

From: [Gotto, Sarah F MMHA:EX](#)
To: [Turner, Sara J MMHA:EX](#)
Subject: RE: REQUEST FOR DM ATTENDANCE OCT 10TH: Multi Minister Meeting | Non-Profit Housing Providers 11-12 Oct 10th
Date: October 7, 2019 3:25:45 PM

I am going to say no and provided by MAH/

From: Turner, Sara J MMHA:EX
Sent: October 7, 2019 2:10 PM
To: Gotto, Sarah F MMHA:EX
Cc: Murphy, Kayla MMHA:EX
Subject: RE: REQUEST FOR DM ATTENDANCE OCT 10TH: Multi Minister Meeting | Non-Profit Housing Providers 11-12 Oct 10th
Importance: High

Hi Sarah,

Apologies for the second email.

Could you please advise if MMHA is required to provide any information?

Thanks!

Sara Turner

Senior Executive Assistant
Deputy Minister's Office
Ministry of Mental Health and Addictions
250-880-5114

From: Gotto, Sarah F MMHA:EX
Sent: October 7, 2019 12:59 PM
To: Turner, Sara J MMHA:EX <Sara.Turner@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Subject: REQUEST FOR DM ATTENDANCE OCT 10TH: Multi Minister Meeting | Non-Profit Housing Providers 11-12 Oct 10th
Hi there.

Please note there is a joint Minister's meeting taking place on Thursday, Oct 10th 1100-1200 in the Oak room here in the Legislature. Minister and MA will be in attendance and Kelly has asked if Neilane is available to attend. Supporting material was received today and if possible DM support would be appreciated.

Please advise if Neilane can attend.

Thank you.

From: White, Christine MAH:EX
Sent: October 7, 2019 9:46 AM
To: Gotto, Sarah F MMHA:EX <Sarah.Gotto@gov.bc.ca>; Detlefsen, Kirsten SDPR:EX <Kirsten.Detlefsen@gov.bc.ca>
Subject: Multi Minister Meeting | Non-Profit Housing Providers

Hello,

Please find attached to this email an IBN for our meeting on October 10th with Non-Profit Housing Providers. I have the attendees from SDPR already as well as an IBN (attached for you Sarah), can you please advise who is coming from MMHA?

MEETING: Joint Minister (MSR/MSS/MDJ) Round Table Non-Profit Housing Providers:

1. ASK Wellness Kamloops
 - Bob Hughes, ED & Kim Galloway, Housing Director
2. Atira Women’s Resource Society
 - Janice Abbott, CEO
3. Coast Mental Health
 - Bruce Smith, COO & Lisa Bui, Mental Health Worker
4. Island Crisis Care Society
 - Violet Hayes, ED & Patricia Anderson, Oceanside Program Director
5. John Howard Society of North Island
 - Colleen Ross, Manager of Finance and Administration
6. Ksan Society
 - Amanda Bains, ED & Helena McGillivray, Housing Director
7. Lookout Society
 - Shayne Williams, CEO & Troy Balderson, Downtown Projects Manager
8. Rain City Housing
 - Catherin Hume, Co-Executive Director

PURPOSE: To hear a cross-section of views on the successes and opportunities for continuing improvements of supportive housing

DATE: October 10, 2019

TIME: 11:00 am – 12:00 pm

LOCATION: Oak Room 303 | Parliament Buildings

MATERIALS: Information Briefing Note

Christine White

Administrative Coordinator to the
Honourable Selina Robinson
Minister of Municipal Affairs and Housing
Room 310, Parliament Buildings
Cell: 250.812.8894 | Office: 778.974.6045



BRIEFING NOTE FOR INFORMATION

Date: October 5, 2019

Prepared For: Honourable Selina Robinson, Minister of Municipal Affairs and Housing
Honourable Judy Darcy, Minister of Mental Health and Addictions
Honourable Shane Simpson, Minister of Social Development and Poverty Reduction

Title: Non-Profit Housing Providers

Meeting With: A joint Minister Meeting with the following Non-Profit Housing Providers on October 10, 2019:

1. ASK Wellness Kamloops
 - *Bob Hughes, ED & Kim Galloway, Housing Director*
2. Atira Women's Resource Society
 - Janice Abbott, CEO
3. Coast Mental Health
 - *Bruce Smith, COO & Lisa Bui, Mental Health Worker*
4. Island Crisis Care Society
 - *Violet Hayes, ED & Patricia Anderson, Oceanside Program Director*
5. John Howard Society of North Island
 - *Colleen Ross, Manager of Finance and Administration*
6. Ksan Society
 - *Amanda Bains, ED & Helena McGillivray, Housing Director*
7. Lookout Society
 - *Shayne Williams, CEO & Troy Balderson, Downtown Projects Manager*
8. Rain City Housing
 - *Catherin Hume, Co-Executive Director*

KEY MESSAGES:

- **Currently there is no standard model for the delivery of clinical services in supportive housing.**
- **Feedback from operators identifies increased health needs of clients in supportive housing and increased need for clinical services.**

**BACKGROUND:**

People experiencing homelessness are not a homogenous group and have had different pathways into homelessness. Supportive housing tailors its response to clients' needs and provides a range of on-site, non-clinical supports to ensure housing stability. At present, there is no standard model for the delivery of clinical services for people living in supportive housing funded by BC Housing. Each health authority determines their level of involvement and type of clinical supports to be provided at the housing site, if any at all. The clinical approach varies not only by community but often project by project within the same community.

The lack of consistency in the clinical approach has been heightened during the Rapid Response to Homelessness program when, at times during the community engagement process it has been challenging to quantify the type of clinical services to be delivered.

A working group was convened this summer to discuss health and mental health services provided at some supportive housing sites, specifically to determine what services are being delivered in which health authorities and to determine how to improve consistency and availability of clinical supports and services.

Feedback from non-profit operators of supportive housing has identified a number of areas in which they feel clinical services are lacking and where Health could be more visible or involved. These are discussed in more detail below.

DISCUSSION:***Current Services Delivered by Health***

The type of clinical services is primarily decided through dialogue between the non-profit operator, BC Housing and community representatives from the regional health authority. Health authority representatives are actively encouraged to be involved in resident selection for supportive housing, particularly in communities which have a 'Coordinated Access and Assessment' process such as Victoria, Kelowna and Vancouver. Some of the current services delivered by health across BC include:

- Primary care through a nurse or nurse practitioner
- Medication management as part of a med program
- Health case management teams (Intensive Case Management or Assertive Community Treatment) to meet with existing clients to address mental health challenges, and
- Home support services provided on an as needed basis.

Increased Need for Clinical Services

Non-profit operators of supportive housing report significant increases in the health needs of people being housed. This is especially true in supportive housing sites with higher amounts of support resources, which includes the Rapid Response to Homelessness program (modular units).

Such reports are also reflected in the Vulnerability Assessment Tool data being reviewed by BC Housing, which shows an increase in the numbers of people who are chronically homeless who have moderate to severe mental health and substance use challenges. The complex health needs of the population being housed has been heightened further by the current opioid crisis which adversely impacts people who are homeless.

Additionally, non-profit housing operators report challenges regarding navigating the referral and intake systems for accessing Mental Health and Substance Use services delivered by health authorities and would



value health taking a more visible role at the supportive housing sites. Clinical services could be provided through a model of embedded services such as nursing positions (Johnson Street Community in Victoria) or through dedicated in-reach services.

Clinical services identified by non-profit providers which are currently lacking include:

- On site mental health and substance use workers to provide enhanced access to intake, rapid assessments
- Primary Care, Psychiatrist and Addictions Specialists
- Licensed Practical Nurse/Registered Nurse supports
- Specialist home support services-preferably delivered through the non-profit housing operator to ensure continuity of supports
- Nurse practitioners
- Specialist teams - especially Intensive Case Management supports

Homelessness Action Plan

In 2017, the Province mandated MAH and SDPR with the development of a Homelessness Action Plan. In November 2018, the policy direction and phasing of the proposed Plan was ratified by Cabinet. Rather than releasing the Homelessness Action Plan as a stand-alone strategy, the Budget 2019 Poverty Reduction Strategy by the Ministry of Social Development and Poverty Reduction included Actions on Homelessness. SPDR is leading the implementation of these actions and MAH retains responsibility for encampment prevention and response. BC Housing remains the operational lead for housing and homelessness.

