

Staff Report for Decision

DATE OF MEETING July 16, 2025

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SUBJECT DROP-IN HUB UPDATE

OVERVIEW

Purpose of Report

To provide the Finance and Audit Committee with an evaluation of the Drop-in Hub service, including its effectiveness in meeting basic needs, connecting individuals to longer-term supports, functioning as part of the City's extreme weather response for people experiencing homelessness, and its reported impacts on the surrounding neighbourhood. |

Recommendation

That the Finance and Audit Committee recommend that Council:

1. allocate the \$500,000 designated in the Special Initiatives Reserve for homelessness initiatives to match funds provided by the Reaching Home Community Advisory Board to continue to support the Hub daytime services in 2026; and
2. direct Staff to work with Hub service providers and United Way BC to identify and secure a more suitable location while conducting operational improvements at the current site until relocation occurs; and
3. direct Staff to report back to the Finance and Audit Committee in fall 2025 with an update on relocation status.

BACKGROUND

|At the Finance and Audit Committee on 2024-JUN-19, the committee received an overview of the warming centre services provided over the 2023/2024 winter season. The report highlighted the importance of having established daytime warming centre services as key to alleviating life safety risks to people living unsheltered and fulfilled the City's legislated requirements to adequately account for public safety during extreme weather emergencies. In addition, the warming centre services addressed gaps in basic need services for the unsheltered population and connected individuals to stable, long term support services.

At the Regular Council Meeting on 2024-JUL-08, Council passed the following resolution:

1. Allocate \$400,000 from the Special Initiative Reserve and reallocate the remaining 2023/2024 winter season funding to match funds provided by the Reaching Home Community Advisory Board to support up to two year-round drop-in hubs that can also serve as warming and cooling centre services for the City of Nanaimo's extreme weather response starting in the 2024 winter season; and,
2. Direct Staff to provide Council with an evaluation of the drop-in hub service as part of the City's extreme weather response for future funding consideration in summer 2025.

On 2025-MAY-12, City Staff presented the Governance and Priorities Committee with a report that assessed the basic need services available for people experiencing homelessness in the city. The report noted that the number of people experiencing homelessness continues to grow; 621 individuals were identified as homeless in the 2024 Homeless Point in Time Count. The growing need amongst the homeless population is compounded by the loss of key basic need services within the last 10 years. The Drop-in Hub (the Hub) attempts to fill in some of the gap for basic need services. Since opening in January 2025, the Hub has recorded 12,658 daytime visits and at least 314 unique individuals have accessed the Hub for basic need and support services as of 2025-JUN-15.

The following discussion provides the Finance and Audit Committee with an overview of the Hub's implementation, the services offered, the collaborative approach taken, and the successes and challenges in connecting unsheltered individuals to basic needs, health services, and long-term supports such as housing and treatment. It also discusses the impact of the Hub on the surrounding neighbourhood and outlines the mitigation strategies taken, including the support provided by City Staff. |

DISCUSSION

Hub Service Provider and Site Selection

The City has allocated \$584,257 to match the funding provided by the Federally funded Reaching Home program. The City entered into a service agreement with the United Way British Columbia (UWBC), the Community Entity responsible for delivering the Reaching Home program, to identify service providers and locations for Hub services. In addition, the scope of services in the agreement includes:

- working with the City to develop good neighbour commitments for Hub service providers to implement,
- requiring collaboration from Hub service providers with community safety and health agencies,
- evaluating and monitoring Hub services, including budget oversight,
- participating in transition and sustainability planning for Hub services, and
- recognizing the City of Nanaimo as a partner that will provide funding, identify priorities, and make decisions related to Hub services, locations, and community safety and wellbeing.

On 2024-SEP-17, UWBC launched a call for Expressions of Interest (EOI) through the Reaching Home grant portal. While originally anticipated for release in summer 2024, the launch was delayed due to staffing and resource capacity challenges with UWBC. The EOI closing date was 2024-OCT-04.

