Journey HOME

THE CENTRAL OKANAGAN JOURNEY HOME SOCIETY

Recalibrating Priorities to End Homelessness

PULSE CHECK REPORT

May 9th, 2022

The Central Okanagan Journey Home Strategy

1. End chronic and episodic homelessness;
2. Introduce measures to prevent homelessness in the first place;
3. Implement a coordinated systems approach to homelessness.

1 Inclusion and Prevention

2 Backbone Coordination & Partnerships

3 New Housing and Support Programs

FOUNDATIONAL CONCEPTS
Innovation • Reconciliation • Lived Experience

Journey HOME
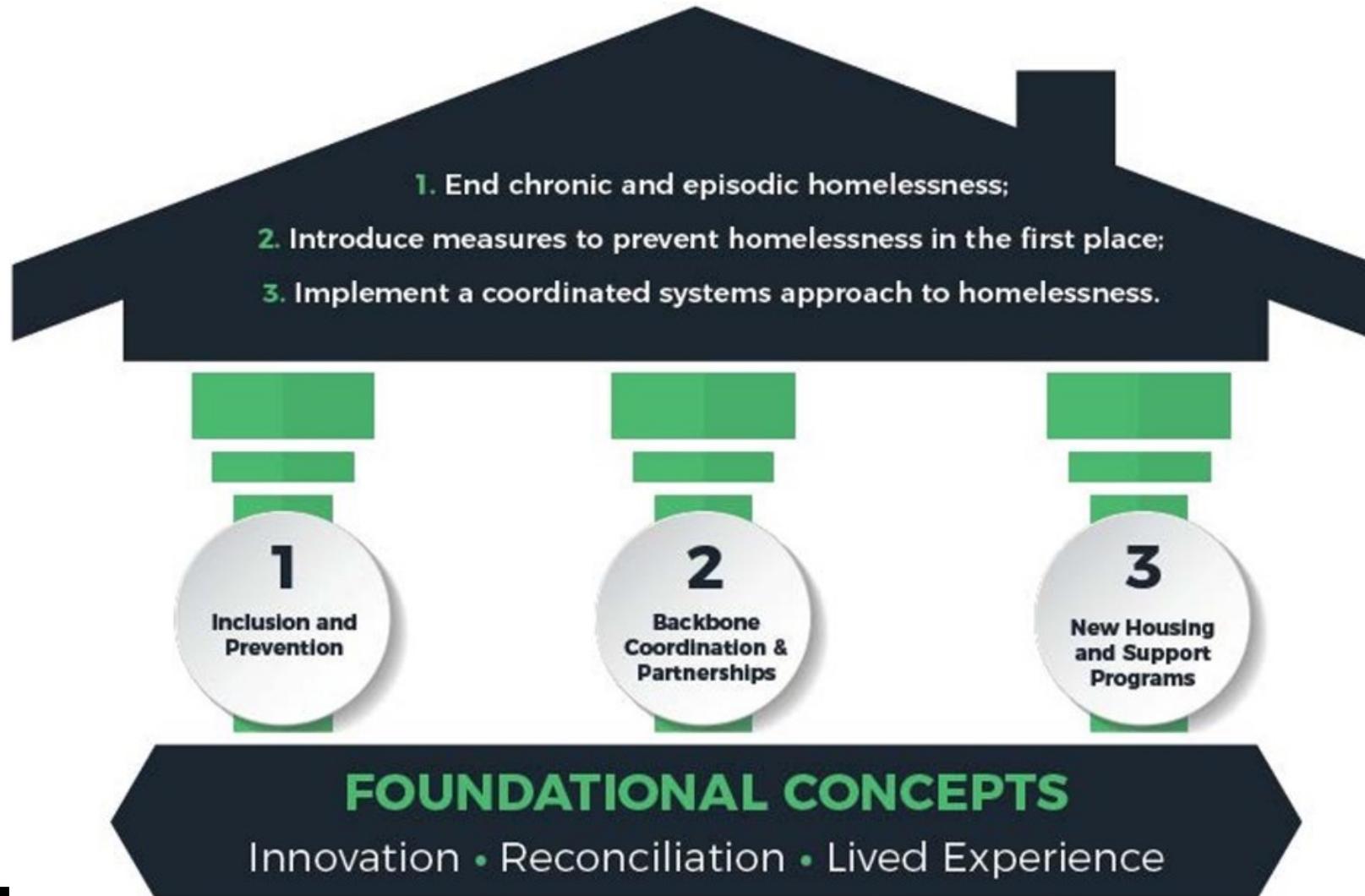
Our Team

Stephanie Gauthier

Executive Director

Mitch DeCock

Data Specialist

Dr Saran Mallinson

System Planner

Areas of **Investment**

Investment Focuses

Revenue Sources

City of Kelowna

Reaching Home

Grants -SPARC BC

Donations

Investment Focuses
1. System Planning and Support
2. Data Integration and Analysis
3. Lived Experience Circle on Homelessness
4. Sector Training
5. Fundraising & Communications
6. Special Projects

- Addressing Stigma
