



# Housing and Homeless-Serving Systems Framework Update

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Community Planning & Real Estate, Active Living & Culture

# Addressing Needs of Vulnerable Populations

- ▶ Homelessness and lack of appropriate housing;
- ▶ First line of response;
- ▶ Contributing to community safety, health, well-being;
- ▶ Collaboration and coordination are key to address root causes of vulnerability;
- ▶ Multi-sector partnerships are critical to targeting public investment with goal of reducing homelessness.

# Housing Update

- ▶ Partnership Housing
- ▶ Housing Incentives
- ▶ Housing Supply
- ▶ Healthy City Strategy
- ▶ Strategic Acquisitions



# Homeless-Serving System



*Outline of common program components that play a particular role in successful homeless-serving systems.*

- ▶ Defining basic components
- ▶ Understand how relate to one another as a part of the whole
- ▶ Common goal;
- ▶ All components play a role in applying Housing First principles;
- ▶ Local needs, resources, and priorities determine relationships at the system-level.

# Integrating Across Systems



- ▶ Once homeless-serving system defined, points of intersection with other systems become clearer.
- ▶ Ability to integrate with key public systems and services through partnerships and shared protocols and policies.

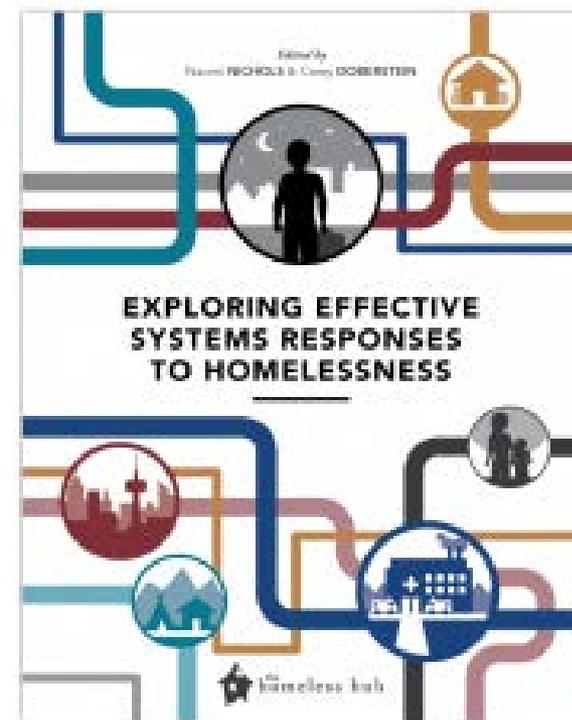
# The Need for a New Approach

- ▶ Municipal Plans becoming a common occurrence;
- ▶ Housing First based on program level coordination and rapidly rehousing / maintaining housing stability;
- ▶ Application of Housing First principles challenged by complex and disjointed nature of policy, mandates, and priorities.



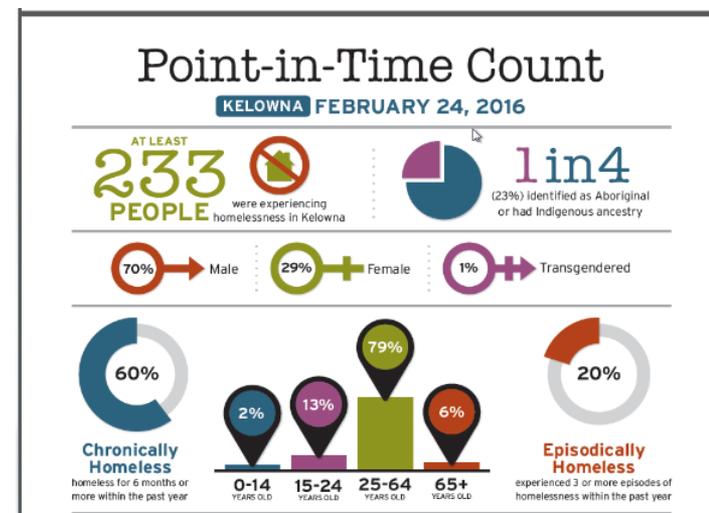
# Systems Planning Approach

- ▶ Homeless-Serving System redesign;
- ▶ Clear understanding of who, why, and pathways;
- ▶ No wrong door approach;
- ▶ Reduced time and consequences of homelessness experience;
- ▶ Coordination, alignment, integration; performance/effectiveness;
- ▶ Multi-sector shared commitment partnerships.