In total, six agencies responded to the EOI, with four formally submitting EOIs. However, not all submissions were complete or were eligible agencies. Additionally, two agencies indicated that the available funding was insufficient to operate a single Hub location. UWBC worked with City Staff, the Systems Planning Organization (SPO) and eligible agencies to explore opportunities for collaboration, recognizing that with limited resources, multiple agencies might be required to establish a single Hub location. Representatives involved in the discussions included Pacifica

Housing Advisory Association, Nanaimo Family Life Association (NFLA), Island Crisis Care Society (ICCS), 7-10 Club Society, and the Canadian Mental Health Association – Mid Island Branch (CMHA). The group agreed to support ICCS in their bid to deliver the Hub services, with NFLA providing support and overnight shelter beds funded by BC Housing. A new proposal was drafted, reviewed, and subsequently approved by the Community Advisory Board (CAB) on November 13, 2024.

The City's Real Estate staff conducted a scan of leasable spaces and shared potential locations with service providers for the Hub. A total of twelve properties were reviewed; however, many were not suitable for Hub services, or the property owners were not interested in leasing to this type of operation. In some cases, property managers did not respond to service provider inquiries. The process was further delayed when a potential site was identified at 250 Bastion Street. Following the closure of the Social Centre, CMHA staff explored the option of having ICCS assume the lease to provide Hub services, which aligned with the previous Social Centre programming. However, this option was withdrawn by CMHA after receiving feedback from other tenants in the building, resulting in a three-week delay in establishing the Hub. Ultimately, the only remaining suitable space was located at 55 Victoria Road. Due to public pressure and life safety concerns for unsheltered individuals during the winter months, a lease for the property was secured on 2024-DEC-16, following the execution of the service agreement between UWBC and ICCS on 2024-DEC-13.

Hub Service Overview

The Hub is located at 55 Victoria Road, with its entrance off Nicol Street. It is currently operated by two organizations:

- Island Crisis Care Society (ICCS), which provides basic needs and health-related services daily from 9 a.m. to 4 p.m.
- Nanaimo Family Life Association (NFLA), which operates the overnight shelter from 5 p.m. to 8 a.m.

The Hub is the only daily drop-in service in the city providing basic needs for unsheltered individuals. Services include access to food, hygiene supplies, clothing, and extreme weather response. In addition, several partner agencies regularly provide onsite services, connecting individuals to housing, shelter, health care, cultural supports, and income assistance. Regular onsite service providers include:

- The 7-10 Club Society
- Island Health Assertive Community Treatment Team
- BC Housing HEART Outreach Team
- Island Health Complex Care Housing Team
- CMHA Street Reach
- Carmichael Enterprises Outreach Team
- NARSF Health Matters
- Snuneymuxw First Nation Outreach
- Mid-Island Métis Nation
- Ministry of Social Development and Poverty Reduction, Community Integration Specialist Team
- Island Health Primary Care Outreach Team
- Island Health Perinatal Outreach Team

- Island Health Substance Use Services Outreach Team
- Tillicum Lelum
- Outreach Pharmacy
- Island Health Community Support Team
- NFLA Case Management

BC Housing also uses the Hub as an access point for the Province's Homelessness Encampment Action Response Team (HEART) and Homeless Encampment Action Response Temporary Housing (HEARTH) programs, supporting unsheltered individuals with temporary housing and other services. A coordinated Encampment Response Plan (ERP) has been developed with community partners to guide the transition of people sheltering outdoors into housing. Currently, there is no large, centralized encampment in the city, so outreach efforts are focused on individuals sheltering in the downtown area, particularly near the Hub. The Hub plays a central role in this coordinated response, serving as the first point of contact for many unsheltered individuals. BC Housing and community partners have created a By-Name list (BNL) of individuals who are accessing the Hub to prioritize individuals for the HEARTH sites opening this summer. BC Housing closed the BNL on 2025-JUL-03, and below is additional information on the cohort of 170 unique individuals known to frequent the Hub and the downtown area:

- 135 Supportive Housing Registry applications have been completed. These applications are required to access BC Housing units, including the new HEARTH units identified in the MOU between BC Housing and the City.
- 68 Vulnerability Assessment Tool (VAT) applications have been completed. The VAT helps determine the level of support required when attempting to provide housing.
- 33 Indigenous individuals, 36 seniors (55+), five youth (19 to 24), and six people living with disabilities have been added to the BNL.

