



Coalition Meeting
10am - 12pm Dec 5th, 2019
SARC Rm, City of Nanaimo

In attendance:

Lisa Bhopalsingh (CoN), Karin Kronstal (CoN), Dave LaBerge (CoN), Grace Kerr (Service Canada), Kevin Flood (Nanaimo RCMP), Andrew Thornton (JHS), Andrew Ferguson (JHS), AnneMarie Tosh (JHS) John McCormick (JHS), Heidi Hartman (BC Housing), Jeannine Bousquet (MSDPR), Nadia Boukhouali (MSDPR) Alexis Petersen (Harewood Neighbourhood House), Karly Fennell (IH), Analisa Blake (IH) Terra Kaethler (UWCNVI), Nicole Benson (UWCNVI), Emily Sorensen (UWCNVI), Violet Hayes (ICCS), Inga Cooper (Tillicum Lelum), Holly Paquette (Tillicum Lelum), Theresa MacDonald (SEIA), Bernadette French (SD68), Kix Citton (NBIS), Jason Harrison (CMHA), Laurie MacMillan (MP Assistant), Don Bonner (CoN Councillor), Lois Peterson (Unitarian Shelter), Paul Sibley (Nanaimo Hospice), Sarah Cabbage (Nanaimo Hospice), Gord Fuller (7-10 Club), Chantale Roelens (SEIA) Sara Cooper (UWCNVI), Maggie Hertsberg (Pacifica Housing), Kim Maandag (Salvation Army), Steve Arnett (Indigenous Community Member), Ruby Barclay, Cadence and Jessica (Nanaimo Youth Advisory Council)

Minutes:

Chair: Jeannine Bousquet (MSDPR):

Jeannine opened the meeting with an acknowledgment of the Snunexmous territory we live, work and play on.

Jeannine shared information regarding a donation of metal bunk bed frames in Nanaimo. Please contact Emily at United Way if anyone can use these frames.

1. Confirm minutes of November 7, 2019 Coalition meeting.
 - **MOTION** to accept minutes as presented **PASSED**
 - Moved by Lois Peterson; Seconded by Theresa MacDonald
2. Confirmed agenda
3. Jeannine welcomed the Coalition's new Co-Chair – Jason Harrison (CMHA)
4. Presentation by the Nanaimo Youth Advisory Council and Q&A
 - Coordinator (Ruby Barclay) along with Cadence and their friend Jessica
 - Youth Homeless affects a diverse range of youth. There are approximately 100 aboriginal youth in the system right now. Some youth from other nations come to Nanaimo as there are more services to access here. Some youth as young as 13-14 are going homeless. Other youth that are in the system, once they age out of the system at 19 they may not get the support they need to succeed and may become homeless. Many youth

experience issues of poor mental health, insecurity, food challenges and injustice in their lives.

- Recommendations:
 - Creation of a youth homelessness strategy to address and prevent homelessness
 - Creation of a youth homelessness coordinator position
 - Support for a low-barrier drop in center
 - Creation of a supportive youth position on the Taskforce,
 - Build a strong relationship with youth in the community to be part of the conversation.
- Discussion and Questions:
 - Alexis Petersen – was a social worker for MCFD for 20 years and worked for the Women’s center. There was a youth shelter at one point but it didn’t get the support it needed. Alexis is so pleased to see Ruby being the voice of the reality of what these kids need in our community.
 - Paul Sibley (Nanaimo Hospice) – do we have a MCFD rep on the coalition? MCFD is on the Allocations committee and Lisa can get in contact to encourage them coming to Coalition meetings as well.
 - Jason Harrison (CMHA) – there is a relatively large group of providers including MCFD that put forward a proposal for a youth center for our region and we are hopeful to get through to the next stage. In the new year there would be several months of engagement to shape what the looks like going forward.
 - Ruby is very grateful for this step and really encourages youth to be part of each step of the way of the decision making process. Jason added that youth community members have been at the table during discussions and will be involved moving forward as well.
 - Inga Cooper (TL) – We have served 287 youth through-out the year we are also signing a MOU for this work. Part of the MOU is for a youth facility. We ran the Neutral Zone for 20 years and we are trying to rebuild that facility for our young people. We are working on a drop in center that includes showers, hygiene and elders to connect to.
 - Steve Arnett (Indigenous Community Representative)– about 7 years ago there were about 10 youth beds and due to complicated issues those beds were no longer available.
 - Andrew Thornton (JHS) Regarding the PiT count – there were very few youths counted last time and we would love some advice on getting youth counted this time. The numbers say that youth homelessness is on the rise and we need the data to advise future decision making. Youth homelessness is often hidden so we would like to find a way to encourage youth to participate in the count.
 - Lisa Bhopalsingh thanked Ruby and Cadence for coming and encouraged them to participate in the future.

