



# NANAIMO:

## BUILDING A PATH FORWARD

**HEALTH & HOUSING TASK FORCE**  
*Updates & Transition Planning*

Sep. 16, 2020

# LAND ACKNOWLEDGEMENT

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We would like to begin by acknowledging  
that we are on the traditional and unceded territory  
of the Coast Salish Peoples,  
the traditional territory of the Snuneymuxw First Nation.



# BACKGROUND

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- Nanaimo is committed to action that ensures everyone's health & housing needs are met to enable a vibrant & inclusive community;
- City Council kick-started a community-based process via Task Force to develop a **blueprint for action for the next five years unique to Nanaimo**
- All stakeholders are needed in a **systems change** effort aimed at addressing the **root causes** as well as symptoms related to current health and housing issues

# PLAN DEVELOPMENT

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## TIMELINE OF APPROACH & CONSULTATIONS

### **Research (Dec-Feb)**

Integrated Needs  
Assessment  
Groundwork  
Data analysis

### **Listen (Feb-June)**

Design Labs  
Stakeholder  
Engagement  
Social Impact  
Audit

### **Validate (July-Sept)**

LivEx Labs  
Design Labs  
Council/ Key  
Stakeholders

### **Finalize (Oct-Nov)**

HHTF review  
Design  
Council  
Approval

### **Launch (Dec)**

Governance  
Implementation  
Resourcing

# NEEDS ASSESSMENT FINDINGS

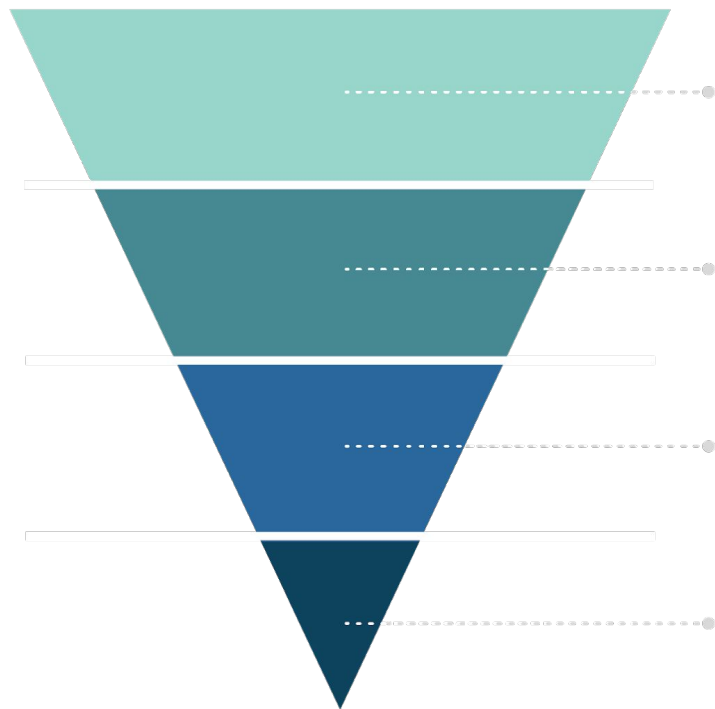
## PRIMARY SOCIAL/HEALTH/HOUSING ISSUES

- A growing community = urbanisation pressures
- More seniors
- Poverty and deprivation
- Housing unaffordability
- Renters are struggling
- Food insecurity rates are highest on the island
- Rates of core housing need are increasing
- Homelessness is increasing
- Early Childhood Development indicates higher vulnerabilities
- High school completion below provincial average
- More lone parents
- Lower life expectancy in the LHN
- The Potential Years of Life Lost (PYLL) alcohol and smoking-related deaths are higher than the provincial average
- Opioid and Methamphetamine use
- Demands for police are up
- Domestic violence continues to be a community concern

## PRIORITY POPULATIONS

- Seniors
- Vulnerable seniors
- Lone parents, singles, seniors living alone
- Renters
- Low income households
- Indigenous peoples
- Newcomers
- Youth
- LGBTQ2S+
- People with disabilities, health issues
- Those facing mental health, addictions
- At-risk student (homeless/precariously housed, pregnancy, health and financial issues, domestic violence)

# IMMEDIATE DEMAND ESTIMATES



6,000

AT RISK - HOUSING INSTABILITY

1,525

TRANSITIONALLY HOMELESS

179

EPISODICALLY HOMELESS

90

CHRONICALLY HOMELESS

NOTE:  
Point-in-Time -  
March 2020 - 425  
(one day)

VS Annual Flow  
estimated at 1,794  
(one year)

1,794  
Homeless

# COMMUNITY ENGAGEMENT

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## WHAT DID THE COMMUNITY TELL US?

