

Seniors Services Society - SHINE Progress Report and Letter

From: s.22
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Cc: Alison Silgado <Alisons@seniorsservicessociety.ca>
Sent: August 13, 2020 11:24:00 AM PDT
Attachments: Seniors Services Society of BC-SHINE Progress Report.pdf, Seniors Services Society of BC SHINE Program -Letter.docx

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Dear Sir:

Please find enclosed our letter and progress report on the Shine (Seniors Housing Information & Navigation Ease) program.

Best Regards,
Christine Palmer

**Manager SHINE Program
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC, V3M
Phone: 604-520-6621 Fax: 604-520-1798
christinep@seniorsservicessociety.ca
Cell: 604-356-8718**

FW: Seniors Services Society of BC-SHINE Progress report and Letter

From: McInnes, Mark MMHA:EX
To: Hold - 211020 - Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 18, 2020 1:37:00 PM PDT
Attachments: Seniors Services Society of BC SHINE Program -Letter.docx, Seniors Services Society of BC-SHINE Progress Report.pdf
Forwarding due to funding request in the letter (Word doc) enclosed.

From: s.22
Sent: August 13, 2020 3:24 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: Seniors Services Society of BC-SHINE Progress report and Letter

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SENIORS SERVICES SOCIETY OF BC

SENIORS HOUSING INFORMATION AND NAVIGATION EASE (SHINE)

FIRST YEAR PROGRESS REPORT
APRIL 2019 - JULY 2020



Seniors
Services
Society
of B.C.

PROJECT OVERVIEW

The Seniors Services Society of BC (SSS) is grateful to the Province of BC, Ministry of Mental Health and Addictions, and the Ministry of Health and would like to express our heartfelt thanks for providing funding for the SHINE program seniors service model dedicated to improving, strengthening and increasing tailored support services so seniors can live with dignity in a safe, affordable manner.

1 in 5 Canadians have a friend or acquaintance who has been homeless.

The SHINE Program is the culmination of the Seniors Services Society of BC's vision for a province-wide, integrated model of housing and mental health/addictions information and support services for seniors.

Just under 1 in 6 Canadians are worried or somewhat worried about paying their housing costs.

The SHINE initiative has been implemented in stages and is in alignment with the United Way Better at Home Healthy Aging Pillars. SHINE addresses the important and inter-related factors of Isolation, Social connection, Healthy lifestyle and Exercise, Housing Navigation, Community Connection, Mental Health & Wellness, Learning and Skills development.

1 in 4 renters are worried or somewhat worried about paying their housing costs next month.

With the COVID-19 crisis still in effect and the moratorium on evictions and payment

of rent soon coming to an end in September, connecting vulnerable seniors to resources and supports connecting vulnerable seniors to resources to ensure they have individualized housing and related support services is both timely and urgent.

"SHINE aims to reduce seniors' vulnerability to mental health and addictions issues and to improve the ability of seniors to age with dignity in the place of their choice."

For many seniors in BC, navigating housing, financial assistance, health care, mental health /addictions and other services can be extremely difficult without assistance. Seniors who do not have access to appropriate housing and relevant supports are at risk of poverty, negative health outcomes, discrimination and inequality.

SSS is committed to the refinement of the SHINE model to build on existing strengths, lessons learned, and remains flexible in incorporating best practices as they emerge.

(data from: Recovery for All: Proposals to Strengthen the National Housing Strategy and End Homelessness Nanos Research poll commissioned by the Canadian Alliance to End Homelessness)



BACKGROUND

Seniors Services Society of BC (SSS) has a long and successful history of delivering services to seniors who are at risk of, or are experiencing a housing crisis through its Temporary Housing Program, Housing Outreach services and Housing Navigator services.

Housing Navigators provide housing information and individualized support to adults 60+. Housing Outreach delivers one on one support to seniors who are homeless or at risk in the Lower Mainland.

Our Temporary Housing program (THP) provides short term accommodation to seniors who are able to live independently. Homelessness Prevention provides support and portable rent supplements to identified at risk groups facing homelessness.

Our Support Services program provides a broad range of Better at Home programs including social outings via the SSS bus, Meals on Wheels, food security, medical transportation, tax and legal clinics.

The Community Education department provides educational sessions such as Housing Navigator Training for seniors and those who work with seniors.

An important factor in our success continues to be strong alliances, formal collaborations and strategic partnerships. SSS is an early adopter of promising practices.

"Adults 60+ are connected with a variety of support and social programs to enhance their lives."

Research Project: SSS is a participant in the 5-year SFU Gerontology dept. research study Aging in the Right Place. The study is examining promising practices in housing models to address and prevent later life homelessness in three major Canadian cities including Vancouver. SSS's THP was selected as a promising program by the researchers, whose aim is to identify best practices for the sector.

SENIORS SOLUTIONS LAB

SSS has led the Seniors Housing Stability Solutions Lab is a multi-sector initiative organizing workshops on areas of common concern. Our 55 participants included representatives from the housing and health sectors, municipalities, service and housing providers, funders, education and research sectors.

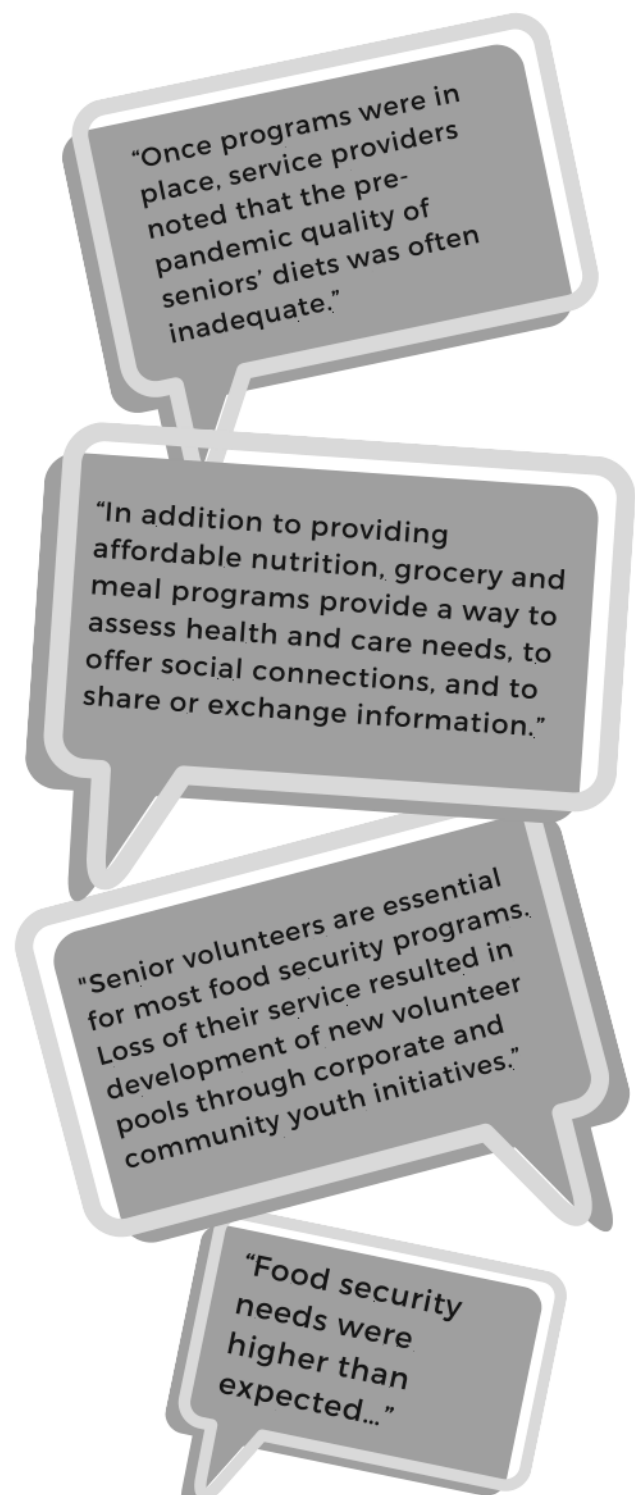
The inaugural workshop in 2018 addressed the question:

What might enable low-income senior renters in multi-unit buildings to retain their housing, age in right place and thrive?

The July 2020 Solutions Lab workshop addressed the impact of COVID-19 on Housing and Services for Low-income Senior Renters.

The five themes identified were:

1. Preventing Seniors Homelessness
2. Keeping Senior Renters in their Homes
3. Long-Term Seniors Housing Stability
4. Removing System Barriers
5. Proactive Policies



FEEDBACK FROM THE SOLUTIONS LAB

CHALLENGES

In the past several months, and especially since the advent of the Covid-19 pandemic, information from the field, seniors, governments, private and non-profit service providers and other stakeholders has pointed to the ongoing and worsening housing crisis in the province of BC. This extends to seniors living in owned houses, as well as condos and independent living residences. This crisis has the potential to undermine the housing stability of seniors in the province for some time to come. The combined impacts of housing instability, Covid-19 and mental health challenges are likely to result in an unprecedented wave of devastation for seniors in the next few years.

An RBC Economic Research study on Housing (September 2018) pointed to the dire situation of housing affordability in BC, stating the percentage share of income a household would need to cover ownership costs in Vancouver are 88.4%, with the national average being 53.9%.

A Seniors Housing report released by the Canada Mortgage and Housing Corporation in 2019 stated that: "Average rent for independent living space in BC increased by 5.4% to \$3,275 in 2019.

Among all unit types, the highest rent increase was 22% in bachelor/studio

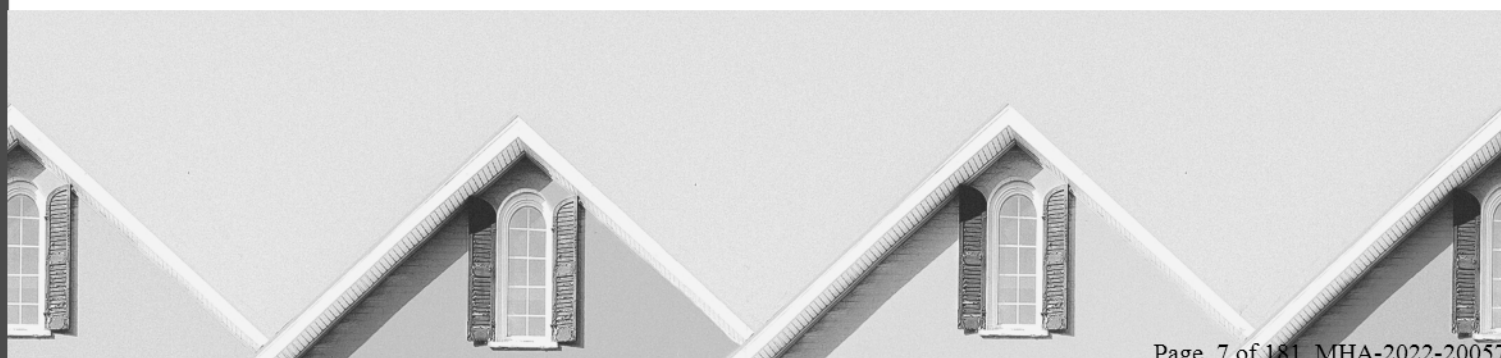
units, since most regions saw a decline in the number of spaces in such units in 2019."

In addition, in June 2020 the BC Financial Services Authority stated in a letter to the Honourable Carole James, BC Minister of Finance and

"Approximately 100,000 seniors are living below the poverty line in BC and 24% of the homeless population in metro Vancouver are seniors.

Deputy Premier that the strata insurance market in BC is "unhealthy" and that insurance premiums have risen across the province on average by about 40% in the past year. Many seniors, especially those with increasing and complex health needs due to aging, financial hardship/ poverty and lack of supportive social systems may soon find themselves unable to retain appropriate housing so they can successfully age in place.

Approximately 100,000 seniors are living below the poverty line in BC and 24% of the homeless population in metro Vancouver are seniors. This situation is poised to become worse unless seniors are able to build coping skills to negotiate the challenges of the emerging new reality.



GAPS

Since its inception, the SHINE program has worked towards forming strategic alliances and collaborations with other senior-serving agencies in order to achieve a streamlined, efficient and effective model of services to ensure that seniors who are experiencing or at risk of experiencing housing instability and homelessness are supported to maintain housing appropriate to their needs and age safely in place. We have identified the following gaps:

Isolation: Covid-19 has increased risk and strengthened the case for supports to housing for seniors. Many seniors are experiencing increased challenges in the new reality of social and physical distancing and require innovative community-based methods to bridge the gaps in face to face and in-person services.

Access to Mental Health Services: Seniors with physical or mental health related issues or inability to navigate supports available become vulnerable to losing their current housing and are at risk of homelessness. Pre-existing, emerging and complex mental health issues require skilled support. Timely access to medical, mental health and substance use services is paramount in prevention.

Place based Supports: Seniors who are able to maintain satisfactory housing situations may not be able to access needed services and may fall through the cracks becoming inappropriately housed or homeless, leading to further problems requiring a higher level of intervention. "Aging in place" has been determined to be a strong practice in promoting a higher quality of life, dignity and self-determination of seniors.

"Research undertaken by the Housing Agency in 2016 into older people's housing showed that older people report a high level of satisfaction with their homes (88%); however, what was also found was that some of this contentment had less to do with the dwelling and much more to do with an attachment to location, community, friends and family." (Housing Agency/ ISAX (2016) 'Housing for Older People - Thinking Ahead')

Seniors have been shown to experience less physical, mental and health challenges and to thrive when they are able to age in place in familiar surroundings of their choosing and maintain vital social and community connections.

TOP REASONS THAT SENIORS BECOME HOMELESS IN BC, AS IDENTIFIED BY SENIORS SERVICES SOCIETY OF BC ARE:

- Unpaid rent (due to memory loss, accessibility to the bank, budgeting, affordability)
- Home cleanliness & hoarding
- Lack of food security
- Decline in personal hygiene or self-care
- Lack of social network or support system
- No access to medical appointments
- Unable to organize their personal affairs, bills, paperwork, forms, etc.
- Vulnerable to scams and thieves
- Don't know how or who to ask for help



24%

*of the homeless population in
Vancouver are seniors*

\$3,275

*Average rent for independent
living space in BC increased by
5.4% in 2019*

IMPACT OF COVID-19

Seniors living alone, especially those who experience some form of early dementia, may become confused and stressed by the requirement for physical distancing, remembering not to touch items in stores and not being able to use cash. Many seniors rely on malls, parks, libraries and community centres as an essential part of their social and community connection.

Banks, malls and other institutional shutdowns and disruptions in accessibility of transportation and health services such as eye doctors and dentists have exacerbated problems associated with isolation. These challenges are magnified by concerns over the risk of contracting COVID-19 when accessing services.

In the past few months, our volunteers and staff have reported that the advent of long line ups resulting in extended standing, reduced banking and ATM hours and directional signs on the floors of aisles are a few examples of the current changes that are frustrating and disconcerting to the seniors we work with.

"Canadian Census data (2019) shows that 24.6% of seniors aged 65 and above, now live alone with little or no family or friend contacts."

Canadian Census data (2019) shows that 24.6% of seniors aged 65 and above, now live alone with little or no family or friend contacts. The health impacts of this are serious.

Women and seniors are especially at risk for mental health issues during this time. Preventative measures aimed at reducing susceptibility to the onset and progression of symptoms may result in the need for higher levels of care and more costly interventions down the road.

The past several months have highlighted the importance of user-friendly, strengths-based, person-centered services to reduce isolation, improve mental and physical well being, promote development of new skills and improve housing stability.

SOCIAL ISOLATION IS A CONCERN BECAUSE OF THE NEGATIVE IMPACT ON INDIVIDUALS AND THEIR FAMILIES. RESEARCH HAS FOUND THAT SOCIAL ISOLATION AND EXCLUSION ARE ASSOCIATED WITH:

- increased chance of premature death
- lower general well-being
- depression
- disability from chronic diseases
- poor mental health
- increased use of health/support services
- reduced quality of life
- poor general health

(HelpAgeCanada.ca)

KEY FACTORS

The following Key factors have been identified as integral to services promoting safe, secure and appropriate housing in collaboration with seniors to enhance social, physical and mental well-being.

Community Education: SHINE reached out to Family Practice regional divisions and plans are underway to deliver workshops to Medical Office Assistants and medical testing centres (LifeLabs) to educate staff on the unique needs of seniors.

Addressing Abuse and Neglect: SSS established the New Westminster CRN, a chapter of the BC Assoc. of Community Response Networks). As the local host agency, we facilitate prevention and education activities with local stakeholders toward an end to abuse, neglect and self-neglect of vulnerable older adults.

Transportation: SHINE contributed to the purchase of a 16 passenger wheelchair lift equipped bus supporting seniors' transportation needs such as medical appointments, pharmacy pickups, social events and planned outings.

Place Based Support Programs: SHINE collaborated with Brightside Community Homes Foundation and the West End Seniors Network Society provide place based support services to seniors that empower them to maintain safe secure homes.

Mental Health & Wellness: The SHINE program has formed a partnership with Westminster House Society to provide an online version of their women's addictions residential treatment program for senior women who are unable or unwilling to access group or in-person services.

"SSS has identified several key factors and essential links necessary to assist seniors to find and maintain appropriate, longer-term independent housing situations."

Social and Recreational Activities: A partnership is in place with the Active Aging Society and UBC to deliver a virtual model of the Choose to Move initiative in support of seniors' remaining active, healthy and socially connected.

SHINE partners with the SFU Science and Technology for Aging Research Institute (STAR) which has created a series of COVID-19 resources for seniors that address technology basics and mental wellness resources.



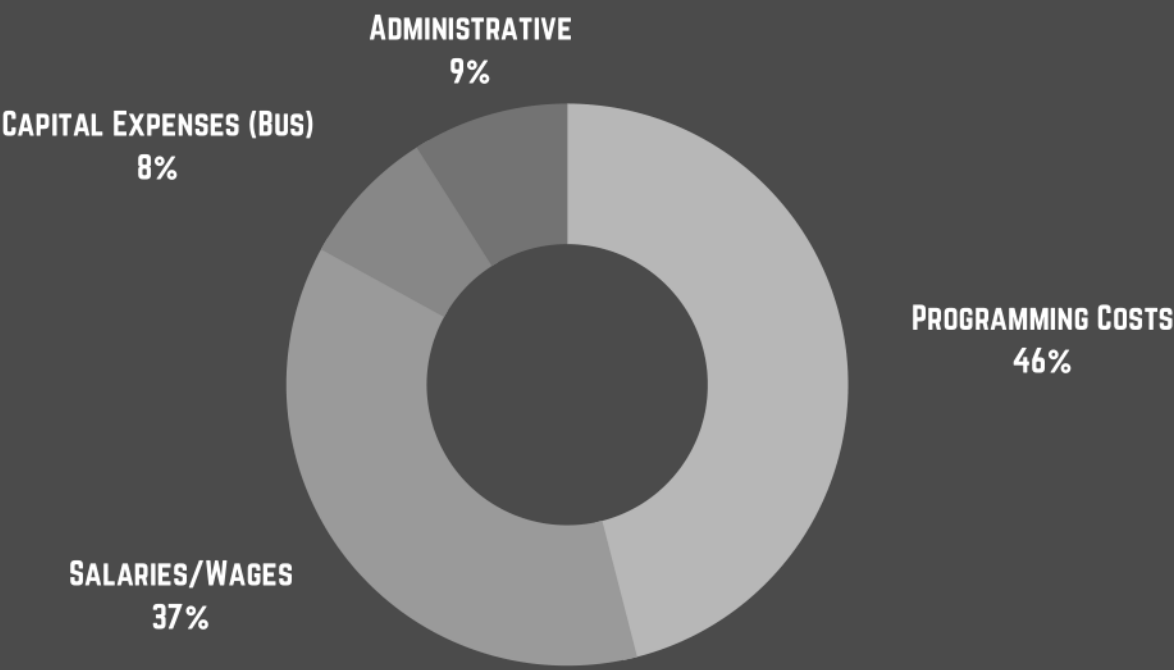
PROGRESS REPORT HIGHLIGHTS

YEAR 1: APRIL 1, 2019 – JULY 31, 2020

- Recruitment, selection and hiring of SHINE Program manager. Provides consultation on Mental health and addiction issues and complex cases.
- Conduct Introductory meetings with local and regional stakeholders to assess needs and priorities and to identify potential partners; consultation with Senior-serving community and I&R specialist agencies
- Conduct environmental scan of seniors' Mental health & addictions resources in the province of B.C. Hiring website designer to import data to Seniors Services website with a user-friendly design for a Seniors' specific mental health and addictions resource
- Recruitment and hire of Community Connector position for New Westminster and surrounding communities to research, design and implement social and educational programming onsite at seniors' residences to promote healthy lifestyle and community engagement
- Memoranda of Understanding signed between Seniors Services Society of BC (Vancouver-Coastal/Fraser health), Nanaimo Family Life Association in Nanaimo (Vancouver Island health) and Seniors Outreach Services Society in Kelowna (Interior health) to provide SHINE regional services in two satellite locations
- Contract with videographer to produce an 8-minute program video featuring staff interviews and client stories (Target date for completion: Fall 2020 in time for a planned Seniors Symposium event)
- Redesign of program components and restructuring of service provision to fit the emerging reality of COVID-19 and its impact on seniors, gathering feedback to ascertain needs and pivoting to provide virtual resources and facilitate connection to supports

EXPENSES

APRIL 1, 2019 TO JULY 31, 2020



FINANCIAL REPORT

Projected cost expenditures were slightly delayed due to the Covid-19 emergency; however, the SHINE program is on track with approximately 50% of funding for the 2019-2020 year spent and/or allocated to program costs, administrative and capital costs.

Investment in technology, such as a Zoom platform, enhanced Cloud services, acquisition of updated devices (iPhones and laptops),

upgrading of software programs and redesign of our website to house the new Mental health & Addictions Directory has streamlined and ensured consistency and efficiency of service provision within and across program areas and between Seniors Services Society and the satellite host sites.

Further costs are allocated to support program maintenance and roll-out, including a seniors' focused symposium event and program evaluation report in the second year to March 31, 2021.



NEXT
STEPS:A
PROVINCIAL
EXPANSION

In the past year, the SHINE Program has accomplished important targets in the areas of project initiation and implementation. The intention of the program is to strategically roll-out program components in stages that build upon one another as they come together to form an integrated network of partner agencies working together to provide one to one, in person, telephone and web-based resources and supports to vulnerable seniors in B.C.

NEXT STEPS CON'T

Our goal is to provide housing navigation, support and education services to assist seniors in aging in place so that they can maintain physical, mental and emotional health as long as possible.

Our vision is to continue to build on the learnings and successes of SHINE by expanding the model to encompass all the regions of the province of BC.

This will be accomplished through an engagement process taking into account the unique characteristics, strengths and challenges of each community. Services will include:

Navigation: Housing navigation for seniors who are vulnerable and at risk of homelessness.

Community Connection: Information and referral and community service navigation delivered to connect seniors to social and community supports. Services will be delivered online and include food security, transportation to appointments, light housekeeping, friendly support check-in calls, connection to physicians, book and movie clubs, etc.

Mental Health and Wellness: Seniors will be connected with specialized mental health and wellness programming through partnerships with service providers within the funded system of care.

"Our vision is to continue to build on the learnings and successes of the SHINE initiative to address the identified challenges and to expand the model to encompass all the regions of the province of BC."

Virtual Education and Intervention:

Keeping seniors informed and socially engaged with online education, supporting new skill development and increasing comfort using computers and cell phones and associated social and business platforms. Providing online access to a continuum of programs to keep seniors safe while accessing lifestyle and exercise, nutrition, wellness and educational activities.



Meet Georgiana

<https://youtu.be/LUq232yRALA>

CONCLUSION

Using the learnings and skills gained so far, SSS seeks to implement the SHINE wrap-around model in all other regions of the province, reaching out to local universities and colleges, medical providers, housing and support services for seniors in each area and connecting all satellite hubs in a network of collaborative partners.

We will additionally be able to track and identify the impact of COVID-19 and associated social distancing on the health, day to day functioning and quality of life of seniors.

The Seniors Services Society of B.C. is proud to be a partner with the Province for the provision of a strengths-based, senior's specific, person-centered service serving British Columbia's older adult population. Thank you for your support.

For more information, contact:

Alison Silgardo, CEO
Seniors Services Society of B.C.
750 Carnarvon Street
New Westminster, BC V3M 1E7
Phone: 604-520-6621
Fax: 604-520-1798



**Seniors
Services
Society**
of B.C.



RE: Seniors Services Society of BC-SHINE Progress report and Letter

From: McInnes, Mark MMHA:EX
To: s.22
Sent: August 18, 2020 1:59:09 PM PDT
Attachments: image001.jpg
Hi Christine,

Thank you very much for this. I am happy with the report and thankful for what your organization is doing.

I have forwarded the email on to our Deputy Minister's Office in accordance with practice for the funding request in the letter. I understand the coordinator is away on holiday and will return next week.

I am also forwarding to our finance team regarding necessary changes to the grant agreement. This will likely include a modification agreement outlining the changes to the program and its timeline. If that's the case we can work together on that.

One thing I know they would like is a financial snapshot of how the grant funding has been used to date. Is there an Excel page in addition to the financial report and pie chart on page 11 that we could receive? I'll keep you updated with anything else.

Thanks again!