- LECoH Outreach
- Data Modelling
- Discharge Planning
- Homelessness Help Line

Charitable Status Update

- Reapplication underway in Spring 2022

- Addition of new programs will help position COJHS for consideration

- Expect to hear the outcome by the end of the year

Agenda

1 | Lived Experience

2 | Truth and Reconciliation

3 | Housing & Supports

4 | Innovation

5 | Inclusion & Prevention

6 | Coordination & Partnerships

7 | Key Actions & Priorities

8 | Data Modelling Project

9 | Next Steps

Lived Experience

Lived Experience

Event Timeline (May, 2018 – Jun, 2022)

May, 2020
LECoH Outreach

May, 2018
LECoH

Nov, 2019
PEOPLE Society Inc

Nov, 2021
Anti-Stigma Campaign

Apr, 2020
Peer Navigation Project

Jul, 2018
Youth Advocates
for Housing (YAH)

Jun, 2022
BC Human Rights Code Training

Jul, 2021
Peer Employment Circle
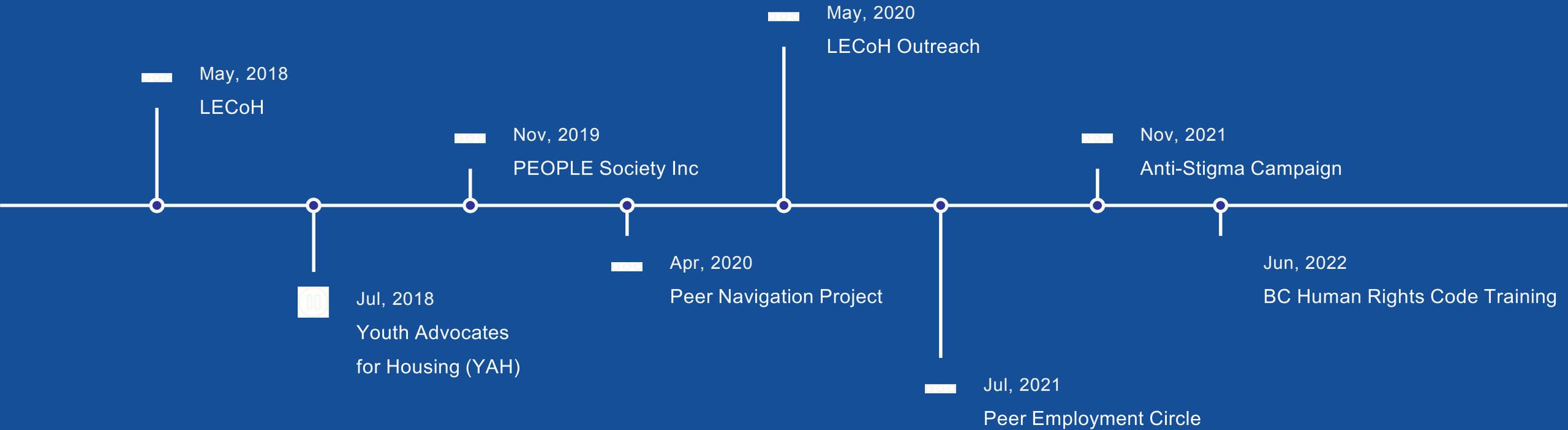
Lived Experience & Peer Support
Progress and Achievements

#1: Health Canada Partnership - Peer Navigation Program

Embedding Peer Navigators across agencies.

