

**MINUTES**  
HEALTH AND HOUSING TASK FORCE MEETING  
BOARD ROOM, SERVICE AND RESOURCE CENTRE  
411 DUNSMUIR STREET, NANAIMO, BC  
WEDNESDAY, 2019-SEP-18, AT 12:30 P.M.

---

Present: Councillor D. Bonner, Chair  
Councillor E. Hemmens  
Inspector L. Fletcher, Nanaimo Detachment RCMP  
J. Fix  
J. Harrison (vacated 2:52 p.m.)  
H. Hartman  
A. LaHue  
S. Madden  
E. Manson (arrived 1:05 p.m.)  
J. McCormick

Absent: L. McHaffie  
M. McNaughton  
Supt. C. Miller, OIC, Nanaimo Detachment RCMP  
L. Murphy  
K. Smythe

Staff: J. Rudolph, Chief Administrative Officer (vacated 2:43 p.m.)  
D. Lindsay, Director, Community Development (vacated 2:59 p.m.)  
D. LaBerge, Manager, Community Safety (vacated 1:31 p.m.)  
F. Farrokhi, Manager, Communications  
L. Bhopalsingh, Manager, Community and Cultural Planning  
K. Kronstal, Social Planner  
D. Blackwood, Client Support Specialist (vacated 12:42 p.m.)  
S. Gurrie, Director, Legislative Services  
S. Snelgrove, Recording Secretary

1. CALL THE HEALTH AND HOUSING TASK FORCE MEETING TO ORDER:

The Health and Housing Task Force Meeting was called to order at 12:36 p.m.

2. INTRODUCTION OF LATE ITEMS:

- (a) Councillor Hemmens advised she would be bringing forward a late item under Agenda Item 8(a) Other Business regarding meetings with Minister and Island Heath at UBCM.
- (b) Anita LaHue advised that she is representing the Office of Homelessness Coordination for her presentation.

3. ADOPTION OF AGENDA:

It was moved and seconded that the Agenda as amended, be adopted. The motion carried unanimously.

Jan Fix introduced herself and advised of her role as Director, Program Delivery, Service Canada.

4. ADOPTION OF MINUTES:

It was moved and seconded that the Minutes of the Health and Housing Task Force Meeting held in the Boardroom, Service and Resource Centre, 411 Dunsmuir Street, Nanaimo, BC on 2019-SEP-04 at 3:00 p.m. be adopted as circulated. The motion carried unanimously.

5. PRESENTATIONS:

(a) Dr. Alina Turner, Principal, Turner Strategies & Co-Founder, HelpSeeker re: Systems/Asset Mapping

Dr. Alina Turner, Principal, Turner Strategies and Co-Founder, HelpSeeker, provided a presentation regarding Systems and Asset Mapping that included the following information:

- HelpSeeker was started with a grant from the Government of Canada
- It is a social enterprise working with 100 communities of all sizes across Canada
- Despite an investment of \$280 billion dollars in safety net services delivered by charities people report they don't know where to go to get the help they need
- 170,000 to 250,000 different services operating in Canada's social safety net of services
- Systems change aims to challenge root causes rather than symptoms of an issue
- Organizations provide an ecosystems of services, it doesn't make sense to work in a segmented fashion
- Using a systems change lens shifts from restrictive services to services based on human rights and a rights based approach for people in need
- It is essential to understand what is already working and how well it is working before we add more services
- This is not a system where reports are produced and then we walk away, we need to be continuously involved
- Interactions with services are opportunities for intervention
- Interrelated domains impact individuals and community wellbeing
- Domains are impacted by individual experiences, relationships, community and societal contexts
- To prevent and end homelessness we have to address all of these domains leveraging our full social safety net
- Pushback is normal and community change management is necessary
- Need evidence based solutions to be identified and rolled out

- Need for an implementation plan to actually start implementing innovations
- Start with a social impact audit to understand who the key players are, how the City fits in, how much leverage there is over funding and leadership
- A social impact audit builds a case for change and shows not necessarily a lack of resources but lack of understanding of how resources fit together
- Past practice showed how little groups understood where the funding went
- Need to understand funding sources
- City cannot solve issues by itself, needs system partners and coordination with broader ecosystem
- Lethbridge Alberta started with a needs assessment to understand what was happening on the ground and then undertook diverse community consultation
- Start with systems mapping, investment analysis, followed by performance review

E. Manson entered the Boardroom at 1:05 p.m.

- Lethbridge had to develop a rapid response and be ok with making mistakes
- Community based governance model allowed key players to be brought in to help with the roll out of community wellbeing and safety strategy
- Systems mapping refinement uses technology to get improved matching of clients looking for a program and program suggestions
- Lethbridge created one integrated funding stream and developed systems planning framework from a holistic lens
- HelpSeeker dashboard lists all services, edibility and other factors to match clients to available resources
- Targeted integration campaigns connect people with the services they need
- At first glance Nanaimo has 492 total listings for services

Health and Housing Task Force discussion took place with Dr. Turner regarding:

- Serving the broader community rather than the service provider community
- Acknowledging tension due to change and using a broader picture view
- Nanaimo is in a state of readiness for systems to be used
- Lethbridge coordinated access work started one month ago and timeline could be cut down to six months if decision makers are at the table
- Lessons learned include:
  - Lack of buy-in from service providers and resistance
  - How poor the data is and how that can hamper parts of this work
  - Don't make promises you can't keep to frontline responders who are experience trauma and burn out
  - In Lethbridge it was initially thought there were 400 services, turned out to be 1400 and counting
  - In Lethbridge 15 different strategies consulted on simultaneously and people were tired of talking