Sincerely,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



From: s.22
Sent: August 13, 2020 3:24 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: Seniors Services Society of BC-SHINE Progress report and Letter

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Best Regards,
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Phone: 604-520-6621 Fax: 604-520-1798
christinep@seniorsservicessociety.ca
Cell: 604-356-8718

FW: Seniors Services Society of BC-SHINE Progress report and Letter

From: McInnes, Mark MMHA:EX
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 18, 2020 2:53:47 PM PDT
Attachments: Seniors Services Society of BC SHINE Program -Letter.docx, image001.jpg, Seniors Services Society of BC-SHINE Progress Report.pdf

Hi Kyle,

Keeping you informed that this progress report has both a funding and modification request attached in the letter:

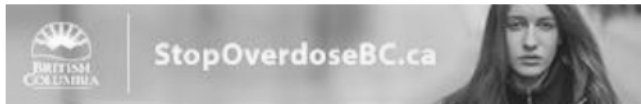
To achieve this goal, we are respectfully asking for additional support in the amount of \$500,000.00 for the remainder of the SHINE project timeline to March 31, 2021 and an extension of the project for an additional two years from April, 2021 to March, 2023, with funding of \$4,000,000.00 over two years.

Their progress report does not contain a very fulsome financial snapshot and I have thanked them and requested that information. Their report states they have spent about half the budget, page 11.

My reading of this is they would like both additional funding and an extension to their project timeline. I am not sure if the modification would need to be contingent on whether the additional funding is approved?

Thanks,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



From: s.22
Sent: August 13, 2020 3:24 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: Seniors Services Society of BC-SHINE Progress report and Letter

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Dear Sir:

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Best Regards,
Christine Palmer

Manager SHINE Program
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New Westminster, BC, V3M

Phone: 604-520-6621 Fax: 604-520-1798
christinep@seniorsservicessociety.ca
Cell: 604-356-8718



750 Carnarvon St., New Westminster BC V3M 1E7 | Charitable Tax #: 801388547 RR0001
Phone: 604-520-6621 | Fax: 604-520-1798 | www.seniorsservicesociety.ca

August 12, 2020

Mark McInnes
Policy & Project Analyst
Ministry of Mental Health and Addictions
P.O. Box 9672, STN PROV GOVT,
Victoria, BC, V8W 9P6

Re: Seniors Services Society of BC – Seniors Housing Information and Navigation Ease (SHINE) Program.

Dear Sir:

Seniors Services Society of BC has over 40 years experience as front-line service providers of Seniors Housing Navigation in British Columbia. We are proud to have been awarded funding in 2019 by the Ministry of Mental Health and Addictions and the Ministry of Health to pilot our expanded SHINE BC Program (Seniors Housing Information & Navigation Ease) which assisted in carrying out our Provincial Government's commitments within the Homes for BC: 30 Point Plan, Public Health Act, Poverty Reduction Strategy, & the Mental Health & Addictions Strategy.

Approximately 100,000 seniors are living below the poverty line in BC. A startling 24% of Metro Vancouver's homeless population are seniors. Annually, we assist over 6,000 BC seniors over the phone and over 24,000 seniors browse our website for housing navigation support, many of whom are finding themselves homeless for the first time and/or living at-risk of losing their housing all the while living in poverty with multiple health complications.

SSSBC has demonstrated a coordinated, inter-ministry, preventative approach to supporting B.C.'s most vulnerable seniors, with a mutual goal of ensuring seniors feel safe, secure in their housing, have reduced dangers of losing their rental housing, and live their final years with health and dignity.

Using the learnings and skills gained so far, SSSBC seeks to implement the SHINE model in all other regions of the province, reaching out to local universities and colleges, medical providers, housing and support services for seniors in each area and connecting all satellite hubs in a network of collaborative partners.

To achieve this goal, we are respectfully asking for additional support in the amount of \$500,000.00 for the remainder of the SHINE project timeline to March 31, 2021 and an extension of the project for an additional two years from April, 2021 to March, 2023, with funding of \$4,000,000.00 over two years.



750 Carnarvon St., New Westminster BC V3M 1E7 | Charitable Tax #: 801388547 RR0001
Phone: 604-520-6621 | Fax: 604-520-1798 | www.seniorsservicesociety.ca

The Seniors Services Society of B.C. is proud to be a partner with the Province for the provision of a strengths-based, senior's specific, person-centered service serving British Columbia's older adult population. Thank you for your support and your dedication to improving the lives of our vulnerable seniors in British Columbia.

Yours Sincerely,

Alison Silgado

Alison Silgado, CEO
Seniors Services Society of B.C.
750 Carnarvon Street
New Westminster, BC V3M 1E7
Phone: 604-520-6621
Fax: 604-520-1798

RE: SHINE Proposal

From: McInnes, Mark MMHA:EX
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 23, 2021 8:52:58 AM PDT
Attachments: image001.jpg
Hi Joanna,

Thanks for the follow up! I did forward your previous email to our finance team and have not heard back yet.

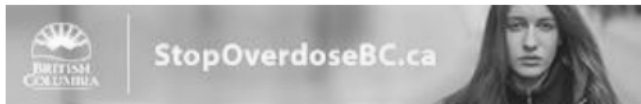
I personally do not have insight on the process outcomes and have communicated to SHINE and Christine Palmer that the DMO receives grant funding proposals with a timeline of post-March for results. Unfortunately I've no further information to be helpful!

I previously forwarded to Kyle Johnson, Director, Financial Management and Reporting. Kyle can be reached at Kyle.Johnson@gov.bc.ca.

Please let me know if there's anything else, and thanks again for the reminder!

Regards,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 23, 2021 8:43 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

Following up on my email below. If there's someone else on your team that I should be connecting with, please let me know. Cheers,

Joanna

From: Drake, Joanna HLTH:EX
Sent: April 21, 2021 1:51 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: FW: SHINE Proposal

Hi Mark,

I'm hoping to connect with you on the Seniors Services Society's SHINE proposal that you've been involved with. Alix Adams (Director, Home Health) and I met with Alison Silgado last week about a separate request for funding, and their concern about ongoing funding for SHINE was discussed.

Are you able to provide an update on the status of this request? My understanding from Alison is that they've managed to find funding for another 1-2 months but are otherwise at a fiscal cliff.

For your information, our Higher Needs program has just started a new stream of funding for Navigation and Peer Support, which is in line with the role of SHINE. We had funding for 11 programs (they are 2-year demonstration projects), and United Way of the Lower Mainland (who provides program management) managed to secure funding for 2-3 more. Seniors Services Society was one of 69 applications for funding and were not successful.

I'm happy to set up a time to call. I know Alison is anxious to hear back from us, so any update is much appreciated.

Joanna

Joanna Drake

A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>

Sent: April 21, 2021 11:19 AM

To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Subject: RE: SHINE Proposal

Yes, I agree. They are a really nice group doing good work so its unlucky that they didn't get funded.

At this point MHSU doesn't really have a role. The SHINE program as it is currently is about Seniors and housing. There is a MHSU component in their SHINE proposal (Outreach workers) but currently there is nothing for us to address.

However Mark from MMHA has been working with them on some programing and they did receive \$500,000. In 18/19 from MMHA.

I think it would be most appropriate to connect with Mark and if something comes up on a MHSU operational level I'm happy to step back in.

Let me know if that works for you.

Thanks, Allie

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Sent: April 21, 2021 10:24 AM

To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>

Subject: RE: SHINE Proposal

Hi Allie,

Alix has asked that I work with you and MMHA to write up options/recommendations for this proposal. At this point, are you still involved, or should I be connecting solely with Mark?

Thanks for clarifying. I agree this as been a run of unfortunate events; it would be nice to close the book one way or another.

Joanna

Joanna Drake

A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>

Sent: April 21, 2021 9:21 AM

To: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>; Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: RE: SHINE Proposal

Hi Alix,
Mark McInnes at MMHA has been working closely with Alison Silgado over the past two years. He might be able to provide some insight into what MMHA has done for SSBC (and might be doing currently). I believe the issue has been that they have applied to several places for funding for different programs. And then they had the wrong contact names so the proposals didn't get through to the correct areas.
It's a run of unfortunate events.
Anyways let me know if you need any further info. Thanks, Allie

From: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Sent: April 21, 2021 9:02 AM

To: Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>; Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>; van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Subject: RE: SHINE Proposal

Hello Alix, Allie Goodfellow has been working on this file and will be able to give guidance, she will also provide you with the MMHA contact she has been working with. I am available if there are any red flags.

Gerrit van der Leer
Director
Mental Health and Substance Use
Health Services Division
Ministry of Health
6-2, 1515 Blanshard St
Victoria BC V8W 3C8
Ph. (250) 952 1610 Fax: (250) 952 1282
Email: Gerrit.vanderLeer@gov.bc.ca
Admin Support: Jack Edwards email: Jack.Edwards@gov.bc.ca ph 236 478 1594

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From: Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Sent: April 21, 2021 8:25 AM

To: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: SHINE Proposal

Hi Gerrit,

I spoke with Alison Silgado of the Seniors Services Society of BC late last week. My contact was not related to the SHINE proposal, rather it was about another funding proposal she submitted and which we referred to BC Housing. Having said that, Alison expressed her organization's priority to address SHINE funding. I believe the eAPP to PS Elmore is still in approvals, but I'm wondering as per the advice, who on your team and/or in MMHA I can connect with to discuss the proposal and next steps. It is unfortunate the proposal was not received in order to be considered for YE funding. Alison reports they are at cliff funding and are urgently asking for response.

Thanks,

Alix Adams
Director, Home Health
BC Ministry of Health
Office: (250) 952-2857
Mobile: (250) 896-8471

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RE: SHINE Proposal

From: McInnes, Mark MMHA:EX
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 26, 2021 9:01:17 AM PDT
Attachments: image001.jpg
Hi Joanna,

I see now, thank you for clarifying. I do know per previous communication with Allie that there have been a few ministries approached but did not know there'd been some series of unfortunate clerical errors and multiple proposals.

I don't know the particulars of the review process at the DMO but I believe there is a panel involving the program areas.

I will inquire further today and hope to get back to you end of day or tomorrow latest and we can reconnect about coordinating a response.

Mark

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 26, 2021 8:53 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

Thanks for being my contact. And yes, part of the confusion is that there were originally two proposals from SSSBC, with overlapping features, neither of which started in the right place. So, it's been challenging to figure out. That said, the only one outstanding a decision is the SHINE proposal.

The reason I'm looking for a decision from MMHA is that both of our ministries were the recipient of the funding request, i.e. "We are requesting \$3,163,888 over two years from the Ministry of Mental Health and Additions and the Ministry of Health to continue funding SHINE due to its resounding success." Therefore, my director would like to see a coordinated response from both MMHA and MOH is required, and I'm trying to figure out who from MMHA has reviewed the proposal and made a recommendation.

Hopefully that helps to explain where I'm coming from. Happy to have a conversation if that's easier. Thanks again,

Joanna

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: April 26, 2021 8:23 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Joanna,

I'm happy to help how I can. I and a couple others monitor and interface with the organizations who have received grant funding from our Ministry as part of their responsibility to report but I do not review and make recommendations on funding proposals.

I might only be able to connect with you on some of the puzzle pieces you're looking for... Have you connected with Allie Goodfellow in Mental Health and Substance Use at HLTH?

HLTH made a request for background info regarding a grant agreement signed in 2019. If you think that's helpful I can supply the email chain.

Would you be able to clarify if you mean there's been different iterations of a proposal going around or the same one?

Thanks, and I hope that helps!

Mark

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 23, 2021 12:12 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

I'm sorry to follow up again. This proposal has gone around so many times, it's hard to keep all the pieces straight.

Can you clarify who from MMHA reviewed the SHINE proposal and made a recommendation for/against funding before it went to Kyle/DMO? I'm assuming that would happen within a program area, and I would like to connect with that person to help create a coordinated response to SSSBC.

Still waiting to hear from Kyle, but more pieces to this puzzle would be helpful. Going forward, too, are you the best contact on this file? Cheers,

Joanna

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: April 23, 2021 9:01 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: SHINE Proposal

Will do.

Thank you.

Mark

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 23, 2021 8:59 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Thanks, Mark. I'll follow up with Kyle. However, if you happen to hear anything else, please let me know.

Joanna

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: April 23, 2021 8:53 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Joanna,

Thanks for the follow up! I did forward your previous email to our finance team and have not heard back yet.

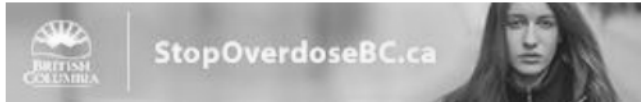
I personally do not have insight on the process outcomes and have communicated to SHINE and Christine Palmer that the DMO receives grant funding proposals with a timeline of post-March for results. Unfortunately I've no further information to be helpful!

I previously forwarded to Kyle Johnson, Director, Financial Management and Reporting. Kyle can be reached at Kyle.Johnson@gov.bc.ca.

Please let me know if there's anything else, and thanks again for the reminder!

Regards,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 23, 2021 8:43 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

Following up on my email below. If there's someone else on your team that I should be connecting with, please let me know. Cheers,

Joanna

From: Drake, Joanna HLTH:EX
Sent: April 21, 2021 1:51 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: FW: SHINE Proposal

Hi Mark,

I'm hoping to connect with you on the Seniors Services Society's SHINE proposal that you've been involved with. Alix Adams (Director, Home Health) and I met with Alison Silgardo last week about a separate request for funding, and their concern about ongoing funding for SHINE was discussed.

Are you able to provide an update on the status of this request? My understanding from Alison is that they've managed to find funding for another 1-2 months but are otherwise at a fiscal cliff.

For your information, our Higher Needs program has just started a new stream of funding for Navigation and Peer Support, which is in line with the role of SHINE. We had funding for 11 programs (they are 2-year demonstration projects), and United Way of the Lower Mainland (who provides program management) managed to secure funding for 2-3 more. Seniors Services Society was one of 69 applications for funding and were not successful.

I'm happy to set up a time to call. I know Alison is anxious to hear back from us, so any update is much appreciated.

Joanna
Joanna Drake
A/Manager, Home Health | Seniors' Services Branch

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From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Sent: April 21, 2021 11:19 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: SHINE Proposal

Yes, I agree. They are a really nice group doing good work so its unlucky that they didn't get funded. At this point MHSU doesn't really have a role. The SHINE program as it is currently is about Seniors and housing. There is a MHSU component in their SHINE proposal (Outreach workers) but currently there is nothing for us to address. However Mark from MMHA has been working with them on some programing and they did receive \$500,000. In 18/19 from MMHA. I think it would be most appropriate to connect with Mark and if something comes up on a MHSU operational level I'm happy to step back in. Let me know if that works for you. Thanks, Allie

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 21, 2021 10:24 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Allie,

Alix has asked that I work with you and MMHA to write up options/recommendations for this proposal. At this point, are you still involved, or should I be connecting solely with Mark?

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A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>; Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>; van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Subject: RE: SHINE Proposal

Hello Alix, Allie Goodfellow has been working on this file and will be able to give guidance, she will also provide you with the MMHA contact she has been working with. I am available if there are any red flags.

Gerrit van der Leer
Director
Mental Health and Substance Use
Health Services Division
Ministry of Health
6-2, 1515 Blanshard St
Victoria BC V8W 3C8
Ph. (250) 952 1610 Fax: (250) 952 1282
Email: Gerrit.vanderLeer@gov.bc.ca
Admin Support: Jack Edwards email: Jack.Edwards@gov.bc.ca ph 236 478 1594

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Sent: April 21, 2021 8:25 AM

To: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: SHINE Proposal

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Thanks,

Alix Adams
Director, Home Health
BC Ministry of Health
Office: (250) 952-2857
Mobile: (250) 896-8471

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SHINE program and SSSBC

From: McInnes, Mark MMHA:EX
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: April 28, 2021 8:55:56 AM PDT
Attachments: FW: Seniors Services Society of BC-SHINE Progress report and Letter, image001.jpg, FW: Seniors Services Society of BC-SHINE Progress report and Letter

Hi Kyle,

I did a search of my emails for the grant proposal we apparently received from SSSBC and we did receive one back in August 2020 tucked away in the progress report we received.

It was introduced as a Letter and after searching my correspondence with SSSBC and the SHINE program was not referenced again until now.

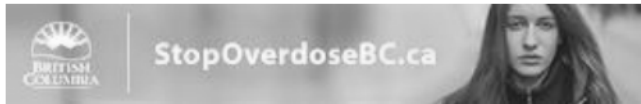
Joanna Drake with HLTH has sent a follow-up email to coordinate a response back to SSSBC. I'll forward separately that email.

There appears to be a string of unfortunate clerical errors that have lost SSSBC their funding opportunities with the Province, and MMHA is outstanding as far as yes or no.

Please let me know how you'd like to proceed.

Sincerely,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



FW: Seniors Services Society of BC-SHINE Progress report and Letter

From: McInnes, Mark MMHA:EX
To: Hold - 211020 - Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 18, 2020 1:36:31 PM PDT
Attachments: Seniors Services Society of BC SHINE Program -Letter.docx, Seniors Services Society of BC-SHINE Progress Report.pdf
Forwarding due to funding request in the letter (Word doc) enclosed.

From: s.22
Sent: August 13, 2020 3:24 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: Seniors Services Society of BC-SHINE Progress report and Letter

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Dear Sir:

Please find enclosed our letter and progress report on the Shine (Seniors Housing Information & Navigation Ease) program.

Best Regards,
Christine Palmer

Manager SHINE Program
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC, V3M
Phone: 604-520-6621 Fax: 604-520-1798
christinep@seniorsservicesociety.ca
Cell: 604-356-8718

RE: SHINE Proposal

From: McInnes, Mark MMHA:EX
To: Hold - 211020 - Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Sent: May 6, 2021 1:25:52 PM PDT
Attachments: image001.jpg
Thank you for this info and will do!

Mark

From: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Sent: May 6, 2021 1:20 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Subject: RE: SHINE Proposal

Thanks Mark for passing along.

Will note Kyle brought this up last week and we have since drafted a Funding decline indicating we will not be able to contribute any funds. This letter is just making its way through the approval process now before it will go out under Dara's signature.

Let me know if there are any issues or concerns.

Thx

Kayla Murphy | Manager | Business Operations | Ministry of Mental Health and Addictions | 778.974.2177

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From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: May 6, 2021 12:20 PM
To: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Subject: FW: SHINE Proposal

Hi Kayla,

Flagging below. I'd recommend to Joanna for the coordinated response to SSSBC regarding their funding proposal(s) but want to get this on your radar.

Let me know if you need anything!

Mark

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: May 3, 2021 1:27 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

Thanks for your reply. At this point I think MOH will move ahead with its own response to the agency and assume MMHA will do the same. I'll be in contact if anything changes. Cheers,

Joanna

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: April 30, 2021 8:18 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Joanna,

I forwarded your message and inquired again and have no news..

I'm thinking about this on a binary of either "Yes there was an accepted/partial accepted proposal OR No the proposal was not accepted". What would or could you need from me to support coordinating either response?

I am available next Tuesday in the AM for the most part if you'd like to discuss.

Apologies I have nothing further.

Mark

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 28, 2021 8:47 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Mark,

We've just heard from Alison at SSSBC looking for an update. Any news on your end?

Joanna

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Sent: April 26, 2021 9:01 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Joanna,

I see now, thank you for clarifying. I do know per previous communication with Allie that there have been a few ministries approached but did not know there'd been some series of unfortunate clerical errors and multiple proposals.

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I will inquire further today and hope to get back to you end of day or tomorrow latest and we can reconnect about coordinating a response.

Mark

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Hi Mark,

Thanks for being my contact. And yes, part of the confusion is that there were originally two proposals from SSSBC, with overlapping features, neither of which started in the right place. So, it's been challenging to figure out. That said, the only one outstanding a decision is the SHINE proposal.

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Hopefully that helps to explain where I'm coming from. Happy to have a conversation if that's easier. Thanks again,

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I might only be able to connect with you on some of the puzzle pieces you're looking for... Have you connected with Allie Goodfellow in Mental Health and Substance Use at HLTH?

HLTH made a request for background info regarding a grant agreement signed in 2019. If you think that's helpful I can supply the email chain.

Would you be able to clarify if you mean there's been different iterations of a proposal going around or the same one?

Thanks, and I hope that helps!

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I'm sorry to follow up again. This proposal has gone around so many times, it's hard to keep all the pieces straight.

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Will do.

Thank you.

Mark

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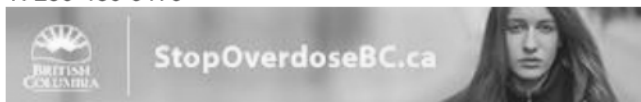
I personally do not have insight on the process outcomes and have communicated to SHINE and Christine Palmer that the DMO receives grant funding proposals with a timeline of post-March for results. Unfortunately I've no further information to be helpful!

I previously forwarded to Kyle Johnson, Director, Financial Management and Reporting. Kyle can be reached at Kyle.Johnson@gov.bc.ca.

Please let me know if there's anything else, and thanks again for the reminder!

Regards,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



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I'm hoping to connect with you on the Seniors Services Society's SHINE proposal that you've been involved with. Alix Adams (Director, Home Health) and I met with Alison Silgado last week about a separate request for funding, and their concern about ongoing funding for SHINE was discussed.

Are you able to provide an update on the status of this request? My understanding from Alison is that they've managed to find funding for another 1-2 months but are otherwise at a fiscal cliff.

For your information, our Higher Needs program has just started a new stream of funding for Navigation and Peer Support, which is in line with the role of SHINE. We had funding for 11 programs (they are 2-year demonstration projects), and United Way of the Lower Mainland (who provides program management) managed to secure funding for 2-3 more. Seniors Services Society was one of 69 applications for funding and were not successful.

I'm happy to set up a time to call. I know Alison is anxious to hear back from us, so any update is much appreciated.

Joanna

Joanna Drake

A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Sent: April 21, 2021 11:19 AM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: SHINE Proposal

Yes, I agree. They are a really nice group doing good work so its unlucky that they didn't get funded. At this point MHSU doesn't really have a role. The SHINE program as it is currently is about Seniors and housing. There is a MHSU component in their SHINE proposal (Outreach workers) but currently there is nothing for us to address. However Mark from MMHA has been working with them on some programing and they did receive \$500,000. In 18/19 from MMHA.

I think it would be most appropriate to connect with Mark and if something comes up on a MHSU operational level I'm happy to step back in.

Let me know if that works for you.

Thanks, Allie

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: April 21, 2021 10:24 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Subject: RE: SHINE Proposal

Hi Allie,

Alix has asked that I work with you and MMHA to write up options/recommendations for this proposal. At this point, are you still involved, or should I be connecting solely with Mark?

Thanks for clarifying. I agree this as been a run of unfortunate events; it would be nice to close the book one way or another.

Joanna

Joanna Drake

A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>

Sent: April 21, 2021 9:21 AM

To: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>; Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: RE: SHINE Proposal

Hi Alix,

Mark McInnes at MMHA has been working closely with Alison Silgardo over the past two years. He might be able to provide some insight into what MMHA has done for SSBC (and might be doing currently). I believe the issue has been that they have applied to several places for funding for different programs. And then they had the wrong contact names so the proposals didn't get through to the correct areas.

It's a run of unfortunate events.

Anyways let me know if you need any further info. Thanks, Allie

From: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Sent: April 21, 2021 9:02 AM

To: Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>; Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>; van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Subject: RE: SHINE Proposal

Hello Alix, Allie Goodfellow has been working on this file and will be able to give guidance, she will also provide you with the MMHA contact she has been working with. I am available if there are any red flags.

Gerrit van der Leer
Director
Mental Health and Substance Use
Health Services Division
Ministry of Health
6-2, 1515 Blanshard St
Victoria BC V8W 3C8
Ph. (250) 952 1610 Fax: (250) 952 1282
Email: Gerrit.vanderLeer@gov.bc.ca
Admin Support: Jack Edwards email: Jack.Edwards@gov.bc.ca ph 236 478 1594

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From: Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

Sent: April 21, 2021 8:25 AM

To: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>

Cc: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: SHINE Proposal

Hi Gerrit,

I spoke with Alison Silgado of the Seniors Services Society of BC late last week. My contact was not related to the SHINE proposal, rather it was about another funding proposal she submitted and which we referred to BC Housing. Having said that, Alison expressed her organization's priority to address SHINE funding. I believe the eAPP to PS Elmore is still in approvals, but I'm wondering as per the advice, who on your team and/or in MMHA I can connect with to discuss the proposal and next steps. It is unfortunate the proposal was not received in order to be considered for YE funding. Alison reports they are at cliff funding and are urgently asking for response.

Thanks,

Alix Adams
Director, Home Health
BC Ministry of Health
Office: (250) 952-2857
Mobile: (250) 896-8471

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RE: QUESTION: HLTH review of SHINE (SSBC) grant request

From: McInnes, Mark MMHA:EX
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 25, 2021 10:27:49 AM PDT
Thanks for this!

Is the Minister's interest based on a recent meeting or is this part of more-or-less annual reviews undertaken?

Lastly, I forgot my automatic response toggle and was away s.22

Mark

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 25, 2021 10:16 AM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Subject: FW: QUESTION: HLTH review of SHINE (SSBC) grant request

Hi FYI - SHINE

From: Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>
Sent: August 24, 2021 6:39 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: QUESTION: HLTH review of SHINE (SSBC) grant request

Interesting. I've included Dara as a heads up. Based on this, it seems unlikely TB would approve – when Christine and Dara are back we should flag for discussion,s.13

Thank you
Kimberley

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 24, 2021 2:48 PM
To: Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>
Subject: FW: QUESTION: HLTH review of SHINE (SSBC) grant request

FYI – Mark appears to be away but I was able to connect in with HLTH around the SHINE denial

s.13

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: August 24, 2021 2:41 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: QUESTION: HLTH review of SHINE (SSBC) grant request

Sorry, should've read your email more closely. Here are the high level bullets we provided:

- The SHINE proposal received by the Seniors Services Branch in March lacked detail necessary for robust assessment of funding appropriateness:
 - There were no details on how the Society intends to expand from existing levels of service delivery to the projected growth of the project over the next two years, i.e., there are no objectives or key activities listed, no indicators of success, no data collection methods, no risks identified, or mitigation strategies provided.

