



# 2012 Forum of the Community Homelessness Tables

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**Content, Feedback, and Next Steps**

## Introduction

### Purpose of the Forum

The Forum of the Community Homelessness Tables is an activity of the Regional Steering Committee on Homelessness (RSCH). The Community Homelessness Tables (CHTs) are convened to strengthen connections and capacity. The planned outcomes of the Forum are to strengthen their networks, knowledge, strategies, and to foster communication and collaboration with and among the CHTs.

This year's Forum featured an added emphasis on sharing strategies and building skills to engage the private sector to successfully end homelessness.

### Planning Process

As with previous Forums, the Communications Working Group of the RSCH (CWG) directed staff on the thematic focus, speakers and content of the Forum. The CWG held a planning meeting with the CHTs six weeks prior to the event as an opportunity to gather input and direction from the CHTs on the content and format of the Forum sessions so as to ensure that the Forum met the expectations of the target audience.

### Participation

The final number of attendees was 65. 29 people attended on behalf of a CHT or Vancouver neighbourhood house, representing a total of 12 out of the 15 invited CHTs or neighbourhood houses. Nine attended as presenters or facilitators, and 10 as staff. There were 9 people who registered who did not attend.

## Proceedings

### Key Note Addresses

Virginia Weiler, Chair of the Board of the Vancity Credit Union, and Shayne Ramsay, CEO of BC Housing both delivered key note addresses putting the Forum discussions into a context of the two organization's approaches to ending homelessness.

### *Vancity Credit Union: Leveraging Resources to Increase Opportunities to End Homelessness*

Recognizing that housing is a basic need and solving homelessness is a collective responsibility, Vancity builds partnerships to end homelessness by combining expertise to mitigate the financial risk that often goes with turning problems of homelessness into opportunities for sustainable solutions. Vancity leverages its 16.1 billion dollar balance sheet, financial expertise and membership-based structure to both advocate for and invest in social and financial inclusion.

In the case of South Fraser Community Services, Vancity provided approximately \$500 000 owner-occupied mortgage to purchase a duplex in Surrey to serve ten homeless people struggling with addiction and mental illness. In the case of 60 West Cordova, Vancity forged partnerships with a developer, a supportive housing provider for homeless suffering from multiple health conditions and a charitable affordable housing provider to transform the impaired asset into affordable housing. In the case of Lu'ma

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Native Housing Society, Vancity supported the organization by providing a loan and professional expertise in building a home for Aboriginal clients. Once identified, Vancity purchased the building site on Lu'ma's behalf. Vancity then managed the early stages of the development process. To allow construction to begin, Vancity provided \$6.4 million in loans to Lu'ma to bridge the gap between funding that BC Housing was offering, other grants and the actual construction costs.

At the regional level, Vancity has partnerships with the Regional Steering Committee on Homelessness through the Homelessness Partnering Strategy, the Surrey Homelessness and Housing Society through management of the Surrey Homelessness and Housing Fund, and the Streettohome Foundation where the Vancity CEO, Tamara Vrooman, sits on the Streettohome board of directors.

### ***BC Housing: The Provincial Policy Landscape and Frontiers of Homelessness Infrastructure Development***

In 2004, the province shifted its approach to addressing homelessness to examining needs on an individual basis. Since then, provincial initiatives expanded to 49 communities, six communities being Aboriginal. The number of shelter spaces doubled, shelters moved to a 24-hour model (one of the first jurisdictions in Canada to do so), and heat shelters were introduced in the City of Vancouver with a low barrier model allowing pets and carts.



The provincial shelter system now consists of 14 000 shelter beds, including emergency shelters in operation between November and April. The supply of Single Residence Occupancy hotels are being improved through the acquisition of existing housing stock under threat of demolition. Acquisition of existing housing stock, establishing strong measures for the interim while addressing housing affordability in the upper stages of the housing continuum is a key part of the regional strategy to end homelessness. This is being implemented through partnerships with nonprofit organizations and local government. Memorandums of Understanding with local government gives rise to waiving of municipal fees, the provision of land and acceptance of responsibility that ending local homelessness is a collective one.

Future promising strategies include the creation of a Funders Table by the Regional Steering Committee on Homelessness and the strengthening of the Three Ways to Home Regional Plan to end homelessness. Successes in ending homelessness have been opportunistic rather than strategic. The distribution of housing development services including 14 sites of housing developed in the City of Vancouver was brought together by the Streettohome Foundation investing \$20 million in the developments. It was based on the opportunities that arose at that moment, for example, land, funding, and so on.

Future promising strategies include the creation of a Funders Table



There is a need to move towards a more strategic effort to end homelessness regionally, and the Regional Steering Committee on Homelessness has a key role to play in leading the regional strategy. For example in the case of Burnaby, resources for ending homelessness have not come forward, while plans are moving ahead for a new shelter in the Tri Cities, and the City of Abbotsford is partnering with BC Housing to provide supportive housing to women and children.

Innovation is critical in a context where no new infrastructural plans for ending homelessness exist to replace those currently implemented. One approach is to re-profile existing shelter dollars. The current dollars allocated to shelters has increased to \$60 million. Shelter beds cost \$3000 per mat per month. The mechanisms to re-profile shelter dollars include foundation funding and public-private partnerships. For example, BC Housing applied to the Federal P3 Fund for renovation of SROs. BC Housing now has a partnership with the Federal Government for \$100 million and are providing \$30 to renovate and improve the SROs.

Innovative and cost-effective forms of housing development are other possible strategies in ending homelessness. For example, the use of shipping containers in the construction of housing can result in a 320 square foot unit at a cost of approximately \$90 000. This can reduce construction costs by \$200,000.

**Audience Question:** What has made the Streettohome Foundation an attractive example of partnership to end homelessness?

**Answer:** The Streettohome Foundation is an example of a group of concerned business people that wanted to come together and make a difference. They used their network's funding to leverage the province's contribution to ending homelessness.