D. Laberge vacated the Boardroom at 1:31 p.m.

- Lethbridge saw collective impact as one of four pillars of work as none of the player's can do this on their own as there is interdependency

- With assistance from the consultants start with data gathering on the community side, use strategic approaches with different stakeholder groups
- Use design labs with different groups, as design labs are a systematic way to identify key challenges and move to solutions in short time space
- The general public were reached through open houses, public service announcements, public questionnaires
- Ensure stakeholder groups and drivers of change are involved to implement strategy
- Cost sharing was through donors and between key partners
- Work can be done internally if there is capacity
- Medicine Hat focus is on funding and reducing duplication as a place of prevention

The Health and Housing Task Force recessed at 1:49 p.m.  
The Health and Housing Task Force reconvened at 1:54 p.m.

Emmy Manson introduced herself and advised of her role with Snuneymuxw First Nation.

F. Farrokhi returned the Boardroom at 1:56 p.m.

- (b) Anita LaHue, Director, Engagement, Partnerships and Strategic Initiatives, Ministry of Social Development and Poverty Reduction, and Representative from the Office of Homelessness Coordination

Anita LaHue, Director, Engagement, Partnerships and Strategic Initiatives, Ministry of Social Development and Poverty Reduction, provided a presentation regarding:

- Together BC is looking to reduce poverty in BC

S. Gurrie returned to the Boardroom at 1:59 p.m.

- Built on principles of affordability, opportunity, reconciliation and social inclusion
- 16 ministries are formally involved in the initiative
- Policy changes to help support citizen in BC
- Examples of changes in policy include increased income assistance rates, increased earning exemptions, increased crisis supports, created office of homelessness coordination, decreased work search from five weeks to three weeks, expanded access to ID supplement, expanded access to persons with persistent multiple barriers program
- Streamline the return to assistance process within six months of leaving
- Office of Homelessness Coordination just now fully staffed, in the process of drafting strategic plan
- Working on increasing engagement across Province between different groups of citizens in the Province
- Doing a jurisdictional scan of homelessness
- Role is around coordination
- Looking at youth homelessness research
- Want to prevent people from becoming homeless

- Provincial rent bank is available and a way to provide emergency low-cost or no-cost loans to help renters facing evictions
- Put together an initial strategy and marketing on how that will go forward in the next couple months
- Consultation in progress regarding accessibility and inclusion in BC
- Together BC designed to be a living document

Health and Housing Task Force discussion took place regarding:

- Outreach and how systems work
- Interactions with nuisance properties and residents of those properties becoming homeless
- Residents of housing complexes have access to funding
- John Howard Society works with clients who have been disinvented from ministry offices
- Access to integrated data across the provincial ministries
- Opportunity to help inform strategic plan of Office of Homelessness Coordination
- Signy Madden to inquire regarding how Nanaimo can be prioritized on the provincial rent bank

(c) Presentation from Lisa Bhopalsingh, Manager, Community & Cultural Planning re: Next Steps and Actions

Lisa Bhopalsingh, Manager, Community and Cultural Planning, provided a presentation regarding next steps and actions that included the following information:

- Going forward at the end of each meeting the Task Force will summarize what we've learned and what actions to take
- On October 2, 2019 the Task Force will hear from Dena Kae Beno, Homeless Coordinator in Abbotsford
- Recommendations to Council will come forward after a presentation in October
- Canadian Mental Health Association (CMHA) has done preliminary data mining and is getting organized to go out to community entities to confirm information
- Process for retrieving data, checking data, then reaching out to community partners to see what is missing
- Will need to go to the major funders and look at a funding analysis, figure out who the core funders are
- Jurisdictional scan linkages between Partnerships and Strategic Initiatives, Ministry of Social Development and Poverty Reduction and CMHA

J. Rudolph vacated the Boardroom at 2:43 p.m.

- On October 16<sup>th</sup> look at affordable housing strategy and homelessness action plan
- Report to Council on where we are at on affordable housing strategy
- How to manage resources effectively,
- Potentially have a facilitated discussion outside of the scheduled meeting to discuss what the Task Force wants to achieve

6. OTHER BUSINESS:

(a) UBCM Meetings with Island Health President, CAO and Board Chair

Health and Housing Task Force discussion took place regarding:

- Members of Council have half an hour with CEO of Island Health and Board Chair at UBCM
- Options for discussion with Island Health include:
  - Discuss CODE Dental Clinic and therapeutic community
  - Willingness of Island Health to participate on the Task Force to engage in a collective action strategy with data collecting and sharing

J. Harrison vacated the Boardroom at 2:52 p.m.

- How can the Task Force help Island Health
- Island Health to review what is working and what is not working including mobility of services
- Safety of people going in and out of systems
- Breaking down organizational silos
- Process of system delivery
- Harm reduction for Nanaimo and reviewing international research regarding what is working in different countries

D. Lindsay vacated the Boardroom at 2:59 p.m.

7. ADJOURNMENT:

It was moved and seconded at 3:00 p.m. that the meeting terminate. The motion carried unanimously.

---

CHAIR

CERTIFIED CORRECT:

---

CORPORATE OFFICER