#2: PEOPLE's Connect

Providing peer support and referrals.

#3: Peer Employment Circle

Connecting agencies delivering peer-based programs.

#4: Lived Experience - Local Leadership

LECoH were instrumental in developing the PEOPLE program and provide guidance on many community decision-making tables.

#5: National Leadership

LECoH presented twice at the Canadian Alliance to End Homelessness National Conference. Built For Zero Canada has recognized Kelowna as a 'Bright Spot' for Lived Experience voices.

#6: PEOPLE

Founding of the non-profit PEOPLE, focused on the training and employment of people with lived experience of homelessness and/or substance use.

Truth and Reconciliation

Truth and Reconciliation

Event Timeline (Oct, 2019 - Mar, 2022)

Oct, 2019
Us & Them
Film Festival

Apr, 2021
Indigenous Community
Advisory Board (I-CAB-H)

Sep, 2021
Indigenous Harm Reduction

Feb, 2021
Interfaith Steering Circle

Sep, 2021
PATHS

Mar, 2022
Indigenous Coordinated
Access Project

Truth and Reconciliation - Indigenous Self Governance and Representation

Progress and Achievements

#1: Indigenous Community Board on Homelessness (ICAB-H)
Established to oversee the Federal Reaching Home investments.

#4: Youth Recovery Advisory Group
An advisory group in partnership with West Bank First Nation, to minimize barriers and improve cultural relevance of youth recovery programs.

#2: National Indigenous Assessment Tool
A LECoH member is participating in a national Working Group to develop PATHS, an indigenous assessment tool.

#5: Indigenous Peers Harm Reduction Project
A funding application has been submitted to create a pilot program.

#3: Indigenous Coordinated Access Framework
Including Indigenous Voices for Indigenous Choices.

#6: RCMP support
In partnership with the Ki-Low-Na Friendship Society, the RCMP supports Truth and Reconciliation in practice.

Housing & Supports

Housing and Supports

Event Timeline (Nov, 2017 - Dec, 2021)

Nov, 2017
A Way Home
Kelowna

Jun, 2018
Healthy Housing
Strategy

Nov, 2018
Supportive Housing
Investments

Mar, 2020
COVID-19
Investment

Sep, 2020
ACT Team

Dec, 2020
Youth Supportive Housing

May, 2021
Foundry Youth Mobile

Jul, 2021
Complex Needs
Advocacy Paper

Dec, 2021
Storage Program

Housing and Supports Capacity Building
Progress and Achievements

#1: Permanent Supportive Housing

Community surpassed 300 units for people experiencing chronic or episodic homelessness with higher needs.

#2: Assertive Community Treatment

Additional ACT Team added in 2020.

#3: Youth Housing

35 units of youth housing developed, across 2 sites.

#4: Complex Needs Advocacy Paper

Articulated models and spectrum of supportive housing required.

#5: Veteran Connection

COJHS works with veteran serving agencies to explore their needs and resources

#6: Youth Treatment

10 new youth treatment beds opened.

#7: Safer Shelters

Overdose Prevention Services are now available at most shelters.

#8: Diversion Capacity Building

Train the Trainer project builds expertise to develop a Community of Practice.