Reporting from ICCS indicates that 14 individuals have secured housing through the Hub, either in existing supportive housing sites or in private rentals or accommodations. Finally, BC Housing is funding 20 temporary overnight shelter beds at the Hub, operated by NFLA with confirmed funding through September 30, 2025.

To date, daytime services at the Hub have supported at least 314 unique individuals, with an average of 77 visits per day. The Hub's 20 overnight shelter beds have operated at an average 93% occupancy since opening on 2025-JAN-06. This figure reflects seasonal fluctuations due to the availability of 64 additional shelter beds in the winter. The last remaining winter shelter beds closed on 2025-APR-30. Since this time, the Hub shelter has consistently operated at full capacity, turning away an average of 10 individuals per night.

The Hub played a vital role in the City's extreme cold weather response in January and February 2025. In January, a level one response was activated, as indicated in the City's *Extreme Weather Response Procedures*, which included extending Hub operations to 24 hours a day in coordination with the existing overnight shelter beds at the Hub. The City also enhanced Community Safety Officer (CSO) support to conduct wellness checks, distribute warming supplies, and direct individuals to the Hub for warming services. In February, two separate extreme cold weather events occurred and both required a level two response. The Centennial Building was opened and operated by NFLA as an additional overnight warming space for nine nights, providing shelter for up to 80 individuals. The City and the Regional District of Nanaimo (RDN) coordinated transit services to transport people between the Hub and

the Centennial Building. CSOs supported this effort alongside RDN Transit Operators and Hub service providers, ensuring individuals were safely transported to the Centennial Building overnight and back to the Hub each morning for continued warmth and support. The Hub served as a central anchor for extreme cold weather operations. Without it, CSOs and transit operators would have been forced to attend multiple dispersed locations, significantly limiting the City's ability to deliver this life-saving response.

Importantly, the Hub is reaching individuals who have historically not accessed services for various reasons. Some individuals with complex health needs were previously unable to leave the area to access services elsewhere. The Hub's location within proximity to other health services allows them to receive the support they need. Additionally, 34% of Hub shelter guests identify as Indigenous, a proportion notably higher than in other local unsheltered service populations. Other anecdotal reports highlight that the Hub has provided connection for individuals to addiction treatments, including detox and opioid agonist therapy treatment, others have been connected to employment opportunities and many Hub users have been able to connect with support networks such as family and friends.

The Hub serves many individuals that are deeply entrenched in addiction and living unsheltered with complex needs. Many Hub users are in survival mode, prioritizing immediate needs like acquiring substances or finding a safe place to be. The effects of long-term substance use can also lead to unpredictable or volatile behaviours, meaning that ICCS and NFLA staff must work hard to maintain a safe and supportive environment for both Hub users and staff. The Hub operates with limited resources, struggling to balance harm reduction approaches with the safety expectations of neighbourhoods and funders, while also managing the emotional toll on frontline staff.

Neighbourhood Impact and Mitigation Strategies

There have been longstanding concerns about this location prior to the inception of the Hub, primarily related to the services operating at 55 Victoria Road and the complex needs of those individuals accessing these services. In addition, to the Hub, the building houses a range of health services including three addiction clinics, a harm reduction service and an outreach pharmacy.

The table below summarizes CSO service files between January to June 15, 2024, and 2025 for the 100 block of Victoria Road. Please note, that Calls for Service are files generated from requests by community members, businesses, agencies or other City departments. Proactive service files are initiated by CSOs during proactive patrols in the downtown and other hotspot areas.

