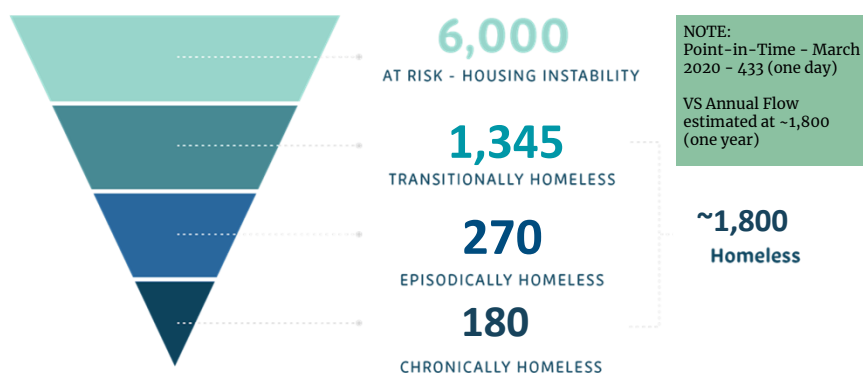


PLAN DEVELOPMENT

TIMELINE OF APPROACH & CONSULTATIONS



IMMEDIATE DEMAND ESTIMATES



FRAMEWORK FOR ACTION

2 Commitments	6 Priority Areas	80 Actions	Investment Needs
1. Truth & Reconciliation 2. Challenging Discrimination & Stigma	1. System Coordination 2. Diverse Housing Options 3. Leadership & Engagement 4. Prevention 5. Complex Needs Capability 6. Poverty Reduction	Each commitment and priority area is followed by specific actions that should be taken to enact that recommendation, timelines for implementation, and tangible methods for measuring progress and success on that action.	2021 Immediate Need - \$18.5M Five-Year Total - \$62.1M

IMPACT

Implemented, these actions will:

- House and support most people experiencing long term homelessness;
- Reduce social disorder and rough sleeping;
- Make better use of health, justice, and social service resources;
- Improve health and housing equity for all; and
- Embody Nanaimo's tangible response to the Truth & Reconciliation Calls to Action.

FUNDING NEEDS

Secure an **\$18.5M** strategic investment to house to support **280** people with long-term experiences of homelessness and health needs in 2021.

5 -year funding needs estimated at **\$65.5M** to support **4,300** people in **635 new program and housing spaces** over the next five years & support essential **system coordination** measures.

These proposed measures total just **\$40** a day per person helped. Compare this to the costs per night in hospital at \$363, or jail at \$144.



Immediate Partner Calls to Action

1. Partner Calls to Action - w City Council & SFN endorsement/ support Dec
2. Council of Champions established Jan
3. Health Housing Systems Planner entity incubation @UW Jan
4. Integrated Coordinated Access startup w/ priority list Feb
5. Health & Housing Intervention teams funded/ startup Feb
6. Permanent Supportive Housing units funded/ started Jun

GOVERNANCE LAB SUMMARY

Participants w/ Roles

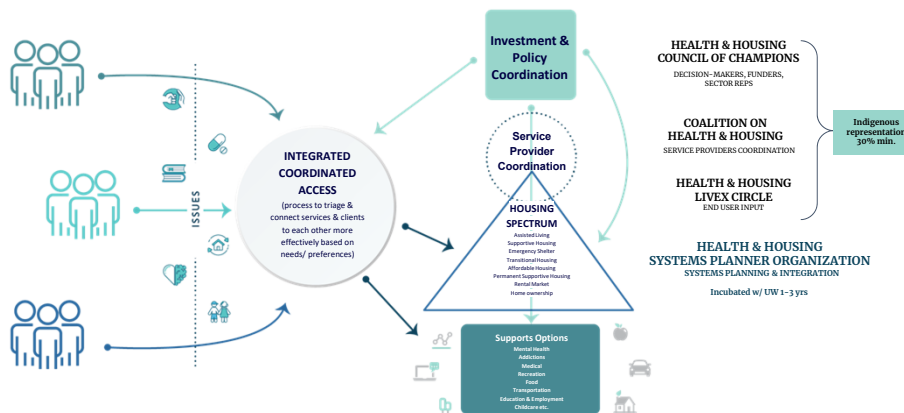
RCMP Nanaimo Detachment
Service Canada
Nanaimo Homeless Coalition
BC Housing
United Way of Central & Northern Vancouver Island
Snuneymuxw First Nation
Chamber of Commerce
City of Nanaimo
Vancouver Island University
First Nations Health Authority
Ministry of Children and Family Development
Vancouver Island Community Corrections

Emerging Directions

Preference was to create a **new arms-length social development entity** that could focus on HHAP implementation and coordination guided by a **multi-stakeholder governance table** representing diverse sectors and perspectives at the decision-making levels.