#9: Scattered Sites

Increased units.
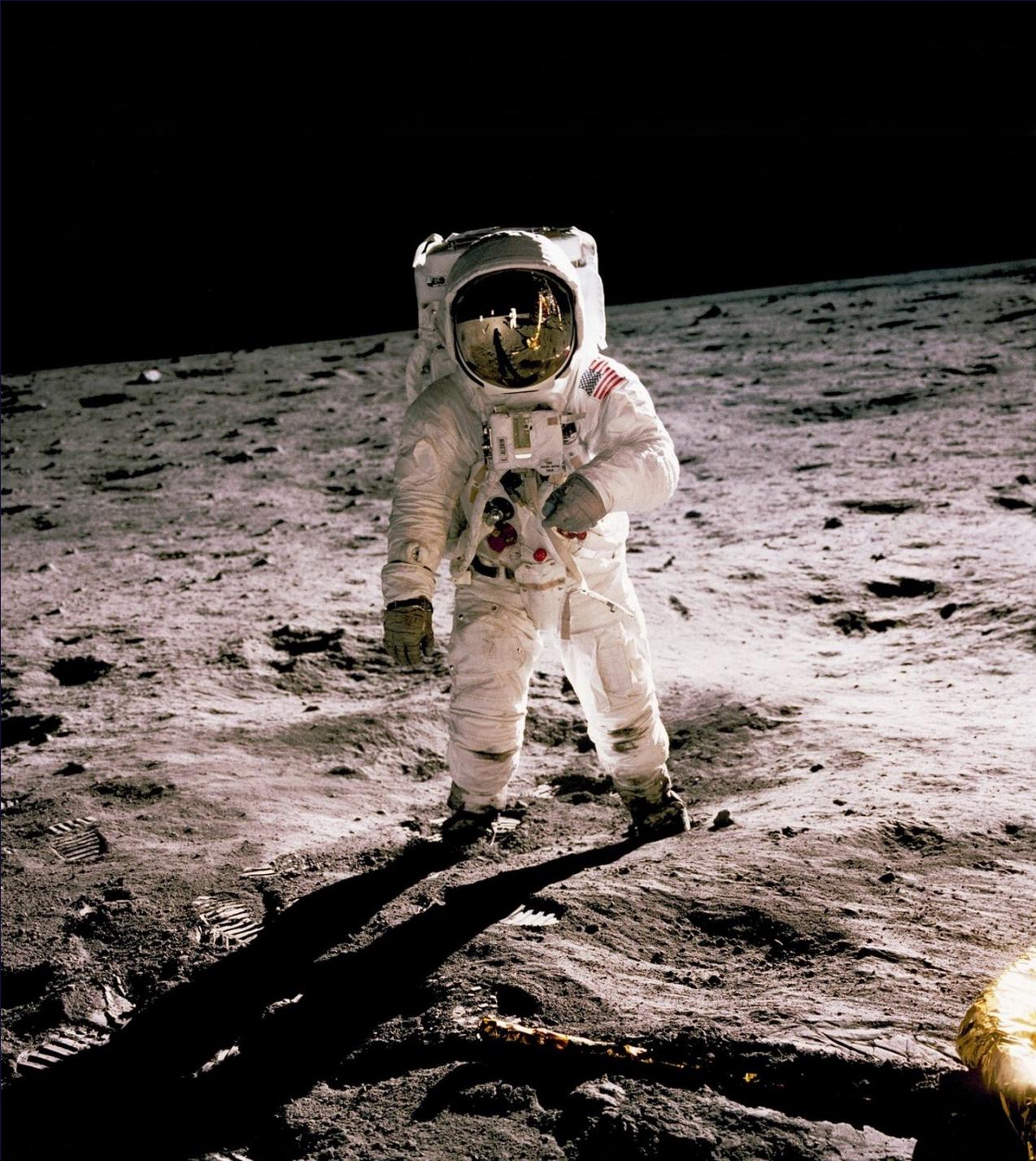
Innovation

Innovation

Event Timeline (Jul, 2019 - Oct, 2021)

Jul, 2019
Kelowna Homelessness
Research Collaborative

(KHRC)

Aug, 2019
Youth Coordinated Access
Table (Y-CAT)