Actions on homelessness included in the Poverty Reduction Strategy include a provincial rent bank, the creation of a new Office of Homelessness Coordination to work across governments and with stakeholders on targeted interventions, \$10-million in policy enhancements for income assistance clients, a 2020 Provincial homeless count and an additional 200 units of modular supportive housing.

Through the Office of Homelessness Coordination, the Province has provided a \$6 million grant to the Social Planning and Research Council of B.C. for a Homelessness Community Action Grant program.

The Ministry of Municipal Affairs and Housing is developing Encampment Response Guidelines for Ministries to serve as a resource for better coordination, best practices and processes – with the input and collaboration of social and landowner ministries, as well as BC Housing and public health agencies. Ministry staff are available to provide assistance and resources for stakeholders like local governments.

As part of Budget 2019, Treasury Board approved funding for MAH and BC Housing for the first year of some services to be delivered, as approved by cabinet, as part of the Homelessness Action Plan. **s.12; s.13**

s.12; s.13

s.12; s.13

Capital funding of \$53.486 million in 2019/20 and \$7.286 million in 2021/22 to fund land acquisition for one alternative shelter structure, and to construct 200 modular units was also approved and is included in BC Housing's capital plan.



Of the 200 supportive modular housing units funded in Budget 2019 under HAP, 4 projects (193 units) are under construction or proposed. The projects will be located in Maple Ridge (52 units), Gibsons (40 units), Vancouver (52 units), and Kelowna (49 units).

Attachments:

1. Roundtable Invitation
2. List of Invitees

PREPARED BY:

E. McNabb Advisor, Ext Relations
BC Housing
(604) 439-4703

APPROVED BY:

Greg Steves, Assistant Deputy Minister
Office of Housing and Construction Standards

Kaye Krishna, Deputy Minister

DATE APPROVED:

October 4, 2019

October 5, 2019



ATTACHMENT 1: Roundtable Invitation

Dear (FIRST NAME OF EXECUTIVE DIRECTOR),

On behalf of myself and my colleagues Minister Shane Simpson and Minister Judy Darcy, you are invited to join a meeting of supportive housing providers from regions across B.C.

Working in partnership with organizations like yours we've been able to deliver over 2,000 units of supportive housing across the province in less than two years. There's no question that supportive housing is making a big difference for the people who call these places home, as well as their communities, thanks to the dedication of organizations like yours. Our government recognizes that strong partnerships are key and we could not do this work without you. Thank you.

As we continue to move forward in delivering the full 4,700 units of supportive housing, we would like to hear a cross-section of views on the successes and opportunities for continuing improvements of supportive housing in our province.

If you are unable to attend personally, we hope you will consider having another executive level staff member attend on your organization's behalf. We also ask you to bring a frontline staff person from one of your organization's sites to share their day to day experiences of providing supportive housing.

The meeting will take place on Thursday, October 10th at 11:00am, in the Legislative Assembly of British Columbia (501 Belleville Street, Victoria).

Assistance is available to help cover the costs of your attendance at the meeting. Once you have confirmed your attendance, a staff member will follow up with information.

Please send your response by **September 30th** to Christine.White@gov.bc.ca to confirm whether your organization will be joining the meeting.

If you have any questions, do not hesitate to call my office at (250) 387-2283.

Sincerely,

Selina Robinson

Minister of Municipal Affairs and Housing

ATTACHMENT 2: List of Invitees

Roundtable Meeting with RRH and SHF Non-Profits

Region	Non-Profit	Executive Director	Contact Info
Vancouver Island	John Howard Society of North Island	Wendy Richardson	250-286-0611 wendy@jhsni.bc.ca
	Island Crisis Care Society	Violet Hayes	778-441-4227 Ext 2 vhayes@iccare.ca
Lower Mainland and Fraser Valley	RainCity Housing	Catherine Hume	604-215-5998 chume@raincityhousing.org
	Atira Women's Resource Society	Janice Abbott	604-813-0851 Janice_abbott@atira.bc.ca
	Lookout Society	Shayne Williams	shaynew@lookoutsociety.ca
	Coast Mental Health	Darrell Burnham	darrell.burnham@coastmentalhealth.com
Interior	ASK Wellness Kamloops	Bob Hughes	250-376-7558 bob@askwellness.ca
	John Howard Society of Central and South Okanagan	Dawn Himer	250-763-1331 s.22
North	Smithers Community Services Association	Catherine Olmstead	250-847-3712 Cathryn.olmstead@scsa.ca
	Ksan Society	Amanda Bains	s.22 amanda@ksansociety.ca