# Key Local Strengths

- ▶ Working together to respond to emerging trends;
- ▶ Coordination of front-line support services;
- ▶ Quality and responsive resources and services;
- ▶ Addressing individual needs and matching clients with services and housing;
- ▶ Growing willingness to work together; to support existing and develop new collaborations.



# Key Local Challenges

- ▶ Collective data to inform community level targets;
- ▶ Clear understanding of individual and systemic challenges and pathways to homelessness;
- ▶ Comprehensive map of services, resources, and supports;
- ▶ Structure to support community-wide planning and prioritization.



# Stakeholder Key Themes

- ▶ Deeper understanding of individual needs and system-related challenges;
- ▶ Work differently/more collaboratively to address increasing needs and complexity;
- ▶ Combine local sources for:
  - ▶ Reliable data on supply and demand;
  - ▶ Mechanisms to collect, report, track data over time.
- ▶ Monitor policies, programs and services impact on specific populations to:
  - ▶ identify gaps;
  - ▶ new approaches to meet unique needs.

# Stakeholder Key Themes

- ▶ Strengthen shift from managing homelessness to housing people;
- ▶ Local planning approach to address systemic access and navigation challenges;
- ▶ Build capacity of homeless-serving system to work in Systems Framework:
  - ▶ action-oriented,
  - ▶ targeted,
  - ▶ and measurable;
- ▶ Identify local leadership to promote participation and accountability

# Moving Forward

## Made-in-Kelowna Strategy Framework

- ▶ Innovative approaches to prevent/ensure homelessness is rare, short-lived, and non-reoccurring;
- ▶ Informed by those with lived experience;
- ▶ Better coordination for accessing and transitioning between services, especially for those with complex needs;
- ▶ Information sharing to inform specific benchmarks, targets, and clear timelines to increase housing access and reduce homelessness;
- ▶ Mechanisms to monitor, evaluate, report, and adjust over the life of the strategy.

# Homeless-Serving Systems Strategy Proposal

- ▶ Systems Planning Framework will focus on:
  - ▶ Best Practice translation to local context;
  - ▶ Building capacity to apply Systems Planning approach;
  - ▶ Leadership capacity building /Sustainability planning;
  - ▶ Systems Planning focused on developing:
    - ▶ Integrated Systems;
    - ▶ Client-Centered Delivery;
    - ▶ Outcome-Focused Services.

# Proposed Framework Phased Approach

- ▶ Transforming the system to improve the overall community safety, health, and well-being.
- ▶ Critical to the process:
  - ▶ Local Leadership;
  - ▶ Inclusive engagement;
  - ▶ Garnering local knowledge;
  - ▶ Partnership commitments.



# Proposed Systems Framework



# Ongoing Initiatives

- ▶ Local system's strengths, challenges, barriers, opportunities;
- ▶ Partnership-focused relationships;
- ▶ Leadership capacity;
- ▶ Data-informed outcome-focused approaches;
- ▶ Build on successes of initiatives such as Transitional Storage program to develop cross-sectoral connections.



# Next Steps

Following endorsement of continued collaboration in the development of a long term strategy to address homelessness:

- ▶ Budget Consideration;
- ▶ Partnership Engagement;
- ▶ Framework Refinement and Timelines;
- ▶ Design of Consultation/Engagement Processes;
- ▶ Planning for Research, Consultation, and Readiness Process.

*Questions?*