Sep, 2019
Built For Zero - Canada

Mar, 2020
By-Name list
Proof of Concept

Jun, 2020
Hygiene Centre

May, 2021
Community Court

Jul, 2021
Data Modelling Project

Oct, 2021
COJHS/Reaching Home
Data Sharing Project
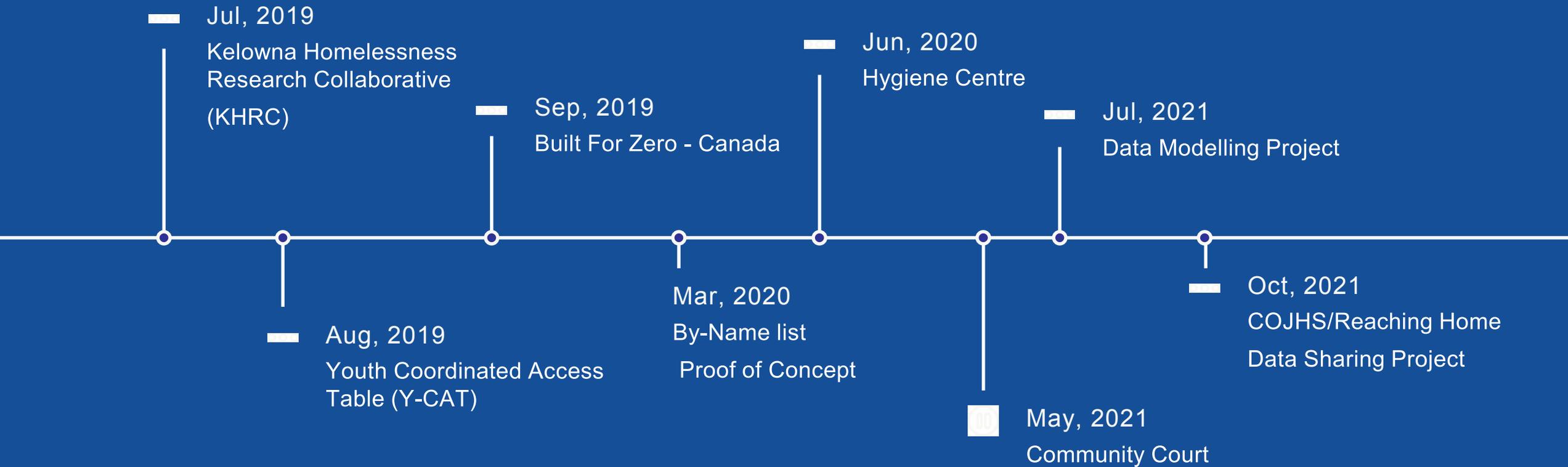
Innovation in Data, Funding and Decriminalization

Progress and Achievements

#1: Built For Zero Community

COJHS is working to create a comprehensive, real-time list of people experiencing homelessness in Kelowna.

#2: Data Sharing Project

COJHS is working to create a By-Name list of people experiencing homelessness in Kelowna and to transition Kelowna to using one Community-Wide Homelessness Management Information System.

#3: Data Modelling Project

The City of Kelowna has partnered with Urban Matters to better understand housing demand.

#4: Shelter Coordination System

The City of Kelowna is working to develop a tool/email system to assist outreach workers in referring clients to available shelters.

#5: COVID-19 Investments

Investment of $2,640,332 in COVID response Federal Reaching Home funding to address homelessness.

#6: Community Court model

The Community Court model was approved, then stalled due to COVID-19. We are awaiting implementation details.

Inclusion and Prevention

Progress and Achievements

#1: **The Community Inclusion Team (CIT**)

CIT's inter-agency approach, with a LECoH representative, enhances the conditions for community acceptance of supportive housing.

#2: **The Us & Them Film Festival**

Held across 26 sites, included several interactive awareness-raising sessions, and attracted 800+ attendees.

#3: **Innovative Engagement Project**

CIT working on a pilot project to develop anti-stigma messaging.