9 Design Labs - 200 participants

Stakeholder discussions: Task Force, Coalition & key community partners

Validation Labs



# Community Engagement

## LiveEx

Hidden Homeless

Brain Injury

Food Security

Homelessness

Women

Seniors & Housing Loss

Physical Abilities & Accessibility

Racialized/Multicultural Youth

Racialized/Multicultural Adults

LGBTQ2+

Families

Youth Homelessness

On-Reserve Indigenous

Off-Reserve Indigenous

## Stakeholder

Faith/Religion

Volunteer

Domestic Violence & gender

Homelessness

Accessibility & Inclusiveness

Systems Coordination

Housing Spectrum

Green = Complete & submitted

Yellow = Not yet submitted

Red = Cancelled, need a new facilitator

Grey = Have contacts, not yet booked.  
Have contacts, not yet booked.



# PLAN COMMITMENTS

*Truth and Reconciliation*

*Challenging Discrimination and Stigma*

## STRATEGIC DIRECTIONS

1. Ecosystem Coordination
2. Leadership & Engagement
3. Prevention
4. Complex needs capability
5. Poverty Reduction
6. Diverse Housing Options

# GUIDING PRINCIPLES

## FROM WHAT WE HEARD

**Together**, not against.

**Holistic**, not siloed.

**Systems change**, not one-offs.

**Root causes**, not just symptoms.

**Coordinated**, not status quo.

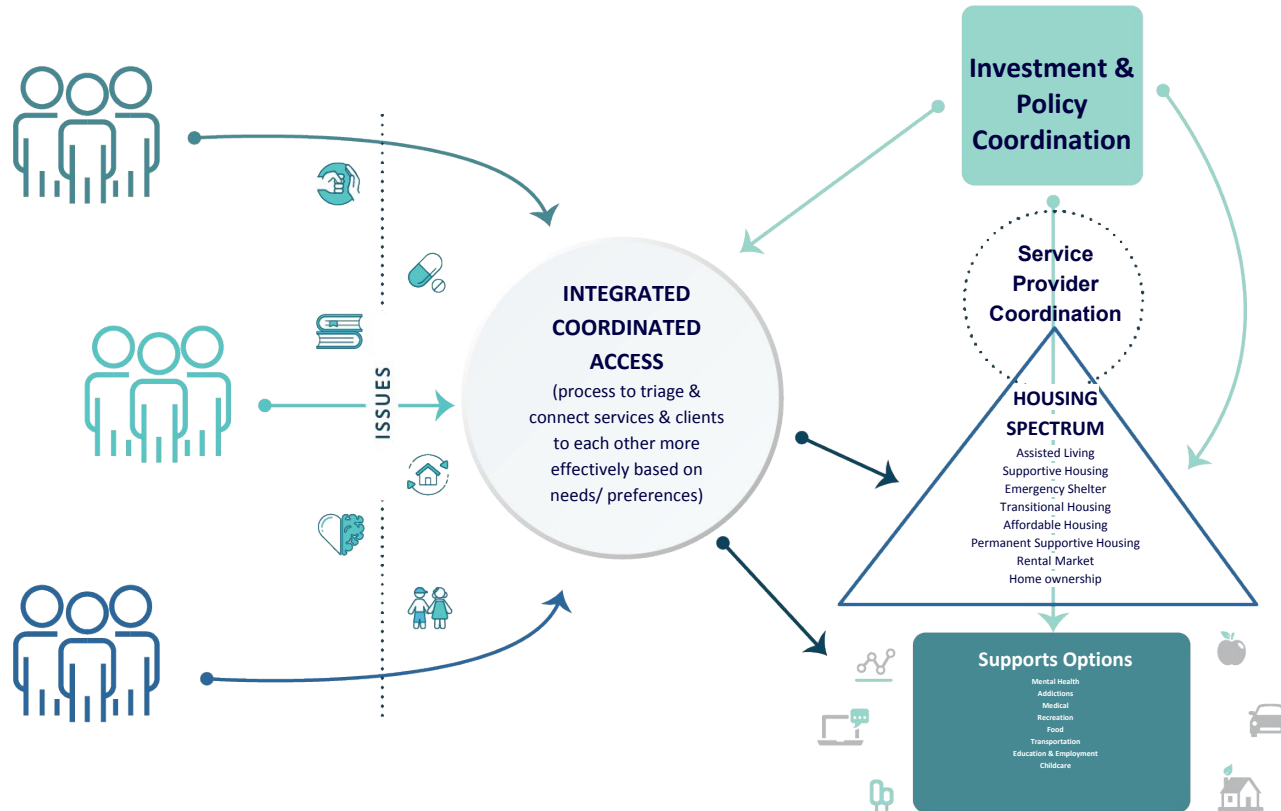
**Action**, not consultation.

