

Appendix 1: Unsheltered Community Costs (Phase 2)

This report presents the findings and recommendations of an engagement conducted by the Business Performance & Advisory Services Branch. It reviews how the city governs and coordinates resources between departments concerning unsheltered community costs.

The engagement revealed that the governance structure for unsheltered community response is somewhat effective in meeting the objectives, but there are opportunities for improvement in several areas. The main findings and recommendations are summarized as follows:

FINDING	RECOMMENDATION
Improvements can be made to the governance structure of the unsheltered community costs.	It is recommended that senior leadership implement a single, centralized governance structure for the unsheltered community response.
Interdepartmental roles and responsibilities within the primary response categories are not well defined.	It is recommended that senior leadership increase its involvement in defining and reinforcing interdepartmental roles and responsibilities.
Many departments either do not track the costs associated with the unsheltered community or lack the necessary resources to do so.	It is recommended that senior leadership review and determine the level of reporting necessary to understand and manage the costs associated with the unsheltered community.