#4: **Anti-stigma campaign**

Featuring a framework co-developed with LECoH.

#5: **Community Advisory Committees (CAC)**

Established to develop successful neighbourhood relationships within areas with supportive housing development.

#6: **Homelessness Podcast**

Ongoing podcast about homelessness in Kelowna.

Progress and Achievements

#1: Upstream Project

Upstream Project is working with two SD23 schools to identify people at risk of experiencing homelessness and assist them in accessing appropriate supports.

#2: Personal Belongings Storage

Established across several sites.

#3: Rental Vacancy List

Widely distributed weekly updated Rental Vacancy List, developed in response to a need identified by Interior Health.

#4: Metro Hygiene Center

Provides drop-in services and supports.

#5: Community Emergency Shelter Plan

Created in partnership with the City, in consultation with stakeholders. Developed with the ethos of inclusive zoning. Identifies key considerations for location criteria.

#6: Healthy Housing Strategy

Launched by the City of Kelowna.

Coordination and Partnerships

Backbone Coordination and Partnerships

Progress and Achievements

#1: Youth Coordinated Access Table (Y-CAT)

Created to prioritize youth into supportive housing, using a Youth Assessment and Prioritization tool (YAP).

#2: Supportive Housing Working Group

COJHS helped create the Supportive Housing Working Group to develop key policies and practices regarding access to supportive housing.

#3: Cross Table Alignment

The Youth and Adult Coordinated Access tables are aligning their processes to enable smoother transition of clients between systems.

#4: Coordinated Access to Shelter Table

Enhancing collaboration between shelter providers.

#5: Outreach Circle

Maximizes outreach staffing resources across the community.

#6: Built For Zero Canada (BFZ-C)

Kelowna is one of two BC communities to be part of BFZ Canada and its network of Canada-wide leading communities, implementing proven best practices across the continuum of care.

#7: BC-15 Planners Meeting

COJHS regularly meets with 15 communities across BC, which have formed a planner's group, to collaborate and advocate for system change as a collective.

Key Actions & Priorities

Top 10 Priority Actions

1. Data-Driven Investments and Community-Wide Operations Management

2. Sustainable, Affordable & Diverse Housing Options

3. Continuum of Integrated Supports

4. System Navigation Hub

5. Youth Homelessness

6. Housing-Focused Shelter Transformation

7. Peer Navigators across all Service Models

8. Indigenous Safe Spaces and Services

9. Regulatory Frameworks

10. Sector Capacity Building

Data-Driven Investments and Community-Wide Operations Management

Phase 1: By-Name list

- Implement a data collection and sharing process across all agencies

- Create a comprehensive, by-name, real-time list of people experiencing homelessness

- Share aggregate inflow, active and outflow data to inform planning and investment

- Develop a regularly updated public-facing dashboard to inform and engage the public

- Offer performance management tracking capabilities

Phase 2: Community-Wide Homelessness Management Information System

- Introduce a Homelessness Management Information System (HMIS) with full functionality to the community

- Partner with agencies to establish a community-wide HMIS

- Enhance system capacity by identifying best practices and promoting logical inter-agency procedures

- Adopt new national modules such as diversion, outreach and prevention

- Develop custom modules to fit the Kelowna context

Roadmap

Shifting Kelowna to One Information System.