### Storytelling for Good

The Storytelling Workshop by Helesia Luke, Ethos Strategy Group, built on interactive activities inviting participants to interview each other to share stories of their motivation in their work. The feedback provided from participants was deconstructed into the history, typologies and rationale for successful storytelling. Participants were then invited to develop short stories for the purposes of ending homelessness in their communities, prompted by suggested scenarios for the participant to respond to. The story was then presented to the wider group and a discussion was facilitated on the strengths of each story and how this could be applicable to successful communication strategies. Stories were presented by each municipality and will be posted on [stophomelessness.ca](http://stophomelessness.ca).

The Storytelling Workshop also brought to light the **importance of recognizing culturally-specific codes** in storytelling and awareness-raising materials, and the effectiveness of such materials on persons who are not a part of dominant cultures (for example, Christian, originally North American, etc.). Examples were used to demonstrate how impactful campaign posters and comics can contain numerous social, political, economic or religious references specific to mainstream North American culture. The facilitator stressed that someone new to or in the cultural margins of



society may not grasp the full meaning communications materials containing cultural codes. It is important to consider the cultural context of the target audience to create storytelling materials accessible to everyone.

Slides presented by Ethos Strategy Group are available at [stophomelessness.ca](http://stophomelessness.ca).

### Technical Tools in Building Successful Partnerships

James Hagglund, Executive Director of Gateway of Hope, Rob Thiessen, Managing Director of Hope for Freedom, and Ian Mass, past Executive Director of Pacific Community Resources spoke on leveraging private sector support, organizational changes necessary for collaboration, and success through a client-based approach.

#### *Gateway of Hope*

In the case of the Gateway of Hope, **collaborative agreements** were forged with Stepping Stones Community Services Society, Newton Advocacy Group, The Care Centre, and Meals on Wheels to provide a continuum of care for the homeless and those at risk of homelessness. The Gateway of Hope continues to develop collaborative agreements among agencies to enhance services such as shelter, clothing, nutrition, and supports hard to house or cyclically homeless clients.

#### *Hope for Freedom: Changes Necessary for Genuine Collaboration*

**Resolving NIMBYism** was a prerequisite to a collaborative approach for the Hope for Freedom Society. In April 2006 the organization began outreach activities amidst denial about the existence of homelessness. In order to be effective in ending homelessness, the community had to be engaged. Residents were made aware that people would be **interviewing the homeless to assess their needs** and move them off the streets. In September 2006 a report was written about the 170 people counted which served as an **advocacy and awareness-raising** tool. This **gave rise to partnership** with the Tri Cities Homelessness Task Group whose membership comprised of community members, local government and service providers. The Tri Cities Task Group developed a proposal and Hope for Freedom applied for funding to Service Canada. Different community stakeholders and local media were engaged to address opposition to municipal re-zoning to make way for homeless shelters. Hope for Freedom **challenged those who opposed the shelter to volunteer** at homeless-serving organizations. This was a powerful strategy to address prejudices and assumptions about the experience of homelessness. The results of this process include a seasonal shelter in operation for 5 years, 500 volunteers recruited for homeless shelters, school-based fundraisers, a reduction from 215 to 48 homeless counted in the Metro Vancouver Homeless Count between 2008 and 2011, and 200 persons moved off the street. This success was driven by a **close link between outreach, addiction recovery and collaboration** of different community stakeholders.



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### *The Broadway Youth Resource Centre: Business Engagement Strategies and Success through Coordinating a Client-Based Approach*

The Broadway Youth Resource Centre (BYRC), under the Pacific Community Resources Society (PCRS) focused on a client-responsive approach to structuring service delivery. It was determined that referrals were not effective as valuable client relationships had to be rebuilt when youth were referred to a different agency. Very much like the case of the Tri Cities, the three levels of **government, service providers, citizens and youth were convened** as a multi-stakeholder group to develop an alternative and more successful strategy.

...a lack of coordination among service providers was a barrier to success, and this was a symptom of lack of coordination among funders.

It was determined that a **lack of coordination** among service providers was a barrier to success, and that this was a symptom of a larger problem of lack of coordination among funders. The request for proposal approach implemented by funders kept agencies separated from each other and pitted them against each other in direct competition for the same resources. This environment of competition led to a lack of cooperation and collaboration among the service providers seeking the same funding sources.

The multi-stakeholder group developed a **social contract among service providers, funders and youth** proposing to address lack of coordination among funders while seeking commitment from service providers to address the lack of coordination among themselves; to be **steered by a youth council**.

The BYRC established this in its Memorandum of Understanding among willing partners. Funders first **established a funders table** with eight funders bringing together federal, provincial and municipal funders. The Funders Table created consensus that most funding for at-risk youth would flow through the table, that no funder would make unilateral decisions on funding cuts, new funds, or existing funding without discussion at the Funders Table so as to ensure coordination among participants.

Service providers managed to run the BYRC like a cooperative with ownership, cooperation, and accountability shared among the clients. The PCRS became the landlord of the centre assuming most of the associated risk. The youth council was established with inputs of community leadership and governance training to build capacity, and played a key role in advising the members of the Funders Table.

With these steps service providers agreed to deliver services in a **co-location model** such that a youth entering their facility would be able to access mental health, addictions, or community police services offered by agencies who collectively run the centre behind the same store front. Youth have been integrated into all aspects of the centre.

Between 1998 and 2001 the Ministry for Child and Family Development became involved in youth housing. The sector experienced a 23% cut-back in 2001 which marked the end of youth housing and provincial government participation in it. Homelessness did not reappear on the provincial agenda until 2005 and youth



homelessness even later. Youth around the Lower Mainland informed the BYRC that when this support was cut, sex for a bed, couch surfing and petty crime became a norm.

In a limited public funding environment, the BYRC looked to see how other partners could be engaged, specifically, corporations. The BYRC wanted to establish a scattered housing program however the resources were not available to buy or rent an entire building. As an alternative, the BYRC had the funds to **rent units in different locations** however it did not have the long-term resources to provide necessary services at these scattered sites. In the scarce funding environment, private funders were an alternative to public funding, however their preferences dictated that funds could be available for pilots and start-up costs but not to sustain initiatives over time.

One way to bridge the gap between the **short-term commitment of private funders** and the need of a sustainable solution to homelessness was to **present** the scattered site model **as an innovative pilot** project whereby private funders were invited to **invest in research** and development of a new approach to ending homelessness. The research included the BYRC renting apartments as their profile allowed them to guarantee rent, and private funders could invest in the research needed over the subsequent two to three years (via service provision) to determine the success of the new model. This strategy met the expectations of corporations who wanted to be involved in start-up funding in the front-end but did not want to get locked into sustaining initiatives over multiple years.

