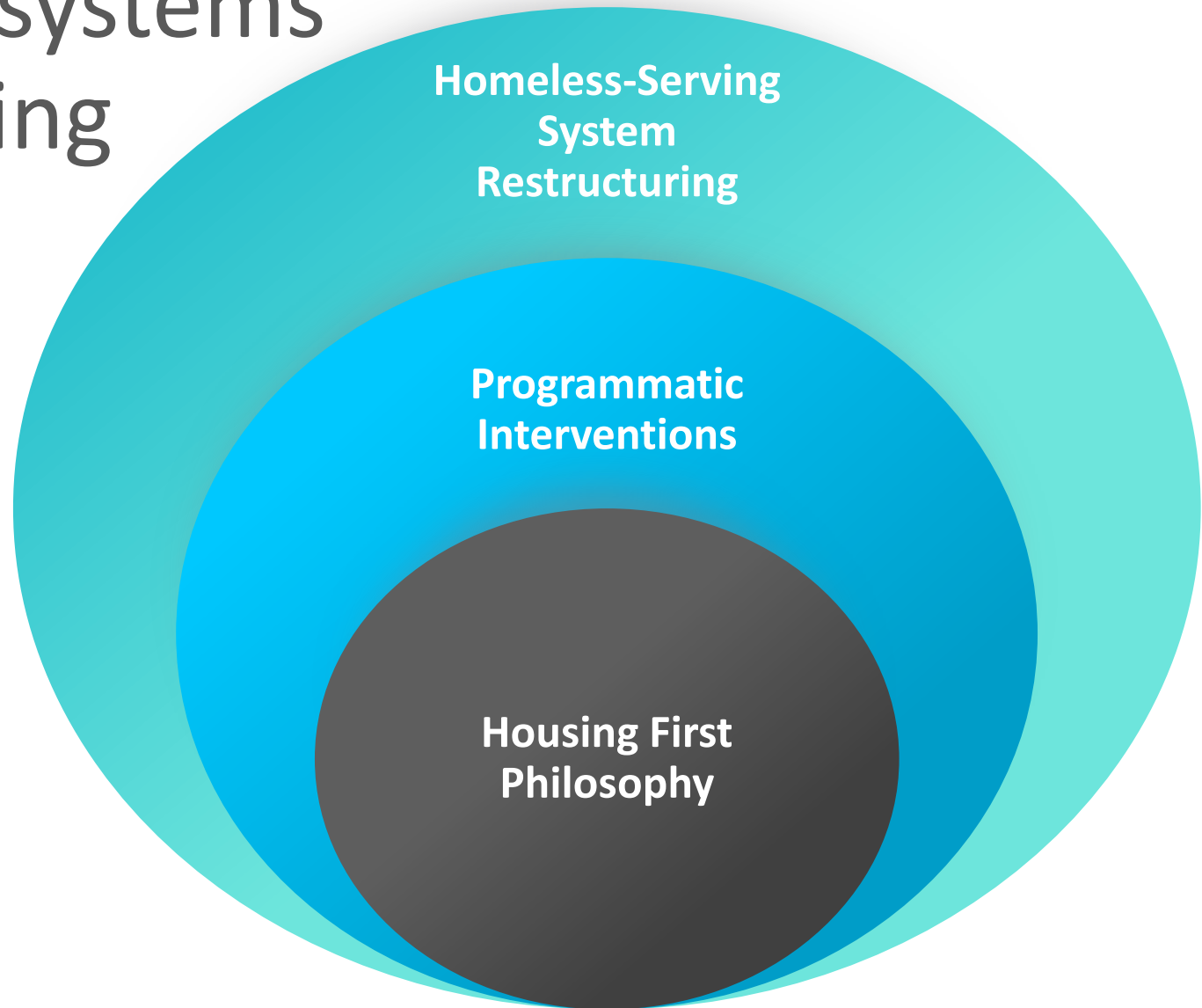
Ending and preventing homelessness require renewed **leadership & accountability** across stakeholders and investment in what works.

4

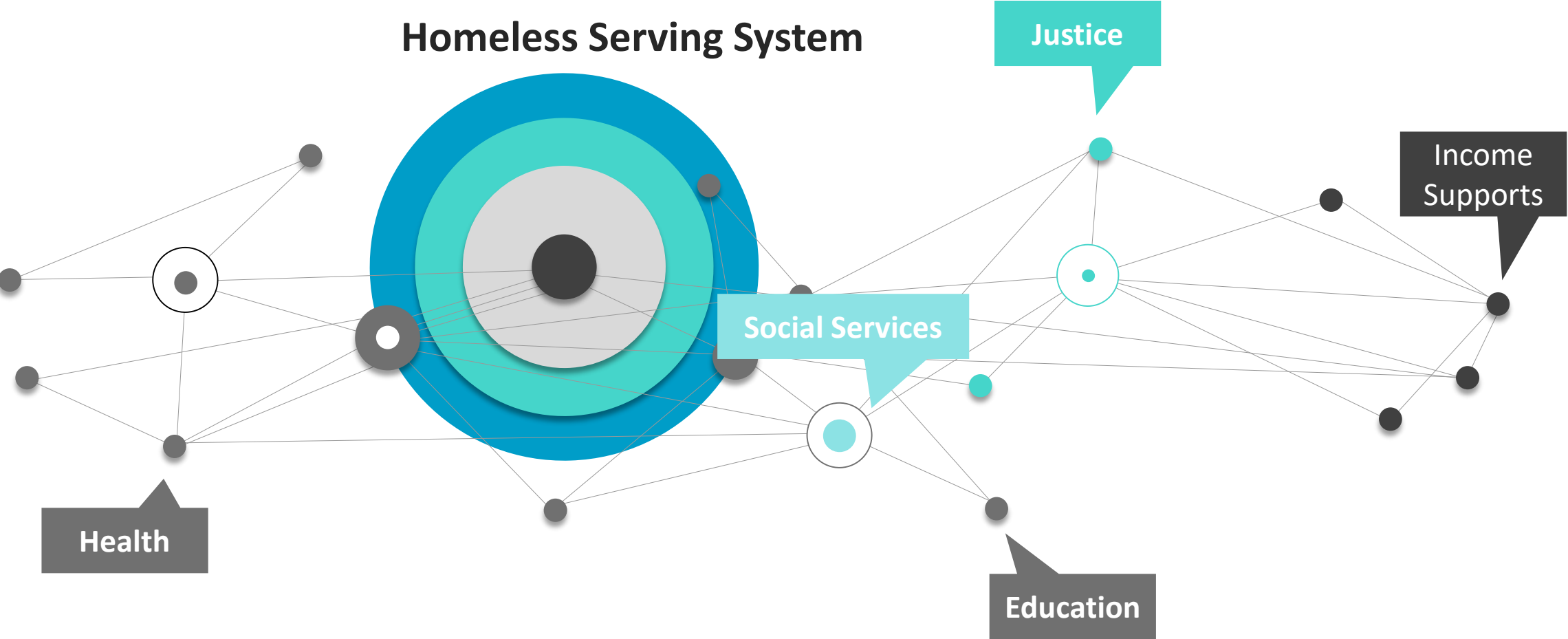
Critical need to increase **permanent supportive and affordable housing supply**, and a greater focus on prevention and diversion, including **longer term supports** where appropriate.