Community Safety Officer Service Files – January to June 15, 2024/2025, 100 Block of Victoria Road

<i>2024 Calls for Service – 100 Block Victoria Road (January to June 15)</i>	<i>2024 Proactive Service – 100 Block of Victoria Road (January to June 15)</i>	<i>2025 Calls for Service – 100 Block Victoria Road (January to June 15)</i>	<i>2025 Proactive Service – 100 Block of Victoria Road (January to June 15)</i>

40	215	17	135
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The following table provides CSO service data related to the Hub between January to June 15, 2025. Please note that 2024 service files for the 100 block of Nicol Street are not included as this would include service files related to other social support services such as the Salvation Army New Hope Centre and a former winter daytime shelter at 34 Nicol Street, which were not distinctly coded in the City's database.

Community Safety Officer Service Files – January to June 15, 2025, The Hub

<i>2025 Calls for Service – The Hub (January to June 15)</i>	<i>2025 Proactive Service – The Hub (January to June 15)</i>
117	94

For the same reporting period, the majority of the CSO service files noted above relate to assisting other agencies (35%) such as RCMP, Island Health, BC Ambulance, nonprofit agencies including but not limited to Hub service providers and other City Departments, providing social welfare checks and assistance (23%) and addressing social disorder (14%).

The table below summarizes Nanaimo RCMP service files between January and June 11 for 2024 and 2025 for 55 Victoria Road, 100 block of Victoria Road, and the 100 block of Nicol Street. These files are related to street disorder and homelessness, and include offences relating to disturbances, trespassing, check well-beings, suspicious persons, controlled drugs and substances, violence and property crimes. Unlike CSO data, the service files are coded by civic address and cannot differentiate incidents related to the Hub or the services provided at 55 Victoria Road.

Nanaimo RCMP Service Files – 2024 Year to Date, January to June 11, 2024/2025, 55 Victoria Road, 100 Block Victoria Road, and 100 Block Nicol Street

<i>Address</i>	<i>2024 Service Files (Year End)</i>	<i>2024 Service Files (January to June 11)</i>	<i>2025 Service Files (January to June 11)</i>
100 Block Victoria Rd	28	16	8
55 Victoria Rd	45	22	55
100 Block Nicol St	254	143	113

There was a total of 30 calls for service for Nanaimo Fire services at 55 Victoria Road between January and June 24, 2024, and 24 calls in 2025 for the same time period. Nanaimo Fire

incidents occurring along the 100 block of Victoria Road and Nicol Street, between Crace and Finlayson Streets, are summarized below. The numbers reflect the total of actual incidents and include a breakdown of recorded overdoses and fires related to burning/nuisance complaints, structures, and vehicles, for the period between January 1 and June 24 in both 2024 and 2025.

Nanaimo Fire Incidents – January to June 24, 2024/2025, 100 blocks Victoria Road and Nicol Street, Between Crace and Finlayson Streets

<i>Year – January to June 24</i>	<i>Total Incidents</i>	<i>Total Fires – Burning/Nuisance Complaints, Structure Fires & Vehicle Fires</i>	<i>Total Overdoses</i>
2024	86	11	38
2025	72	28	18

Please note that the overall Fire incidents in this area during the specified timeframe do not distinguish whether the incidents involved people experiencing homelessness or housed individuals who may be living in, travelling through or accessing services and businesses in the area.

In addition to the service data, City Staff have received emails, phone calls and met with residents and businesses who have reported increases in open drug use, traumatic behaviours, victimization, criminal activity, and social disorder. Since the Hub opened, new concerns have emerged regarding traffic safety, particularly involving substance affected individuals navigating the sidewalk or attempting to cross Nicol Street.