The BYRC joined national youth homelessness federations to **learn from national foundations** and federations to develop their advocacy skills. With these steps, the organization attained further funds. There are **now four major corporations that are major funders** and national corporations that fund a range of youth homelessness issues. Government is also returning to the sector. The strategy has resulted in **increased supply of housing units** for homeless youth and new projects including a partnership between the MCFD, BYRC and Aboriginal Friendship Centre where 40 units of youth housing will be built at Fraser and Broadway. This strategy is also being implemented in Surrey and Chilliwack for street-entrenched homeless youth.

The success of this strategy was built on **four priorities**. The first was focusing funders on **integrating funders and services** to transform the sector from operational silos to lateral connections. The second was **youth engagement** which included youth governance, community development and advocacy to both convince the community of the value of the approach and to build support from municipal councils for redevelopment of the building, facilitated by the BYRC establishing a strong reputation. The third was approaching **community development in a broader way** and conceptualizing service delivery organizations as customers of foundations wanting to develop a part of their community. Funders instead would refer such interested applicants to the BYRC. As in a retail model, service providers and clients come together through storefronts which deliver a range of services, and the BYRC **service centers became points of coordination** that both connect clients with agencies and link service providers with funders.

#### Priorities of the BYRC Strategy:

1. Integrate funders and services

2. Engage youth

3. Broaden community development to

4. Facilitate connections between clients, support and funding.



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### Update from Metro Vancouver

Don Littleford, Manger of Housing at Metro Vancouver offered a short overview and update of the relationship between Metro Vancouver and the RSCH. After Metro Vancouver formalized its administration of the Homelessness Partnering Strategy, the first test of the new relationship with the RSCH came when the RSCH forwarded recommendations on projects for HPS funding this past spring. All recommendations were accepted by the Housing Committee and the Board of the GVRD, which is comprised of elected officials. The trust between the two organizations transcended potential political interest to override or influence the decisions of the RSCH. The success of the partnership between Metro Vancouver and the RSCH is built on a trustful relationship based on the RSCH's ten-year commitment not just to ending homelessness, but to volunteerism as well. The decision-making system of the RSCH has proven effective through the Committee's volunteerism. Metro Vancouver looks forward to supporting the Committee's upcoming strategic planning process, and would suggest that ending youth homelessness and strengthening meaningful employment opportunities to the disadvantaged be considered in the process.

### Community Homelessness Tables Presentations

The CHTs were invited to share slides and speak for 10 minutes each on the progress and barriers to ending homelessness experienced since the previous Forum. This was intended to provide participants with an update, share strategies and identify common threads to inform the update of the Three Ways to Home Regional Homelessness Plan scheduled to start this same year. A summary of the identified progress and barriers in addressing homelessness appear in Appendix 2. Full presentations are available at [stophomelessness.ca](http://stophomelessness.ca).

The diagram below depicts progress, barriers and upcoming priorities shared by the CHTs categorized into the Three Ways to Home Regional Homelessness Plan, with the additions of community engagement and advocacy specific to affordable housing. The number indicates the number of times a related point was presented by the CHTs. The size of each "Way to Home" roughly reflects the percentage of points dedicated to the strategy. The comments of the Vancouver Neighbourhood Houses and the Aboriginal Homelessness Steering Committee are not included here as presentations did not represent a municipality as a whole; however these comments are represented in the appended summary.



