



October 30, 2015

STREETS TO HOMES PROGRAM

For more than 30 years, Pacifica Housing has been a leading provider of supported, subsidized, market and near market housing options in Greater Victoria, Duncan, and Nanaimo. Pacifica Housing has acquired, built, and/or renovated a total of 842 units, and currently houses more than 1500 people annually. In addition to housing, Pacifica Housing provides support services, youth groups, community gardens and community meals to address additional needs of education, and food security that assist in building capacity and strong community connections.

The Greater Victoria Streets To Homes Program (S2H) addresses homelessness by employing a 'Housing First' model that provides integrated, client-centered support by combining low barrier housing with financial and individualized support services.

Every year The Greater Victoria Streets to Homes (S2H) Program moves 120 homeless adults directly into permanent market housing while providing customized support to help them stay there. The program secures housing, and integrates support services to effectively deliver services to people with mental health, substance use issues, generational poverty, brain injury, and other significant health concerns who are experiencing homelessness. By tailoring the supports to the unique needs of each client, the vast majority of clients are successful in maintaining long term housing. The stabilizing effect of housing reduces a client's use of law-enforcement and emergency medical services.

The Greater Victoria Streets To Homes Program uses an integrated and immediate approach to addressing the homelessness crisis in our region. Through the use of private market landlords, rental supplements, individualized case management and integration with community resources, S2H works to set up a framework of support services that lead to independence. Since 2009, Streets to Homes has housed 179 people with a high-level of success. 82% of the people S2H is currently supporting have been successfully housed for more than a year, while 63% percent of all people housed through Streets to Homes prior to 2013 continue to retain stable housing with S2H today. 46% of the people who have left S2H, have obtained social and financial independence, and 33% have moved into a higher level of service and housing support. S2H currently works with 58 landlords (16 of whom are property management companies) providing 86 buildings in which program participants are housed.

High housing retention rates combined with almost half of the clients exiting S2H moving on to social and financial independence directly supports Pacifica Housing's mandate "to be a leading innovative provider of affordable homes and support services that contribute to the independence of individuals and families".

The need for a range of housing and support services for people experiencing homelessness has been clearly laid out in The Mayor's Task Force on Breaking the Cycle of Mental Illness, Addictions and Homelessness (2007) and supporting studies and surveys from 2005 - 2014. These studies include the

Homelessness Count/Needs Surveys (Victoria Cool Aid Society) and reports from Greater Victoria Coalition to End Homelessness (GVCEH) and Centre for Addictions Research of British Columbia (2012). The above research found that 1,617 individuals utilized a shelter bed during the reporting period indicating a need for additional housing options and support services. The 'Evidence-based Best Practices' section of the Mayor's Task Force Report leads off with the following three points, which are fundamental to S2H:

- Integrated, client-centered support services for the homeless, addicted and mentally ill population not only work better, they cost less than our current uncoordinated and fragmented service delivery system.
- Low barrier housing with supports is the key to addressing the public disorder resulting from homelessness, mental illness and addiction.
- Support services for the homeless must be connected with housing for either to work effectively.

Our goal for this program is to move adults directly from homelessness into long-term, private market housing while offering customized support services so that they are successful in maintaining stable housing. The program provides experienced staff for one-to-one customized ongoing support to secure housing, support and training to assist with navigating complex social systems and self advocacy in order to meet personal needs. S2H staffs are involved in intensive case planning, community referrals and direct support services to address mental and physical health as well as substance use issues. The program also assists clients in accessing new and/or increased government benefits, acquiring financial literacy through budgeting and employability skills, and finding meaningful ways to strengthen social inclusion. Finally, S2H develops mutually beneficial relationships with landlords and provides education to the broader community to address stigma and attitudes that reinforce disenfranchisement of the target population.

S2H is committed to being part of the solution to end homelessness and not merely "manage" it. For a percentage of our clients the sustained impact means moving into social and financial independence. For clients who are unable to achieve complete financial and social independence and require some level of ongoing services case management plans include connecting clients with existing permanent programming. Clients dealing with profound and persistent mental health issues, brain injury or other severe conditions that require ongoing comprehensive supports will continue to be referred to applicable resources such as permanent supported housing, Assertive Community Treatment (ACT) teams and comprehensive mental health facilities. When considering 'sustained impact' it is important to keep in mind the process in which the transition from homelessness to stable housing encompasses. Initial client-centered contact with the most vulnerable populations is often the first step, of many complex steps, on a journey of healing.