The South End Community Association (SECA) also gathered feedback at the South End Day event on 2025-JUN-14, identifying litter and debris hotspots attributed to the Hub related activities. These included the 100 blocks of Nicol and Victoria Streets, Haliburton Street between Crace and Finlayson Streets, and the Nob Hill Park area. These areas have been added to CSO and Clean Team patrols. Additional areas, such as Kennedy Street, Esplanade Way including the railway yard, and south of Seventh Street, were also noted, though these cannot be directly linked to the Hub due to distance and the long-standing homelessness and social disorder issues in these areas.

Feedback from residents living in the south end and the Nanaimo Area Public Safety Association reflects a general perception that the clustering of social and health services at 55 Victoria Road and the 100 blocks of Nicol and Victoria Streets, along with the activity in the surrounding blocks and the broader south end neighbourhood has had cumulative impacts on the neighbourhood.

Anecdotal reports from the RCMP Bike Unit, CSOs, and local businesses suggest that while some areas of the downtown and along Victoria Road have seen a decrease in visible homelessness and social disorder since the Hub opened, these issues have become more concentrated along the 100 block of Nicol Street, particularly around the Hub.

In response to the challenges at the Hub, City Staff are meeting weekly with UWBC, ICCS, and NFLA. The SPO also attends the weekly meeting and is providing data support. The following is an overview of the key areas of focus in these coordinated efforts.

- *Enhanced Coordination for Community Safety:*

- Hub service providers have initiated regular coordination meetings with all tenant organizations located at 55 Victoria Road, including ARC Addiction & Recovery, AVI Health, Nanaimo Addiction Clinic, the outreach pharmacy, and Trew Beginnings. The first of these meetings was held in April, with the goal of improving communication and collaboration in addressing site-related concerns.
- ICCS and NFLA are also holding weekly operational meetings to troubleshoot challenges and improve service delivery. In addition, a Community Advisory Committee (CAC) is under consideration for the Hub. This committee, composed of neighbourhood representatives, funders, and public safety officials, would meet regularly to discuss emerging issues and collaboratively develop solutions.
- *Facility and Service Management:*
 - Service providers are working with the building owner and fire code regulations to explore ways to expand the indoor space, which would increase daytime capacity and help reduce the number of individuals lingering outside. Staff continue to work with Hub users to ensure that carts and personal belongings are kept tidy and do not obstruct sidewalks. Due to fire regulations and the lack of available storage, only a limited number of belongings are able to be brought inside during daytime hours. Carts and personal belongings are permitted inside during overnight shelter hours and only for those staying in the shelter.
 - On March 10, 2025, BC Housing provided additional funding to NFLA, allowing for the expansion of shelter hours from 8:00 p.m.–8:00 a.m. to 5:00 p.m.–8:00 a.m. ICCS continues to operate daytime services from 9:00 a.m.–4:00 p.m. daily. A gap in service remains between 8:00 a.m.–9:00 a.m. and 4:00 p.m.–5:00 p.m. to accommodate cleaning and coordination between the two service providers. While this ensures that staff are now on-site 24/7 to address safety concerns, it has also resulted in increased visibility of individuals waiting for services during transition times.
 - Hub users are being prioritized through BC Housing's HEART and HEARTH programs, with members of the HEART team now attending the site weekly to complete assessments and housing applications. One HEARTH site with 50 units is currently operational, and three additional sites, providing 187 units, are scheduled to open by fall 2025. Hub users are being actively added to tenancing lists for these sites.
 - City staff and service providers are also working with the building owner to explore alternative entry options for the Hub. However, any changes must address fire code requirements, additional staffing needs, and associated costs. This work is ongoing.
- *Boundaries for Service Users:*
 - Staff have implemented clear behavioural expectations for Hub users. Individuals engaging in disruptive or unsafe behaviour may receive a 48-hour break in service. If individuals fail to comply, CSOs or the RCMP are called to remove them from the property.
 - ICCS has also hired an outreach worker to engage Hub users as peers to create a daily clean team between Monday and Friday to help keep the area surrounding the Hub free of litter and debris.
- *Monitoring and Enforcement Measures:*