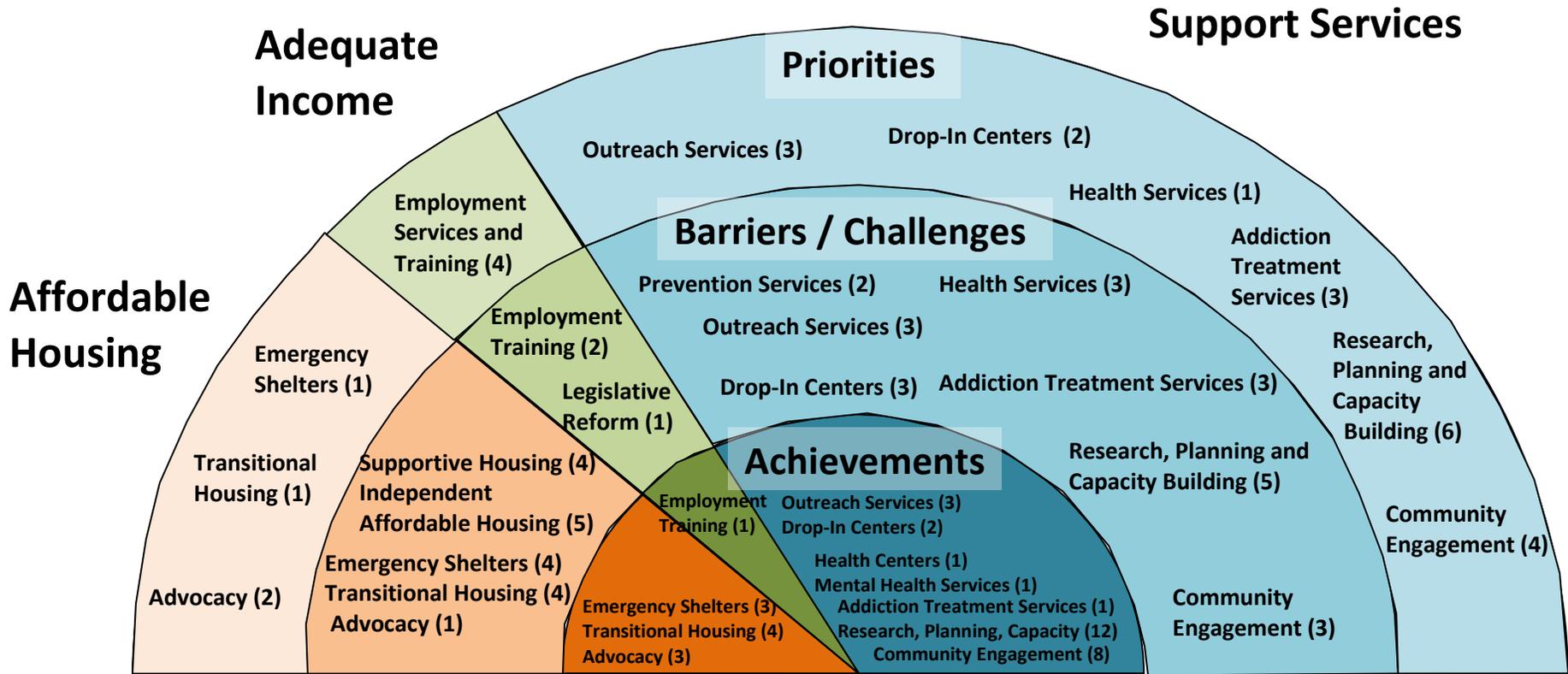


Diagram 1: Analysis of CHT Presentations in the Context of the Three Ways to Home Regional Homelessness Plan



While the diagram has many limitations in its application as a strategic planning tool, it can provide some background for hypothesizing linkages between the CHTs and the implementation of the Three Ways to Home Regional Homelessness Plan, and perhaps inform future engagement with the CHTs around the Regional Homelessness Plan. This is further elaborated on in the section below, 'Next Steps'.

### Concluding Comments

From the CHT presentations, it is clear that there are still communities without dedicated space for integrated services, immediate crisis, and emergencies. Youth who are homeless or at risk of homelessness, families, and those aging out of care are identified priority groups by many.

Frequently cited priorities included employment creation, employment training, the supply of food, food security, increasing the supply of affordable housing, a need for benefits such as welfare to reflect the real cost of living, and a shift in focus from street entrenched to the precariously housed.



Dedicated drop in spaces are still needed by suburban and outlying communities, to act as one-stop locations for integrated services and the front door to supportive and transitional housing. With that said, calling these "drop in" spaces can be counterproductive. Health services remain key, including street nurses, dentistry and detox services. Youth services - both prevention and intervention remain critical, while food security seems ubiquitous. There is a marked increase in social enterprises that offer entry level or casual employment, and important to this is the implementation of a living wage. Rent banks are a popular solution to support the homeless and precariously housed, however bricks and mortar are still crucial.

The most frequently noted achievements included organizational development or capacity building, and increasing infrastructure to address homelessness. While all CHTs have made considerable progress in developing their Tables, there is still a wide range of levels of development among the Tables. Where some communities have experienced progress, others are still experiencing challenges. CHT participants seeking further strategies to resolve barriers to achieving goals can consider engaging more developed CHTs to adapt their strategies in overcoming barriers to achieving their own community goals.

The slides of those Tables that shared their presentations are available at [stophomelessness.ca](http://stophomelessness.ca).



## Participant Feedback

Participants representing Community Homelessness Tables and Vancouver Neighbourhood Houses as well as other participants were invited to respond to an online survey for the purposes of evaluating outcomes and planning for similar events in future. 19 participants completed the survey, 12 of whom were CHT representatives. The feedback of the CHTs, as the priority target audience, appears below. The number of respondents not representing the CHTs or Neighbourhood Houses (seven) is insufficient for interpretation.

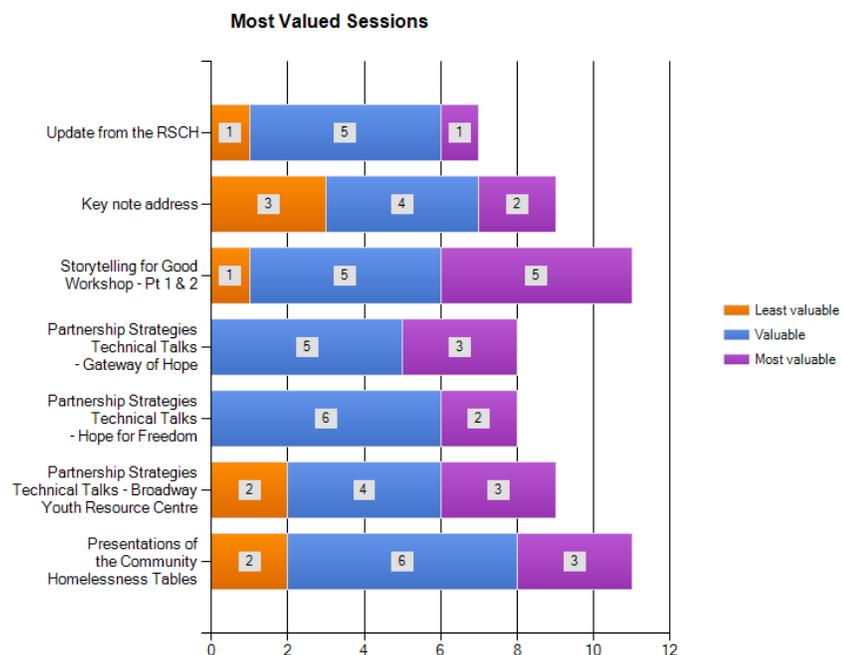
### *Achievement of Outcomes*

Participants were asked to agree or disagree with outcome statements pertaining to each of the forum goals:

1. to help CHTs to better achieve their goals, (9 agreed)
2. to build capacity and awareness of partnership strategies (9 agreed)
3. to meet the interests and needs of the CHTs as expressed at the March 12<sup>th</sup> planning meeting, broken down into
  - a) learning about other CHTs (11 agreed)
  - b) learning about business engagement strategies (9 agreed)
  - c) participating in action-oriented sessions and (10 agreed)
  - d) having adequate space for the members of the Tables to participate. (11 agreed)

### *Most Valuable Sessions*

The most valued sessions for the CHTs are captured in the chart below, indicating that the Storytelling for Good workshop by Ethos Strategy Group was the most valuable to the most number of respondents.