**Shared accountability**, not sole responsibility.

**Leadership**, not management.



# BUILDING AN ECOSYSTEM APPROACH



# COMMITMENT 1 : *TRUTH & RECONCILIATION*

1. **Education** and awareness on Indigenous history and colonialism & connection to social, economic well being disparities among Indigenous people caused by part/current colonial/racist practices.
2. Use **TRC Calls to Action** for decision-making in Plan implementation.
3. **Support local capacity** for Indigenous-led housing and social supports services in partnership with Snuneymuxw First Nation.
4. Support Snuneymuxw First Nation's leadership in exploring potential **Indigenous Cultural & Healing Centre** to support on and off-reserve Indigenous people in Nanaimo in collaboration with Indigenous organizations.
5. Work with Snuneymuxw and Nanaimo Indigenous organizations to develop and rollout **cultural and healing practices** across services and housing programs.
6. Advance and resource **anti-racism & Indigenous culture training** for ecosystem social/housing service providers.
7. Support Indigenous **self-determination** in all funding decisions.
8. Ensure a minimum of 30% **Indigenous representation** on Plan governance and coordination tables.
9. Develop Integrated Coordinated Access with **Indigenous access points, staff** and culturally appropriate assessment.
10. Support programming to address **intergenerational trauma**.
11. **Educate and encourage landlords** to rent to Indigenous people and support cultural practices.




# COMMITMENT 2: *CHALLENGING DISCRIMINATION & STIGMA*



1. Develop innovative community engagement and public education strategies and campaigns aimed at promoting understanding regarding **mental health, substance use, crime and safety, racism, and discrimination**.
2. **Removing stigma** and changing negative public perceptions towards those with lived experience of homelessness.
3. **Tailored** service navigation should be available and accessible to diverse groups.
4. **Trauma-informed** and culturally appropriate engagement.



# PRIORITY 1 : *ECOSYSTEM COORDINATION*

1. Develop **community-based governance model** for the implementation of the Action Plan & coordination of the Health & Housing Ecosystem inclusive of City, Snuneymuxw, BCH, IH, revisioned Coalition and UW.
2. Advance systems planning efforts through a designated lead **Systems Planner Organization**.
3. Support & resource **dedicated staff** to coordinate Plan activities.
-  4. Develop & implement a community-wide **integrated data management strategy** to drive Plan progress.
5. Advance an Integrated Funding Model in partnership with core funders to support common priorities through the creation of a **Funders Table** to maximize resources and impact.
-  6. Support **service provider coordination** efforts through the revisioned Homelessness Coalition to oversee ICA, Capacity Building, & Complex Needs Action Tables.
-  7. Support continuous improvement & **innovation** activities across the ecosystem.

# PRIORITY 2: *LEADERSHIP & ENGAGEMENT*



1. Promote and support community **engagement** to support Plan priorities.

2. Faith community to develop coordinated **Interfaith Action Council**.

3. Support the City to a provincial and federal **advocacy strategy** to support Plan.



4. Track implementation using **real-time** data and monitoring.

5. Support the active role of those with **lived experience** In Plan activities and governance.



6. Support community activities to enhance **wellbeing and belonging** across diverse groups.

# PRIORITY 3: *PREVENTION*



1. Increase **awareness** about how to access services for diverse populations. DL
2. Develop and support a **holistic and integrated health and housing spectrum** for wrap-around supports across diverse needs that is person-centred across the prevention continuum.