To support rapid scaling and minimize funding and timing concerns, the entity's function should be incubated in the **United Way or City of Nanaimo** with the goal over time to spin off independently.

A SYSTEMS APPROACH



Systems Planner Org Role

COORDINATE SERVICES TO STREAMLINE ACCESS AND IMPACT

DELIVER PERFORMANCE MANAGEMENT & QUALITY ASSURANCE OVER FUNDED SERVICES

CONVENE DIVERSE STAKEHOLDERS TO ACHIEVE COLLECTIVE IMPACT

ENGAGE IN RESEARCH & DEVELOPMENT AND INNOVATION

SHEPARD DATA MANAGEMENT AND INFORMATION SYSTEMS

ENSURE CAPACITY BUILDING AND TRAINING TO IMPROVE SERVICE QUALITY

FUNDING COORDINATION

CAPACITY BUILDING

PARTNERSHIPS & INNOVATION

HOMELESS SYSTEM PLANNING

LEADERSHIP & ACCOUNTABILITY

Examples: 7 Cities, Alberta, Ontario Service Managers

The Plan in More Detail



COMMUNITY ENGAGEMENT

WHAT DID THE COMMUNITY TELL US?

9 Design Labs - 200 participants

Stakeholder discussions: Task Force, Coalition & key community partners

Validation Labs



UNDERSTANDING NEEDS



PAIN POINT:

PRE-COVID & POST-COVID:

- Social disorder, addictions, mental health, homelessness,
- Prevent potential gaps in a social services delivery system
- Service quality, efficiency challenges

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)

CORE ICA COMPONENTS

1. **DIGITAL NAVIGATION** through HelpSeeker apps/website freely accessible to anyone, anywhere
2. **COMMUNITY LOCATIONS** where community members can access supports and connect with systems navigators
3. **INTEGRATED SERVICE TABLES** to coordinate complex needs care among key service providers/ public systems
4. **SYSTEMS NAVIGATORS** trained and mobilized to provide in-person support at key access sites across the community



PLAN COMMITMENTS

*Truth and Reconciliation
Challenging Discrimination and Stigma*

STRATEGIC DIRECTIONS

1. System Coordination
2. Diverse Housing Options
3. Leadership & Engagement
4. Prevention
5. Complex Needs Capability
6. Poverty Reduction

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.



COMMITMENT 1 : *TRUTH & RECONCILIATION*

1. Use the **Truth & Reconciliation Commission Calls to Action** to guide the implementation of the Plan.
2. Indigenous **participation, leadership, and self-determination** across all aspects of Plan governance, implementation, and data collection.
3. Improve quality of and access to **culturally-competent service provision**.
4. Improve **community cohesion** and **Indigenous belonging** through education and awareness of **Indigenous culture and strengths**, and the impact of **colonialism** and **racism**.

COMMITMENT 2: *CHALLENGING DISCRIMINATION & STIGMA*

1. Challenge **stigma** and **change negative public perceptions** about homelessness, substance use, mental health, poverty, and other commonly stigmatized experiences.

PRIORITY 1 : *SYSTEM COORDINATION*

-  1. Create a **community-based governance committee** for the oversight of this Action Plan and coordination of the Health and Housing System.
-  2. Support **continuous improvement** and **innovation activities** across the ecosystem.

PRIORITY 2: *DIVERSE HOUSING OPTIONS*

1. Support and bolster **existing efforts** in the community to **increase access to affordable housing**.
2. Create **appropriate, accessible, and culturally-competent housing options** across the housing spectrum for individuals with diverse needs.
3. Enact engagement strategies and programs to improve **Housing & Health Equity** in market housing.

PRIORITY 3: *LEADERSHIP & ENGAGEMENT*

1. Promote and support **community engagement** and **feedback** to support Plan priorities.
2. Leverage the **strengths, experiences, and contributions** of diverse groups across the community to champion plan priorities.
3. Support the City to create a **provincial and federal advocacy strategy** to support plan priorities.

PRIORITY 4 : *PREVENTION*

1. 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; implement **an Integrated Coordinated Access (ICA) model** that connects the residents of Nanaimo to community services, based on individual needs and preferences.
2. Improve access to supports, through **systems navigators**, to connect children, young people, and families to supports that promote lifelong health and wellbeing.

PRIORITY 5 : *COMPLEX NEEDS CAPABILITY*

1. Leverage a **human rights approach** by **ensuring access to the most basic human needs** for all residents, at minimum, while **connecting clients** to supports they need.
2. Advance a **complex needs capability** approach across the community 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.

PRIORITY 6 : *POVERTY REDUCTION*

1. Develop a **Poverty Reduction Strategy** aligned with the strategies set forth in Together BC, and based on community needs and priorities.
2. Explore **demand for programming and supports** that improve the economic equity and health of residents now and in future generations.