### CHT Participant Priorities

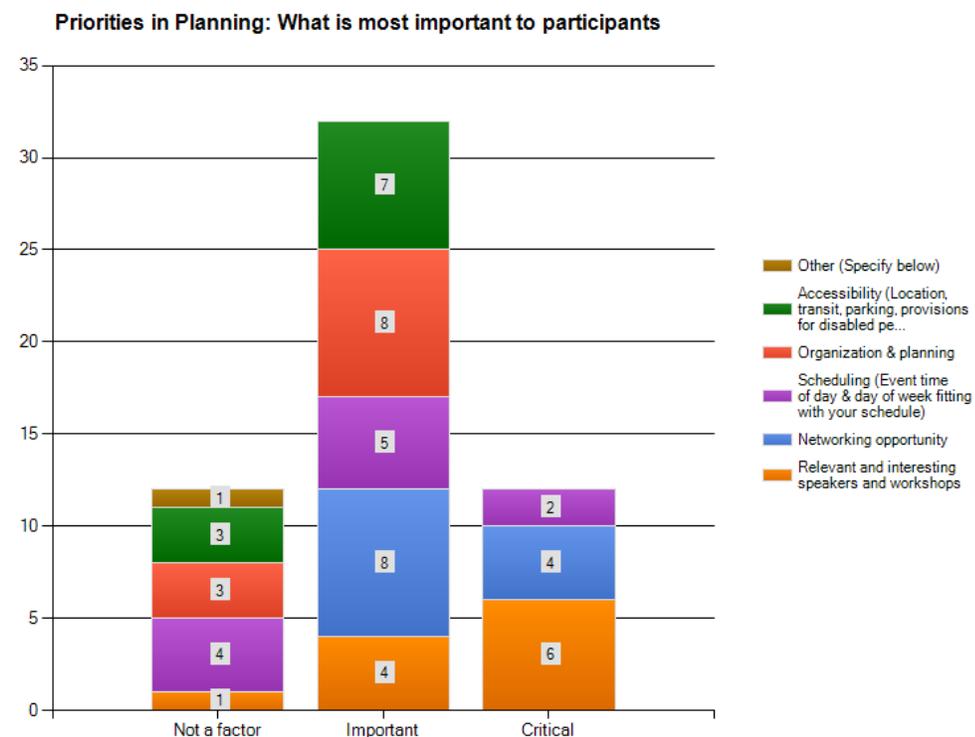
Respondents were asked to identify the reason behind their most valuable choice. Responses pointed to a desire for inspiration of grassroots and community-level mobilizing, examples of effective leadership, partnership success stories, passionate presenters, blueprints for action plans, impacting funders, motivating staff, regional information sharing, approaches to securing partnerships, learning about agency-collaborative models, strengthening local community planning tables, having a reference point for comparing success and synchronizing one’s own CHT with the work of the other CHTs and the RSCH.

### Planning for Future Similar Events

In the survey circulated to participants, respondents offered suggestions for improvements for similar events in future and to stratify planning aspects to anticipate possible priorities for CHTs in the planning stages.

**Suggested Improvements:** CHT suggestions included more focus on the Regional Plan, more focus on homelessness prevention, more focus on financial support for the work of the CHTs, creating actionable outcomes that the CHTs can commit to, to both increase and decrease the CHT presentations, increasing time for networking, and extending invitations to more diverse stakeholders such as the business community.

**Engaging CHTs Successfully in Future Events:** Respondents were asked to rank planning aspects in terms of what played a role in deciding whether or not to participate in the event. Their responses appear in the chart below.



Responses indicate that relevant and interesting speakers and workshops were selected as 'critical' to most CHT respondents, followed by networking opportunities and the date fitting with participants' schedules. Organization and planning, along with networking opportunities were cited most often as 'important', followed by accessibility of the location and scheduling.

Participatory planning with the target audience (CHTs) is considered good practice for successfully achieving the outcomes of this event. Should other target audiences be considered in future, it would be important that they be included in planning processes early on (six to eight weeks in advance of the event at least) to be included in the planning meeting. Furthermore, it is important that members of the Aboriginal Homelessness Steering Committee and members of the Aboriginal community are appropriately engaged and offered opportunities to share homelessness strategies of their community, as a priority sub-group of the homeless population.

**Venue, Food, and Facilities:** Respondents were given an opportunity to provide any feedback on the venue, food and facilities. All feedback was positive with a suggestion that food be served with condiments separately.

## Next Steps

The CHT presentations brought to light barriers at the sub-regional levels pertaining to sector coordination and organizational development, and can be considered an expression of the community development needs activities of the RSCH. Information and strategies shared in the other components of the Forum highlight opportunities for evolution in the work of the RSCH with respect to governance, leveraging funding for the Three Ways to Home, and communication strategies in successfully advocating for the end of homelessness in the Metro Vancouver region.

### Community Development

There are opportunities for development in the relationship between the RSCH and the CHTs, specifically in how the RSCH supports ending homelessness through the CHTs. The community development role of the RSCH could benefit from shifting from "how can we help you" to "how can we help you to help each other".

Whereas before CHTs were supported to both bring together key players to the table and be a voice for the homeless in their communities, the tables are now well positioned to be two-way communication mechanisms for monitoring achievement of the Three Ways to Home and playing a key role in the evolution of the Regional Plan. In other words, interaction between the RSCH and the CHTs could be within a framework of the Three Ways to Home, first in updating the plan, and between revisions of the plan exchange information regarding implementation status and becoming a resource to the homeless-serving sector for identifying and building capacity on best practices in their own communities. This could include but not be limited to identifying gaps in implementation of the Regional Homelessness Plan, interpreting the Regional Plan into other municipal policy areas, and continuing to facilitate education both among the general population and the homeless-serving sector.



Creation of the Three Ways to Home will no doubt call for mechanisms for evaluation and monitoring of its success. Given the pivotal role the CHTs have played in past homeless counts, the CHTs can be facilitators of the Count as a monitoring activity of the Regional Plan.

### Communication Strategies

As the region succeeds in eliminating street homelessness and therefore shift efforts up the housing continuum and place increasing emphasis on the other 2 Ways to home, the RSCH must be proactive in shifting the focus of communications content to establishing the case for how the next 2 Ways to Home are critical to ending homelessness. Given the pertinence of the other 2 Ways to Home to employment, it would be prudent for the Committee to work closely with the related government authorities on these matters, for example the provincial and regional authorities responsible for employment programs in Metro Vancouver.