- The only service delivery data provided for last year is “500+ seniors supported” amongst the five locations. Knowing that the Society has received funding for SHINE as far back as 2018/19, there is no reference to historical program data, growth or information related to potential return on investment. A Year-End Report (received by Seniors Services Branch in May 2021) does provide limited client evaluation information from a small number of respondents (n=49, representing approximately 10% of SHINE clients):
 - 98% of respondents were very (88%) or somewhat (10%) satisfied with the support they received
 - 93% of respondents reported a better understanding of services and supports available in their community
 - 70% of respondents felt more confident maintaining their housing or finding new housing
 - 65% of respondents felt more connected to their community
 - 95% of respondents would recommend SHINE

Hope that helps.

Joanna

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 24, 2021 2:36 PM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Subject: RE: QUESTION: HLTH review of SHINE (SSBC) grant request

Hi

More wondering the rationale behind the decline – are you able to share that info?

s.13 trying to get as much info to
potentially brief our DM for further discussion with Minister Malcolmson regarding this funding request.

From: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>
Sent: August 24, 2021 2:32 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: QUESTION: HLTH review of SHINE (SSBC) grant request

Hi Kyle,

I can give you some information on the status of this request.

A funding decline letter was sent from the Seniors' Services Branch to SSSBC on Jul 26th. On July 28th, Nanaimo Family Life Association, who runs the SHINE program in Nanaimo, sent a letter to Hon. Sheila Malcolmson stating that the discontinuation of funding would result in the ceasing of SHINE services at NFLA by the end of this month. This was flagged for our Minister's office, who subsequently requested bullets, which were assigned to Finance. I can see those bullets are still in the queue for approval. We don't know whether a meeting has been arranged between SSSBC and the Minister's Office.

Happy to attempt to answer any more questions. Cheers,

Joanna

Joanna Drake

A/Manager, Home Health | Seniors' Services Branch
Health Services Division | Ministry of Health
Telephone: 236-478-1256 | Email: Joanna.Drake@gov.bc.ca

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From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 24, 2021 1:10 PM
To: Drake, Joanna HLTH:EX <Joanna.Drake@gov.bc.ca>

Subject: QUESTION: HLTH review of SHINE (SSBC) grant request

Importance: High

Hi Joanna

I was wondering if you might be in a position to help provide some context around the SSSBC SHINE grant request as I understand that HLTH also received a copy of the grant request but s.13

s.13

s.13 Hoping to get additional details insights to help facilitate more conversation on our end.

As is with summer all of our program folks who would be involved are on vacation.

Kyle Johnson **CPA, CMA**

Director, Financial Management & Reporting

Corporate Services

Ministry of Mental Health & Addictions

W: 236-478-0469

C: 250-886-1486

RE: SHINE Funding

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: November 5, 2021 8:23:28 AM PDT
Attachments: image001.jpg
Thanks Kyle

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 5, 2021 8:23 AM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: SHINE Funding

Hi

I understand it has been approved as requested, however, we have not received the ratification of the decision yet. Will get back to you today.... Once I receive the ratification we can work with HLTH to get the agreement signed.

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: November 5, 2021 8:15 AM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: SHINE Funding

Hi Kyle,

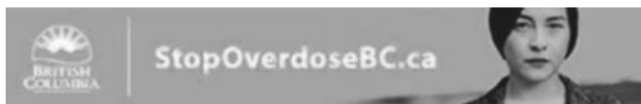
GCPE reached out to our team yesterday and informed us that the MO intends to announce the SHINE funding in December. (My understanding is that this is a press announcement.)

Has the funding been finalized for SHINE? And has the ministry reached out to SSSBC yet to inform them? I was out of office for most of Wednesday and yesterday so I just want to make sure I haven't missed anything.

Thanks,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓ilwítulh (Tsleil-waututh) Nations.

RE: Grant Agreement - SHINE

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: Christine Palmer <christinep@seniorsservicessociety.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>, Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: November 8, 2021 12:17:13 PM PST
Attachments: image001.png, image002.jpg, doc16420720211108122420.pdf

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Calvin

Thank you for your email. I cannot begin to tell you what it means to us and to the partner agencies under the SHINE umbrella.

With gratitude

Alison Silgardo

Chief Executive Officer

Seniors Services Society of BC

750 Carnarvon Street

New Westminster, BC V3M 1E7

Mobile: 778 798 0534

Phone: 604-520-6621 x 107 Fax: 604-520-1798

We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.



Seniors
Services
Society
of B.C.

From: Jennings, Calvin MMHA:EX
Sent: November 8, 2021 12:04 PM
To: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Cc: Christine Palmer <christinep@seniorsservicessociety.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: Grant Agreement - SHINE

Dear Alison,

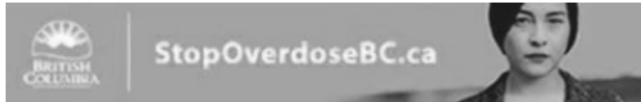
I am pleased to inform you that the Province has approved funding for the SHINE program. Please see the attached Grant Agreement for details (with the payment details listed in the Schedule B section).

Please sign the Grant Agreement (on page 7 of the document) and send the signed copy to *all* of the people included in this email chain.s.22 After you provide a signed copy, we will add our signature and issue payment. We will also provide a copy of the signed agreement to you.

Thank you,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓ilwítulh (Tsleil-waututh) Nations.



This Grant Agreement dated for reference the 8th day of November 2021

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Mental Health & Addictions (the "Province")

AND

Senior Services Society of BC (the "Recipient")

For the Seniors Housing Information Navigation Ease (SHINE) Program (the "Program")

WHEREAS:

- A. The Province has approved funding for the Program defined in this Agreement and such funding is to be paid by the Province to the Recipient pursuant to the Stipulations of this Agreement.
- B. The Recipient has met the eligibility criteria by providing to government a proposal.

DEFINITIONS

1. In this Agreement and its Schedules the following definitions apply:

"**Agreement**" means this Grant Agreement and any schedules attached hereto;

"**Commencement Date**" means the date identified in Schedule A;

"**Contract**" means a contract between the Recipient and a Third Party whereby the latter agrees to contribute a product or service to the Program in return for financial consideration which may be claimed as an Eligible Cost;

"**Eligible Costs**" means all the direct costs properly and reasonably incurred by a Recipient or a Third Party on behalf of the Recipient with respect to the Program and is for public use or benefit and are incurred between the Program Commencement Date and the Completion Date;

"**Eligibility Criteria**" means the terms imposed by the Province and which must be met in order to qualify for funding.

"**Fiscal Year**" means the period beginning April 1 of a year and ending March 31 of the following year; "Program" means the Program described in Schedule A;

"Stipulations" mean the terms and conditions set out in this Agreement that must be met in order for the Recipient to retain the funds it receives for the Program; and

"Third Party" means any person or entity or its officers, employees or agents, other than a party to this Agreement that is involved in the Program.

SCHEDULES

2. The Schedules to this Agreement are:

Schedule A: Program Description and Dates

Schedule B: Payment and Reporting Requirements

TERM OF AGREEMENT

3. Notwithstanding the actual date of execution of this agreement, the term of this agreement begins on the Commencement Date and expires on March 31, 2023.

STIPULATIONS

4. The Recipient agrees to:
- (a) carry out the Program in a diligent and professional manner;
 - (b) commence carrying out the Program upon the signing of this Agreement;
 - (c) complete the Program no later than the Completion Date; and,
 - (d) provide evidence satisfactory to the Province that the Recipient has commenced work on the Program in accordance with section 4(b).
5. If, in the opinion of the Province, the Recipient has failed to provide evidence satisfactory to the Province in accordance with section 4(b) of this Agreement, the Province may terminate this Agreement, effective immediately, and require the refund of all funds advanced to the Recipient.
6. The Recipient will comply with all applicable laws.
7. The Recipient agrees to:
- (a) establish and maintain books of account, administrative records, invoices, receipts and vouchers for all expenses incurred in a form and content satisfactory to the Province;
 - (b) permit the Province to inspect at all reasonable times, any books of account or records (both printed and electronic, including, but not limited to, hard disk), whether complete or not, that are produced, received or otherwise acquired by the Recipient as a result of this Agreement;

- (c) maintain all such accounts and records for a period of five years after the Completion Date;
 - (d) ensure that all Contracts entered into by the Recipient with any Third Parties contain the provision in section 6 above; and
 - (e) If requested by the Province, the Recipient will deliver within 90 days to the Province a copy of its audited Financial Statements for any period up to five years beyond completion and commissioning of the Program.
8. The Recipient will ensure that the financial contribution of the Province is to be used solely for the purpose of defraying the Eligible Costs incurred by the Recipient in carrying out and completing the Program as described in Schedule A.
 9. The Recipient acknowledges that Eligible Costs that have received funding from any other federal or provincial sources may not be reimbursed under this Agreement, and that the Recipient agrees to promptly notify the Province in writing of any such funding received.
 10. The Recipient acknowledges that it is not the agent of the Province and will do no act which might be construed as authorizing any contract or permitting any other liability or obligation to be incurred on behalf of the Province.
 11. The Recipient will not make any material change in or to the Program as described in Schedule A without prior written consent of the Province; The Recipient will not make any material change in or to the intended use of the resulting Program as described in Schedule A, without prior written consent of the Province.
 12. In the event the funding exceeds the Recipient's requirements in respect of this Agreement, the Recipient will notify the Province. The Province may require the excess funding to be returned or may permit the use of the excess funding as directed by the Province. Funds identified by the Province to be returned to the Province shall constitute a debt due to the Province.

OBLIGATIONS OF THE PROVINCE

13. Provided the Recipient is in compliance with its obligations under this Agreement, the Province will pay the Recipient the amount and in the manner set out in Schedule B of this Agreement.
14. The Province will not have any obligation to provide a financial contribution under section 13 unless the Recipient has complied with the provisions set out in Schedule B.

COMMUNICATIONS

15. The Recipient agrees that all public information material pertaining to the Program will clearly indicate that the Program is funded through the Province. The recipient acknowledges that the Province would like at least 15 working days notice of any scheduled communications material or public events relating to the Program.
16. All announcements will be coordinated with the British Columbia Communications and Public Engagement.

DEFAULT

17. Any of the following events will constitute an Event of Default whether any such event be voluntary, involuntary or result from the operation of law of any judgment or order of any court or administrative or government body:
 - (a) the Recipient fails to comply with any provision of this Agreement;
 - (b) any representation or warranty made by the Recipient in connection with this Agreement is untrue or incorrect;
 - (c) any information, statement, certificate, report or other document furnished or submitted by or on behalf of the Recipient pursuant to or as a result of this Agreement is untrue or incorrect; or,
 - (d) the Recipient fails to provide positive confirmation that the Program has been completed by the Completion Date.

TERMINATION

18. Upon the occurrence of any Event of Default and at any time thereafter the Province may, notwithstanding any other provision of the Agreement, at its sole option, elect to do any one or more of the following:

- (a) terminate this Agreement and the Recipient shall repay such amounts as determined by the Province, such amounts shall constitute a debt due to the Province;
- (b) pursue any other remedy available at law or in equity.

19. If the Province terminates this Agreement under paragraph 18 (a), then such termination may take place on ten (10) days' written notice.

APPROPRIATION

20. Notwithstanding any other provision of this Agreement, the payment of money by the Province to the Recipient under this Agreement is subject to:

- (a) there being sufficient monies available in an appropriation, as defined in the Financial Administration Act to enable the Province, in any fiscal year or part thereof when any payment by the Province to the Recipient falls due under this Agreement, to make that payment; and
- (b) Treasury Board, as defined in the Financial Administration Act, not having controlled or limited expenditure under any appropriation referred to in subsection (a) of this section.

AUDIT

21. In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Recipient, enter on the Recipient's premises to inspect and, at the Province's discretion, copy any of the Material and the Recipient must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

NO FURTHER OBLIGATIONS

22. The Recipient acknowledges that nothing in this Agreement will bind the Province to provide additional provincial funding for the development and on-going operational costs of the Program or any financing for any addition or improvement to the Program, or any cost overruns of the Program and that no partnership, joint venture or agency will be created or will be deemed to be created by this Agreement or any action of the parties under this Agreement.

SURVIVAL OF TERMS

23. Sections 7(b) and (c), 15, 18(a) and (b) or any other terms which by their nature or intent should continue after the term of this Agreement continue in force indefinitely, even after this agreement ends.

NOTICE

24. (a) Any written communication from the Recipient to the Province must be mailed, personally delivered, faxed, or electronically transmitted to the following address:

Mr. Dara Landry
Executive Director and Chief Financial Officer
Ministry of Mental Health & Addictions
P.O. Box 9672
Victoria BC V8W 9P6

Email: dara.landry@gov.bc.ca

- (b) Any written communication from the Province to the Recipient must be mailed, personally delivered, faxed or electronically transmitted to the following address:

Alison Silgado
CEO
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC, V3M 1E7

Email: alisons@seniorsservicessociety.ca

- (c) Any written communication from either party will be deemed to have been received by the other party on the tenth business day after mailing in British Columbia; on the date of personal delivery if personally delivered; or on the date of transmission if faxed.

- (d) Either party may, from time to time, notify the other by notice in writing of a change of address and following the receipt of such notice, the new address will, for the purposes of paragraph 23 (a) or (b) of this Agreement, be deemed to be the address or facsimile of the party giving such notice.

MISCELLANEOUS

25. This Agreement will be governed by and construed in accordance with the laws of the Province of British Columbia.
26. The Schedules to this Agreement are an integral part of this Agreement as if set out at length in the body of this Agreement.

27. If any provision of this Agreement or the application to any person or circumstance is invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provision to any other person or circumstance will not be affected or impaired thereby and will be enforceable to the extent permitted by law.
28. Nothing in this Agreement operates as a consent, permit, approval or authorization by the Province or any ministry or branch thereof to or for anything related to the Program that by statute, the Recipient is required to obtain unless it is expressly stated herein to be such a consent, permit, approval or authorization.
29. The Recipient will not, without the prior, written consent of the Province, assign, either directly or indirectly, this Agreement or any right of the Recipient under this Agreement
30. All disputes arising out of or in connection with this Agreement will be referred to and finally resolved by arbitration pursuant to the Commercial Arbitration Act.

IN WITNESS WHEREOF each of the parties has executed this Agreement on the dates set out below.

SIGNED by the Minister of Mental Health & Addictions

or his or her duly authorized representative)
on behalf of HER MAJESTY THE QUEEN IN)
RIGHT OF THE PROVINCE OF)
BRITISH COLUMBIA)
)
)
)
)

Ministry's Authorized Signatory
Dara Landry, CPA, CGA
Executive Director and Chief Financial Officer
Ministry of Mental Health and Addictions

Date

Alison Silgardo

Per: Alison Silgardo
Authorized Signatory

Alison Silgardo, CEO

Nov 8, 2021
Date

Schedule A: PROGRAM DESCRIPTION AND DATES

- A.1 Program Title: Seniors Housing Information Navigation Ease (SHINE)
- A.2 The Commencement Date is on the signing of this agreement
- A.3 The Completion Date is no later than March 31, 2023.
- A.4 The Program will consist of the following:

Senior Services Society of BC is to utilize funding to support the delivery of the SHINE program within BC – SHINE services include the following services delivered by partner organizations within established communities.

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Implement existing navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Schedule B: PAYMENT AND REPORTING REQUIREMENTS

B.1 Financial Contribution by the Province:

The Recipient, having met the Eligibility Criteria and agreeing to the Stipulations in this Agreement, the Province will make a financial contribution toward the Eligible Program Costs of the Recipient equal to \$720,000 being the maximum amount of funding approved by the Province.

B.2 Timing of Payment to the Recipient:

The Province will make one payment for its portion of the Eligible Costs that will become due and payable upon the signing of this Grant Agreement.

B.3 Final Report:

The Recipient agrees to provide to the Province a Final Program Status Report, in a form established by the Province.

NOTE: Reports submitted by the Recipient under the terms of this section are for the Province's information and Program accountability only, and their review by the Province in no way endorses, approves or verifies the findings, technical data, results, quality statements, representations or recommendations therein, and the Recipient warrants that all information contained in any report is true and correct.

B.4 Other Information:

The Recipient will provide the Province, upon request, interim reports and all such other information concerning the progress of the Program to completion and payment of Eligible Costs, as may be required by the Province.

Re: Questions - Community Counselling and SHINE

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
To: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>, Parisi, Jennifer GCPE:EX <Jennifer.Parisi@gov.bc.ca>
Sent: December 6, 2021 3:46:26 PM PST
Hi Tyler

The grant was for \$720k - I think what you have below is good. The grant agreements are typically very high level by design.

Kyle Johnson
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

On Dec 6, 2021, at 3:08 PM, Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca> wrote:

Hi Kyle,

Can we confirm that the \$700,000 grant for SHINE has been ratified? If you have a breakdown or further information on the grant that would be much appreciated as well.

This is the info I have: "\$700k grant to support the administration of the SHINE program with a focus on providing a province-wide, integrated model of housing and mental health/addictions information and support services for seniors. The SHINE program, jointly funded by the Ministry of Health and Ministry of Mental Health and Addictions and led by Seniors Services Society, is a province-wide initiative designed to facilitate timely access to and navigation of appropriate housing services and supports for seniors."

Thank you!

Tyler.

From: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: December 6, 2021 2:55 PM
To: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>
Subject: RE: Questions - Community Counselling and SHINE

Hi, I will look for that.

Have you reached out to Kyle Johnson for information? Do we know if this decision has been ratified yet?

Kelly

From: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>
Sent: December 6, 2021 2:22 PM
To: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: Questions - Community Counselling and SHINE

Thank you, if I can get anything on the \$700,000 specifically, that be great. Look forward to chatting tomorrow.

From: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>

Sent: December 6, 2021 2:00 PM

To: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>

Subject: FW: Questions - Community Counselling and SHINE

Hi Tyler – some background info. I had asked Calvin to work with Aygul though I'm not sure they connected before he left.

I will send other info as I find it.

Thanks,
Kelly

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>

Sent: October 7, 2021 12:33 PM

To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>

Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>

Subject: RE: Questions - Community Counselling and SHINE

Hi Kyle,

I received some additional info from the CEO of SSSBC (Alison Silgado) yesterday and have incorporated it into my response—see attached. I have also attached the email from Alison Silgado for reference. (She has requested rush funding as well as retroactive funding.)

Thanks,
Calvin

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>

Sent: October 7, 2021 10:57 AM

To: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>

Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>

Subject: RE: Questions - Community Counselling and SHINE

From: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>

Sent: October 7, 2021 10:35 AM

To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>

Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>

Subject: RE: Questions - Community Counselling and SHINE

Hi Kyle,

We are working on this and will be able to get you something soon.

Kelly

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 7, 2021 10:33 AM
To: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: Questions - Community Counselling and SHINE
Importance: High

Hi

Following up on how question responses are coming along? We are scheduled with TB on the 14th and the analysts needs response as part of his decision note process.

From: Johnson, Kyle MMHA:EX
Sent: October 5, 2021 1:29 PM
To: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: Questions - Community Counselling and SHINE
Importance: High

Hi

Our analyst has sent over a couple questions he needs response for – not a lot here but required so he can finish his decision note.

I have responded where applicable – please feel free to edit as needed anything that I provided.

LORI/DARA – there is one question where Chris is looking for an update on what conversations have taken place to date in getting SHINE as part of the s.12 – Likely need to go to Nick for thoughts but not sure if either you might be in the know on this?

If we could get responses ASAP that would be appreciated – our date with TB is the 14th so we need to get this finalized with Chris.

RE: QA_SHINE_Dec8_v2

From: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
To: Czmielowski, Kelly MMHA:EX <Kelly.Czmielowski@gov.bc.ca>, Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: December 9, 2021 4:51:34 PM PST
Attachments: QA_SHINE_Dec8_v2 kc lm.docx
See attached.

From: Czmielowski, Kelly MMHA:EX <Kelly.Czmielowski@gov.bc.ca>
Sent: December 9, 2021 2:24 PM
To: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Subject: RE: QA_SHINE_Dec8_v2

Hi Tyler,

I am including Lori on this email for her final review of the content and messaging.

Thank you.
Kelly

From: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>
Sent: December 9, 2021 1:59 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielowski, Kelly MMHA:EX <Kelly.Czmielowski@gov.bc.ca>
Subject: RE: QA_SHINE_Dec8_v2

Great, thank you Kyle, I will check with HLTH too.

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: December 9, 2021 1:26 PM
To: Hooper, Tyler GCPE:EX <Tyler.Hooper@gov.bc.ca>
Cc: Czmielowski, Kelly MMHA:EX <Kelly.Czmielowski@gov.bc.ca>
Subject: QA_SHINE_Dec8_v2

Hi

SHINE comments for QA

The NR looks good from my perspective – question around funding response
“No other ongoing funding that I am aware of - SSSBC was provided a previous grant from MMHA totaling \$500K to support SHINE”

I don't believe any other direct funding was provided with exception to possible funding from Fraser Health. You would need to run this through HLTH GCPE folks to have HLTH FCS confirm.

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Withheld pursuant to/removed as

s.13

RE: Questions - Community Counselling and SHINE

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>
Sent: October 7, 2021 12:32:45 PM PDT
Attachments: SHINE funding - request to expedite if possible, Questions_CJ Edits.docx
Hi Kyle,

I received some additional info from the CEO of SSSBC (Alison Silgado) yesterday and have incorporated it into my response—see attached. I have also attached the email from Alison Silgado for reference. (She has requested rush funding as well as retroactive funding.)

Thanks,
Calvin

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
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Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: Questions - Community Counselling and SHINE

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Subject: RE: Questions - Community Counselling and SHINE

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Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: Questions - Community Counselling and SHINE
Importance: High

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Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>

Subject: Questions - Community Counselling and SHINE

Importance: High

Hi

Our analyst has sent over a couple questions he needs response for – not a lot here but required so he can finish his decision note.

I have responded where applicable – please feel free to edit as needed anything that I provided.

LORI/DARA – there is one question where Chris is looking for an update on what conversations have taken place to date in getting SHINE as part of the s.12 – Likely need to go to Nick for thoughts but not sure if either you might be in the know on this?

If we could get responses ASAP that would be appreciated – our date with TB is the 14th so we need to get this finalized with Chris.

SHINE funding - request to expedite if possible

From: Alison Silgado <Alisons@seniorsservicessociety.ca>
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: October 6, 2021 12:44:40 PM PDT
Attachments: image001.png

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Mr. Jennings

I wanted to touch base quite urgently as we are getting an increasing number of housing calls for older adults and our partners are having to shut down their service as there is no funding. Is there anything we can do to rush funding please. The most recent trend is seniors in coops who are being abused by coop boards and pushed out by raising their payments exorbitantly as there is no regulatory body in the coop model.

Here is a quick summary from a few calls we got just yesterday. Our agency alone receives 40 – 70 calls per day. Our partners receive a little less in the interior and island and north. Also, if there is anyway to make it retroactive as they have depleted their reserves to continue to fund a critical need in the hope of funding.

With gratitude

Alison Silgado
CEO

Seniors Services Society of BC
750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

Mobile: 778 798 0534

Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.

From: Leanore Sali <leanores@seniorsservicessociety.ca>
Sent: October 6, 2021 9:28 AM
To: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Subject: re Housing calls

Alison,

Here is a brief update on some calls from yesterday: I hope this helps – let me know if you need more. These folks are really in panic mode right now Alison – they haven't found themselves in this situation before and they don't know what to do and feeling totally helpless.

Leanore

s.22

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Withheld pursuant to/removed as

s.12 ; s.13 ; s.17

Page 068 of 181

Withheld pursuant to/removed as

s.13 ; s.17

Grant review process - SHINE

From: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
To: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Sent: April 26, 2021 9:20:54 AM PDT
Attachments: image001.jpg
Hi Lori,

I wanted to flag something for your radar regarding a request for a coordinated response from Ministry of Health regarding a grant proposal from Seniors Services Society BC and the SHINE Program.

Joanna Drake, A/Manager, Home Health, Seniors' Services Branch at HLTH is responding to an inquiry from SSSBC about their proposals (which appear to be many sent to multiple ministries).

Joanna provided background that some series of unfortunate clerical errors and multiple overlapping proposals has lost SSSBC opportunities for review and funding. Joanna stated that MMHA is the only outstanding proposal.

I forwarded the email to Kyle and responded to Joanna outlining our review process and identifying Kyle and our Finance team for further information.

I did a search of my emails as I could not recall receiving a proposal from SSSBC and was initially worried I lost it. The proposal was contained in the same email as the semi-annual Progress Report received in August 2020 and was not labeled as a proposal (but a Letter). I flagged the proposal and forwarded to both Finance and the DMO at the time.

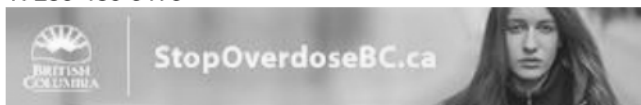
That was the last mention from SSSBC of a proposal having been transmitted to the Ministry and I've since told orgs the process for proposals with a post-March timeline for decision.

I'm raising this for your awareness as it may come up.

Please let me know if there's further information you'd like. I'm happy to discuss at our next meeting or sooner.

Sincerely,

Mark McInnes | Policy/Project Analyst
Ministry of Mental Health and Addictions
T: 250-480-9179



FW: Shine Proposal

From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>, van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Sent: March 23, 2021 12:14:20 PM PDT
Attachments: Scan_20190329.pdf, image001.png

Hi Mark, hi Kelly

The SSSBC forwarded this financial commitment from MMHA. Do you have any paper trail that led to this funding? I know I asked before if there was any correspondence or BN's from when Minister Darcy met with this group in Aug 2018 and there was nothing but is there something that accompanied this funding letter?

In the meantime I will also talk to our Finance folks and find out if this came through MoH initially?

