



City of  
**Kelowna**

# Social Development - Update

June 24, 2024

# Social Development

## Guiding Principle:

Together through social development, we drive change to achieve sustainable equity and belonging.

## How we work:

As a newly expanded department, Social Development supports and connects local changemakers and facilitates collective action among diverse leaders to enhance social wellness and respond to various complex community challenges (e.g., homelessness).

# Key Milestones December 2023 to Present

Q3 2023

City assumes convening role for the homelessness strategy implementation and related work

Q4 2024

Mandate expansion requires scoping of new service delivery including resource planning to support implementation  
Council touch point  
Budget submission

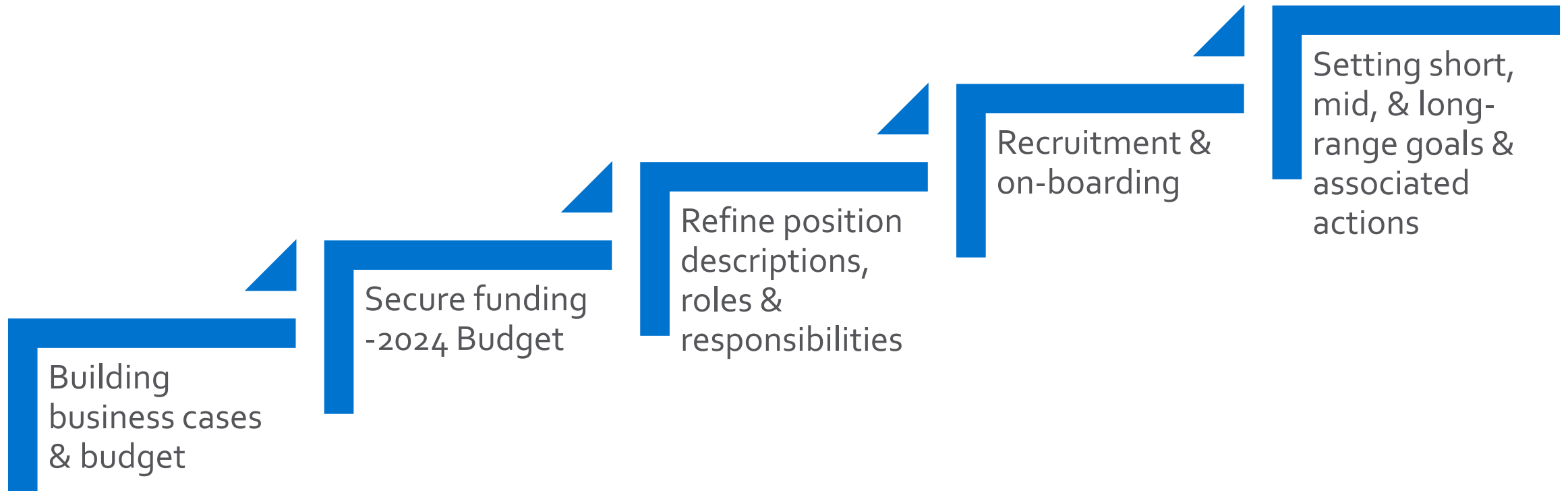
Q1 2024

Define roles & responsibilities, employee recruitment & on-boarding

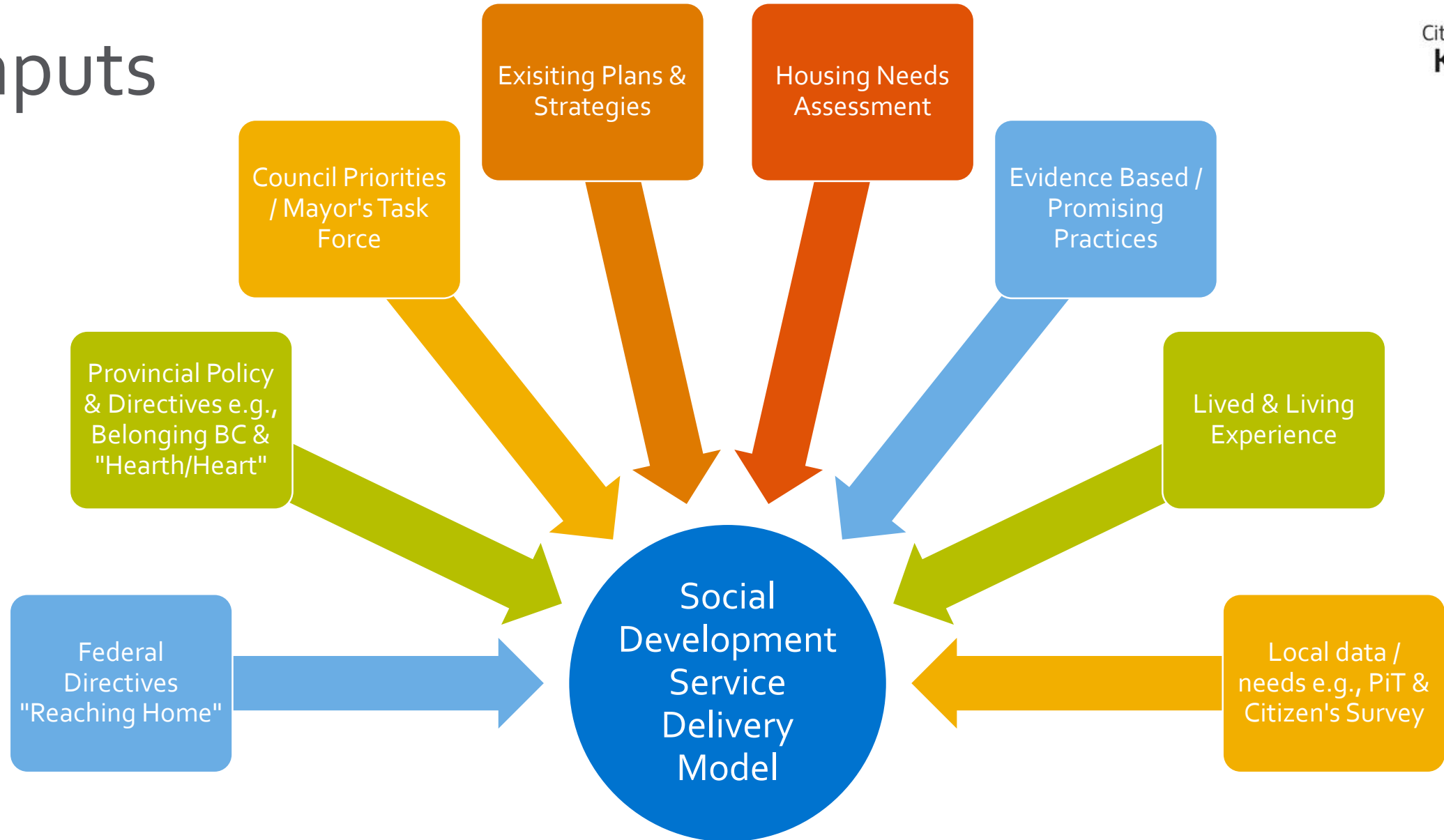
Q2 2024

Advance 5 key focus areas: Housing & Shelters, Upstream Prevention, Planning, Funding & Advocacy and Communication & Education