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

INFORMATION NOTE

DATE: October 3, 2019

PREPARED FOR: The Honorable Shane Simpson, Minister of Social Development and Poverty Reduction

ISSUE: Meeting with Supportive Housing Service Providers

BACKGROUND:

On Thursday October 10th at 11:00 am, Minister Selina Robinson, Minister Shane Simpson and Minister Judy Darcy will convene a joint roundtable with 10 non-profit supportive housing service providers. Discussion will focus on better understanding the successes and opportunities for continuing improvements of supportive housing across the province. Executive Directors from the 10 non-profits were encouraged to bring frontline staff member to share their insights and experiences based on their day-to-day working in supportive housing.

Recognizing the urgency of the housing and homelessness crisis, the 2017 Budget Update and Budgets 2018 and 2019 included major commitments to affordable and supportive housing. Through the *Rapid Response to Homelessness* program and *Building BC: Supportive Housing Fund*, the Province is providing funds to build and operate 4,700 supportive housing units. At this time, the Province has delivered 2,000 supportive housing units across B.C., in less than two years.

Supportive housing combines subsidized rental housing with flexible, individualized and voluntary support services for individuals with high needs, and limited experience living independently in stable housing. Some residents with high acuity may stay in supportive housing long term, whereas some residents may start in supportive housing and after a period of stabilization move to other housing options with less support.

Supportive housing is one option for housing the 'hard to house', specifically individuals who are chronically homeless. Generally, supportive housing buildings or units are referred to as 'low-barrier', aligning with the principles of Housing First, this means individuals are not required to stop any drug and/or alcohol use – it is their home.

Supportive housing provides 24/7 on-site staffing and support, which can include non-clinical supports, life skills development, meals and connections to primary health care, mental health or substance use services. BC Housing has evaluated resident outcomes across five new supportive modular housing complexes in B.C. (see attachment *BC Housing Supportive Housing Outcome Summary Report 2019*)

Cliff#: 201224

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Updated:

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MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INFORMATION NOTE

DISCUSSION:

The intersection of mental health, homelessness and housing has long been established. Due to the intensity and complexity of the housing and homelessness crisis, and of shared issues facing populations experiencing or at risk of experiencing homelessness, the Ministry of Social Development and Poverty Reduction (MSDPR), the Ministry of Municipal Affairs and Housing (MAH), and the Ministry of Mental Health and Addiction (MMHA) are coordinating efforts for a cross-government, collective approach.

Across the province, non-profit housing providers and municipalities have had significant challenges with the acceptability of supportive housing in many neighbourhoods. Many facing public NIMBY – Not In My Backyard, challenges to supportive housing buildings, before development and in some cases after residents have moved in. There are examples of the community accepting the supportive housing complex and residents even after strong NIMBY tensions. BC Housing has developed a *Community Acceptance of Non-Market Housing Toolkit* that provides advice based on experiences of B.C. municipalities and non-profit service providers (see attachment *BC Housing Community Acceptance of Non-Market Housing Toolkit 2019*).

Meeting with non-profit supportive housing service providers will allow MSDPR, MAH and MMHA to learn about successes and challenges to improve planning and coordination for people at risk or experiencing homelessness.

Representatives & Organizations for Lower Mainland and Fraser Valley

RainCity Housing

- Catherine Hume ^{s.22}
_{s.22}

- Provides housing and support services including temporary shelter, transitional housing, long-term housing, LGBTQ2S+ housing for youth, housing for women-led families and outreach based housing programs.
- Operates the new a modular supportive housing property at 45944 Yale Road in Chilliwack.
- Provides long term supportive housing in a variety of neighbourhoods and through partnerships with different non-profits.
- Offers a variety of outreach and case management programs.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

INFORMATION NOTE

Atira Women's Resource Society (Atira)

- Janice Abbott s.22
s.22

- Provides housing and programs for women and children affected by violence. In addition to supportive housing, Atira provides first and second stage transition housing, long term housing, low income housing and shelter space.
- Operates the Sarah Ross House, a temporary modular building completed in 2018. This is a partnership with BC Housing and the City of Vancouver.
- Offers the BC Housing Homelessness Prevention & Housing Outreach in Surrey and Vancouver.
- Provided property management support to Lu'ma Native Housing Society on the New Beginnings Supportive Housing project in Vancouver.