Thanks, Allie

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Sent: March 23, 2021 10:47 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: Shine Proposal

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Allie

I apologize for the delay. Our wifi service was done from 11:00 am yesterday afternoon and just came back up this morning.

The funding we received was from Ministry of Health and Ministry of Mental Health and Addictions \$500,000 and \$150,000.

I have attached a copy of the original agreement as well.

Warm regards

Alison Silgardo

CEO

Seniors Services Society of BC

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

Mobile: 778 798 0534

Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.

From: Goodfellow, Allie HLTH:EX
Sent: March 22, 2021 2:05 PM
To: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: Shine Proposal

Thanks Alison,
This is super helpful. I think the person you were trying to reach was Kiersten Fisher, not Festner-so that explains why I haven't been able to find anything.
Your note mentions that you have 'funding committed till the end of March.'
Can you give me an idea of where the funding came from that is expiring in March?
Thanks again,
Allie

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Sent: March 22, 2021 12:38 PM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Subject: RE: Shine Proposal

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Allie

Thank you so much for your email and call this morning. I truly appreciate your connection.

As promised, please find attached the details of who we reached out to with our proposal.

Summary of our outreach:

1. Our initial outreach was to Mark McInness - Ministry of Mental Health and Addictions. Marc has been very supportive. He advised that he had forwarded our Progress Report (minus the Financial Background) on to his partners in the Ministry of Health for senior care.
2. Mark mentioned SHINE might find it useful to connect with the Ministries of Social Development and Poverty Reduction, and Attorney General and Ministry responsible for Housing so we reached out to Yuma Morisho and David Galbraith's office and were directed to Kiersten Festner. We did not hear back from their office.
3. Given the cross over with elections, we reached out to our MLA and the Parliamentary Secretary for Seniors Mable and had an informational meeting about Seniors Services what we have done in the past year and a half and what we were proposing as a tested outcome. We were grateful to have had the face-to-face conversations.
4. Mark shared that the review period for proposals would not take place until after March and the responses would be sent out then.

Allie, one note, the funding was committed till the end of March and we are scrambling to find funding for the give partners to retain their trained staff for the next month to bridge the decision of our SHINE project for the expansion over the next two years.

Please let me know if there is any further information you need from my end and I truly appreciate the call and email this morning.

I have our request and the back up documents that were part of this request.

Warm regards

Alison Silgardo

CEO

Seniors Services Society of BC

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

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Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



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From: Goodfellow, Allie HLTH:EX

Sent: March 22, 2021 11:24 AM

To: Alison Silgardo <Alisons@seniorsservicessociety.ca>

Subject: Shine Proposal

Hi Alison,

I'm going to give you a call with a few questions.

Are you working with someone in particular at Ministry of Mental Health and Addictions and Ministry of Health?

If so, can you provide me with the names so that I can make sure the proposal is being reviewed.

Thanks,

Allie Goodfellow

Health Services Division

Ministry of Health

778-698-2868

Allie.Goodfellow@gov.bc.ca



This Grant Agreement dated for reference the 31 day of March 2019

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Mental Health & Addictions (the "Province")

AND

Senior Services Society of BC (the "Recipient")

For the Seniors Housing Information Navigation Ease (SHINE) Program (the "Program")

WHEREAS:

- A. The Province has approved funding for the Program defined in this Agreement and such funding is to be paid by the Province to the Recipient pursuant to the Stipulations of this Agreement.
- B. The Recipient has met the eligibility criteria by providing to government a proposal.

DEFINITIONS

1. In this Agreement and its Schedules the following definitions apply:

"Agreement" means this Grant Agreement and any schedules attached hereto;

"Commencement Date" means the date identified in Schedule A;

"Contract" means a contract between the Recipient and a Third Party whereby the latter agrees to contribute a product or service to the Program in return for financial consideration which may be claimed as an Eligible Cost;

"Eligible Costs" means all the direct costs properly and reasonably incurred by a Recipient or a Third Party on behalf of the Recipient with respect to the Program and is for public use or benefit and are incurred between the Program Commencement Date and the Completion Date;

"Eligibility Criteria" means the terms imposed by the Province and which must be met in order to qualify for funding.

"Fiscal Year" means the period beginning April 1 of a year and ending March 31 of the following year; "Program" means the Program described in Schedule A;

"Stipulations" mean the terms and conditions set out in this Agreement that must be met in order for the Recipient to retain the funds it receives for the Program; and

"Third Party" means any person or entity or its officers, employees or agents, other than a party to this Agreement that is involved in the Program.

SCHEDULES

2. The Schedules to this Agreement are:

Schedule A: Program Description and Dates

Schedule B: Payment and Reporting Requirements

TERM OF AGREEMENT

3. Notwithstanding the actual date of execution of this agreement, the term of this agreement begins on the Commencement Date and expires on March 31, 2021.

STIPULATIONS

4. The Recipient agrees to:

- (a) carry out the Program in a diligent and professional manner;
- (b) commence carrying out the Program upon the signing of this Agreement;
- (c) complete the Program no later than the Completion Date; and,
- (d) provide evidence satisfactory to the Province that the Recipient has commenced work on the Program in accordance with section 4(b).

5. If, in the opinion of the Province, the Recipient has failed to provide evidence satisfactory to the Province in accordance with section 4(b) of this Agreement, the Province may terminate this Agreement, effective immediately, and require the refund of all funds advanced to the Recipient.

6. The Recipient will comply with all applicable laws.

7. The Recipient agrees to:

- (a) establish and maintain books of account, administrative records, invoices, receipts and vouchers for all expenses incurred in a form and content satisfactory to the Province;
- (b) permit the Province to inspect at all reasonable times, any books of account or records (both printed and electronic, including, but not limited to, hard disk), whether complete or not, that are produced, received or otherwise acquired by the Recipient as a result of this Agreement;

- (c) maintain all such accounts and records for a period of five years after the Completion Date;
 - (d) ensure that all Contracts entered into by the Recipient with any Third Parties contain the provision in section 6 above; and
 - (e) If requested by the Province, the Recipient will deliver within 90 days to the Province a copy of its audited Financial Statements for any period up to five years beyond completion and commissioning of the Program.
8. The Recipient will ensure that the financial contribution of the Province is to be used solely for the purpose of defraying the Eligible Costs incurred by the Recipient in carrying out and completing the Program as described in Schedule A.
 9. The Recipient acknowledges that Eligible Costs that have received funding from any other federal or provincial sources may not be reimbursed under this Agreement, and that the Recipient agrees to promptly notify the Province in writing of any such funding received.
 10. The Recipient acknowledges that it is not the agent of the Province and will do no act which might be construed as authorizing any contract or permitting any other liability or obligation to be incurred on behalf of the Province.
 11. The Recipient will not make any material change in or to the Program as described in Appendix A without prior written consent of the Province; The Recipient will not make any material change in or to the intended use of the resulting Program as described in Appendix A, without prior written consent of the Province.
 12. In the event the funding exceeds the Recipient's requirements in respect of this Agreement, the Recipient will notify the Province. The Province may require the excess funding to be returned or may permit the use of the excess funding as directed by the Province. Funds identified by the Province to be returned to the Province shall constitute a debt due to the Province.

OBLIGATIONS OF THE PROVINCE

13. Provided the Recipient is in compliance with its obligations under this Agreement, the Province will pay the Recipient the amount and in the manner set out in Schedule B of this Agreement.
14. The Province will not have any obligation to provide a financial contribution under section 13 unless the Recipient has complied with the provisions set out in Schedule B.

COMMUNICATIONS

15. The Recipient agrees that all public information material pertaining to the Program will clearly indicate that the Program is funded through the Province. The recipient acknowledges that the Province would like at least 15 working days notice of any scheduled communications material or public events relating to the Program.
16. All announcements will be coordinated with the British Columbia Communications and Public Engagement.

DEFAULT

17. Any of the following events will constitute an Event of Default whether any such event be voluntary, involuntary or result from the operation of law of any judgment or order of any court or administrative or government body:
 - (a) the Recipient fails to comply with any provision of this Agreement;
 - (b) any representation or warranty made by the Recipient in connection with this Agreement is untrue or incorrect;
 - (c) any information, statement, certificate, report or other document furnished or submitted by or on behalf of the Recipient pursuant to or as a result of this Agreement is untrue or incorrect; or,
 - (d) the Recipient fails to provide positive confirmation that the Program has been completed by the Completion Date.

TERMINATION

18. Upon the occurrence of any Event of Default and at any time thereafter the Province may, notwithstanding any other provision of the Agreement, at its sole option, elect to do any one or more of the following:
- (a) terminate this Agreement and the Recipient shall repay such amounts as determined by the Province, such amounts shall constitute a debt due to the Province;
 - (b) pursue any other remedy available at law or in equity.
19. If the Province terminates this Agreement under paragraph 18 (a), then such termination may take place on ten (10) days' written notice.

APPROPRIATION

20. Notwithstanding any other provision of this Agreement, the payment of money by the Province to the Recipient under this Agreement is subject to:
- (a) there being sufficient monies available in an appropriation, as defined in the Financial Administration Act to enable the Province, in any fiscal year or part thereof when any payment by the Province to the Recipient falls due under this Agreement, to make that payment; and
 - (b) Treasury Board, as defined in the Financial Administration Act, not having controlled or limited expenditure under any appropriation referred to in subsection (a) of this section.

AUDIT

21. In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Recipient, enter on the Recipient's premises to inspect and, at the Province's discretion, copy any of the Material and the Recipient must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

NO FURTHER OBLIGATIONS

22. The Recipient acknowledges that nothing in this Agreement will bind the Province to provide additional provincial funding for the development and on-going operational costs of the Program or any financing for any addition or improvement to the Program, or any cost overruns of the Program and that no partnership, joint venture or agency will be created or will be deemed to be created by this Agreement or any action of the parties under this Agreement.

SURVIVAL OF TERMS

23. Sections 7(b) and (c), 15, 18(a) and (b) or any other terms which by their nature or intent should continue after the term of this Agreement continue in force indefinitely, even after this agreement ends.

NOTICE

24. (a) Any written communication from the Recipient to the Province must be mailed, personally delivered, faxed, or electronically transmitted to the following address:

Mr. Dara Landry
Executive Director and Chief Financial Officer
Ministry of Mental Health & Addictions
P.O. Box 9672
Victoria BC V8W 9P6

Email: dara.landry@gov.bc.ca

- (b) Any written communication from the Province to the Recipient must be mailed, personally delivered, faxed or electronically transmitted to the following address:

Kara-Leigh Bloch
Executive Director
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC, V3M 1E7

Email: kara@seniorsservicessociety.ca

- (c) Any written communication from either party will be deemed to have been received by the other party on the tenth business day after mailing in British Columbia; on the date of personal delivery if personally delivered; or on the date of transmission if faxed.

- (d) Either party may, from time to time, notify the other by notice in writing of a change of address and following the receipt of such notice, the new address will, for the purposes of paragraph 23 (a) or (b) of this Agreement, be deemed to be the address or facsimile of the party giving such notice.

MISCELLANEOUS

25. This Agreement will be governed by and construed in accordance with the laws of the Province of British Columbia.
26. The Schedules to this Agreement are an integral part of this Agreement as if set out at length in the body of this Agreement.

Schedule A: PROGRAM DESCRIPTION AND DATES

- A.1 Program Title: Seniors Housing Information Navigation Ease (SHINE)
- A.2 The Commencement Date is on the signing of this agreement
- A.3 The Completion Date is no later than March 31, 2021.
- A.4 The Program will consist of the following:
- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
 - Design and implement new navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Schedule B: PAYMENT AND REPORTING REQUIREMENTS

B.1 Financial Contribution by the Province:

The Recipient, having met the Eligibility Criteria and agreeing to the Stipulations in this Agreement, the Province will make a financial contribution toward the Eligible Program Costs of the Recipient equal to \$500,000 being the maximum amount of funding approved by the Province.

B.2 Timing of Payment to the Recipient:

The Province will make one payment for its portion of the Eligible Costs that will become due and payable upon the signing of this Grant Agreement.

B.3 Final Report:

The Recipient agrees to provide to the Province a Final Program Status Report, in a form established by the Province.

NOTE: Reports submitted by the Recipient under the terms of this section are for the Province's information and Program accountability only, and their review by the Province in no way endorses, approves or verifies the findings, technical data, results, quality statements, representations or recommendations therein, and the Recipient warrants that all information contained in any report is true and correct.

B.4 Other Information:

The Recipient will provide the Province, upon request, interim reports and all such other information concerning the progress of the Program to completion and payment of Eligible Costs, as may be required by the Province.

Alison Silgardo

CEO

Seniors Services Society of BC

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

Mobile: 778 798 0534

Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.

RE: Confirm assign?--: MO bullets request: PS Elmore - status update re: Seniors Services Society

From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
To: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: March 17, 2021 10:23:48 AM PDT
Ops....sorry okay.

From: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Sent: March 17, 2021 10:23 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>; Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: Confirm assign?--: MO bullets request: PS Elmore - status update re: Seniors Services Society

Our DMO already checked this...

From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Sent: March 17, 2021 10:17 AM
To: Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>; MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Subject: RE: Confirm assign?--: MO bullets request: PS Elmore - status update re: Seniors Services Society

Hi Emma,
I'm wondering if you could pls check if there has been any MMHA correspondence with the Seniors Services Society. Lori isn't aware of work with the society but in their background info it states that a proposal was submitted with MMHA. Can you please confirm whether or not MMHA provided a response?
Thanks, Allie

From: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Sent: March 17, 2021 9:55 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: Confirm assign?--: MO bullets request: PS Elmore - status update re: Seniors Services Society

Hi Allie,

We do not, to my knowledge, have any familiarity with this group and the SHINE program. I am cc'ing Kelly whose team may have had some contact over the past few years.

Lori

From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Sent: March 17, 2021 9:16 AM
To: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: Confirm assign?--: MO bullets request: PS Elmore - status update re: Seniors Services Society
Importance: High

Hi Lori,
Good morning.

I'm hoping that you can point me in the right direction of who at MMHA may have some information on Seniors Services Society and their SHINE program? Wondering if MMHA has provided any funding to this initiative?

Many thanks, Allie

*The Minister's office is hoping for some info bullets to the status of this request for PS Elmore.
As promised, please find attached the following for your use;*

1. Letter of request for assistance
2. Report to MOH on our SHINE Program report
3. Seniors Housing Solutions Lab Report funded by CMHC that informed our enhanced service delivery of SHINE
4. Housing Innovation booklet – showcasing SHINE as an innovative practice in the national housing strategy for support of seniors.
5. SHINE proposal for 2021 – 2023 (submitted to MOH previously)

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Sent: March 5, 2021 3:13 PM
To: Elmore.MLA, Mable LASS:EX <Mable.Elmore.MLA@leg.bc.ca>
Cc: Grace Ayedzi <operationsmanager@seniorsservicessociety.ca>; Pham, Thuy HLTH:EX <Thuy.Pham@gov.bc.ca>
Subject: THANK YOU

Hello Mable

Thank you so much for your time this afternoon. We welcome the opportunity to stay connected and work with you.

As promised, please find attached the following for your use;

1. Letter of request for assistance
2. Report to MOH on our SHINE Program report
3. Seniors Housing Solutions Lab Report funded by CMHC that informed our enhanced service delivery of SHINE
4. Housing Innovation booklet – showcasing SHINE as an innovative practice in the national housing strategy for support of seniors.
5. SHINE proposal for 2021 – 2023 (submitted to MOH previously)

Warm regards

<image001.png>

-->

RE: Shine Proposal

From: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>, McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>, van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Sent: March 25, 2021 3:40:26 PM PDT
Attachments: image001.png
Hi Allie –

Sorry for the delay. I can't find anything. I will touch base with Mark when he returns s.22 to see if he has any ideas on where to look.

Kelly

From: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Sent: March 23, 2021 12:14 PM
To: McInnes, Mark MMHA:EX <Mark.McInnes@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>; van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: FW: Shine Proposal

Hi Mark, hi Kelly

The SSSBC forwarded this financial commitment from MMHA. Do you have any paper trail that led to this funding? I know I asked before if there was any correspondence or BN's from when Minister Darcy met with this group in Aug 2018 and there was nothing but is there something that accompanied this funding letter?

In the meantime I will also talk to our Finance folks and find out if this came through MoH initially?

Thanks, Allie

From: Alison Silgado <Alisons@seniorsservicessociety.ca>
Sent: March 23, 2021 10:47 AM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: Shine Proposal

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Allie

I apologize for the delay. Our wifi service was down from 11:00 am yesterday afternoon and just came back up this morning.

The funding we received was from Ministry of Health and Ministry of Mental Health and Addictions \$500,000 and \$150,000.

I have attached a copy of the original agreement as well.

Warm regards

Alison Silgardo

CEO

Seniors Services Society of BC

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

Mobile: 778 798 0534

Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.

From: Goodfellow, Allie HLTH:EX
Sent: March 22, 2021 2:05 PM
To: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Cc: van der Leer, Gerrit HLTH:EX <Gerrit.vanderLeer@gov.bc.ca>
Subject: RE: Shine Proposal

Thanks Alison,

This is super helpful. I think the person you were trying to reach was Kiersten Fisher, not Festner-so that explains why I haven't been able to find anything.

Your note mentions that you have 'funding committed till the end of March.'

Can you give me an idea of where the funding came from that is expiring in March?

Thanks again,

Allie

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Sent: March 22, 2021 12:38 PM
To: Goodfellow, Allie HLTH:EX <Allie.Goodfellow@gov.bc.ca>
Subject: RE: Shine Proposal

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Allie

Thank you so much for your email and call this morning. I truly appreciate your connection.

As promised, please find attached the details of who we reached out to with our proposal.

Summary of our outreach:

1. Our initial outreach was to Mark McInness - Ministry of Mental Health and Addictions. Marc has been very supportive. He advised that he had forwarded our Progress Report (minus the Financial Background) on to his partners in the Ministry of Health for senior care.
2. Mark mentioned SHINE might find it useful to connect with the Ministries of Social Development and Poverty Reduction, and Attorney General and Ministry responsible for Housing so we reached out to

Yuma Morisho and David Galbraith's office and were directed to Kiersten Festner. We did not hear back from their office.

3. Given the cross over with elections, we reached out to our MLA and the Parliamentary Secretary for Seniors Mable and had an informational meeting about Seniors Services what we have done in the past year and a half and what we were proposing as a tested outcome. We were grateful to have had the face-to-face conversations.
4. Mark shared that the review period for proposals would not take place until after March and the responses would be sent out then.

Allie, one note, the funding was committed till the end of March and we are scrambling to find funding for the give partners to retain their trained staff for the next month to bridge the decision of our SHINE project for the expansion over the next two years.

Please let me know if there is any further information you need from my end and I truly appreciate the call and email this morning.

I have our request and the back up documents that were part of this request.

Warm regards

Alison Silgado

CEO

Seniors Services Society of BC

750 Carnarvon Street, New Westminster, BC, V3M 1E7

Phone: 604-520-6621, ext:107

Fax: 604-520-1798

Mobile: 778 798 0534

Email: alisons@seniorsservicessociety.ca

www.seniorsservicessociety.ca



We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.

From: Goodfellow, Allie HLTH:EX

Sent: March 22, 2021 11:24 AM

To: Alison Silgado <Alisons@seniorsservicessociety.ca>

Subject: Shine Proposal

Hi Alison,

I'm going to give you a call with a few questions.

Are you working with someone in particular at Ministry of Mental Health and Addictions and Ministry of Health?

If so, can you provide me with the names so that I can make sure the proposal is being reviewed.

Thanks,

Allie Goodfellow

Health Services Division

RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>, McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>, Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>, Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>, MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Cc: Hold - 211020 - Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: September 9, 2021 12:17:55 PM PDT
Attachments: image001.png
Thanks Calvin – please stay connected with Kyle on this so we can request grant funding to them from TB.

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: September 9, 2021 11:28 AM
To: McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>; MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Thanks Kelly,

I had a conversation with Kyle on Tuesday about this. SSSBC does require funding this year to continue the SHINE program on a full-time basis. SSSBC has provided a revised 12-month budget based on *maintaining* program capacity rather than expanding the program. We have requested that they provide us with a 5-month budget for November 1, 2021 – March 31, 2022. SSSBC agreed to provide this and we are waiting to hear back from them.

Best,
Calvin

From: McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>
Sent: September 9, 2021 10:41 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>; MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi all – I'm not sure if there was a response to your question, so following up and cc'ng Lori as she is back from vacation.

It was my understanding based on what I have reviewed is that the organization requires funding as of this year. I believe they extended their existing funding from last fiscal until August 31, 2021. Their initial proposals for funding were received by HLTH and MMHA prior to March 31, 2021.

Tx
Kelly

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: September 3, 2021 10:24 AM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>

Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Thanks Calvin. Just confirming that SSSBC needs funding this year to continue the SHINE program as we heard from MO that it was funded until Mar. 31/22.

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: September 2, 2021 4:05 PM
To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi All,

Following up from Kelly McConnan's and my meeting with SSSBC last week, SSSBC has sent us some valuable information. I have attached the documents that I received, and below is a summary:

- Most partner organizations are providing a modified version of the SHINE program on a part-time basis, with a commitment to still provide housing navigation services to seniors despite a lack of funding. Some have merged the staff roles with other program roles. (Nanaimo Family Life—which wrote a letter to the Honourable Sheila Malcolmson—is among those continuing to provide the SHINE program past August 31 despite a lack of funding.) This is beneficial as we continue to assess the funding proposal. All 5 partner organizations are willing and able to continue the SHINE program if funding becomes available.
- At our request, SSSBC has provided a modified funding proposal (attached) based on their budget for *maintaining* the SHINE program's current scope, instead of expanding the program in 2021/22. SSSBC is **requesting \$419,440 for 2021/22** to *maintain* the SHINE program, compared to \$1,286,824 in the original funding request to expand the program.
- SSSBC will provide MMHA with further outcomes reporting as soon as possible.

Please let Kelly C and I know if there are any immediate next steps required.

Thanks,
Calvin

From: Jennings, Calvin MMHA:EX
Sent: August 26, 2021 3:51 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi Kyle,

I will ask for details on what you listed. (I see that those were the program expectations from the initial funding letter.)

Calvin

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: August 26, 2021 3:25 PM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>
Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi Calvin

Do they have record of how they invested the \$500K in support of the following

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Design and implement new navigation resource for seniors, living with mental health and addictions problems, seeking housing.

I think we would need the outputs related to the above points for which the outcomes are driven by... should help the story a little bit.

Appreciate the broader SHINE program also was supported through investment by HLTH, I think the details above play into the overall success.

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>

Sent: August 26, 2021 3:08 PM

To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>

Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>

Subject: RE: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi Tamara,

Kelly, Mark McInnes and I just had a call with SSSBC. Here's a summary of the meeting:

- SHINE partner agencies collect lots of qualitative data but generally do not have standardized quantitative outcome measurements, which is a disadvantage in terms of preparing a TB submission.
- SSSBC will try to provide additional outcome data after MMHA informs them of which measurements we're interested in.
- SSSBC provided us with their financial statement today (attached in this email).
- SSSBC will send us their projected budget for *maintaining* the current SHINE program this year, as opposed to *expanding* the program as outlined in their funding proposal.
- Within the next week, SSSBC will inform us whether partner agencies are able to keep operating the SHINE program or are having to cut staff capacity. The general sense is that partner agencies are trying to hang on but aren't sure whether they will be able to continue operating SHINE in the coming months.

Next steps:

- MMHA (I can take the lead with Mark McInnes) will inform SSSBC of the immediate outcome measurements that can enhance MMHA's TB submission.
- Within the next week or so, SSSBC will provide those outcome measurements to MMHA (if possible), a funding proposal based on *maintaining* the current program, and details on how partner agencies are dealing with the end of program funding.

Best,
Calvin

From: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>

Sent: August 26, 2021 10:01 AM

To: McConnan, Kelly MMHA:EX <Kelly.McConnan@gov.bc.ca>; Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>

Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>

Subject: FOR PRIORITY ACTION FW: Seniors Services Society of BC - SHINE

Hi Kelly,

Staff have been asked to reach out to SHINE ASAP this morning to advise that we are actively reviewing their proposal but that we will need more time to assess whether we can provide support.

I understand Calvin was previously looped into this work but I would recommend that you support the call as well on Lori's behalf. Essentially, we are wanting to say – hi, it's been a while, we are looking at your proposal, recognize the Aug 31 date noting their program ends when current funding ends, ask for any additional info they can provide now re: outcomes reporting and data. We will need to know whether they can actually hang on for another few months while we do this work (i.e., are they laying off staff?). We are looking at possibly end of September for a decision to be made, but recommend advising SHINE it will be sometime in the fall to ensure we do not make any commitments re: timing or funding but to advise them we are doing our best efforts but can not make any promises.

MSM has also passed on some of the additional info that was with her CA – see attached. Staff to review that info and see whether it answers some of the concerns outlined below from Health previously and if not can SHINE provide now?

Here are the high level bullets HLTH provided:

- The SHINE proposal received by the Seniors Services Branch in March lacked detail necessary for robust assessment of funding appropriateness:
 - There were no details on how the Society intends to expand from existing levels of service delivery to the projected growth of the project over the next two years, i.e., there are no objectives or key activities listed, no indicators of success, no data collection methods, no risks identified, or mitigation strategies provided.
 - The only service delivery data provided for last year is “500+ seniors supported” amongst the five locations. Knowing that the Society has received funding for SHINE as far back as 2018/19, there is no reference to historical program data, growth or information related to potential return on investment. A Year-End Report (received by Seniors Services Branch in May 2021) does provide limited client evaluation information from a small number of respondents (n=49, representing approximately 10% of SHINE clients):
 - 98% of respondents were very (88%) or somewhat (10%) satisfied with the support they received
 - 93% of respondents reported a better understanding of services and supports available in their community
 - 70% of respondents felt more confident maintaining their housing or finding new housing
 - 65% of respondents felt more connected to their community
 - 95% of respondents would recommend SHINE

This info has been pulled from different emails and conversations, so please call me if you have any questions or concerns or if not clear. KG, please add anything I may have missed from your perspective.