3. Implement **Integrated Coordinated Access** with enhanced and targeted access for Indigenous people, seniors, families and youth.



- Continue to advance **online systems map** as early intervention, screening and systems navigation using HelpSeeker.



- Digital service navigation & **Systems Navigators**



- **Launch a Navigation Centre and other access sites for Integrated Coordinated Access** in libraries, community centres, and recreation facilities as sites of navigation.




- Leverage **schools & education partners** as navigators & early intervention.

4. Support **brain development and trauma** learning with parents/ caregivers.



# PRIORITY 4 : *COMPLEX NEEDS CAPABILITY*

1. Support a whole-of-ecosystem to enhance **complex needs capability** that ensures consistent practices across services and improve outcomes for clients with complex needs, including intergenerational trauma, homelessness, mental health, substance misuse, systems involvement, poverty and discrimination.
2. Operate the **Complex Needs Action Tables** to support people with specific attention to those experiencing homelessness, exploitation and/or violence, vulnerable seniors, youth, mental health and addictions.
3. Create and resource **Health & Housing Intervention Teams** to intervene with complex needs, clients immediately.
4. Ensure access to the most **basic human needs**: clean water, toilets, safe, low barrier spaces
-  5. Create a **Navigation Centre** bringing together diverse key services for the complex needs group along with basic services (showers, food, etc.). It acts as a entry point into the coordinated system: where assessment, intervention can start. Indigenous cultural supports are embedded, trauma -informed, person centred.
6. Leverage **peer networks** to support vulnerable community members as trained Navigators & natural supports.
7. Support Community **Safety Measures**
8. **Service integration** and coordination with Health, child intervention, and justice to support client goals
9. Support the creation & implementation of Community **Addiction & Mental Health Strategy**
10. Explore & encourage **Restorative Justice** models

# PRIORITY 5 : *POVERTY REDUCTION*

1. Develop **poverty reduction** strategy.
2. Advocate for policy changes in social assistance, minimum, employment standards, levying of taxes, and tax credit delivery for **income security**.
3. Enhance programs to support citizens with obtaining financial and other benefits they are entitled to, financial literacy education, and encourage businesses to provide a **Living Wage**.
4. Evaluate **transportation** access measures.
5. Increase **financial, employment & training** supports.
6. Support community **economic development**.
  - **Social purpose & social enterprise** support.
7. Explore a **Social Innovation Fund** to advance creative solutions in the ecosystem.
8. Advance **food security measures** to support healthy lifestyles, reduce waste and promote sustainable livelihoods and ecosystems.

# PRIORITY 6 : *DIVERSE HOUSING OPTIONS*

1. Encourage the City's ongoing implementation of 2018 Affordable Housing Strategy actions for **incentives and enablers** to facilitate affordable housing.
2. Explore opportunities to increase supportive and transitional housing, shelter, **detox, and treatment** beds to meet Plan goals with Island Health, BC Housing, provincial, federal, municipal, private sector and service provider partners.
3. Encourage creation of **homeownership grants/supports** for low income households.
4. Track the **affordable housing pipeline** using technology in real time to enable reporting and public accountability.
5. Explore a **Community Investment Campaign** to drive capital and coordinated builds/investments with community, government and private sector partners.
6. Expand **rent supplement** programs for market units.
7. Establish a formal and informal **landlord engagement strategy**.