Lookout Housing & Health Society (Lookout Society)

- Shayne Williams s.22
s.22

- Provides housing and a range of support services to adults, and is operating in 14 municipalities in B.C.
- Manages 11 permanent supportive housing buildings; three buildings are managed in partnership with other non-profits.

Coast Mental Health

- Darrell Burnham s.22
- Provides housing and a range of support services, in addition to community-based mental healthcare.
- Operates two temporary modular supportive housing buildings: tə cecəw (The Beach), located in the Little Mountain neighbourhood, and Royal Crescent, Maple Ridge.
- A third temporary modular building will open soon located at 11749 Burnett St., Garibaldi Ridge.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

INFORMATION NOTE

Representatives for Vancouver Island

John Howard Society of North Island

- Wendy Richardson s.22
s.22

- Provides programming, support and supportive housing, with a focus on youth and family. There are currently two permanent youth transitional houses in Courtenay and Campbell River offering supported independent living for youth. One is targeted to youth transition from MCFD care to independent living.
- Lead agency for Foundry Campbell River.
- Delivers the Homeless Prevention Program and Outreach, funded by BC Housing.

Island Crisis Care Society (ICCS)

- Violet Hayes s.22
s.22

- Located in Nanaimo and Oceanside, ICCS provides housing and outreach programs. The origins of ICCS are faith-based.
- 7 supportive housing buildings. Orca Place is the newest which opened in Parksville in July, it is a three-storey permanent modular supportive housing featuring 52 studio and one-bedroom suites with 24/7 staffing and on-site supports.
- Recent recipient of funding for the Community Action Initiative to implement the Oceanside Outreach Program.

Representatives & Organizations for Interior

ASK Wellness Kamloops

- Bob Hughes s.22
s.22

- Provides housing and programming to support individuals experiencing homelessness or at risk of experiencing homelessness. ASK Wellness manages multiple supportive housing and semi supportive housing – for those requiring minimal support.
- Spero House is the newest modular housing complex run by ASK Wellness, which opened on April 1, 2019. Partners with City of Kamloops and BC Housing.
- Mission Flats supportive modular housing opened in October 2018 and was powered by a generator until spring 2019.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

INFORMATION NOTE

John Howard Society of Central and South Okanagan

- Dawn Himmer s.22
s.22

- Provides housing and programming for youth and adults, including affordable and supportive housing, and shelter spaces. Programs focus on employment and education and justice services.
- Hearthstone, Kelowna's most recent modular supportive housing, run by John Howard Society of Central and South Okanagan opened in October 2018.
- Aligning with the Kelowna Journey Home Strategy and Journey Home Society.

Representatives & Organizations for North

Smithers Community Services Association (SCSA)

- Catherine Olmstead s.22
- Provides housing and social programming and services. Housing offered includes subsidized housing options for seniors and families, shelter spaces and supportive housing.
- Goodacre Place, a permanent long-term supportive housing building with shelter space opened on February 8, 2019. Goodacre Place a partnership between SCSA, the Town of Smithers, the Wet-suwet'en, BC Housing and Nomadic Modular Structures.
- Delivers the Homeless Prevention Program and Outreach, funded by BC Housing.

Ksan Society, Terrace

- Amanda Bains s.22
s.22

- Provides housing and programming for women and children fleeing violence. Housing offered includes: affordable and subsidized housing, second stage transitional housing and supportive housing.
- Sonder House is Terrace's newest modular housing which opened in June 2019. Sonder House is part of two separate building projects, Sonder House is supportive housing and Stone Ridge Estates is affordable housing.
- Provides scattered Rental Subsidies for women and children fleeing abuse.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION INFORMATION NOTE

Enclosures/Attachments

BC Housing Supportive Housing Outcome Summary Report 2019

BC Housing Community Acceptance of Non-Market Housing Toolkit Introduction 2019

Prepared by:

Norris Miller
Senior Policy Analyst
Office of Homelessness Coordination
778-572-3782

Reviewing path: Jennifer Miller, Director / Raymond Fieltsch,
Executive Director / Debi Upton, ADM / David Galbraith, DM