With thanks,

Tamara Casanova | Director (*she/her*)
Ministry of Mental Health and Addictions
Executive Operations | Office of the Deputy Minister
Desk: 250.952.1125 | **Email:** tamara.casanova@gov.bc.ca

From: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>
Sent: August 5, 2021 1:08 PM
To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Barrett, Andrew MMHA:EX <Andrew.Barrett@gov.bc.ca>
Subject: Seniors Services Society of BC - SHINE

Hi Tamara,

It was recently brought to Minister Malcolmson's attention that the very successful SHINE program in Nanaimo has not received any further funding and will be cancelled. Apparently their funding came through MoH and MMHA.

The following bullets were prepared by the AG's MO office in response to a request by the CO in Nanaimo.

SHINE Program and provincial funding:

- The SHINE (Seniors Housing Information & Navigation Ease) program is a project of the Seniors Services Society of BC – a non-profit organization that connects adults age 60 and older to housing navigation services and supports.

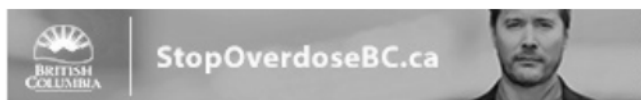
- The goal of the SHINE program is to be a one-stop destination for vulnerable seniors experiencing housing insecurity. SHINE works with partner agencies to provide navigation services in strategic locations across the province.
- In Nanaimo, SHINE services are delivered through the Nanaimo Family Life Association.
- The SHINE program is jointly funded by the Ministry of Health and Ministry of Mental Health and Addictions.
- BC Housing does not provide funding to the SHINE program or the Seniors Services Society of BC Nanaimo Branch.
- The Homelessness Policy and Partnerships Branch (AG) is aware of the cancellation of the SHINE program in Nanaimo and has informed BC Housing.

In addition to these bullets, I have also attached a letter written to Minister Malcolmson from the organization, their proposal for funding as well as a letter to Mable Elmore that provides some further context. I have more information and documents if you end up needing them but these should suffice for now.

I am hoping you can get some background information for us and some possibilities for moving forward.

Best,
Kelly

Kelly Newhook (*she/her*)
Senior Ministerial Advisor
Hon. Sheila Malcolmson - Minister of Mental Health and Addictions
☎ 250-812-0447 (cell)
Kelly.newhook@gov.bc.ca



Final Material - Federal Funding Briefing - August 17

From: Turner, Sara J MMHA:EX <Sara.Turner@gov.bc.ca>
To: Sturtevant, Darryl MMHA:EX <Darryl.Sturtevant@gov.bc.ca>, MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Guidoriagao, Kimberley MMHA:EX <Kimberley.Guidoriagao@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Edenskaya, Valeriya MMHA:EX <Valeriya.Edenskaya@gov.bc.ca>, Hold - 211020 - Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>, Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Sent: August 16, 2021 4:28:25 PM PDT
Attachments: Minister Briefing - Federal MHSU Funding.pdf, Attachment - Fed MHSU surplus.xlsx
Hello,

The attached has been sent to the MO in advance of tomorrow's 9:00 briefing.

Please advise if you require anything further.

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

Page 095 of 181 to/à Page 100 of 181

Withheld pursuant to/removed as

s.17

Questions - Community Counselling and SHINE

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
To: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>, Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>
Sent: October 5, 2021 1:29:19 PM PDT
Attachments: Questions.docx
Hi

Our analyst has sent over a couple questions he needs response for – not a lot here but required so he can finish his decision note.

I have responded where applicable – please feel free to edit as needed anything that I provided.

LORI/DARA – there is one question where Chris is looking for an update on what conversations have taken place to date in getting SHINE as part of the s.12 – Likely need to go to Nick for thoughts but not sure if either you might be in the know on this?

If we could get responses ASAP that would be appreciated – our date with TB is the 14th so we need to get this finalized with Chris.

Page 102 of 181

Withheld pursuant to/removed as

s.12 ; s.13 ; s.17

RE: QUESTION: TBS regarding our Community Counselling and SHINE submission

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
To: Grant, Nick TACS:EX <Nick.Grant@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>, Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>, Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>, Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: October 7, 2021 2:59:14 PM PDT
Thanks Nick – seems more than sufficient to me.

I hold off including response to TBS for another hour or so in the event anyone has thoughts/concerns for inclusion.

From: Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Sent: October 7, 2021 2:30 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: MacKenzie, Lori MMHA:EX <Lori.MacKenzie@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Subject: RE: QUESTION: TBS regarding our Community Counselling and SHINE submission

I don't know very much about SHINE in the Sub (I've never seen the sub – it all came together when I was away in August). But in answer to this question I would say:

MMHA has been actively engaged with AG/Housing and other ministries on development of the s.12
s.12 has been through policy reviews and is being considered for funding through the Budget 2022 process and no decisions have yet been made on specific funding requests of allocations. The s.12 is multi-faceted with many different supports contemplated to achieve housing (eg. rent supplements, supportive housing, complex care housing). Community agencies, such as SHINE, will play an important role in delivering services as elements of the s.12 are funded and implemented.

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 7, 2021 1:48 PM
To: Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Subject: RE: QUESTION: TBS regarding our Community Counselling and SHINE submission

Hi Nick

Yes correct the sub for CC extension and to provide SHINE with \$700K to support operations of existing sites through March 2023

s.13

Specific wording from the sub below:

"MMHA is currently working with BC Housing and the Attorney General to address the long-term operational funding requirements of the SHINE program through the broader s.12

From: Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Sent: October 7, 2021 1:39 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: QUESTION: TBS regarding our Community Counselling and SHINE submission

Piecing together that this is about our sub for one-time grants. I don't know what is in there for SHINE though – so need more context about where the question is coming from, or what the issue is.

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 7, 2021 1:31 PM
To: Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Subject: QUESTION: TBS regarding our Community Counselling and SHINE submission
Importance: High

Hi Nick

Hoping you can provide a response the following question – we are scheduled for Oct 14th with and I think this is the last outstanding question Chris has.

“What conversations have already taken place about integrating this (SHINE) into the broaders.12

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

From: [Casanova, Tamara MMHA:EX](#)
To: [Newhook, Kelly MMHA:EX](#)
Cc: [Murphy, Kayla MMHA:EX](#); [MMHA Documents Coordinator MMHA:EX](#)
Subject: FW: MO Q: Funding - Seniors Services Society of BC - SHINE
Date: August 11, 2021 3:13:04 PM
Attachments: [SSSBC Payments 2018-2021.xlsx](#)
[image001.png](#)
[Letter to Hon. Sheila Malcolmson MLA Re. Discontinuation of SHINE Programming 2021.docx](#)
[SHINE Proposal 2021 - 2023.pdf](#)
[210128 Seniors Services Shine request.docx](#)
[619300 AG Bullets Final - SHINE.docx](#)

Hi Kelly,

We consulted with HLTH and we were able confirm that HLTH **HAS NOT** provided \$ in support of SHINE (via SSSBC) and that MMHA has provided **\$500,000 to SSSBC in support of SHINE** via one time grant in 2018/19.

The attached document shows the total SSSBC has received from Govt since 2018/19, however, we cannot confirm if other Ministry funding was provided to support SHINE direct.

As for inclusion in the YE list – we will have it added accordingly and as you know, we have also included on the list of potential one time funding initiatives via the Federal EAI funding.

Tamara

From: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>
Sent: August 5, 2021 1:08 PM
To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Barrett, Andrew MMHA:EX <Andrew.Barrett@gov.bc.ca>
Subject: Seniors Services Society of BC - SHINE

Hi Tamara,

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The following bullets were prepared by the AG's MO office in response to a request by the CO in Nanaimo.

SHINE Program and provincial funding:

- The SHINE (Seniors Housing Information & Navigation Ease) program is a project of the Seniors Services Society of BC – a non-profit organization that connects adults age 60 and older to housing navigation services and supports.

The goal of the SHINE program is to be a one-stop destination for vulnerable seniors experiencing housing insecurity. SHINE works with partner agencies to provide navigation services in strategic locations across the province.

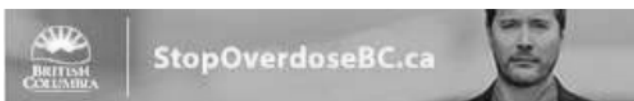
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In addition to these bullets, I have also attached a letter written to Minister Malcolmson from the organization, their proposal for funding as well as a letter to Mable Elmore that provides some further context. I have more information and documents if you end up needing them but these should suffice for now.

I am hoping you can get some background information for us and some possibilities for moving forward.

Best,
Kelly

Kelly Newhook (*she/her*)
Senior Ministerial Advisor
Hon. Sheila Malcolmson - Minister of Mental Health and Addictions
☎ 250-812-0447 (cell)
Kelly.newhook@gov.bc.ca



From: [Johnson, Kyle MMHA:EX](#)
To: [Murphy, Kayla MMHA:EX](#)
Cc: [Landry, Dara M MMHA:EX](#); [Casanova, Tamara MMHA:EX](#); [MMHA Documents Coordinator MMHA:EX](#)
Subject: RE: MO Q: Funding - Seniors Services Society of BC - SHINE
Date: August 9, 2021 1:20:11 PM
Attachments: [SSSBC Payments 2018-2021.xlsx](#)
[image001.png](#)

Hi Kayla

Consulted with HLTH and we were able confirm that HLTH **HAS NOT** provided \$ in support of SHINE (via SSSBC) and that MMHA has provided **\$500,000 to SSSBC in support of SHINE** via one time grant in 2018/19.

The attached document shows the total SSSBC has received from Govt since 2018/19, however, we cannot confirm if other Ministry funding was provided to support SHINE direct.

As for inclusion in the YE list – I would suggest it wouldn't hurt to include. I connected with Dara this AM and he is also going to include on the list of potential one time funding initiatives via the Federal EAI funding.

From: Murphy, Kayla MMHA:EX Kayla.Murphy@gov.bc.ca
Sent: August 6, 2021 3:00 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; MMHA Documents Coordinator MMHA:EX <MMHA.DocumentsCoordinator@gov.bc.ca>
Subject: MO Q: Funding - Seniors Services Society of BC - SHINE

Hi Kyle,

As per the attached and below, MO is asking us to look into the funding that was provided to SHINE.

From what I remember this was a one-time funding offer and although they provided their proposal to both MMHA / MoH funding was provided through the MoH only – Can you please work with MoH and advise.

SHINE has also attached a new 2021 proposal, can you let me know if we should proactively add this to our YE Funding list as well.

Thanks,

Kayla Murphy | Manager (*she/her*)
Ministry of Mental Health and Addictions

Desk: 778.974.2177

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From: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>

Sent: August 5, 2021 1:08 PM

To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>

Cc: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Barrett, Andrew MMHA:EX <Andrew.Barrett@gov.bc.ca>

Subject: Seniors Services Society of BC - SHINE

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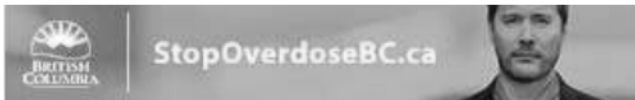
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the organization, their proposal for funding as well as a letter to Mable Elmore that provides some further context. I have more information and documents if you end up needing them but these should suffice for now.

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Best,
Kelly

Kelly Newhook (*she/her*)
Senior Ministerial Advisor
Hon. Sheila Malcolmson - Minister of Mental Health and Addictions
☎ 250-812-0447 (cell)
Kelly.newhook@gov.bc.ca



From: Newhook, Kelly MMHA-EX
To: Caronova, Tamara MMHA-EX
Subject: FW: Follow-Up: Inter-Ministry Dialogue on SHINE BC
Date: August 6, 2021 3:03:04 PM
Attachments: HOW SHINE BC WILL PAY FOR ITSELF INFOGRAPHIC-FINAL.pdf
SHINE BC Year 3 Budget and Impact.pdf
Cutting SHINE BC Service Map - V3 - Oct 15, 2018 - Seniors Services Society.pdf
Re: Inter-Ministry Dialogue on SHINE BC August 22 2018 (final).pdf
SHINE BC Client Case Stories.pdf
Mental Health Vs Addictions Referrals to Seniors Services Society from May 2018.pdf

From: MacDonald, Alex HLTH-EX <Alex.MacDonald@gov.bc.ca>
Sent: August 5, 2021 3:59 PM
To: Newhook, Kelly MMHA-EX <Kelly.Newhook@gov.bc.ca>
Subject: FW: Follow-Up: Inter-Ministry Dialogue on SHINE BC

Look what I found!

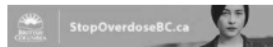
From: Morris, Jonny MMHA-EX <Jonny.Morris@gov.bc.ca>
Sent: March 26, 2019 4:32 PM
To: MacDonald, Alex MMHA-EX <Alex.MacDonald@gov.bc.ca>
Cc: Grant, Nick MMHA-EX <Nick.Grant@gov.bc.ca>; Landry, Dara M MMHA-EX <Dara.Landry@gov.bc.ca>
Subject: FW: Follow-Up: Inter-Ministry Dialogue on SHINE BC

Hello Alex –

As requested. These are the documents from SHINE BC.

JM

Jonny Morris | Senior Director, Policy & Legislation | Strategic Policy and Planning Division | Ministry of Mental Health and Addictions
ph: 250-952-1471 c: 250-213-9567 |jonny.morris@gov.bc.ca



From: Kara-Leigh Bloch <kara@seniorsservicesociety.ca>
Date: Thursday, January 10, 2019 at 6:13 PM
To: "Stewart, Sharon A HLTH-EX" <Sharon.Stewart@gov.bc.ca>; "Morris, Jonny MMHA-EX" <Jonny.Morris@gov.bc.ca>; "debbie maglauchan@gov.bc.ca" <debbie.maglauchan@gov.bc.ca>; "Smith, Stephen HLTH-EX" <Stephen.Smith@gov.bc.ca>; "Bruce, Robert SDPR-EX" <Robert.Bruce@gov.bc.ca>; "Fisher, Kiersten D HLTH-EX" <Kiersten.Fisher@gov.bc.ca>; "Eve, Doni HLTH-EX" <Doni.Eve@gov.bc.ca>; Dominic Flanagan <DFlanagan@bchousing.org>; "Liens, Raymond MMHA-EX" <Raymond.Liens@gov.bc.ca>; "Minister, MMHA MMHA-EX" <MMHA.Minister@gov.bc.ca>
Cc: Kara-Leigh Bloch <kara@seniorsservicesociety.ca>
Subject: Follow-Up: Inter-Ministry Dialogue on SHINE BC

Happy New Year!

Once again, thank you for taking the time to dialogue about how SHINE BC's one-stop, proven track record can immediately and effectively assist Four BC Ministries to achieve their mandates.

As you all know, **SHINE BC is seeking an ongoing, coordinated, multi-ministry funding partnership between:**

BC Housing (40%)	Ministry of Health (25%)	Ministry of SD Poverty Reduction (25%)	Ministry of Mental Health & Addictions (10%)
Year 1- \$286,529	Year 1- \$179,081	Year 1- \$179,081	Year 1- \$71,632
Year 2- \$758,283	Year 2- \$473,927	Year 2- \$473,927	Year 2- \$189,570
Year 3- \$1.052M	Year 3- \$657,818	Year 3- \$657,818	Year 3- \$263,127

**see attached Full Budget and Impact*

I wanted to touch base and shed light on **SHINE BC's impact and cost effectiveness for 2019 and beyond!** *see the attached new document titled: How SHINE BC will pay for itself

I had a great phone meeting with BC Seniors Advocate recently, hearing her support for the need of a seniors housing navigation solution and the immediate impact it will have. Isobel MacKenzie noted that the Office of the Seniors Advocate (OSA) has raised the issue of placement in a long-term care home in three separate reports. The OSA data continues to support that 15-20% of seniors living in long-term care homes are there for economic reasons and could be accommodated in the community with home support and/or with assisted living accommodation. This is the kind of work that SHINE BC does- keeps seniors in the community with supports for as long as they are able to do so. (Reference: Seniors at Home & in Long-Term Care: A 2017/18 Snapshot, September 2018<<http://www.seniorsadvocatebc.ca/app/uploads/sites/4/2018/09/SeniorsatHomeandinLTC-rpt.pdf>>, page 4 & 7).

I wanted to bring to your attention a notable **cost efficiency** that SHINE BC will provide, thus ensuring that a Provincial Government Investment in SHINE BC will successfully pay for itself: **Diverting at bare minimum 50 seniors who reside in publicly funded Long Term Care (LTC) solely for economic reasons saves \$3Million per year.**

Please see attached:

1. [How SHINE BC will pay for itself](#)
2. [SHINE BC Budget and Impact](#)
3. [SHINE BC Service/Journey Map](#)
4. [Inter-ministry Dialogue Package and SHINE BC Proposal](#)
5. [Client Case Stories](#)
6. [Mental Health and Addiction Referral snapshot](#)

I look forward to connecting in this fresh New Year on how SHINE BC can have a meaningful and cost effective way to meet your Ministry's mandate!

If you have any questions please be in touch: cell: 778-237-1873

Together, we will eliminate seniors homelessness and provide dignified, appropriate income, health and housing for seniors 60+ in BC.

Thank you!

Kara-Leigh Bloch
Executive Director
Seniors Services Society
750 Carnarvon Street, New Westminster, BC V3M 1E7
Phone: 604-520-6621 Fax: 604-520-1798
www.seniorsservicesociety.ca



From: [Casanova, Tamara MMHA:EX](#)
To: [Massey, Christine MMHA:EX](#); [Landry, Dara M MMHA:EX](#); [Grant, Nick MMHA:EX](#)
Subject: RE: Shine
Date: September 1, 2021 9:32:47 AM
Attachments: [YE2021 SSSBC Financial Statements.pdf](#)

As additional info, here is the summary of the call staff had with SHINE last week:

Kelly McConnan, Mark McInnes and Calvin Jennings had a call with SSSBC on Aug 26:

- SHINE partner agencies collect lots of qualitative data but generally do not have standardized quantitative outcome measurements, which is a disadvantage in terms of preparing a TB submission.
- SSSBC will try to provide additional outcome data after MMHA informs them of which measurements we're interested in.
- SSSBC provided us with their financial statement today (attached in this email).
- SSSBC will send us their projected budget for maintaining the current SHINE program this year, as opposed to expanding the program as outlined in their funding proposal.
- Within the next week, SSSBC will inform us whether partner agencies are able to keep operating the SHINE program or are having to cut staff capacity. The general sense is that partner agencies are trying to hang on but aren't sure whether they will be able to continue operating SHINE in the coming months.

Next steps:

- MMHA (I can take the lead with Mark McInnes) will inform SSSBC of the immediate outcome measurements that can enhance MMHA's TB submission.
- Within the next week or so, SSSBC will provide those outcome measurements to MMHA (if possible), a funding proposal based on maintaining the current program, and details on how partner agencies are dealing with the end of program funding.

Tamara

-----Original Message-----

From: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Sent: September 1, 2021 9:29 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Cc: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Subject: RE: Shine

Yes, more time and in particular, the minister wants to explore having this incorporated in the s.12

Nick - let's discuss how to bring this to Housing's attention at our biweekly

-----Original Message-----

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: September 1, 2021 9:15 AM
To: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>; Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Cc: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Subject: RE: Shine

Great gives us more time - presume we will continue to assess proposal towards potential TB ask?

-----Original Message-----

From: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Sent: August 31, 2021 12:36 PM
To: Grant, Nick MMHA:EX <Nick.Grant@gov.bc.ca>
Cc: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>

Subject: Shine

Minister texted me to let me know that her CO is reporting that SHINE is funded to March 31

cm

From: [Murphy, Kayla MMHA:EX](#)
To: [Wolfe, Seamus MMHA:EX](#)
Cc: [Casanova, Tamara MMHA:EX](#)
Subject: RE: next steps SHINE
Date: August 24, 2021 2:53:47 PM
Attachments: [FOR MO - Federal Funding Summary.msg](#)

Hey Seamus,

From what my understanding is that under the Federal Funding, MMHA was to prepare a TB Minor submission for consideration as per the attached email.

I will connect in with Dara & Tamara to confirm if this is the latest information and will provide an update accordingly.

Kayla Murphy | Manager (*she/her*)
Ministry of Mental Health and Addictions
Business Operations | Office of the Deputy Minister
Desk: 778.974.2177

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From: Wolfe, Seamus MMHA:EX <Seamus.Wolfe@gov.bc.ca>
Sent: August 24, 2021 2:34 PM
To: Murphy, Kayla MMHA:EX <Kayla.Murphy@gov.bc.ca>; Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Subject: FW: next steps SHINE

Hi Kayla,

I don't know if I have the full picture on this. I was given some direction when Kelly s.22 to make sure this funding was in place and then have myself or someone from the local CO call SHINE and let them know the funding was coming.

But I don't know at all where this is at – or where/if the funding would be coming from.

Can you fill me in/bring me up to speed?

Thank you,
Seamus Wolfe
Ministerial Advisor to the Honourable Sheila Malcolmson
Minister of Mental Health and Addictions
T: 236-478-1326 // C: 250-208-4672

From: Malcolmson, Sheila MMHA:EX <Sheila.Malcolmson@gov.bc.ca>

Sent: August 18, 2021 2:31 PM

To: Wolfe, Seamus MMHA:EX <Seamus.Wolfe@gov.bc.ca>; Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>

Subject: next steps SHINE

Hi, can we please connect on next steps for this funding? Sounds like it is all up to us, since the operator just found out a few weeks ago their funding wouldn't be renewed and the program ends Aug 31. Given that it is an existing program with a great track record and reporting, can we work to hasten formalizing my funding decision? Since Darcy, Kelly and I will be on holiday, and so is Thea at Housing ministry, I want to be sure who will advance it and keep in contact with the operator, Nanaimo Family Life Association.

Thanks



Sheila Malcolmson
Minister of Mental Health
and Addictions

AG Bullets for MLA Sheila Malcolmson

Topic: Seniors Housing Information & Navigation Ease (SHINE) program in Nanaimo

Branch: Homelessness Policy and Partnerships Branch

CLIFF: 619300

SHINE Program and provincial funding:

- The SHINE (Seniors Housing Information & Navigation Ease) program is a project of the Seniors Services Society of BC – a non-profit organization that connects adults age 60 and older to housing navigation services and supports.
- The goal of the SHINE program is to be a one-stop destination for vulnerable seniors experiencing housing insecurity. SHINE works with partner agencies to provide navigation services in strategic locations across the province.
- In Nanaimo, SHINE services are delivered through the Nanaimo Family Life Association.
- The SHINE program is jointly funded by the Ministry of Health and Ministry of Mental Health and Addictions.
- BC Housing does not provide funding to the SHINE program or the Seniors Services Society of BC Nanaimo Branch.
- The Homelessness Policy and Partnerships Branch (AG) is aware of the cancellation of the SHINE program in Nanaimo and has informed BC Housing.
- For any further concerns about BC Housing homelessness programs in Nanaimo, please contact Vancouver Island Regional Director, Heidi Hartman at:
hhartman@bchousing.org

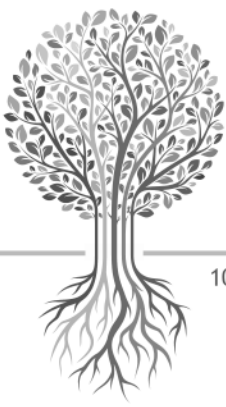
Supports and Housing in Nanaimo

- BC Housing funded homelessness outreach services in Nanaimo are provided through the Canadian Mental Health Association Mid-Island Branch:
<https://cmha.bc.ca/branches/cmha-mid-island/>
- In 2020, the Province announced a partnership with the City of Nanaimo to deliver more than 300 new affordable rental homes for individuals, seniors and families, as well as new permanent, purpose-built supportive homes for people experiencing homelessness. This project builds on previous investments to address homelessness and housing affordability in Nanaimo. Through funding programs such as the Community Housing Fund, Supportive Housing Fund, and Women's Transition Housing Fund, the Province has funded 847 new affordable homes in Nanaimo since 2017:
<https://letstalkhousingbc.ca/Nanaimo>

Seniors Housing

- The Province, through BC Housing, operates a number of programs to both create new affordable housing for seniors and enhance the affordability of existing housing for seniors.
- In 2019/20, BC Housing made significant investments to support subsidized housing and rental assistance for seniors, including:
 - Over \$430 million to support more than 42,000 units of independent social housing for low-income seniors and families;
 - Over \$39 million to support just over 10,000 units of supportive housing for seniors; and
 - Over \$76 million to support approximately 25,000 senior-led households receiving Shelter Aid for Elderly Renters assistance with their rent in the private market.
- In December 2020, the Province announced funding for over 600 new affordable rental homes through the Building BC: Community Housing Fund, with a number of these homes set aside for low-income seniors: <https://news.gov.bc.ca/releases/2020AG0063-001990>
- For seniors who are able to age in place, BC Housing provides funding through the Shelter Aid for Elderly Renters (SAFER) program (www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER). This program is designed to make rents more affordable for British Columbian seniors with low-to-moderate incomes. Budget 2018 invested \$72.5 million over 3 years to increase benefits and expand access to over 26,400 senior households: www.bchousing.org/housing-assistance/rental-assistance/SAFER
- BC Housing also operates the Seniors' Supportive Housing Program, which provides housing and support services to older adults, seniors and people with disabilities who can live independently with some assistance, but who are not eligible for assisted living or a greater level of care: www.bchousing.org/housing-assistance/housing-with-support/seniors-supportive-housing
- The Independent Living BC Program is a subsidized, assisted-living program that provides housing with support services to seniors and people with disabilities. The program is offered in partnership between BC Housing, provincial health authorities, the Canada Mortgage and Housing Corporation and both non-profit and private-market housing providers. The program's assisted living units provide a middle option between home care and residential care, so individuals can continue to live independently: www.bchousing.org/housing-assistance/housing-with-support/independent-living-bc-program

- The Province also offers the BC Rebate for Accessible Home Adaptations (BC RAHA), which provides financial assistance in the form of a rebate to eligible low- and moderate-income households to complete home adaptations for continued independent living in their home: www.bchousing.org/housing-assistance/BC-RAHA/program-overview



Nanaimo Family Life Association ^{EST. 1967}

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are the heart of a strong and resilient community.*

1070 Townsite Road, Nanaimo, BC V9S 1M6 ☎ T: (250) 754-3331 ✉ F: (250) 753-0268 🌐 www.nflabc.org

July 28, 2021

Hon. Sheila Malcolmson, MLA
Minister of Mental Health and Addictions
105-495 Dunsmuir Street
Nanaimo, BC V9R 6B9

Good morning Sheila,

I am reaching out to your office in my capacity as Seniors Housing Navigator and Seniors Housing Information & Navigation Ease (SHINE) program coordinator, with the Nanaimo Family Life Association. I feel that it is of utmost importance that you are aware that the Ministry of Health has decided not to continue to fund SHINE, a multi-partnered pilot project developed by the Seniors Services Society of BC (SSSBC). We were notified Monday, July 26, by SSSBC that they had received news of the non-continuation of funding by email from Meghan Will on behalf of Kiersten Fisher, Executive Director of Seniors' Services Branch - Health Services Division.