Merge HIFIS
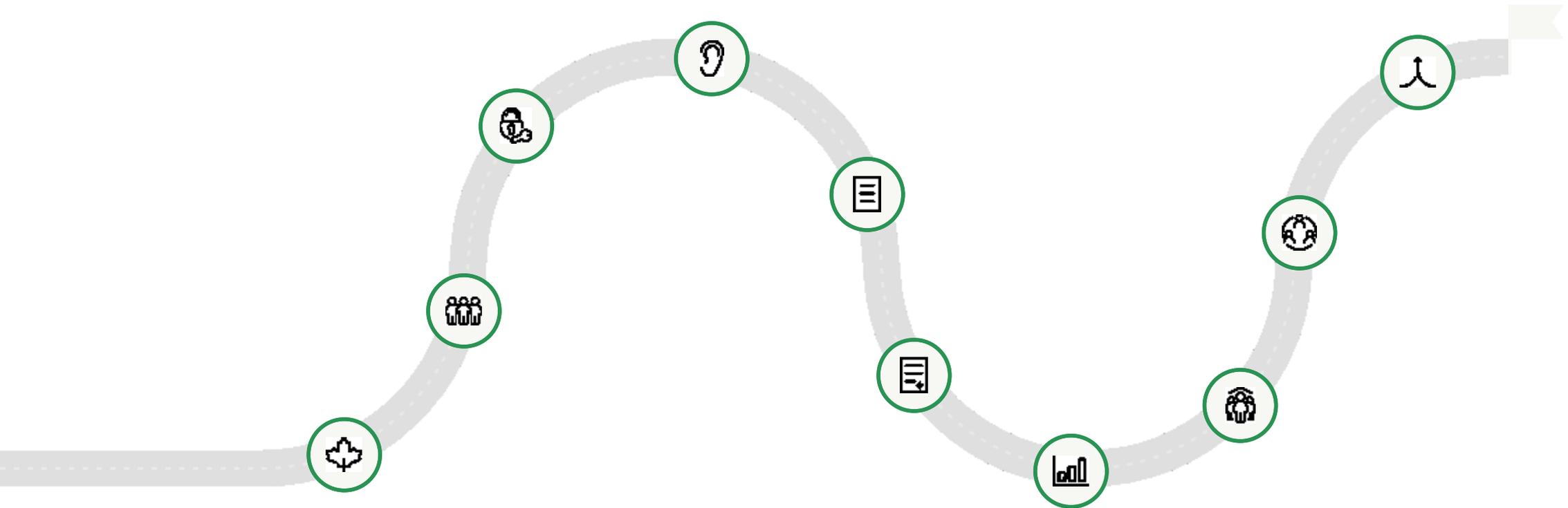
PROJECTING DEMAND FOR SUPPORTIVE HOUSING IN KELOWNA