# Building the Team



# Inputs





# Q1 & Q2 2024 Key Advancements

# Homelessness will be rare, brief & non-recurring

## ▶ HEARTH & HEART

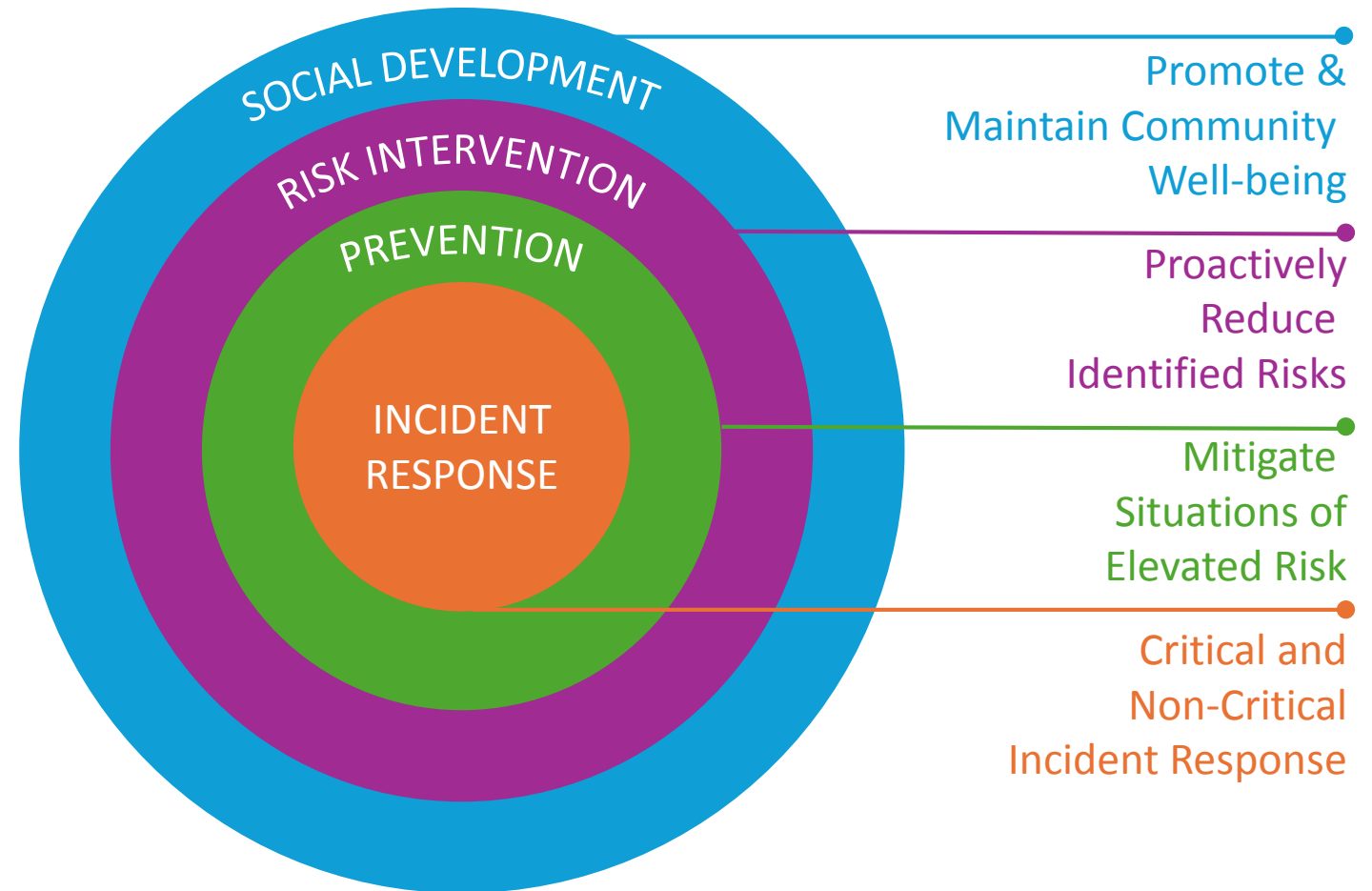
- 120 new rapid safety net housing units built
- STEP Place 100% tenanted
- Trailside 53% tenanted
- Integrated Health Outreach Team (IHOT)

## ▶ Strategic Working Group & Encampment Response Plan

- Provincially led
- Enhance collaboration with BCH to connect individuals experiencing unsheltered homelessness with sheltering & housing.