The RSCH should develop strategies for communicating our messages cross culturally and in languages other than English. It seems there is less ethnic diversity on our CHTs and the RSCH than in our communities at large.



### RSCH Membership

As CHTs and the RSCH itself expand the number of their members, as well as the scale and scope of their initiatives, we need to build their organizational capacities. This implies funding for staff and programs, but also skill sets and tools for collaboration. One notable gap in membership is the contrast between representation of Aboriginal community in the regional homeless population and the representation of Aboriginal community members in the CHTs and RSCH.

The presence of several Neighbourhood Houses, and their explicit willingness to mobilize their regional association, is perhaps a cue for the RSCH to look for similarly aligned networks and associations. This begs the question of the pros and cons of opening up membership in the RSCH to a much larger field, and indeed what "membership" might mean for the organization in future.

There is no simple way to link challenges with the proposed solutions presented here today. Broadly speaking, the ideas presented by Ian Mass point to possible ways to address the frequently cited barriers of competing for shrinking dollars and a lack of service coordination.



## Leveraging Funding

The increasing engagement of the Vancity Credit Union in both the work of the RSCH and solutions to end homelessness regionally is an opportunity that CHTs can build on. The several examples shared offer blueprints for potential partnerships that several CHTs have already successfully tried. As two members of the RSCH's Funders Table, it will be critical that the implementation of the Regional Homelessness Plan is supported by Vancity and BC Housing along with the rest of the members. The points provided by Ian Mass provide strategies in supporting the Table.

Repurposing funds to address homelessness has proven successful in funding solutions to end homelessness. However the consequential impact on the development issues such funds were originally intended to address must be contemplated and weighed against the costs of alternative approaches to securing funding to end homelessness. The Vancity Credit Union is one example of a funder with an existing relationship with both the RSCH and homelessness initiatives throughout the region. It is hoped that by facilitating learning and brainstorming on leveraging the business sector to end homelessness, participants can capitalize on the resources provided in this event to realize their goals.



## Appendix 1 Forum Schedule: Detailed

### Regional Steering Committee on Homelessness

#### Community Homelessness Tables Forum 2012

Tuesday April 24<sup>th</sup> 2012

#### Morning Session

	Item	Presenter / Facilitator	Outcome
<b>8:00</b>	Continental Breakfast & Registration		
<b>8:30</b>	<b>Welcome and Introductions</b>	<b>Jonathan Bird</b> , Chair, Communications Working Group of the Regional Steering Committee on Homelessness	Present schedule and goals
<b>8:35</b>	<b>Update on the Community Advisory Board</b>	<b>Susan Papadionissiou</b> , Co-Chair, RSCH	Communication among Tables and RSCH
<b>8:50</b>	Question and Answer session		
<b>9:00</b>	<p><b>Key Note Address</b></p> <ol style="list-style-type: none"> <li>Vancity's partnership with the RSCH and shared visions of ending homelessness</li> <li>BC Housing's strategic directions as a regional funder of ending homelessness</li> </ol>	<ol style="list-style-type: none"> <li><b>Virginia Weiler</b>, Chair, Board of Directors, Vancity Credit Union</li> <li><b>Shayne Ramsay</b>, CEO, BC Housing</li> </ol>	<p>Offer participants perspectives from regional and national leaders on the Forum themes to enhance discussions and outcomes.</p> <ol style="list-style-type: none"> <li>Vancity's perspectives on ending homelessness with regards to successful partnership strategies, and potential benefits of livable communities, diverse communities and innovation in our region.</li> <li>Funding partnership perspectives of ending homelessness in our region and potential benefits for infrastructure development</li> </ol>
<b>9:30</b>	<b>Communications Workshop: Storytelling for Good Part 1</b>	<b>Helesia Luke</b> , Principal, Senior Consultant and Campaign Specialist, Ethos Strategy Group	How to deliberately select and craft stories that advance your cause
<b>10:30</b>	Tea & Coffee Break		



<b>10:45 11:00</b>	<b>Partnership Strategies: Stories of Success and Important Steps</b> 1. Gateway of Hope • Presentation • Roundtable Discussion *	1. <b>James Hagglund</b> , Executive Director, Gateway of Hope	1. Fundraising with the private sector, and important steps to communication success
<b>11:10 11:25</b>	2. Hope for Freedom Society • Presentation • Roundtable Discussion *	2. <b>Rob C. Thiessen</b> , Managing Director, Hope for Freedom Society	2. Service integration and organizational changes necessary for genuine collaboration
<b>11:35 11:50</b>	3. Broadway Youth Resource Centre • Presentation • Roundtable Discussion *	3. <b>Ian Mass</b> , past Executive Director, Pacific Community Resources	3. Success through a client- based approach
	*(small group roundtables after each presentation to discuss the stories in light of Storytelling skills & their own local contexts)	*(small group roundtables after each presentation to discuss the stories in light of Storytelling skills & their own local contexts)	*(small group roundtables after each presentation to discuss the stories in light of Storytelling skills & their own local contexts)
<b>12:00</b>	<b>Update from Metro Vancouver</b>	<b>Don Littleford</b> , Manager, Regional Housing, Metro Vancouver	Communication among Tables and Metro Vancouver
<b>12:10</b>	Lunch & Networking		

### Afternoon Session

	Item	Presenter / Facilitator	Outcome
<b>1:00</b>	<b>Communications Workshop: Storytelling for Good Part 2</b>  Using Storytelling skills to craft stories of local partnership strategies	Members of each CHT working as teams  Facilitated by <b>Helesia Luke</b> , Ethos Strategy Group	Draft stories of partnership strategies specific to each CHT, which could be used in local media and posted to stophomelessness.ca
<b>2:00</b>	<b>Presentations of the Community Homelessness Tables and Vancouver Neighbourhood Houses</b>	Community Homelessness Tables and Vancouver Neighbourhood Houses	Communication among Tables regarding progress and barriers experienced by your table since 2010 in ending homelessness with regards to:
<b>2:05</b>	1. Richmond Homelessness Coalition		a) Achieving your tables' priorities
<b>2:15</b>	2. Tri-Cities Homelessness Task Group		b) Building strategic partnerships
<b>2:25</b>	3. North Shore Homelessness Task Force		c) Community engagement & sharing information
<b>2:35</b>	4. Langley Homelessness		