- Ongoing drug dealing activity has been observed near the Hub, particularly on Nicol Street. All such activity has been reported to the RCMP. To support enforcement efforts, two additional CCTV cameras were installed on 2025-JUN-26 to help monitor and report unsafe or criminal behaviour. Footage from these cameras is available remotely to Hub staff and supervisors and is shared with RCMP when required.
- City Staff have requested proactive patrols from the Nanaimo RCMP Bike Unit, and they are attending the site when available.
- Hub service providers have also designated staff to monitor the outside area and redirect inappropriate behaviour.
- *City Services and Supports:*
 - CSOs are present at the Hub two to three times daily and respond to additional calls when requested.
 - The City's graffiti contractor has been active in cleaning the Nicol Street side of the building, while the Clean Team attends the site daily with CSOs to remove debris, maintain sidewalks, and conduct weekly deep cleans of the surrounding area. This is in addition to the proactive supports to other hotspots in the south end neighbourhood identified by SECA representatives.
 - City staff participate in weekly check-ins with service providers, conduct regular site visits, and work with UWBC to ensure compliance with service agreements. Staff also continue to monitor potential alternative locations that may be more suitable for the Hub service.

Finally, Staff presented to the Public Safety Committee on 2025-JUN-11 to seek additional input on mitigation strategies to address the negative impacts of the Hub on the surrounding neighbourhood. Feedback from committee members included ensuring Hub service providers adhere to good neighbour commitments, relocating the entrance off Nicol Street, and maintaining clear pedestrian access on the sidewalk. While concerns about traffic safety were raised, no specific strategies were proposed. Members also expressed concerns about the concentration of social support services in the area contributing to broader public safety issues.

Next Steps

The Hub is facing high demand for services, especially as winter shelters close and access to basic needs services continues to decline. This underscores the growing need for accessible day spaces and shelter options for individuals experiencing homelessness. Service providers at the Hub report an average of 52 new, first-time visitors each month. While the addition of temporary HEARTH units will help alleviate some of the current pressure, the number of units is insufficient to fully meet the rising demand.

Operational improvements are underway, including relocating the entrance from Nicol Street to Victoria Road as an interim measure, pending fire code approval and the availability of additional funding to hire an extra staff member to manage the new entrance. Ideally, a future location would support on-site laundry and shower services, allowing the current temporary shower program at Caledonia Park to be relocated. However, securing a suitable leased space remains challenging due to limited resources and the nature of the services provided.

Regardless of the location, some level of impact on the surrounding area is inevitable due to the visibility and complex needs of people experiencing homelessness. Addressing concerns about

unsheltered individuals living and gathering in public spaces requires coordinated efforts across the community and all levels of government. There is an urgent need to increase the availability of appropriate, permanent and accessible daytime and overnight shelter spaces. While long-term housing is essential, it alone does not meet the immediate basic needs of unhoused individuals or address the social disorder currently occurring in public spaces.

FINANCIAL CONSIDERATIONS

The City has allocated \$584,257 to fund Hub daytime services in 2025. An additional \$500,000 has been allocated through the CAB and the Reaching Home program for the period of April 1, 2025, to March 31, 2026. Currently, the City has a service agreement with UWBC to oversee the Hub service and support Hub service providers until 2025-DEC-31. In addition, BC Housing is funding 20 overnight shelter beds at the Hub until September 30, 2025, with the expectation that temporary winter shelter funding may be used to extend the overnight service through the 2025/2026 winter season. The CAB is exploring multi-year funding for the Hub service and will discuss budget allocations at its next meeting on 2025-JUL-17.