Therefore, the SHINE program with the Nanaimo Family Life Association will cease services by the end of August 2021.

As you know SHINE reduces Nanaimo seniors' vulnerability to mental health, wellness, and addiction issues and supports the ability of seniors to age in place, which has been deemed vital to support the overall quality of life for older adults in Canada.

With seniors being the fastest growing demographic among BC's homeless population, we are shocked that the Ministry of Health would not decide to continue this funding that is so vital for a population that is increasingly undervalued and vulnerable due to growing social barriers. And to not continue funding while BC still grapples with the Covid 19 pandemic, is even more concerning.

Currently, I have 25 Nanaimo seniors with active files that I will have to close for which there are no appropriate referral options for housing navigation, information, advice, nor advocacy in the Nanaimo region. They are also likely to fall through the gaps in BC Housing programs due to the likelihood of forgetting to remind BC Housing of their housing need every 5 months – a very traumatizing policy/system requirement for older adults due to technological barriers.

Of these clients, 5 will be facing eviction in the next 30-60 days.

In the past 2 weeks I have directly assisted in securing long-term housing for 5 actively homeless seniors.

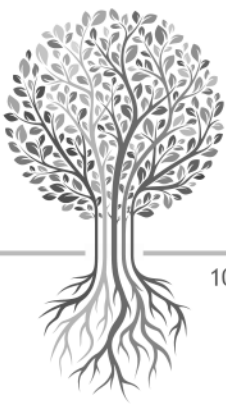
Each day I respond to at least 5 calls from local seniors who claim to be facing homelessness or are in very unsafe housing that they feel will ultimately cause their death. I respond as best as I can to support individuals who are seeking advice, but are not ready to complete an intake into the SHINE program.

One dynamic that I have noticed that I feel should be highlighted for Nanaimo demographic reasons is the way SHINE clients typically identify in terms of social class. I think SHINE has been vital as NFLA, despite our programming, is not seen as a “low-barrier” agency and we enjoy a less stigmatized reputation in the eyes of our local older adult population. This also enables my collaboration with a variety of partners. To put it frankly, most SHINE clients want to avoid the label of “being in need” or “wanting a handout”. Most identify as middle and working-class and because of this personal identity, have tried their best to address their housing issues/obstacles on their own. This demographic directly feed into local hidden homelessness numbers. SHINE programming typically includes 3 main facets - navigation, information and referral, and outreach.

As program coordinator, I had originally hoped that outreach would be a significant component, but due to program staffing limitations I have leaned heavily on collaborative partnerships with CMHA Mid-Island, VI Region John Howard Society, SEIA outreach teams for the referral of actively homeless seniors that would be suitable for SHINE. Losing SHINE in the Nanaimo region will put further pressure on already strained local service providers and case managers. SHINE has reduced the issue of service overlap and aided in the prevention of the duplication of services.

There were 5 themes identified in investigating the impact of Covid 19 on housing and services for low-income senior renters. I have listed them below with a few examples of practices.

1. Preventing Seniors Homelessness
 - Advocate for seniors who may be at risk of losing current housing.
 - Support clients during conflict processes with rental providers and in communication with RTB.
 - Referring clients to outside programming that will help ensure prevention of housing loss such as temporary and permanent subsidies offered through JHS and CMHA.
 - Utilizing collaborative networks to highlight urgent cases with community partners providing housing such as NAHS to promote SHINE client selection for tenancy.
2. Keeping Senior Renters in their Homes
 - Connecting seniors to health and wellness supports that enable them to maintain ability to function in current housing such as community nursing supports, accessing in-home mobility supports, OT assessments, internal referrals to Better At Home program to support independence.
3. Long-term Seniors Housing Stability
 - Connecting seniors to services and programs that will enable them to maintain current housing such as providing educational advice regarding rental rights, referrals to



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relationship building/conflict prevention supports, social and emotional activities to improve overall quality of life and social connections.

4. Removing System Barriers

- Closing gaps in provision of services through siloed delivery practices – i.e. liaising with Island Health practitioners and providers regarding service expectations and timelines and aiding with communication and ensuring client care.
- Providing feedback on behalf of seniors regarding accessibility barriers, policies and practices that may serve heighten the vulnerability of seniors.

5. Proactive Policies

- Collaborate and cooperate with various bodies to advocate for the inclusion of age-friendly policies and practices that
- Support policies that address the stigmatization of undervaluing older adults and promote considerations for geriatric needs with agencies that may be unfamiliar with the needs and social dynamics of the senior population.

It should also be noted that SHINE collaborates regularly with the following agencies, systems, governing bodies in the region:

- Nanaimo Health Unit/Seniors Outreach at NRGH
- Geriatric Social Work dept at NRGH
- MP Paul Manly's constituency office
- Service BC
- MSDPR
- JHS, ICCS, SEIA, NAHS, CMHA, Salvation Army
- Nanaimo Homeless Coalition – sitting member
- BC Housing Access and Assessment local rep

Ultimately, it is our hope that as Minister of Mental Health and Addictions, you are able to see how not only has SHINE been vital for Nanaimo seniors, but also been vital in supporting so many geriatric service providers. We want to ensure that everything possible is done to prevent the loss of this service.

I have also included the following additional documentation for your reference:

- Spotlight Housing Innovation E-Booklet
- Seniors Housing Solutions Lab
- SHINE report
- SHINE proposal
- Seniors Service Shine Request

Thank you for your consideration of this material. Executive Director, Deborah Hollins and myself are available to speak further with you on this matter at any time.

Kirsten Brooker (she/her)
Seniors Housing Navigator/SHINE Program Coordinator
Nanaimo Family Life Association

cc. Deborah Hollins, Executive Director

March 5th, 2021

Ms. Mable Elmore
Parliamentary Secretary, Seniors

Dear Ms Elmore

Re: Seniors Housing Information and Navigation Ease (SHINE BC)

Seniors Services Society of BC based in New Westminster since 1974 is one of the only agencies dedicated to housing information and navigation for seniors in BC since its inception. We have refined our service delivery and have been delivering services and providing effective knowledge mobilisation and training to non-profit and private sector partners and volunteers for several decades.

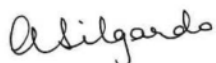
Two years ago, seeing the crisis looming for independent seniors who were becoming homeless or at risk of homelessness, we put together a comprehensive proposal for a provincial program SHINE. We were grateful to the MOH and Mental Health and Addictions for supporting us for the past 18 months.

What we were able to do was establish a provincial network of partners and were able to support the partners with everything from job descriptions for hiring, training of their staff to ensure consistent service delivery to seniors provincially. In addition, developing real partnerships to support seniors who need to cross regional boundaries in settling down and “aging in place”. We submitted our report and a proposal for expansion to the Ministry of Mental Health just prior to the election being called. We have not heard back from the Ministry.

Our model is unique and integrates with cities around the province as the city is the most critical hub for a senior in crisis whether it is financial top up due to an emergency, tax prep, form filling, working with authorities with online applications. We were able to demonstrate that this model for eg. in New West with the navigation, community connection and real community engagement was exceptional and has been identified by Future Cities – a CMHC funded project as Future Cities Canada: Unexpected Solutions – Scaling Innovative Housing Solutions and will be featured in their upcoming book.

Coincidentally, we find that UWLM has just released a grant stream that mirrors our request for provincial funding without the integrated approach. We would appreciate your assistance with determining the status of our application to the Ministry of Health.

Warm regards



Alison Silgardo

SENIORS SERVICES
SOCIETY OF BC

**SENIORS HOUSING &
INFORMATION
NAVIGATION EASE
(SHINE)
GRANT PROPOSAL**

FEBRUARY 2021



The Seniors Housing and Information Ease (SHINE)

The Seniors Housing and Information Ease (SHINE) Program is the culmination of the Seniors Services Society of BC's (SSSBC) vision for a province-wide, integrated model of housing and mental health/addictions information and support services for seniors. SHINE addresses the important and inter-related factors of isolation, social connection, healthy lifestyle and exercise, housing navigation, community connection, mental wellness, and skills development.

Seniors Services Society of BC has proven that we can successfully scale across the Province of BC. In 2020, we were able to expand our seniors housing navigation and outreach services located in New Westminster, BC to 4 additional regions including: Nanaimo (Island), Vancouver (Inner City), and Kelowna (BC Interior) and Prince George (BC North). This was accomplished through an engagement process taking into account the unique characteristics, strengths and challenges of each community.

It is our goal to continue to fund our 4 regions so they can provide coordinated housing and support services to seniors in the Province of BC.

Funding Request

We are requesting \$3,163,888 over two years from the Ministry of Mental Health and Addictions and the Ministry of Health to continue funding SHINE due to its resounding success.

Rationale for Funding

For many seniors in BC, navigating housing, financial assistance, health care, mental health /addictions and other services can be extremely difficult without assistance. Seniors who do not have access to appropriate housing and relevant supports are at risk of poverty, negative health outcomes, discrimination, and inequality.

1 in 5 Canadians have a friend or acquaintance who has been homeless. The SHINE Program is the culmination of the Seniors Services Society of BC's vision for a province-wide, integrated model of housing and mental health/addictions information and support services for seniors.

Just under 1 in 6 Canadians are worried or somewhat worried about paying their housing costs. The SHINE initiative has been implemented in stages and is in alignment with the United Way Better at Home Healthy Aging Pillars. SHINE addresses the important and inter-related factors of Isolation, Social connection, Healthy lifestyle and Exercise, Housing Navigation, Community Connection, Mental Health & Wellness, Learning and Skills development.

1 in 4 renters are worried or somewhat worried about paying their housing costs next month. With the COVID-19 crisis still in effect and the moratorium on evictions and payment of rent ended in September, connecting vulnerable seniors to resources and supports to ensure they have individualized housing and related support services is both timely and urgent.

(data from: Recovery for All: Proposals to Strengthen the National Housing Strategy and End Homelessness Nanos Research poll commissioned by the Canadian Alliance to End Homelessness)

Furthermore, "Aging in place" has been determined to be a strong practice in promoting a higher quality of life, dignity and self-determination of seniors. Seniors have been shown to experience less physical, mental and health challenges and to thrive when they are able to age in place in familiar surroundings of their choosing and maintain vital social and community connections. Furthermore, seniors who "Age in Place" may prevent high levels of care and costly interventions down the road.

Organizational History and Background

SSSBC has a long and successful history of delivering services to seniors who are at risk of or are experiencing a housing crisis through its Temporary Housing Program, Housing Outreach services and Housing Navigator services. It is our vision that an integrated model of housing and mental health/addictions information and support services will offer a preventative approach to homelessness in seniors. Since its inception, the SHINE program has worked towards forming strategic alliances and collaborations with other senior-serving agencies to achieve a sustainable, streamlined, efficient and effective model of services. We endeavor to ensure that seniors who are experiencing or at risk of experiencing housing instability and homelessness are supported to maintain housing appropriate to their needs and age safely in place.

Gaps

SHINE aims to ensure every senior is “Aging in Place”, focusing on preventing seniors from becoming homeless. In 2019, SSSBC along with United Way of the Lower Mainland, Burnaby Community Services, Landlord BC, BC Non-Profit Housing Association, Brightside Homes and the Homelessness Services Association of BC brought together 55 seniors’ housing stakeholders through a CHMC funded Seniors Housing Stability Solutions Lab Project with the goal to outlay challenges faced by low-income seniors who are seeking housing and supports. After 4 workshops, several meeting and 1 virtual conference, we identified the following gaps in the current housing sector for seniors:

1. Isolation: Covid-19 has increased risk and strengthened the case for supports to housing for seniors. Many seniors are experiencing increased challenges in the new reality of social and physical distancing and require face to face and in-person services.
2. Access to Mental Health Services: Seniors with physical or mental health related issues or inability to navigate supports become vulnerable to losing their current housing. Pre-existing, emerging and complex mental health issues require skilled support and timely access to medical, mental health and substance use services.
3. Place Based Supports: Seniors who are able to maintain satisfactory housing situations may not be able to access needed services and becoming inappropriately housed or homeless, leading to further problems requiring a higher level of intervention.

Strategic Partnerships

The BC Ministry of Mental Health and Addictions and the Ministry of Health have been instrumental in piloting the expansion of our services across BC.

SSSBC is also a participant in the 5-year Simon Fraser University Gerontology Department research study “Aging in the Right Place”. The study is examining promising practices in housing models to address and prevent later life homelessness in three major Canadian cities including Vancouver. SSS’s THP was selected as a promising program by the researchers, whose aim is to identify best practices for the sector.

SSSBC has led the Seniors Housing Stability Solutions Lab, a multi-sector initiative organizing workshops on areas of common housing concerns. Our 55 participants included representatives from the housing and health sectors, municipalities, service and housing providers, funders, education and research sectors.

Most recently, SSSBC was featured in a National CMHC funded project entitled “Future Cities Canada: Unexpected Solutions – Scaling Innovative Housing Solutions” which identified SHINE as an innovative housing solution for seniors. We have attached the publication to this proposal for review.

SHINE Impact on Affordable Housing

SHINE is an innovative solution to housing affordability because it focuses on preventing the root cause of seniors' homelessness. For many seniors in BC, navigating housing, financial assistance, health care, mental health /addictions and other services can be extremely difficult without assistance, leading to poverty, homelessness, inappropriate housing, negative health outcomes, discrimination and inequality.

Connecting vulnerable seniors to housing resources ensures that they have timely support and urgent needs met. For example, assisting a senior with a rent supplement, form-filling for subsidies (or other money sources), housing finder, landlord intervention, taxes, budgeting, digital literacy or a wellness support directory can be the difference between homelessness and being housed.

Conclusion

Using the learnings and skills gained so far, SSSBC seeks to implement the SHINE wrap-around model in all other regions of the province, reaching out to local universities and colleges, medical providers, housing and support services for seniors in each area and connecting all satellite hubs in a network of collaborative partners.

The Seniors Services Society of B.C. is proud to be a partner with the Province for the provision of a strengths-based, senior's specific, person-centered service serving British Columbia's older adult population. Thank you for your support.

For More information:

Alison Silgado, CEO
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC V3M 1E7
alisons@seniorsservicessociety.ca
604-520-6621

Website: www.seniorsservicessociety.ca
Twitter: https://twitter.com/Support_Seniors
Facebook: <https://www.facebook.com/seniorsservicessociety>
Instagram: <https://www.instagram.com/supportseniorsbc/>
LinkedIn: <https://www.linkedin.com/in/seniors-services-society>

Seniors Services Society of BC
Seniors Housing Information & Navigation Ease (SHINE)
2 year budget proposal

Item	# Employees	2021-2022 (2 cities/region)	2023-2022 (3 cities/region)	Comments
Salaries and Wages				
Community Connectors	see year notes	450,000	675,000	
Housing Navigators	see year notes	600,000	900,000	
Program Manager .8 FTE	0.8	60,000	60,000	
Part Time Counsellor 1 location	0.2	13,000	13,000	To be added in Year 1
Part Time HR Support .2 FTE	0.2	8,000	8,000	To be added in Year 1
TOTAL SALARIES and WAGES		\$ 1,131,000	\$ 1,656,000	
Other Expenses				
Training-ongoing to provincial partners free of charge		3,000	4,000	Housing Navigation workshops for new hires and volunteers
Office Supplies		500	500	
Program Equipment and software licenses		2,000	2,000	
IT Support, database maintenance		4,200	4,200	
Program promotion, events, advertising		250	250	
Program evaluation and analysis		5,000	6,000	
Audit and legal fees		3,000	3,000	
TOTAL OTHER EXPENSES		\$ 17,950	\$ 19,950	
ANNUAL TOTAL		\$ 1,148,950	\$ 1,675,950	
ADMINISTRATION 12%		\$ 137,874	\$ 201,114	
GRAND TOTAL 2021-2023			\$ 3,163,888	

Vision

*A community where
Seniors live with
dignity in a safe,
comfortable, and
healthy home*

Mission

*To connect adults 60+
with individual
supports and housing
navigation services to
enhance their lives*

SENIORS SERVICES SOCIETY OF BC

AT A GLANCE

2019-2020



**NEXT
STEPS: A
PROVINCIAL
EXPANSION**

In the past year, the SHINE Program has accomplished important targets in the areas of project initiation and implementation. The intention of the program is to strategically roll-out program components in stages that build upon one another as they come together to form an integrated network of partner agencies working together to provide one to one, in person, telephone and web-based resources and supports to vulnerable seniors in B.C.

**7,955**

MEALS delivered to seniors
through the Meals on Wheels
program

**2,317**

SENIORS provided with one-on-
one housing support and
information

**6,528**

SENIORS assisted with housing support and social
programs

**4,250**

Volunteer HOURS in the service of
our mission

**474**

TAX RETURNS completed for
seniors in our annual Tax Clinic

**533**

Community members educated through workshops
and presentations

FW: Shine 5 month pro-rated budget

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: September 10, 2021 3:46:43 PM PDT
Attachments: SHINE Budget for 5 months.xlsx
Hi Kyle,

See attached and Christine's description below.

Best,
Calvin

From: s 22 - . - .
Sent: September 10, 2021 3:46 PM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Subject: Shine 5 month pro-rated budget

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi Calvin,

Yes, further to your email regarding Shine funding, I can confirm if funding were provided from November 1, 2021 to March 31, 2022 the Salaries and Wages would be \$143,750.00 and the Other Expenses would be based on the monthly average as well, making a total for 5 months of \$168,348.00.

In addition, the original intent of Shine funding request was to seek ongoing, coordinated and multi-ministry funding in a shared partnership. The Shine project was intended to be a 3 year phased growth approach (growing in funding each year by about 30%) in order to lay the groundwork for a multi-ministry, cross-regional and multi-agency framework. Funding was requested from BC Housing, Ministry of Health, Ministry of Poverty Reduction and Ministry of Mental Health and Addictions.

Shine was approved for funding from only two of the agencies approached; I believe we received funding from Ministry of Health in the amount of \$500,000 over 2 years, and a one year amount from Fraser Health Authority (which I believe was \$150,000.00). I would have to confirm that amount next week with other staff.

Best regards,
Christine

FW: Shine Outcomes

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: September 13, 2021 2:38:07 PM PDT
Attachments: 2021 SHINE Nanaimo Stats - anonymous.xlsx, Provision of services to seniors with mha issues.docx, image001.jpg, Westminster House VR senior brochure.pdf

Hi Kyle,

I received this information from SHINE on Friday. The Word document ('Provision of services to seniors with mha issues') is their narrative response to how the \$500K from MMHA was used for:

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Designing and implementing a new navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Also, Christine confirms below that all partner agencies have continued providing housing navigation services in some form. Let me know if you need anything else from my end.

Best,
Calvin

From: s.22
Sent: September 10, 2021 7:37 PM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Subject: Shine Outcomes

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi Calvin,

Further to the information from partner agencies sent last week, I confirm that all partners have continued providing housing navigation services on some basis since April and are committed to doing so for as long as possible. All of the partners have indicated they consider these services essential and that they are willing and able to continue to provide the service should funding be available.

Enclosed herewith please find further information received from Nanaimo Family Life (client information removed) providing details on Shine services from January 1st to August this year. This is an example of the multiple issues that clients of Shine present with, making it sometimes difficult to categorize the primary issue. A quick survey I did last week of our partners indicates that they estimate that a minimum of 50% of presenting clients have a mental health issue or suspected mental health or addictions issue. The Nanaimo and Kelowna partners say that they would be comfortable saying that 60 to 70 percent of clients they serve have these issues.

Further to your email of August 31st requesting additional information, please find enclosed an overview of responses to item 2 (provision of services to seniors with mental health and addiction issues and the design and implementation of a new navigation resource for seniors. Brochure for the women's online recovery program run in partnership with Westminster House is also enclosed.

Best regards,
Christine

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: August 31, 2021 9:21 AM
To: Christine Palmer <christinep@seniorsservicessociety.ca>
Subject: Additional SHINE Information

Hi Christine,

Thank you for speaking on Thursday about the SHINE funding proposal and for sending a revised budget once it is approved. Following up on our conversation, could you please provide the following information at your earliest convenience:

1. **Information from partner agencies** on whether they are able to continue operating the SHINE program while MMHA assesses the funding proposal. (Any additional details are appreciated about how the agencies are making decisions and whether they would be able to revamp the SHINE program with a funding commitment if the agencies had to stop operating it.)
2. Regarding the **reporting on outcomes**, we would appreciate if you could provide—broadly speaking—a record of how SSSBC used MMHA's \$500K in 2019 funding in support of the following:
 - Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
 - Designing and implementing a new navigation resource for seniors, living with mental health and addictions problems, seeking housing.

The above comes from the program description in MMHA's 2019 grant agreement with SSSBC, and any relevant information you have (especially quantitative data) will be useful.

Some other information that may be valuable includes:

- How many people has SHINE helped to find stable housing?
- What percentage of seniors were able to maintain their stable housing situation after interacting with a Navigator or Connector?

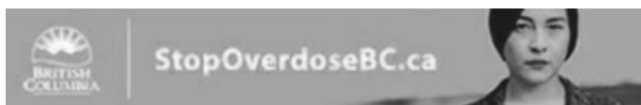
We recognize that it may not be possible for SSSBC to report on all these measures, but I hope this gives a sense of what kind of information will be useful. If you can think of alternative outcomes or indicators that you would be able to provide, please feel free to send the data to me.

Thank you very much for your assistance while we review your funding proposal.

Best,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓ilwílth (Tsleil-waututh) Nations.

Shine Provision of Services to Seniors Living with Mental Health and Addictions issues.

A partnership agreement was forged with Westminster House Recovery Society to deliver a Senior Women's online program in the Fall of 2020. Since the virtual program was not covered by traditional funding, SSSBC provided \$7,000.00 in support of the development and delivery of the pilot program which ran for 8 weeks from October to December 2020. Brochure is attached. Shine promoted the program to its partners and through agency channels, as one advantage of virtual programming is that it is accessible from anywhere in the province.

Shine partners had freedom to recruit staff they felt were best suited to the role in each of their respective communities, but a draft outline of a job description was provided encouraging selection of candidates holding a bachelor or master's degree in social sciences, for example psychology or social work, with training/experience in mental health and addictions services and supports.

Due to the stigma associated with mental health and addiction issues resulting from generational, cultural, and societal biases resulting in under-reporting of these issues in older adults, and the complexity of these issues in seniors, the Shine initiative reports self-disclosure of these issues, and also records cases of "suspected" mental health and addictions. Most cases are under the "suspected" category since seniors often present with multiple health issues that may be exacerbated by medication mismanagement and physical and cognitive decline. In this way, services and supports are offered to clients without confrontation in the context of finding and maintaining suitable housing and achieving a healthy lifestyle.

The Mental Health and Addictions online Directory was compiled over the course of 2019, with input and work on the environmental scan to identify resources provided by a master's level (and later doctoral level) practicum student in the Gerontology program at Simon Fraser University, the Shine program manager, and a Douglas College social work practicum student. During the last quarter of 2019 and first quarter of 2020, the Directory continued to be developed with the addition of contracted IT consultancy and website design, setup, and hosting contractors as well as internal SSSBC staff members- two staff in the roles of IT lead and marketing/development coordinator as well as ongoing support from the Shine manager.

Link to the MHA Directory on SSSBC site: <https://www.seniorsservicessociety.ca/mental-help/>

The new directory of MHA senior's resource was intended to supplement Shine partners' efforts to achieve increased advocacy for seniors experiencing mental health and substance use issues, including reduction of stigma, increasing social/recreational supports and community inclusion, as well as providing data for identification of areas for outreach/housing navigator worker skill building, and effecting cross-regional knowledge exchange, information sharing, training initiatives, etc.)



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RE: SHINE and Community Counselling Sub

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>
Sent: September 20, 2021 9:56:27 AM PDT

For the best chance at having this reviewed and approved in October, I would need the signed sub by September 30.

-----Original Message-----

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: September 20, 2021 7:45 AM
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Cc: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: SHINE and Community Counselling Sub

Hi Chris

What is the time frame you need for this to have MSM sign off?

Also wanting to confirm the version I sent you utilized the correct template. I pulled it from the cab ops site but wanting to make sure it's most recent.