SUPPLEMENTAL BUDGET FOR EXPANDED S2H PROGRAM

City of Victoria REQUEST

NAME OF APPLICANT ORGANIZATION Pacifica Housing Advisory Association

EXPENSE	PROJECT BUDGET	DESIGNATED BUDGET City of Victoria	OTHER REVENUE	IN-KIND Pacifica	DETAILS
WAGE COSTS FOR PROJECT DELIVERY					
WAGES					
2 FTE S2HSW \$21/hr	76,440				
.6 FTE (23 hrs/wk) Landlord liaison \$22.25/hr	8,100				
.3 FTE Manager (\$27/hr)	14,740				
MERCS AND BENEFITS	24,820				25% MERCS,benefits,backfill for vacation and
TOTAL WAGES	124,100		\$124,100	\$0	Victoria Foundation/CRD

CLIENT SPECIFIC COSTS					
EMERGENCY HOUSING FUND	3,300	\$0	\$3,300		Victoria Foundation
MATERIALS AND SUPPLIES					
APARTMENT SET UP	1,000	\$0	\$1,000		Victoria Foundation
CLIENT TRANSPORTATION	3,100	\$0	\$3,100		Victoria Foundation
DEPENDENT CARE FOR CLIENTS	1,500	\$0	\$1,500		Victoria Foundation
RENT SUPPLEMENTS w admin	150,000	\$75,000	\$75,000		BC Housing
REPAIRS	1,500	\$0	\$1,500		Victoria Foundation
HONORARIA AND CULTURAL GIFTS					
OTHER					
TOTAL CLIENT SPECIFIC COSTS	160,400	\$75,000	\$85,400	\$0	

ADMINISTRATION					
WAGES FOR ADMIN	14,500	\$0	\$14,500		Victoria Foundation/CRD
OFFICE RENT FOR PROJECT	3,500	\$0		\$3,500	Pacifica Housing
OFFICE SUPPLIES FOR PROJECT	500	\$0		\$500	Pacifica Housing
INTERNET AND PHONE	1,000	\$0	\$1,000		Victoria Foundation
TECHNOLOGY	0	\$0			
OTHER	0	\$0			
TOTAL ADMINISTRATION (15% maximum)	19,500	\$0	\$15,500	\$4,000	

TOTAL HPS REQUEST	\$304,000	\$75,000	\$225,000	\$4,000	
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29 October 2015

The Victoria Cool Aid Society Supports Streets to Homes

To Whom It May Concern,

It is my pleasure to write a letter in support of the proposal for expansion of the Greater Victoria Streets to Homes Program operated by Pacifica Housing.

We at the Victoria Cool Aid Society know very well the immense need for accessible and affordable housing with supports in our community.

The Coalition's *'Creating Homes, Enhancing Communities'* report calls for the addition of 182 rent supplements with supports to assist in addressing chronic and episodic homelessness in Greater Victoria. The expansion of Streets to Homes by 40 participants would be a significant contribution towards this target.

As community partners with the common goal of ending homelessness in the Capital Region by 2018, Cool Aid is in full support of Pacifica's initiative to expand Streets to Homes, and provide 40 individuals with the help they need to achieve and maintain safe and affordable housing.

If you have any questions or require any additional information, please do not hesitate to contact me.

Sincerely,

Kathy Stinson, CPA, CMA
Executive Director
kstinson@CoolAid.org
250-414-4792



PACIFICA HOUSING

Affordable homes Better lives

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October 28, 2015

The City of Victoria
1 Centennial Square
Victoria, BC V8W 1P6

Dear Mayor and Council,

I am writing to you on behalf of Pacifica Housings' **Greater Victoria Streets to Homes Program** and the adults in our community experiencing episodic and chronic homeless.

As an Agency whose priority is housing, our responsibility lies in collaborating with our community partners to end the homelessness crisis in The Capital Region. We are reaching out to community partners to leverage funding to move an additional 40 chronic and episodically homeless adults into stable market housing by the summer of 2016.

The Victoria Foundation is actively considering a request from Pacifica Housing for \$70,000 that will result in an additional ten people in Greater Victoria being housed through S2H. Integral to the Victoria Foundation's decision to award S2H funding, is the ability to leverage other partners and increase the impact their contribution will have on the community.

We have under active consideration matching funding from the CRD (\$75,000), along with our application to the Victoria Foundation, to contribute a combined total of \$145,000 for the supports that make Streets to Homes successful. In addition, BC Housing is currently reviewing a request towards rental supplements (\$75,000).

In order to successfully leverage the total amount to provide another 40 homeless adults with permanent housing, we need the City of Victoria to match BC Housing for \$75,000.

I am confident that with the support of the City of Victoria, The Victoria Foundation, CRD and BC Housing we can make a measurable difference in our community's initiative to end homelessness in the Capital Region by 2018.

Thank you for taking the time to consider our request. I have attached a brief budget reflecting the increase that would result in another 40 homeless adults moving to homes, as well as a general descriptor of the program and its successes.

If you have any questions or require any additional information, please do not hesitate to contact me at 250-385-2131 ext. 107 or dfortin@pacificahousing.ca.

Warmest Regards,

Dean Fortin
Executive Director