Shifting from a program-by-program to a systems approach to ending homelessness.

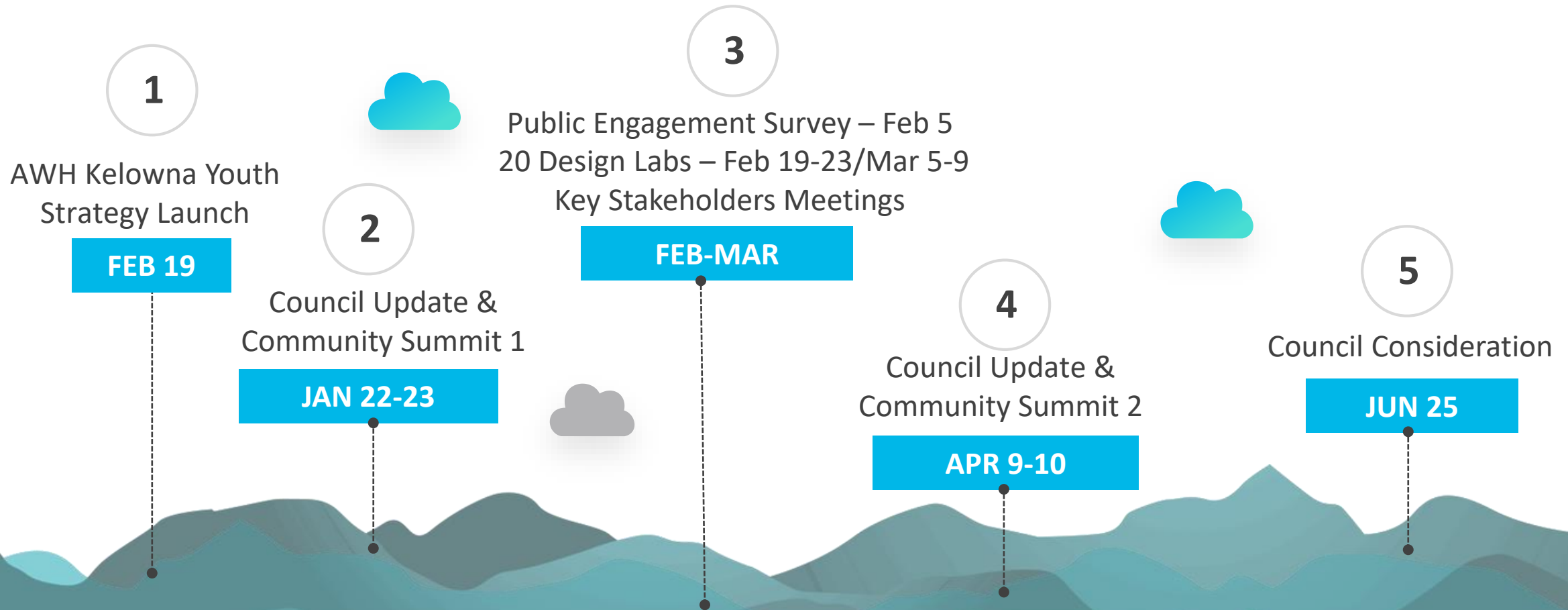
Restructuring our approach to homelessness following the Housing First philosophy.



Rethinking Integration



Key Dates



THANK YOU



DR. ALINA TURNER



403-827-8722




alina@turnerstrategies.org



turnerstrategies.org


 Council presentations/updates

 Task Force Meetings (5 p.m. - 7:30 p.m.)

 Lived Experience Circle meetings (with consultant)

Special Events:

 Journey Home Community Summits & Check ins

 Design Labs - specific topics and dates to be confirmed

 Stat Holidays

Public Engagement (Feb 5 - March 5)

JANUARY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

FEBRUARY						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

MARCH						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

APRIL						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

MAY						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

JUNE						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Journey Home is the vision for a safe, coordinated and easy-to-access community support system for those in Kelowna who have lost, or are about to lose their home.

[#journeyhomekelowna](https://twitter.com/journeyhomekelowna)

kelowna.ca/journeyhome