	Committee		
<b>2:45</b>	5. Delta Homelessness Committee		
<b>2:55</b>	6. Peninsula Homelessness to Housing		
<b>3:05</b>	7. Burnaby Task Force on Homelessness		
<b>3:15</b>	8. Surrey Homelessness and Housing Task Force		
<b>3:25</b>	9. New Westminster Homelessness Coalition		
	10. Vancouver Homelessness Committees & Neighbourhood House:		
<b>3:35</b>	a. Renfrew - Collingwood Homelessness Steering Committee & Frog Hollow Neighbourhood House		
<b>3:55</b>	b. Marpole Place Neighbourhood House Homelessness Subcommittee		
	Not presenting / attending:		
	c. Under One Umbrella		
	d. Vancouver Urban Core Community Workers Association		
	11. Maple Ridge/Pitt Meadows/Katzie Community Network		
<b>4:15</b>	Concluding Comments & Looking Ahead	Jonathan Bird, Chair, CWG of the RSCH	<ul style="list-style-type: none"> <li>• Offer concluding comments, RSCH follow-up on Forum outcomes, (informing the update of the regional plan)</li> <li>• Expressing thanks to speakers, facilitators and presenters.</li> </ul>
<b>4:30</b>	End		



## Appendix 2 Summary of Presentations of the Community Homelessness Tables

(Original presentations posted at [stophomelessness.ca](http://stophomelessness.ca))

	Progress since 2010	Barriers / Needs	Next Steps
<b>Surrey</b>	<p>Homelessness Action Week</p> <ul style="list-style-type: none"> <li>• Services delivered to homeless by community members</li> </ul> <p>Homelessness Awareness</p> <ul style="list-style-type: none"> <li>• Pledge to end homelessness.org invites “trackable” donations</li> <li>• Engaging municipal election candidates to address homelessness in their political platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Access to funding</li> <li>• Capacity of organizations to successfully apply for funding</li> <li>• Competition for shrinking dollars</li> <li>• Homeless population are facing increased need for support services to get housing and retain housing</li> <li>• Suitable emergency shelter beds for underserved sub-groups</li> <li>• Transitional housing with suitable options for underserved sub-groups</li> <li>• Supportive housing</li> <li>• Affordable housing</li> </ul>	<ul style="list-style-type: none"> <li>• Partnerships between employers and support services</li> <li>• Creating social enterprise-based employment options</li> <li>• Strengthening sector coordination</li> <li>• Increasing outreach to underserved populations</li> <li>• Enhancing programs for underserved groups with specific medical needs</li> </ul>
<b>Richmond</b>	<ul style="list-style-type: none"> <li>• Created a coalition to end homelessness (due to participating in the past RSCH Forum)</li> <li>• Leveraged the Metro Vancouver Homeless Count to engage different community stakeholders</li> <li>• Identified community priorities with implementation starting this fall</li> </ul>	<ul style="list-style-type: none"> <li>• Sourcing qualified volunteers who can commit to the Richmond CHT</li> <li>• Developing a needs-responsive solution specific to the Richmond homeless population</li> <li>• Developing formal supports: emergency shelter, drop-in centre, outreach workers, transitional and supportive/supported housing.</li> <li>• Community awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate efforts and multi-sector support for <i>Homes For All</i></li> <li>• Creating a supply of housing options for the first two-thirds of the housing continuum</li> <li>• Community-supported housing</li> <li>• “Action-oriented” solutions</li> </ul>



<b>Tri Cities</b>	<ul style="list-style-type: none"> <li>• CWW mat program operational for 5 years November – March</li> <li>• Emergency shelter &amp; transitional housing facility will be in-service late spring of 2014</li> <li>• Community Addictions Strategy for Homeless Persons completed October 2009</li> <li>• “Three things campaign” to raise awareness of Addictions</li> </ul>	<ul style="list-style-type: none"> <li>• Funding for addictions &amp; medical support services</li> <li>• Community support for a shelter harm reduction model</li> <li>• Council/neighbourhood education</li> <li>• Municipal donor fatigue in a context of provincial downloading</li> <li>• Advocating to 3 city councils</li> <li>• Task Group sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Seeking funding for a coordinator</li> <li>• Renewal of the strategic plan to develop achievable, practical and realistic objectives with tangible successes</li> </ul>
<b>North Shore</b>	<ul style="list-style-type: none"> <li>• Emergency Shelters &amp; Transition Houses</li> <li>• Continuum of Support Services expanded</li> <li>• Integrated Case Management improved</li> <li>• Outreach &amp; information circulation improved</li> <li>• Community Nurse Practitioner</li> <li>• VCH Needle exchange service</li> <li>• HAW + other connect events</li> <li>• Gaining the inclusion of the Continuum of Housing in municipal plans</li> <li>• Gaining municipal commitment to implement the Regional Affordable Housing Strategy</li> <li>• Increasing supply of employment training to homeless or precariously housed (Chef training)</li> </ul>	<ul style="list-style-type: none"> <li>• High housing costs, low availability</li> <li>• No permanent supportive housing</li> <li>• Income assistance and Persons With Disabilities rates not commensurate with housing and living costs</li> <li>• No dental services, difficult to get a family doctor</li> <li>• Limited access to immediate needs such as food, drinks, blankets, clothing, bathrooms, shower, laundry &amp; personal hygiene</li> <li>• Limited access to drop-in spaces</li> <li>• Many homeless reporting feeling unwelcome in most public facilities</li> <li>• Stretched resources, funding struggles</li> </ul>	<ul style="list-style-type: none"> <li>• Expanding employment opportunities</li> <li>• Review and update of work plan including surveys and priority setting</li> <li>• Update <i>Housing vulnerable populations</i> report (inventory of local emergency/social housing &amp; resources)</li> <li>• Communications strategy</li> <li>• Student interns to gather local statistics of housing resources and service use</li> <li>• Regular connect events</li> <li>• Engaging dentists, optometrists and other health professionals to provide in-kind services to homeless population</li> <li>•</li> </ul>