Kyle Johnson
Director, Financial Management & Reporting Corporate Services Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

FINAL SIGNED: TB Submission - Community Counselling and SHINE Grants

From: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
To: Landry, Dara M EMBC:EX <Dara.Landry@gov.bc.ca>, Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Sent: October 1, 2021 3:11:25 PM PDT
Attachments: MHA-21-16 - TB Submission - Community Counselling and SHINE Grants - FINAL Signed.pdf
Hi,

Attached is the final signed copy for your submitting to TBS.

With thanks,

Tamara Casanova | Director (*she/her*)
Ministry of Mental Health and Addictions
Executive Operations | Office of the Deputy Minister
Desk: 250.952.1125 | Email: tamara.casanova@gov.bc.ca

From: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>
Sent: October 1, 2021 1:51 PM
To: Casanova, Tamara MMHA:EX <Tamara.Casanova@gov.bc.ca>
Cc: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Subject: RE: UPDATED: TB Submission - Community Counselling and SHINE Grants

Good to go.

Kelly



Cabinet Submission – Request for Decision

Minister: Honourable Sheila Malcolmson

Ministry: Mental Health and Addictions

Date: 21/09/2021

Ministry Document #: MHA21-16

Title: Community Counselling and SHINE Grants

s.12; s.13; s.17

Implications and Considerations:

- People are experiencing intensifying mental health and substance use symptoms because of the COVID-19 pandemic, particularly, vulnerable populations with existing mental health and/or substance use issues.
- A recent survey conducted by Canadian Mental Health Association – BC¹ found that 71% of adults report feeling negative emotions as a result of the ongoing COVID-19 pandemic.
- Up to 70% of the clients that receive services through the SHINE program have mental health and/or substance use issues.

Background / Context / Discussion:

Background

In 2019, the Province released *A Pathway to Hope (Pathway)*, which articulates a ten-year vision for transforming the provincial mental health and substance use systems to

¹ Canadian Mental Health Association (BC Division): <https://cmha.bc.ca/news/how-are-we-feeling-british-columbians-are-worried-bored-stressed-lonely-but-hopeful/>



ensure that people in BC have access to quality, evidence-informed, and appropriate care, leveraging the benefits of providing help early in the life cycle.

In *Budget 2019*, Government initially focused new funding primarily on child and youth services, improved access to counselling services, and modelling a new integrated system of care using a cross-government approach in a limited number of BC communities with significant progress being achieved in several priority actions. However, the COVID-19 pandemic temporarily slowed or paused all most all activity, with operational focus and resources redirected to meet emergent mental health and addictions service needs.

During COVID-19, the Ministry has worked extensively with partner ministries and community agencies to transition service models that maximize the use of technology such as virtual community counselling, mobile applications, and on-line service hubs utilizing Pandemic Response and Economic Recovery funding.

Through the historical investment made in British Columbians' mental health and substance use services, *Budget 2021* continued the expansion of mental health and substance use supports to better connect people to culturally safe and evidence-informed care.

Work is currently underway with partner ministries, community agencies, and regional health authorities, to continue implementation of those initiatives funded in *Budget 2019*, and to begin the implementation of new and expanded programs funded in *Budget 2021*.

Context

The ongoing COVID-19 pandemic continues to disproportionately impact the most vulnerable people living in BC, particularly Indigenous peoples, highlighting the continued need for broader access to mental health and substance use treatment services both in-person and through alternative services models utilizing virtual and other technologies to bring services to where people can access them.



Mental health and substance use experts expect a continued surge in demand for services due to the impacts of the pandemic and physical distancing measures on the mental health and wellness of individuals and families. Additionally, the economic consequences of the pandemic (e.g., job loss, loss of a business, higher poverty levels and high toxic drug supply) will continue to take a significant toll on people's mental health and substance use. The COVID-19 pandemic has taken an unprecedented toll on the mental health of British Columbians. The Canadian Mental Health Association – BC Division has found that 38% of Canadians say their mental health has declined, 24% of parents say their child's mental health is worse, and 46% of Canadians say they feel anxious and worried due to the pandemic².

s.12

² Canadian Mental Health Associations (BC Division): <https://cmha.bc.ca/covid-19/>



s.12

SHINE Program

The SHINE program, established by the Senior Services Society BC (SSSBC), is an initiative designed to facilitate timely access to and navigation of appropriate housing services and supports for seniors. In 2018/19, the pilot program was jointly funded by MMHA and HLTH via Fraser Health (\$0.5 million and \$0.15 million respectively). Using a collaborative approach with community organizations in New Westminster (Seniors Services Society), Vancouver (West End Seniors Network), Nanaimo (Nanaimo Family Life Association), and Kelowna (Seniors Outreach Services Society), SHINE connects seniors to support services in their region to enhance their ability to achieve and maintain stable housing, and to improve their overall health and wellness. Through partnerships, SHINE has established core services in the following four areas:

- 1) Seniors Housing Navigators located within each community organization screen and assess senior clients to identify barriers to accessing or maintaining stable



housing, and provide advice and assistance navigating housing services that meet the clients' unique needs.

- 2) Community Connectors located across the SHINE network aim to reduce isolation and increase social and service connections for seniors through linkages and referrals to local, community-based programs and education.
- 3) A Seniors Mental Health & Wellness Provincial Resource online directory and Provincial Seniors Housing Directory are available on Seniors Services Society's website, with the goal of increasing accessibility of senior-specific housing and mental health and wellness information.
- 4) Strengthening Communities and Building Collaboration by contributing to research projects and developing new initiatives (e.g., online services and supports in response to the COVID-19 pandemic). Core objectives of SHINE include building a network of service providers addressing seniors' housing and other service needs in BC and advocating for positive change and capacity-building in the sector.

Through the current offering of services, SHINE helps address issues that have challenged mental health and wellness among seniors and have been exacerbated since the beginning of the COVID-19 pandemic, such as social isolation, food insecurity, financial hardship, and housing instability.

s.12



s.12

SHINE Program - \$0.720 million

According to BC Housing, over 53,300 seniors' households across British Columbia receive some sort of support for housing, for which the SHINE program plays an integral part in preventing homelessness, addressing current or potential homelessness, and/or maintaining current housing among this at-risk population. SSSBC reports over 18,000 requests for aid were received in 2020, a 33% increase over the historical norm, largely due to the impacts of the pandemic. Data provided by Nanaimo Family Life, administrators of the SHINE program in Nanaimo, indicate between 60% to 70% of the clients they see have some sort of mental health and/or substance use issues. During the period January to September 2021, SHINE specific services were provided to 70 at-risk seniors, in addition to over 15 phone inquiries per week.

s.12

Page 143 of 181

Withheld pursuant to/removed as

s.12 ; s.13



Indigenous Peoples:

The disproportionate impact of the on-going overdose crisis coupled with the recent discoveries related to residential schools have only exacerbated the situation faced by Indigenous people and clearly demonstrates a need for more services targeted to this community.

s.12

SHINE

- The SHINE collaborative model is designed to match the unique characteristics of the regions, service providers, and persons served by allowing a reasonable amount of flexibility in service provision to support the strengths, needs, and priorities of each community, and promoting integration and cooperation between senior service organizations and community stakeholders

A key commitment in the Pathway is working with Indigenous partners in the planning and implementation of all initiatives to ensure new services are culturally safe, embody Indigenous perspectives on health and wellbeing, and are designed to meet the distinct needs of Indigenous peoples. To this end, the Province continues to work closely with the First Nations Health Authority (FNHA), First Nations Health Council (FNHC), Metis Nation BC (MNBC) and BC Association of Aboriginal Friendship Centres (BCAAFC) across all program areas to ensure Indigenous peoples benefit from actions aimed at improving the mental health and substance use system of care.

Business and Economic Implications:

Mental health and substance use problems have a significant impact on the BC economy. A recent Canadian study indicated that poor mental health costs the Canadian economy \$51 billion annually in lost time and lost productivity. British Columbia's proportional share is \$6.6 billion.



Individuals with mental health or substance use challenges are much less likely to be employed or be employed full time. Unemployment rates are as high as 70% to 90% for people with the most severe mental illnesses, while rates among people living with depression or anxiety can be over 30%. Mental health has surpassed heart disease as the fastest-growing, costliest disability in the country. Mental health and substance use problems account for 46% of all long-term and short-term disability claims in Canada.

The COVID-19 pandemic is exacting a significant economic, social, physical, and mental health impact on British Columbians: it is anticipated that the impact on mental health and substance use will shift through the different stages of the pandemic with many British Columbians experiencing near-term as well as long-term effects.

s.12; s.17

Legal Advice:

Not applicable

Policy:

The investments proposed align with the policy work undertaken in development *the Pathway*.

The *Pathway* was approved by Cabinet and released in June 2019. The policy work to develop the strategy included research and analysis examining differences such as ethnicity, age, sexual and gender identities, and income. Implementation of specific priority actions includes similar analysis to ensure mental health and substance use policies and services are responsive to—and meet the needs of—all British Columbians.



Legislation:

Not applicable

Public, Stakeholder & Other Consultation:

MMHA completed extensive internal and public consultation to support the development of *the Pathway*, including community discussions, meetings, consultations, conferences, and targeted roundtable dialogues to ensure diverse voices were heard. Members of the public also had the opportunity to share their feedback online or via email.

As *the Pathway* implementation continues and emergent needs arise, MMHA remains committed to engaging with internal and external stakeholders as required to make evidence-based decisions required meet Government's 10-year plan as outlined.

Communications & Public Engagement:

A communication plan will be required if the recommended option is approved.

Contact: Dara Landry
Executive Lead and Chief
Financial Officer
(778) 584-4560

Christine Massey
Deputy Minister

Honourable Sheila Malcolmson

October 1, 2021

Date Signed

RE: SHINE - Seniors Services Society of BC s.13; s.17

From: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 19, 2021 3:05:10 PM PDT
Attachments: image001.png
Good afternoon Kyle,

Checking in to see if this funding has been approved and all good for a mid-November announcement.

Thank you,

Aygul

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: September 24, 2021 1:59 PM
To: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>
Subject: RE: SHINE - Seniors Services Society of BC s.13;

That was the original ask – it has since been refined to \$720K

From: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>
Sent: September 24, 2021 1:56 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: SHINE - Seniors Services Society of BC s.13;

Thank you for such a quick response. s.13; s.17

Aygul

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: September 24, 2021 1:52 PM
To: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>
Subject: RE: SHINE - Seniors Services Society of BC s.13;

Hi Aygul

Draft submission for approval is currently in the MO for approval – assuming this is done shortly we are hoping to have that the November date is still in play as we will get word one way or the other on approvals ideally in October.

Funding is not confirmed yet but will be just over s.13; s.17
No other ministries are involved at this time – Funding is support administration of the SHINE program within the existing partner agencies working with SSSBC.

From: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>
Sent: September 24, 2021 1:14 PM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: FW: SHINE - Seniors Services Society of BC s.13;
Importance: High

Hi Kyle,

We are working on outlining potential event pitches through mid-November for the GCPE events team. Can you provide any additional details on this funding? There seems to be some issues with TB approval process. Do you think it will be approved in time for an announcement by mid-November?

s.13; s.17

What is the funding for? Are there other Ministries involved? I would appreciate your response ASAP as this is an urgent assignment.

Thanks,

Aygul

From: Parisi, Jennifer GCPE:EX <Jennifer.Parisi@gov.bc.ca>

Sent: September 24, 2021 10:30 AM

To: Khalaileh, Aygul GCPE:EX <Aygul.Khalaileh@gov.bc.ca>

Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>

Subject: SHINE - Seniors Services Society of BC s.13;

Hi Aygul!

Cc Corinna for awareness.

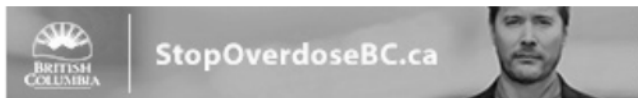
Here's what I have on the SHINE announcement! Please check with Dara/Kyle on the funding piece.

- **Senior Services Society of BC (SHINE) - s.13;** – this one is from the attached Summary: federal funding; and additional email from Kyle re: status

The attachment discusses that the funding should be approved by TB in September.

Sincerely,
Jen.

Jennifer Parisi (she/her)
Ministry of Mental Health and Addictions
Government Communications and Public Engagement
Cell: 250-883-6265
jennifer.parisi@gov.bc.ca



FW: SHINE/Community Counselling BN for fact check

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Cc: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 25, 2021 11:16:39 AM PDT
Attachments: a MHA Community Counselling and SHINE STOB 77 BN for DM Fact Check.docx
Hi Chris,

BN approved by DM.

Thanks,
Dara

From: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Sent: October 25, 2021 11:15 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: SHINE/Community Counselling BN for fact check

Approved. Thank you

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: October 25, 2021 10:13 AM
To: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>
Subject: FW: SHINE/Community Counselling BN for fact check

Hi Christine,

Can you please review and approve the attached TBS BN for Community Counselling and SHINE grants at your earliest opportunity.

s.12

Thanks,
Dara

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Sent: October 25, 2021 10:02 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: SHINE/Community Counselling BN for fact check

Hi Dara,

It's varies from analyst to analyst; there's no rule here I've ever seen. My practice has always been to share the recommendation verbally prior to the TB meeting.

s.12

Thanks,
Chris

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: October 25, 2021 9:39 AM
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: SHINE/Community Counselling BN for fact check

Hi Chris,

It is my experience that it is practice to include the recommendation prior to DM signoff.

Has that changed?

Thanks,
Dara

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Sent: October 22, 2021 5:02 PM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: SHINE/Community Counselling BN for fact check

Hi Dara,

I've made some changes based on the comments and attached a clean version for sign off. I understand you probably won't have sign off in time for our upload on Monday, but I'll still need sign off s.12

Have a great weekend!

-Chris

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: October 22, 2021 1:48 PM
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: RE: SHINE/Community Counselling BN for fact check

Hi Chris,

Find our comments in attached.

Thanks,
Dara

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Sent: October 22, 2021 12:46 PM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Subject: SHINE/Community Counselling BN for fact check

Hi both,

I've attached a copy of our TBS note for fact check and signoff. Apologies this is coming at 1245 on a Friday. We have to upload materials for the Chair on Monday morning. Can you please provide a check and signoff before then?

Give me a call if there's anything that needs correction.

-Chris

Chris Bordeleau | Treasury Board Analyst (he/him)
Treasury Board Staff | Ministry of Finance
e: Chris.Bordeleau@gov.bc.ca
t: 778-698-8165 m: 250-213-3412

TREASURY BOARD STAFF BRIEFING NOTE

CLIFF NO: 488386

REQUEST NO.: MHA21-16

MINOR MEETING DATE: OCTOBER 28, 2021

TITLE: COMMUNITY COUNSELLING AND SHINE GRANTS

ISSUE SUMMARY:

s.12; s.17

RECOMMENDATION:

2021-10-22 1:50 PM

CONTEXT:

- MHA received \$2.4M in 2020/21 to expand the number of community counselling providers from 29 to 49. Government provided funding to maintain this extra capacity until March 2022 via a 2020/21 year-end grant to the Canadian Mental Health Association.
- The SHINE program began in 2018/19 with funding from MHA and Fraser Health. It facilitates timely access to and navigation of appropriate housing services and supports in partnership with organizations in New Westminster, Vancouver, Nanaimo, and Kelowna. The initial funding expired on March 31, 2021. In April 2021, the Seniors Services Society of B.C. (SSSBC) used internal funding to continue the program until August 31, 2021.

s.12; s.17

s.12; s.17

RECOMMENDATION:

TBS Contact: Chris Bordeleau

Draft sub. 1st received: Sept. 16, 2021

Final draft received: Oct. 4, 2021

Signed sub. received: Oct. 4, 2021

TB briefing note provided to the Ministry:

Draft sent: No

Final sent: Oct. 22, 2021

Min. DM fact sign-off: In progress

SHINE Response

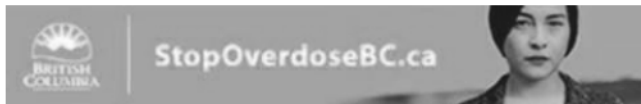
From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 28, 2021 4:33:30 PM PDT
Attachments: image001.jpg
Hi Kyle,

I spoke with SSSBC this afternoon and they said that, since we submitted the TB request, partner agencies have had to further limit services due to a lack of funding. These partner agencies are also concerned that they will have to implement additional cuts or end services if funding doesn't flow soon.

Best,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓wílulh (Tsleil-waututh) Nations.

RE: Shine and counselling

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 28, 2021 10:11:10 PM PDT

Hi Kyle,

s.12; s.13

-Chris

-----Original Message-----

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: October 28, 2021 5:23 PM
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Subject: Shine and counselling

Hi Chris

Hope the meeting went well

We heard back from our program staff regarding SHINE.

SSSBC advised that some providers reduced services in mid October due to funding and if funding isn't provided ASAP there is continued risk for further reduction of services.

Sorry to be pain but can we work to expedite the ability to issue funding (if approved).

Kyle Johnson

Director, Financial Management & Reporting Corporate Services Ministry of Mental Health & Addictions

W: 236-478-0469

C: 250-886-1486

RE: SHINE and CC Grants

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 2, 2021 9:07:42 AM PDT
You bet. I'll forward it to you as soon as I receive it.

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 2, 2021 8:35 AM
To: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
Subject: SHINE and CC Grants

Hi

When you get ratification can you include me in a copy of the DL – I have a grant drafted for HLTH ready to go.

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

RE: SHINE for Kelly

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 3, 2021 10:04:59 AM PDT
Thanks

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 3, 2021 10:04 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: SHINE for Kelly

Seniors Housing Information and Navigation Ease (SHINE) program - \$0.720M, funding supports services through March 31, 2023. Funding was calculated based on budget submission received from SSSBC.

- Funding will support existing SHINE program offerings in New Westminster (Seniors Services Society), Vancouver (West End Seniors Network), Nanaimo (Nanaimo Family Life Association), and Kelowna (Seniors Outreach Services Society)
- SHINE connects seniors to support services in their region to enhance their ability to achieve and maintain stable housing, and to improve their overall health and wellness.
 - Housing navigation services
 - Community Connectors
 - Mental Health and Wellness online directory
 - Addressing emergent needs

The draft agreement is intentionally not as detailed as the points above to enable the most flexibility, wording that will be used in the schedule A is as follows.

Senior Services Society of BC is to utilize funding to support the delivery of the SHINE program within BC – SHINE services include the following services delivered by partner organizations within established communities.

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Implement existing navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

FW: SHINE

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 3, 2021 10:23:09 AM PDT
Please provide contact info

From: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>
Sent: November 3, 2021 10:22 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: RE: SHINE

Thanks Dara!

Can you send me the contact information for the person managing the contract so Minister can give him/her/they a call??

THANKS!

Kelly

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: November 3, 2021 10:06 AM
To: Newhook, Kelly MMHA:EX <Kelly.Newhook@gov.bc.ca>
Subject: FW: SHINE

fyi

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 3, 2021 10:04 AM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: SHINE

Seniors Housing Information and Navigation Ease (SHINE) program - \$0.720M, funding supports services though March 31, 2023. Funding was calculated based on budget submission received from SSSBC.

- Funding will support existing SHINE program offerings in New Westminster (Seniors Services Society), Vancouver (West End Seniors Network), Nanaimo (Nanaimo Family Life Association), and Kelowna (Seniors Outreach Services Society)
- SHINE connects seniors to support services in their region to enhance their ability to achieve and maintain stable housing, and to improve their overall health and wellness.
 - Housing navigation services
 - Community Connectors
 - Mental Health and Wellness online directory
 - Addressing emergent needs

The draft agreement is intentionally not as detailed as the points above to enable the most flexibility, wording that will be used in the schedule A is as follows.

Senior Services Society of BC is to utilize funding to support the delivery of the SHINE program within BC – SHINE services include the following services delivered by partner organizations within established communities.

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Implement existing navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

RE: SHINE Funding

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Sent: November 5, 2021 8:23:28 AM PDT
Attachments: image001.jpg
Thanks Kyle

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 5, 2021 8:23 AM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: SHINE Funding

Hi

I understand it has been approved as requested, however, we have not received the ratification of the decision yet. Will get back to you today.... Once I receive the ratification we can work with HLTH to get the agreement signed.

From: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Sent: November 5, 2021 8:15 AM
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Cc: Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: SHINE Funding

Hi Kyle,

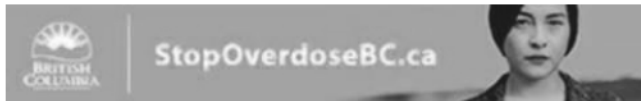
GCPE reached out to our team yesterday and informed us that the MO intends to announce the SHINE funding in December. (My understanding is that this is a press announcement.)

Has the funding been finalized for SHINE? And has the ministry reached out to SSSBC yet to inform them? s.22
s.22 so I just want to make sure I haven't missed anything.

Thanks,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓ilwílulh (Tsleil-waututh) Nations.

RE: Grant Agreement - SHINE

From: Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 8, 2021 2:37:56 PM PST
Attachments: image003.png, image004.jpg, doc16420720211108122420.pdf
To you!

Thanks,

Emma Dayton | Documents & Correspondence Coordinator | Ministry of Mental Health and Addictions | 236-478-0814 | MMHA.DocumentsCoordinator@gov.bc.ca

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please phone or e-mail the sender immediately and delete the message.

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 8, 2021 2:32 PM
To: Dayton, Emma MMHA:EX <Emma.Dayton@gov.bc.ca>
Subject: FW: Grant Agreement - SHINE

Hi Emma

Could you do me a favor and apply Dara's esign to the attached agreement – I don't have adobe pro or I would insert his esign.

Thank you

From: Alison Silgardo <Alisons@seniorsservicessociety.ca>
Sent: November 8, 2021 12:17 PM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Cc: Christine Palmer <christinep@seniorsservicessociety.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: RE: Grant Agreement - SHINE

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Calvin

Thank you for your email. I cannot begin to tell you what it means to us and to the partner agencies under the SHINE umbrella.

With gratitude

Alison Silgardo

Chief Executive Officer
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC V3M 1E7
Mobile: 778 798 0534
Phone: 604-520-6621 x 107 Fax: 604-520-1798

We acknowledge, respect and thank the First Nations Peoples for the unceded and traditional lands in which we live, work and play.



**Seniors
Services
Society**
of B.C.

From: Jennings, Calvin MMHA:EX
Sent: November 8, 2021 12:04 PM
To: Alison Silgado <Alisons@seniorsservicessociety.ca>
Cc: Christine Palmer <christinep@seniorsservicessociety.ca>; Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Czmielewski, Kelly MMHA:EX <Kelly.Czmielewski@gov.bc.ca>
Subject: Grant Agreement - SHINE

Dear Alison,

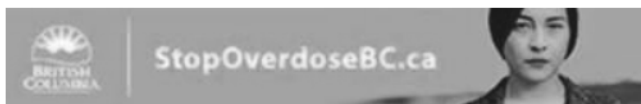
I am pleased to inform you that the Province has approved funding for the SHINE program. Please see the attached Grant Agreement for details (with the payment details listed in the Schedule B section).

Please sign the Grant Agreement (on page 7 of the document) and send the signed copy to *all* of the people included in this email chain. (I will be out of office tomorrow and Wednesday.) After you provide a signed copy, we will add our signature and issue payment. We will also provide a copy of the signed agreement to you.

Thank you,
Calvin

Calvin Jennings

Senior Policy Analyst, Strategic Planning
Ministry of Mental Health & Addictions
Office: 250-419-8809 | Mobile: 604-612-4051



I respectfully acknowledge the privilege of working on the traditional and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sel̓ilwítulh (Tsleil-waututh) Nations.



This Grant Agreement dated for reference the 8th day of November 2021

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA,
represented by the Minister of Mental Health & Addictions (the "Province")

AND

Senior Services Society of BC (the "Recipient")

For the Seniors Housing Information Navigation Ease (SHINE) Program (the "Program")

WHEREAS:

- A. The Province has approved funding for the Program defined in this Agreement and such funding is to be paid by the Province to the Recipient pursuant to the Stipulations of this Agreement.
- B. The Recipient has met the eligibility criteria by providing to government a proposal.

DEFINITIONS

1. In this Agreement and its Schedules the following definitions apply:

"**Agreement**" means this Grant Agreement and any schedules attached hereto;

"**Commencement Date**" means the date identified in Schedule A;

"**Contract**" means a contract between the Recipient and a Third Party whereby the latter agrees to contribute a product or service to the Program in return for financial consideration which may be claimed as an Eligible Cost;

"**Eligible Costs**" means all the direct costs properly and reasonably incurred by a Recipient or a Third Party on behalf of the Recipient with respect to the Program and is for public use or benefit and are incurred between the Program Commencement Date and the Completion Date;

"**Eligibility Criteria**" means the terms imposed by the Province and which must be met in order to qualify for funding.

"**Fiscal Year**" means the period beginning April 1 of a year and ending March 31 of the following year; "Program" means the Program described in Schedule A;

"Stipulations" mean the terms and conditions set out in this Agreement that must be met in order for the Recipient to retain the funds it receives for the Program; and

"Third Party" means any person or entity or its officers, employees or agents, other than a party to this Agreement that is involved in the Program.

SCHEDULES

2. The Schedules to this Agreement are:

Schedule A: Program Description and Dates

Schedule B: Payment and Reporting Requirements

TERM OF AGREEMENT

3. Notwithstanding the actual date of execution of this agreement, the term of this agreement begins on the Commencement Date and expires on March 31, 2023.