The following are financial options that the Finance and Audit Committee may wish to consider for the Hub daytime services:

- *Option 1: Continue Full Funding for 2026 and Begin Relocation Planning* – the City would continue to match funding with the CAB and the Reaching Home program to support daytime services at the Hub for all of 2026. It could allocate the \$500,000 set aside for homelessness initiatives in the Special Initiatives Reserve. Staff would work with Hub service providers and UWBC to identify and secure a lease at a more suitable location, while continuing operational improvements at the current site until relocation occurs. Additionally, shower program funding could be allocated if the new or interim site includes shower facilities, which would free up Caledonia Park for other users. Staff would report back to the Committee in fall 2025 with a relocation update and seek further direction.
- *Option 2: Provide Bridge Funding for Winter 2025/2026 Only* – the City would extend the current service agreement with UWBC and fund daytime operations until March 31, 2026, ensuring continued service as a general daytime warming centre through the 2025/2026 winter season. This would allow time for Hub service providers, UWBC, and Staff to explore alternative funding sources or service delivery models.
- *Option 3: End City Funding as Outlined in the Service Agreement on 2025-DEC-31* – the City would conclude its funding commitment as outlined in the existing service agreement with UWBC. Hub service providers would need to adjust service delivery accordingly.
- *Option 4: Terminate Agreement with United Way BC for Drop-in Hub Services* – the City would terminate the current service agreement with UWBC for the delivery of the Hub services. If the City proceeds with this option, written notice of termination must be provided to UWBC with a minimum of 30 days' notice, in accordance with the terms of the agreement. In addition to the required notice period, further consultation with the City's Supply Chain Management team will be necessary to ensure all procurement

requirements are met and to determine any outstanding financial obligations or payments that may be owed under the agreement.

OPTIONS

1. That the Finance and Audit Committee recommend that Council:

1. allocate the \$500,000 designated in the Special Initiatives Reserve for homelessness initiatives to match funds provided by the Reaching Home Community Advisory Board to continue to support the Hub daytime services in 2026; and
 2. direct Staff to work with Hub service providers and United Way BC to identify and secure a more suitable location while conducting operational improvements at the current site until relocation occurs; and
 3. direct Staff to report back to the Finance and Audit Committee in fall 2025 with an update on relocation status.
- The advantages of this option: maintains daytime access to essential services while supporting long-term relocation planning.
 - The disadvantages of this option: providing funds for the Hub daytime services will limit any other responses the City may wish to take to address homelessness. Reaching Home funding is distributed annually and may not be available after the 2025/2026 funding cycle. In addition, Staff time will be required to work with United Way BC and Hub service providers to support the Hub operations and identify a new suitable location for lease.
 - Financial Implications: This will fully allocate the funding designated in the Special Initiatives Reserve to support homelessness initiatives. The 2025 – 2029 Financial Plan will be amended at a later date to reflect the allocation.

2. That the Finance and Audit Committee recommend that Council:

1. allocate \$125,000 from the funding designated to support homelessness initiatives in the Special Initiatives Reserve to extend the existing service agreement with UWBC and fund daytime operations until March 31, 2026, to continue service levels over the winter season 2025/2026; and
 2. direct Staff to report back to the Finance and Audit Committee in winter 2025/2026 with an update on alternate funding or service delivery models.
- The advantages of this option: maintains short term service continuity through critical winter months without committing to long-term funding.
 - The disadvantages of this option: essential basic need services will no longer be available after 2026-MAR-31. Providing short term funds for the Hub daytime services will limit any other responses the City may wish to take to address homelessness. Staff time will be required to explore other funding and service delivery models.
 - Financial Implications: The 2025 – 2029 Financial Plan will be amended at a later date to reflect the allocation

3. That the Finance and Audit Committee provide alternate direction. |

SUMMARY POINTS

- The City has allocated \$584,257 to fund Hub daytime services in 2025.
- The Hub is the only daily drop-in service in the city providing basic needs for unsheltered individuals.
- The Hub has been effective in connecting unsheltered individuals to basic needs, emergency shelter, housing, health services and functioning as a part of the City's extreme weather response.
- Residents and businesses in the area have reported an increase in visible homelessness, open drug use, traumatic behaviours, criminal activity and social disorder around the Hub location.

Submitted by:

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Concurrence by:

Tim Doyle,
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Dave LaBerge
Director, Public Safety

Wendy Fulla
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