Journey Home Strategy
Draft Report

Prepared for
Journey Home Society
City of Kelowna

Prepared by
Urban Matters CCC

Data Modelling Project

Kelowna Visible Homelessness Growth Rate
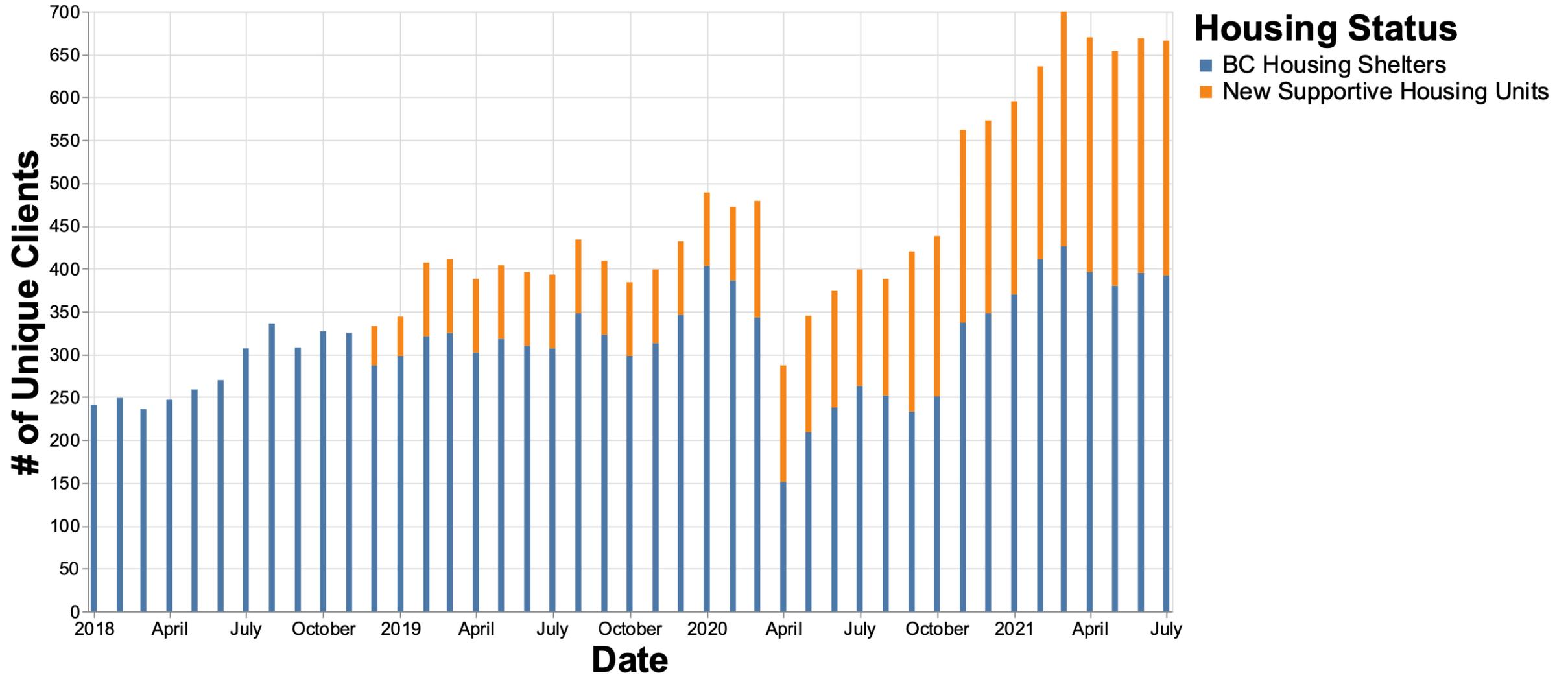
Kelowna Affordability Challenges

How might Kelowna's affordability impact homelessness?

Hidden Homelessness

Visibly Experiencing Homelessness

People in vulnerable situations who could need services in the future

Predicting Supportive Housing Need

	# of People Visibly Experiencing Homelessness	X	Type of Homelessness	X	Level of Acuity	X	Supportive Housing Demand	−	Supportive Housing Turnover	=	# of New Supportive Housing Units Required
Calculations	2021: 366 2022: 472 2023: 578 2024: 684 2025: 790 2026: 897		**Chronic** 72% **Episodic** 11%		**Chronic:** 80% High Acuity 15% Medium Acuity **Episodic:** 50% High Acuity 30% Medium Acuity		**Chronic & High Acuity, Episodic & High Acuity:** 90% Require Supportive Housing **Chronic & Medium Acuity, Episodic & Medium Acuity:** 10% require Supportive Housing		# of Existing Supportive Housing Units: 535 1% Annual Unit Turnover		2021: 208 2022: 269 2023: 331 2024: 393 2025: 455 2026: 516
Data Sources	BC Housing HIFIS Data		Point-in-Time Count		Journey Home Technical Report		Journey Home Technical Report		BC Housing Data		Model Output

Key Takeaways
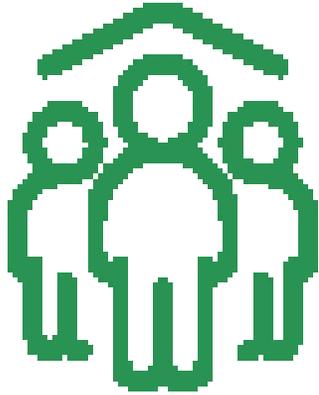
#1: Supportive Housing

No new SH units are planned and we require a minimum of 507 new units by 2026.

#2: Data-Driven Investments and Community-Wide Operations Management

Journey Home has become the backbone organization of the homelessness sector— working to increase capacity to serve clients by bringing about a unified approach to ending homelessness.

#3: Our Partnership

Thanks to your ongoing support, Kelowna is uniquely positioned to address and end homelessness.

Next Steps

Thank you!