STIPULATIONS

4. The Recipient agrees to:
- (a) carry out the Program in a diligent and professional manner;
 - (b) commence carrying out the Program upon the signing of this Agreement;
 - (c) complete the Program no later than the Completion Date; and,
 - (d) provide evidence satisfactory to the Province that the Recipient has commenced work on the Program in accordance with section 4(b).
5. If, in the opinion of the Province, the Recipient has failed to provide evidence satisfactory to the Province in accordance with section 4(b) of this Agreement, the Province may terminate this Agreement, effective immediately, and require the refund of all funds advanced to the Recipient.
6. The Recipient will comply with all applicable laws.
7. The Recipient agrees to:
- (a) establish and maintain books of account, administrative records, invoices, receipts and vouchers for all expenses incurred in a form and content satisfactory to the Province;
 - (b) permit the Province to inspect at all reasonable times, any books of account or records (both printed and electronic, including, but not limited to, hard disk), whether complete or not, that are produced, received or otherwise acquired by the Recipient as a result of this Agreement;

- (c) maintain all such accounts and records for a period of five years after the Completion Date;
 - (d) ensure that all Contracts entered into by the Recipient with any Third Parties contain the provision in section 6 above; and
 - (e) If requested by the Province, the Recipient will deliver within 90 days to the Province a copy of its audited Financial Statements for any period up to five years beyond completion and commissioning of the Program.
8. The Recipient will ensure that the financial contribution of the Province is to be used solely for the purpose of defraying the Eligible Costs incurred by the Recipient in carrying out and completing the Program as described in Schedule A.
 9. The Recipient acknowledges that Eligible Costs that have received funding from any other federal or provincial sources may not be reimbursed under this Agreement, and that the Recipient agrees to promptly notify the Province in writing of any such funding received.
 10. The Recipient acknowledges that it is not the agent of the Province and will do no act which might be construed as authorizing any contract or permitting any other liability or obligation to be incurred on behalf of the Province.
 11. The Recipient will not make any material change in or to the Program as described in Schedule A without prior written consent of the Province; The Recipient will not make any material change in or to the intended use of the resulting Program as described in Schedule A, without prior written consent of the Province.
 12. In the event the funding exceeds the Recipient's requirements in respect of this Agreement, the Recipient will notify the Province. The Province may require the excess funding to be returned or may permit the use of the excess funding as directed by the Province. Funds identified by the Province to be returned to the Province shall constitute a debt due to the Province.

OBLIGATIONS OF THE PROVINCE

13. Provided the Recipient is in compliance with its obligations under this Agreement, the Province will pay the Recipient the amount and in the manner set out in Schedule B of this Agreement.
14. The Province will not have any obligation to provide a financial contribution under section 13 unless the Recipient has complied with the provisions set out in Schedule B.

COMMUNICATIONS

15. The Recipient agrees that all public information material pertaining to the Program will clearly indicate that the Program is funded through the Province. The recipient acknowledges that the Province would like at least 15 working days notice of any scheduled communications material or public events relating to the Program.
16. All announcements will be coordinated with the British Columbia Communications and Public Engagement.

DEFAULT

17. Any of the following events will constitute an Event of Default whether any such event be voluntary, involuntary or result from the operation of law of any judgment or order of any court or administrative or government body:
 - (a) the Recipient fails to comply with any provision of this Agreement;
 - (b) any representation or warranty made by the Recipient in connection with this Agreement is untrue or incorrect;
 - (c) any information, statement, certificate, report or other document furnished or submitted by or on behalf of the Recipient pursuant to or as a result of this Agreement is untrue or incorrect; or,
 - (d) the Recipient fails to provide positive confirmation that the Program has been completed by the Completion Date.

TERMINATION

18. Upon the occurrence of any Event of Default and at any time thereafter the Province may, notwithstanding any other provision of the Agreement, at its sole option, elect to do any one or more of the following:

- (a) terminate this Agreement and the Recipient shall repay such amounts as determined by the Province, such amounts shall constitute a debt due to the Province;
- (b) pursue any other remedy available at law or in equity.

19. If the Province terminates this Agreement under paragraph 18 (a), then such termination may take place on ten (10) days' written notice.

APPROPRIATION

20. Notwithstanding any other provision of this Agreement, the payment of money by the Province to the Recipient under this Agreement is subject to:

- (a) there being sufficient monies available in an appropriation, as defined in the Financial Administration Act to enable the Province, in any fiscal year or part thereof when any payment by the Province to the Recipient falls due under this Agreement, to make that payment; and
- (b) Treasury Board, as defined in the Financial Administration Act, not having controlled or limited expenditure under any appropriation referred to in subsection (a) of this section.

AUDIT

21. In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Recipient, enter on the Recipient's premises to inspect and, at the Province's discretion, copy any of the Material and the Recipient must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

NO FURTHER OBLIGATIONS

22. The Recipient acknowledges that nothing in this Agreement will bind the Province to provide additional provincial funding for the development and on-going operational costs of the Program or any financing for any addition or improvement to the Program, or any cost overruns of the Program and that no partnership, joint venture or agency will be created or will be deemed to be created by this Agreement or any action of the parties under this Agreement.

SURVIVAL OF TERMS

23. Sections 7(b) and (c), 15, 18(a) and (b) or any other terms which by their nature or intent should continue after the term of this Agreement continue in force indefinitely, even after this agreement ends.

NOTICE

24. (a) Any written communication from the Recipient to the Province must be mailed, personally delivered, faxed, or electronically transmitted to the following address:

Mr. Dara Landry
Executive Director and Chief Financial Officer
Ministry of Mental Health & Addictions
P.O. Box 9672
Victoria BC V8W 9P6

Email: dara.landry@gov.bc.ca

- (b) Any written communication from the Province to the Recipient must be mailed, personally delivered, faxed or electronically transmitted to the following address:

Alison Silgado
CEO
Seniors Services Society of BC
750 Carnarvon Street
New Westminster, BC, V3M 1E7

Email: alisons@seniorsservicesociety.ca

- (c) Any written communication from either party will be deemed to have been received by the other party on the tenth business day after mailing in British Columbia; on the date of personal delivery if personally delivered; or on the date of transmission if faxed.

- (d) Either party may, from time to time, notify the other by notice in writing of a change of address and following the receipt of such notice, the new address will, for the purposes of paragraph 23 (a) or (b) of this Agreement, be deemed to be the address or facsimile of the party giving such notice.

MISCELLANEOUS

25. This Agreement will be governed by and construed in accordance with the laws of the Province of British Columbia.
26. The Schedules to this Agreement are an integral part of this Agreement as if set out at length in the body of this Agreement.

27. If any provision of this Agreement or the application to any person or circumstance is invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provision to any other person or circumstance will not be affected or impaired thereby and will be enforceable to the extent permitted by law.
28. Nothing in this Agreement operates as a consent, permit, approval or authorization by the Province or any ministry or branch thereof to or for anything related to the Program that by statute, the Recipient is required to obtain unless it is expressly stated herein to be such a consent, permit, approval or authorization.
29. The Recipient will not, without the prior, written consent of the Province, assign, either directly or indirectly, this Agreement or any right of the Recipient under this Agreement
30. All disputes arising out of or in connection with this Agreement will be referred to and finally resolved by arbitration pursuant to the Commercial Arbitration Act.

IN WITNESS WHEREOF each of the parties has executed this Agreement on the dates set out below.

SIGNED by the Minister of Mental Health & Addictions

or his or her duly authorized representative)
on behalf of HER MAJESTY THE QUEEN IN)
RIGHT OF THE PROVINCE OF)
BRITISH COLUMBIA)

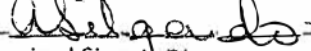


Ministry's Authorized Signatory
Dara Landry, CPA, CGA
Executive Director and Chief Financial Officer
Ministry of Mental Health and Addictions

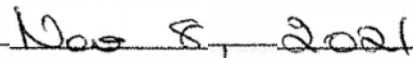
November 8, 2021

Date

Alison Silgardo

Per: 
Authorized Signatory

Alison Silgardo, CEO


Date

Schedule A: PROGRAM DESCRIPTION AND DATES

A.1 Program Title: Seniors Housing Information Navigation Ease (SHINE)

A.2 The Commencement Date is on the signing of this agreement

A.3 The Completion Date is no later than March 31, 2023.

A.4 The Program will consist of the following:

Senior Services Society of BC is to utilize funding to support the delivery of the SHINE program within BC – SHINE services include the following services delivered by partner organizations within established communities.

- Provision of supports for seniors, living with mental health and addictions problems, to support better access to housing, health, and social services.
- Implement existing navigation resource for seniors, living with mental health and addictions problems, seeking housing.

Schedule B: PAYMENT AND REPORTING REQUIREMENTS

B.1 Financial Contribution by the Province:

The Recipient, having met the Eligibility Criteria and agreeing to the Stipulations in this Agreement, the Province will make a financial contribution toward the Eligible Program Costs of the Recipient equal to \$720,000 being the maximum amount of funding approved by the Province.

B.2 Timing of Payment to the Recipient:

The Province will make one payment for its portion of the Eligible Costs that will become due and payable upon the signing of this Grant Agreement.

B.3 Final Report:

The Recipient agrees to provide to the Province a Final Program Status Report, in a form established by the Province.

NOTE: Reports submitted by the Recipient under the terms of this section are for the Province's information and Program accountability only, and their review by the Province in no way endorses, approves or verifies the findings, technical data, results, quality statements, representations or recommendations therein, and the Recipient warrants that all information contained in any report is true and correct.

B.4 Other Information:

The Recipient will provide the Province, upon request, interim reports and all such other information concerning the progress of the Program to completion and payment of Eligible Costs, as may be required by the Province.

SHINE Materials

From: Johnson, Kyle MMHA:EX
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 9, 2021 12:36:58 PM PST
Attachments: SHINE- One Page Blurb.docx, SHINE Budget for 5 months.xlsx

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

Hi Kyle,

See attached and Christine's description below.

Best,
Calvin

From: s.22
Sent: September 10, 2021 3:46 PM
To: Jennings, Calvin MMHA:EX <Calvin.Jennings@gov.bc.ca>
Subject: Shine 5 month pro-rated budget

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi Calvin,

Yes, further to your email regarding Shine funding, I can confirm if funding were provided from November 1, 2021 to March 31, 2022 the Salaries and Wages would be \$143,750.00 and the Other Expenses would be based on the monthly average as well, making a total for 5 months of \$168,348.00.

In addition, the original intent of Shine funding request was to seek ongoing, coordinated and multi-ministry funding in a shared partnership. The Shine project was intended to be a 3 year phased growth approach (growing in funding each year by about 30%) in order to lay the groundwork for a multi-ministry, cross-regional and multi-agency framework. Funding was requested from BC Housing, Ministry of Health, Ministry of Poverty Reduction and Ministry of Mental Health and Addictions.

Shine was approved for funding from only two of the agencies approached; I believe we received funding from Ministry of Health in the amount of \$500,000 over 2 years, and a one year amount from Fraser Health Authority (which I believe was \$150,000.00). I would have to confirm that amount next week with other staff.

Best regards,
Christine

SHINE (Senior's Housing Information & Navigation Ease) – One Page Blurb

For many seniors in BC, navigating housing, financial assistance, health care, mental health /addictions and other services can be extremely difficult without assistance. Seniors who do not have access to appropriate housing and relevant supports are at risk of poverty, negative health outcomes and inequality.

SHINE offers housing navigation, service connection and other general needs of program participants that are related to a senior's ability to address housing needs (preventing homelessness, addressing current or potential homelessness, and/or maintaining current housing) including connection to mental health and wellness support services.

Senior's Services Society of BC and its partners are committed to working together under the SHINE service model to build on existing strengths and emerging best practices to deliver integrated supports to vulnerable seniors in all regions of the province. British Columbians including seniors are very mobile and tend to migrate over time from one region to another. The Shine collaborative model facilitates cross-regional coordination of services by bridging gaps and promoting continuity of services.

The SHINE collaborative model is designed to match the unique characteristics of the regions, service providers and persons served by allowing a reasonable amount of flexibility in service provision to support the strengths, needs and priorities of each community and promoting integration and cooperation between senior service organizations and community stakeholders.

Covid-19 has increased the risk of vulnerable seniors to housing instability and homelessness and strengthened the case for supports to housing for seniors. Many seniors are experiencing increased challenges in the new reality of social and physical distancing and require innovative community-based methods to bridge the gaps in face to face and in-person services. Seniors with physical or mental health related issues or inability to navigate supports available become vulnerable to losing their current housing and are at risk of homelessness.

Seniors who can maintain satisfactory housing situations may not be able to access needed services and may fall through the cracks becoming inappropriately housed or homeless, leading to further problems requiring a higher and more costly level of intervention. "Ageing in place" has been determined to be a strong practice in promoting a higher quality of life, dignity, and self-determination of seniors.

Research by the Housing Agency in 2016 into older people's housing showed that they report a high level of satisfaction with their homes (88%); however, they also learned that some of this contentment had less to do with the dwelling and more to do with an attachment to location, community, friends, and family. (*Housing Agency/ ISAX (2016) 'Housing for Older People – Thinking Ahead'*)

Seniors have been shown to experience less physical, mental and health challenges when they are able to age in place. Canadian Census data (2019) shows that 24.6% of seniors aged 65 and above, now live alone with little or no family or friend contacts." The most common gaps identified are Isolation, Access to mental health services and Connection to housing supports. Wrap around and place-based support services are currently provided by the SHINE program in five provincial regions.

From: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Sent: November 9, 2021 12:42 PM
To: Johnson, Kyle MMHA:EX
Subject: RE: APPROVAL: SSSBC - SHINE Grant Payment

Approved

From: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: November 9, 2021 12:38 PM
To: Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>
Subject: APPROVAL: SSSBC - SHINE Grant Payment
Importance: High

Hi

Please provide approval and I will forward over to HLTH for processing. By way of this email I am providing QR.

QUALIFIED RECEIVER MUST ENTER NAME IN THE FOLLOWING QR BLOCK:

I certify that the work has been performed, goods received or conditions met.	Kyle Johnson
---	--------------

EXPENSE AUTHORITY EMAIL APPROVAL IS NOT REQUIRED; approval will be requested in Oracle.

,

TRANSACTION INFORMATION

Supplier Name	Senior Services Society BC	Supplier Number Site #	2071155	001
Invoice Date	Nov 9, 2021	Invoice #	#MMHA2022Grant - 01 SSSBC	
Qualified Receiver	Kyle Johnson	Expense Authority	Dara Landry	

iPro Receipt #		
PO#		

PO Line#	CLIENT	RESP CENTRE	SERVICE LINE	STOB	PROJECT	PRE-TAX AMOUNT	PST	GST	TOTAL
	027	66M04	44908	7708	66MHA00	720,000	0	0	720,000

Pre-Tax Amount	720,000
PST	
GST	

Payment Amount	720,000
----------------	---------

PAY ADVICE (To include with payment to supplier)

RE: INVOICE NUMBER (will be entered in pay advice if no instruction provided)

INTERNAL USE: Instructions to AP

Federal Early
Actions – Grant
Funding

Kyle Johnson **CPA, CMA**
Director, Financial Management & Reporting
Corporate Services
Ministry of Mental Health & Addictions
W: 236-478-0469
C: 250-886-1486

FW: MHA - Signed Decision Letter

From: Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>
To: Johnson, Kyle MMHA:EX <Kyle.Johnson@gov.bc.ca>
Sent: December 13, 2021 3:15:26 PM PST
Attachments: d MHA Community Counselling and SHINE STOB 77 DL.pdf

From: Ringma, Shalegh FIN:EX <Shalegh.Ringma@gov.bc.ca> **On Behalf Of** Ma, Tiffany J FIN:EX
Sent: November 9, 2021 4:10 PM
To: Minister, MMHA MMHA:EX <MMHA.Minister@gov.bc.ca>
Cc: Massey, Christine MMHA:EX <Christine.Massey@gov.bc.ca>; Landry, Dara M MMHA:EX <Dara.Landry@gov.bc.ca>; Bordeleau, Chris FIN:EX <Chris.Bordeleau@gov.bc.ca>; La Guardia, Sean FIN:EX <Sean.LaGuardia@gov.bc.ca>; Choi, Hyewon FIN:EX <Hyewon.Choi@gov.bc.ca>
Subject: MHA - Signed Decision Letter

Please find attached a signed letter from the Chair of Treasury Board.

Treasury Board Staff



TB Minor Meeting Date: October 28, 2021
488386

Confidential

Honourable Sheila Malcolmson
Minister of Mental Health and Addictions
Room 346 Parliament Buildings
Victoria BC V8V 1X4

Dear Colleague:

Re: STOB 77 Community Counselling and SHINE Program Grants

s.12; s.13; s.17

Sincerely,

Selina Robinson
Chair

cc: Christine Massey
Deputy Minister
Ministry of Mental Health and Addictions

Dara Landry
Executive Lead and Chief Financial Officer
Ministry of Mental Health and Addictions

Page 178 of 181

Withheld pursuant to/removed as

s.13 ; s.17

SHINE PROGRAM STATS

Name	Phone	Email	Address	City	Province	Date of Birth	Age	Gender	Ethnicity	Referral Source	Wellness Issue	Reason for Service	Intake Date	Date Closed
				Nanaimo	BC	7-Jun-49	72	Male		Friend	Dementia	Inadequate Housing	20-Aug-20	
				Nanaimo	BC	5-Nov-37	83	Female		Friend	N/A	Navigation	24-Sep-20	
				Nanaimo	BC	9-Jun-52	69	Female		Internal/ NFLA	n/a	Navigation	1-Oct-20	
				Nanaimo	BC	3-Apr-52	69	Male		Agency	unsuitable housing	Navigation	2-Oct-20	
				Nanaimo	BC		72	Female		Friend	landlord conflict	Information/Referral	2-Oct-20	
				Nanaimo	BC	11-Jan-32	89	Female		Agency	Current suite too big	Inadequate Housing	9-Oct-20	
				Nanaimo	BC	21-Feb-24	97	Female		Agency	Elder Abuse concern	Navigation	14-Oct-20	
				Nanaimo	BC	19-Jun-36	85	Female		Hospital	Health concerns	Inadequate Housing	16-Oct-20	
				Nanaimo	BC	2-Aug-46	75	Female		Hospital		Navigation	28-Oct-20	
				Nanaimo	BC	3-Sep-51	69	Female		Hospital		Homeless	5-Nov-20	
				Nanaimo	BC		72	Female		NFLA/Internal	landlord conflict	Navigation	6-Nov-20	
				Nanaimo	BC	30-Jan-46	75	Male		Agency	Depression, diabetes	Homeless	20-Nov-20	
				Vancouver	BC	14-Dec-55	65	Female		RCMP Victim Serv	Renting a room in ill	Inadequate Housing	24-Nov-20	
				Nanaimo	BC	8-Jun-42	79	Female		NRGH SW	At risk, Emotional	Information/Referral	25-Nov-20	
				Port McNeil	BC	4-Jun-45	76	Male	Japanese	BC 211	Self planning	Information/Referral	8-Dec-20	
				Nanaimo	BC	1-Dec-71	49	Female	Indigenous	Outreach/ Internal	Homeless/addiction	Homeless	16-Dec-20	
				Nanaimo	BC		72	Male		Salvation Army	Language barrier	Community Connection	1-Jan-21	
				Nanaimo	BC	2-Feb-56	65	Male	Arabic	Salvation Army	Dangerous housing	Navigation	22-Jan-21	
				Nanaimo	BC	23-Jun-53	68	Female		BC 211	Depression/anxiety	Homeless	28-Jan-21	
				Parkville	BC	31-Jan-53	68	Male		Social Worker	Depression/anger	Eviction	30-Jan-21	
				Nanaimo	BC	29-Dec-56	64	Female		Social Worker	Deaf/Hearing Impair	Homeless	Feb-21	
				Nanaimo	BC	14-Feb-58	63	Female		BC 211	N/A	Navigation	Feb-21	
				Nanaimo	BC	22-Feb-47	74	Female		NFLA	Recent Stroke	Eviction	8-Feb-21	
				Nanaimo	BC	11-Nov-47	73	Female		Nexus SW	severe mental health	Information/Referral	23-Feb-21	
				Nanaimo	BC		69	Female		NFLA/Internal	rent overdue, facing	Eviction	17-Mar-21	
				Nanaimo	BC	4-Dec-53	67	Male		Unknown	Homeless; couch sur	Homeless	19-Apr-21	
				Nanaimo	BC	26-Mar-53	68	Female		BC 211	At risk, Current ren	Eviction	May-21	
				Nanaimo	BC	11-Sep-35	85	Male		SSS	mobility	Inadequate Housing	July wk 2	
				Nanaimo	BC	25-Sep-36	84	Female		SSS	depression	Inadequate Housing	July wk 2	
				Nanaimo	BC	25-Oct-52	68	Female		SSS	anxiety	Inadequate Housing	June wk 2	

Legend	
Homeless	
Inadequate Housing	
Eviction	
Information/Referral	
Community Connections	
Navigation	

Inadequate Housing	
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Name	Phone	Email	Address	Intake Date	City	Province	Date of Birth	Age	Gender	Indigenous Y/N	Referral Source	Wellness Issue/Context	Reason for Service
				June wk2	Nanaimo	BC	26-Nov-41	79	F	N	SSS	Landlord Conflict	Eviction
				Feb wk2	Nanaimo	BC	14-Jul-37	84	F	N	NRGH	Affordability	Information/Referral
												Camping/CPP & GIS/Addiction challenges	Homeless
				May wk 1	Nanaimo	BC	2-Jan-57	64		N	JHS	Severe mobility barriers/medical risks	Information/Referral
				June wk2	Nanaimo	BC	19-Apr-49	72	M	Y	NRGH SW		Inadequate Housing
				Jan wk w1	Nanaimo	BC		67	M	N	BC 211	Landlord Conflict	Information/Referral
				April wk 1	Nanaimo	BC	19-Aug-55	66	F	Y	SSS	Landlord Conflict	Navigation
												Unsuitable/unsafe housing due to medical needs	Inadequate Housing
				May wk 4	Nanaimo	BC	26-Mar-55	66	M	N	MLA	Depression/physical disability	Homeless
				June wk2	Nanaimo	BC	25-Dec-57	63	F	N	SSS	None - info gathering for future plan	Information/Referral
				July wk 1	Nanaimo	BC	27-Apr-36	85	F	N	Friend	emphysema/mobility issues	Inadequate Housing
				July wk 1	Nanaimo		2-Jul-40	81	M	N	Physician	mobility/anxiety/depression	Inadequate Housing
				June wk3	Nanaimo	BC	7-Mar-38	83	F	N	NFLA/Internal		Information/Referral
				Mar wk2	Nanaimo	BC	15-Apr-55	66	M	N	NAHS	Anxiety/victim of sexual violence	Eviction
				Sep wk 4	Nanaimo	BC			M	N	NRGH SW	Requires LTC/landlord conflict	Inadequate Housing
				Oct wk 1	Nanaimo	BC	10-Sep-47	73	F	Y	NRGH OT	Unsafe housing	Homeless
				June wk 3	Nanaimo	BC		63	F	?	SSS	Mental Health	Eviction
				June wk 3	Nanaimo	BC		76	F	N	unknown	loss/renovation	Information/Referral
				May wk 3	Nanaimo	BC		65	M	Y	Salvation Army	Brain injury	Homeless
				May wk 3	Nanaimo	BC	16-Apr-54	67	F	N	Haven Society	Victim of violence	Inadequate Housing
									F	N	Salvation Army	Anger mgmt/depression	Eviction
				Aug wk2	Nanaimo	BC			F	N	Ladysmith Resource Cntr	Mobility/surgical needs	Eviction
				June wk1	Ladysmith	BC	26-Mar-53	68	F		Ladysmith Resource Cntr	Brain injury & Mobility	Information/Referral
				June wk1	Ladysmith	BC	28-Jun-56	65	M	N	unknown	Tenant crisis	Information/Referral
				May wk3	Nanaimo	BC		67	M	N	NFLA/Internal	Accessing Service	Information/Referral
				June wk1	Nanaimo	BC			F	N	NFLA/Internal	Depression	Eviction
				June wk3	Nanaimo	BC			F	N	SSS	Mental Health	Eviction
				April wk 1	Nanaimo	BC			M	N	BC 211	Dementia Stage 4	Eviction
				June wk1	Parksville	BC	14-Feb-56	65	M	N	BC 211	cancer,severe IBS, mobility	Inadequate Housing
				July wk2	Nanaimo	BC		67	F	N	Friend	Complex mh & addiction	Homeless
				July wk2	Nanaimo	BC	11-Nov-47	73	F	N	Cedar Women's House	Evicted from private facility onto streets	Homeless
				July wk 3	Nanaimo	BC		72	M	N	SSS	Unknown - family discord	Information/Referral
				Aug wk 1	Nanaimo	BC		73	M	N	SSS	Mobility	Eviction
				Aug wk 2	Nanaimo	BC		76	M	N	NAHS	Hording	Eviction
				Aug wk 1	Nanaimo	BC	18-Nov-43	78	F	N	NFLA/Internal	Kidney disease/mobility	Eviction
				July wk 4	Nanaimo	BC	16-Jul-59	62	F	N	BC 211	PWD	Homeless
				July wk4		BC			F	N	unknown	Depression/mobility barriers/PWD	Information/Referral
				Aug wk1	Nanaimo	BC	24-Aug-35	86	M	N	Neighbour	Depression/anger - diagnosed dementia	Eviction
				Aug wk 3	Nanaimo	BC		63	F	N	?	PWD	Eviction
				Aug wk4	Nanaimo	BC			F	?	?	PWD	Eviction
				Aug wk4		BC		73	M	?	?	Living on boat not suitable	Inadequate Housing
				Aug wk 2		BC			F	?	?	PWD	Information/Referral

Legend	
Homeless	
Eviction	
Information/Referral	
Community Connections	
Navigation	

SHINE PROGRAM STATS

Total Open Client Files:	40
Total Closed Client Files:	30
Total In-Office Appointments:	
Total Virtual Contacts:	
Total Homeless:	12
Total Inadequate Housing:	16
Total Evictions:	17
Total Information/Referral:	14
Total Community Connections:	1
Total Navigation:	9
Total Housing-Related Calls:	45
Average general info calls per week	15