# Expand to Prevention & Upstream

- ▶ 1FTE designated to upstream projects:
  - ▶ Emergency Transportation Assistance Program (ETAP)
  - ▶ Kelowna Food Innovation Project
  - ▶ Community Safety Plan
  - ▶ Community Social Development Grants

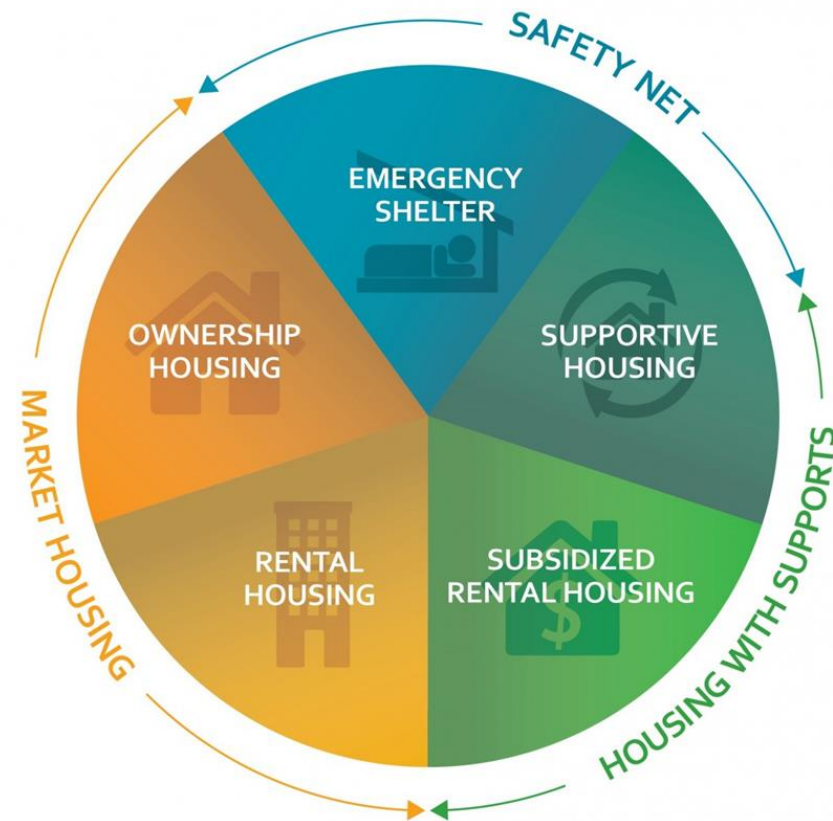




# Drive for Greater Housing Choice

## Housing Action Plan

- ▶ Reduce silos within the Corporation and renew focus on the Housing Wheelhouse.
- ▶ Recognize that our housing stock needs to reflect the diverse socioeconomic and demographic needs of Kelowna residents and should not focus exclusively on market housing.



# New Funding & Advocacy Opportunities

- Central Okanagan Foundation & Reaching Home
- Complex Care
- KGH Foundation

Partnerships, planning,  
capacity building & data  
driven decision making.

# Communication & Education

- ▶ Website content creation & ongoing e-updates
- ▶ Robust communications strategies to meet ongoing community information & engagement needs (e.g., STEP Place)
- ▶ Ongoing collaboration and regular touch points with regional partners & the social serving sector (e.g., Complex Care)
- ▶ Collaboration with individuals with lived & living experience
- ▶ Dedicated resources at collaborative tables

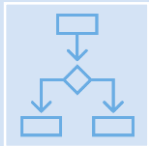
# Outcomes of this investment



# Next steps: Develop the Department



Complete hiring & on-boarding.



Refine outcomes & required actions.

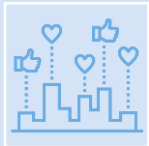


Develop indicators that will measure the implementation & effectiveness of initiatives.

# Advance Actions:



Complete the delivery of rapid safety net housing units as committed to by the Province.



Complete the development of the Housing Action Plan.



Complete disaster response planning related to unhoused & precariously housed populations.

# Advance Actions:



Support advocacy for new care models to support the varied needs of vulnerable populations.



Support the creation of a purpose-built shelter with 'wrap-around' supports.



Support & expand family support services to promote & strengthen healthy lifestyles *(Community Safety Plan, Action 2.2)*

# On-going Considerations:



Collaborate with Policy & Planning in the investigation of options to protect renters impacted by redevelopment projects.



Build out proactive communications to our residents.



Reporting progress to Council.





*Questions?*

For more information, visit [kelowna.ca](http://kelowna.ca).