<b>Langley</b>	<ul style="list-style-type: none"> <li>• Increase in community partners involved</li> <li>• Churches becoming more active</li> <li>• Seeing interest of volunteering, mixed denominations</li> <li>• Youth engagement strategy for Homeless Count</li> <li>• Reactive and preventative measures</li> </ul>	<ul style="list-style-type: none"> <li>• Service provision in Aldergrove</li> <li>• Existing aging housing stock is being replaced by unaffordable housing leading to gaps in the housing continuum</li> <li>• Priorities-enhanced preventative services</li> <li>• Finding innovative ways to increase accessibility of services</li> <li>• Incorporating Aldergrove into Langley homelessness solutions</li> <li>• Funding</li> </ul>	<ul style="list-style-type: none"> <li>• First connect event</li> <li>• May Stepping Stone / Aldergrove opening up a store front</li> <li>• Targeting 19-30 yr olds</li> <li>• Increasing services for those in need of mental health or addiction support</li> </ul>
<b>New Westminster</b>	<ul style="list-style-type: none"> <li>• Recently achieved society status</li> <li>• Was given assets of another society</li> <li>• New coordinator: Lynn Osborn</li> <li>• Developing an Emergency Response - extreme heat shelter</li> <li>• New Westminster was announced as a pilot site for poverty reduction strategy</li> <li>• I's on the street program and expansion of services</li> <li>• Relationship with local BIA</li> <li>• Opening of three Transitional Housing facilities</li> <li>• HAW and Connect Day and addition of quarterly mini-connect days</li> <li>• NWHC web site launch</li> <li>• Fundraising</li> </ul>	<ul style="list-style-type: none"> <li>• More 'at risk' population causing expansion of food bank days</li> </ul>	<ul style="list-style-type: none"> <li>• One of 7 pilot sites for poverty at risk reduction program 2012</li> <li>• Expand Inter-Agency / Wrap-Around Collaboration Model</li> <li>• Enhance Access to Medical and Dental Services</li> <li>• Enhance Access to Training for Front-Line Workers</li> <li>• Homelessness Summit 2013</li> <li>• Increase Community Awareness and Education</li> <li>• Work Towards Opening Homeless Resource Centre</li> <li>Ongoing: <ul style="list-style-type: none"> <li>• Lobby Senior Levels of Government</li> </ul> </li> </ul>



<b>Burnaby</b>	<ul style="list-style-type: none"> <li>• Burnaby Community Connections to Host the Burnaby CHT enabling the CHT to apply and receive funding from donors</li> <li>• Vancity funded an temporary part-time Event Coordinator in 2011</li> <li>• Vancouver Foundation funded a temporary part-time Community Development Coordinator</li> <li>• Partnership with Burnaby Board of Trade</li> <li>• Engagement of all levels of government</li> <li>• Multi-stakeholder community engagement</li> <li>• Baseline survey of general public</li> <li>• Safe City Micro Cleaning employment initiative proposal</li> </ul>	<ul style="list-style-type: none"> <li>• Funding to create continuum of housing and permanent Outreach Resource Centre</li> <li>• Increasing supply of supportive housing</li> <li>• Support across municipal government and among residents to end homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Further develop the CHT through the Community Developer</li> <li>• Diverse stakeholder engagement</li> <li>• Increasing support across municipal government and citizens</li> </ul>
<b>Peninsula PH2H</b>	<ul style="list-style-type: none"> <li>• Improvement of information circulation to support outreach</li> <li>• Logo contest</li> <li>• HAW</li> <li>• Homeless Count Coordination in 2008 and 2011</li> <li>• Monthly newsletter</li> <li>• Food Security Fund with White Rock South Surrey Community Foundation</li> <li>• Support for First United Church/Hyland House Extreme Weather Shelter and shower renovation</li> </ul>		<ul style="list-style-type: none"> <li>• Lobby provincial and municipal governments to enable municipalities to use inclusionary zoning</li> <li>• Implement Housing Agreements which will include definition on affordability</li> <li>• Advocate for price restricted housing</li> <li>• Develop a rental replacement policy</li> <li>• Affordable Housing Fund</li> <li>• Increase municipal support in White Rock, Surrey and New Westminster for the Living Wage Campaign</li> </ul>



<p><b>Collingwood &amp; Frog</b></p>	<ul style="list-style-type: none"> <li>• Partnership with UBC &amp; SPARC to create discussion guide on homelessness</li> <li>• Neighbourhood homeless count</li> <li>• Inter-schools competition</li> <li>• Advocacy on food security and service needs</li> <li>• Housing Development</li> <li>• Vancouver Rent Bank</li> <li>• Funding to support community development among agencies, funders and government</li> <li>• Community partnerships</li> <li>• Programs: food, clothing, showers, outreach</li> </ul>		<ul style="list-style-type: none"> <li>• Raising awareness about integrated services</li> <li>• Creating awareness and education opportunities for community members around homelessness</li> </ul>
<p><b>Marpole</b></p>	<ul style="list-style-type: none"> <li>• Marpole now recognized as a neighbourhood</li> <li>• Shower program</li> <li>• Outreach worker is now participating in meetings</li> <li>• HAW grant</li> <li>• Extreme Weather Shelter program for 40 mats</li> </ul>		



<p><b>Aboriginal Homelessness Steering</b></p>	<ul style="list-style-type: none"> <li>• Increase in applications for funding to the AHSC</li> <li>• 24 members who provide services: Andersons Healing Lodge for Aboriginal Women, Bannock on the Run / Elders Meals on Wheels, Food for Mind, Body &amp; Spirit: A Participant-Driven Kitchen, Helping Spirit Lodge Society, Vancouver Aboriginal Transformative Justice Homelessness Project, Young Wolves Lodge for Young Aboriginal Women, Getting Off the Street &amp; On My Feet: A First Step</li> <li>• Interviews successfully included as part of the HPS application review process</li> <li>• Development of a provincial curriculum on homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• A provincial Aboriginal Homelessness Committee would help those who cannot access HPS funds in other ways.</li> <li>• Permanent adult shelter for Aboriginal homeless persons in Metro Vancouver</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of the provincial curriculum on homelessness in Chilliwack and Abbotsford</li> </ul>
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