# IMPLEMENTATION & GOVERNANCE

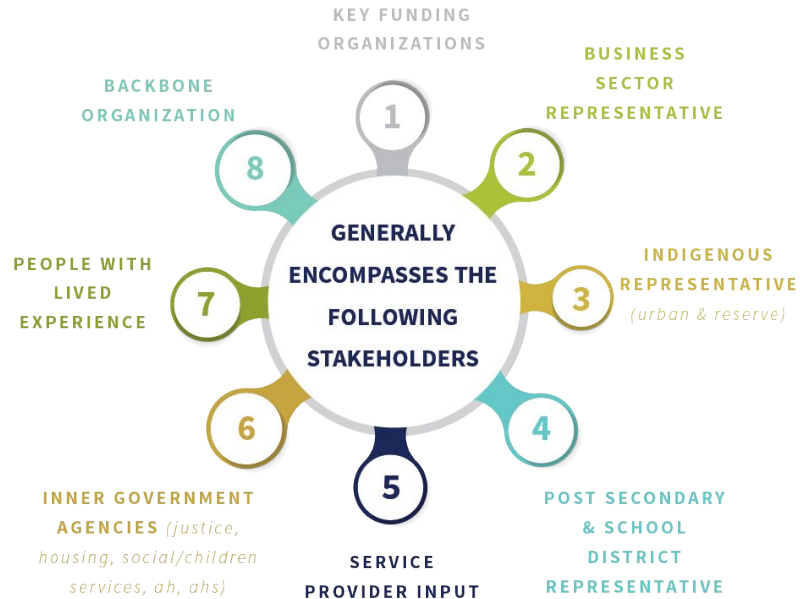
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**What's your role?**  
**Who needs to be involved?**

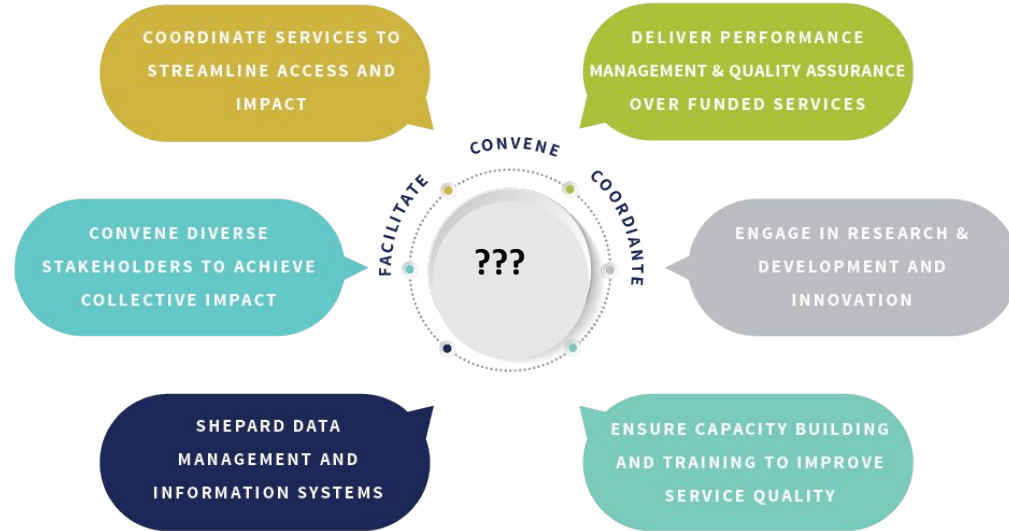


# COMMUNITY-BASED GOVERNANCE

## Stewardship Group



## Systems Planner Organization



# Governance Recommendations

## 1. Revamp Health & Housing Task Force as Stewardship Group for Action Plan implementation oversight

- a. Consider keeping formal link to Council, but ensure it does not serve solely as a committee of Council
- b. Review/revise terms of reference to ensure a Collective Impact approach – must be owned by broader community and represent all key stakeholders
- c. Develop clear links to other implementation activities
- d. Key role in ensuring partners sign on/ do their parts as part of Plan
- e. Transparency back to broader community – united front ok key leaders/ partners

# Governance Recommendations

2. Support the selection of a **lead systems planner organization** to support coordination of Nanaimo's health & housing ecosystem and Action Plan implementation

- a. Locally embedded, Nanaimo-focused entity
- b. Able to pull diverse stakeholders to the table and move them forward using Collective Impact approach
- c. Access to resources/influence to affect change
- d. Key role in ensuring partners do their parts as part of Plan
- e. Supports major coordination activities outlined in Plan - esp. Priority 1 - Ecosystem Coordination
- f. Cost-shared function across ecosystem partners

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Corporate:

[HelpSeeker.co](https://helpseeker.co)

System Navigation Apps:

[HelpSeeker.org](https://helpseeker.org)