5. Reaching Home

a) Nanaimo Designated Funding

a. Allocations Committee Recommendations – Terra Kaethler (UWCNVI)

i. Recommendation to offer a sole source contract to Turner Strategies from January-June 2020.

- Rationale: the Coalition is funding HelpSeeker; Turner Strategies has been requested by the Taskforce; and an additional \$40,000 towards Turner Strategies has been offered from Service Canada,

based on her expertise. Reminder: \$60,000 has already been approved by the Coalition (\$20,000 from 2019 budget and \$40,000 from 2020 budget)

- **MOTION** to approve sole source contract with Turner Strategies for January –June 2020: Moved by Inga Cooper, Seconded by Violet Hayes **PASSED**
 - Karin Kronstal (CoN) – Turner Strategies are Coordinated Access and System Mapping industry leaders and we are very fortunate to be working with them.
 - Dr. Alina Turner will be speaking at the Health and Housing Task Force meeting on December 11 and we encourage all to come out and hear her speak. There was a similar study recently done on Lethbridge as well.
- ii. Recommendation to adjust budget allocations based on fiscal split (see attached spreadsheet)
- Rationale: The Coalition previously approved \$50,000 towards staff training, and \$20,000 towards a consultant out of RH 2019 budget. However, this money needs to be spent by the end of this fiscal (March 2020), and this is unlikely, which would leave unallocated money. As such, it is recommended that the amounts allocated stay the same, but the year in which they are allocated is adjusted:
 - for 2019:
 - a. \$29,467 NRJHS PiT
 - b. \$13,325 HelpSeeker
 - c. \$50,000 Consultant for Coordinated Access
 - d. \$10,000 RFP/Improving Services
 - And for 2020:
 - a. \$40,000 RFP/Improving Services
 - b. \$10,000 Consultant CA
 - **MOTION** to approve the budget adjustments be accepted as presented : Moved by Violet Hayes; Seconded by Heidi Hartman **PASSED**
- iii. Recommendation for funding Communications contract
- Rationale: With Turner Strategies and HelpSeeker contracts underway in January, there will be additional Communications needs specifically for Coordinated Access. Sara Couper has been under contract with United Way for Communications support of the Coalition, but that contract comes to an end December 2019, and additional resources have not been secured. Implementing a communications strategy is an eligible activity under RH directives for Coordination of Resources and Data Collection.
 - **MOTION** to approve \$10,000 from 2019-2020 RH budget: Moved by Alexis Petersen; Seconded by Lois Peterson **PASSED**
 - **MOTION to approve \$10,000 from 2020-2021 RH budget** Moved by Alexis Petersen; Seconded by Lois Peterson **PASSED**

iv. Recommendation that the Nanaimo Designated sub-projects be extended for an additional six months until September 2020.

- Rationale: Based on the presentations of the RH sub-projects at the November Coalition meeting the sub-projects (JHS and SEIA) are going smoothly. An extension to these contracts will allow the Coalition to work with the timeline of the Task Force and Coordinated Access to review and determine priorities moving forward.
- A 6-month extension in funding from RH Budget 2020-2021:
 - a. NRJHS – Housing First \$90,027
 - b. NRJHS – Non-Housing First \$94,683
 - c. SEIA - \$25,204
- **MOTION** to approve that the Nanaimo Designated sub-projects be extended until September 2020: Moved by Kix Citton; Seconded by Inga Cooper **PASSED**

b) Nanaimo Indigenous Funding

a. Indigenous Contract update Grace Kerr (Service Canada)

- There are no significant updates at this point and we are moving forward with activities for Reaching Home funding.
- We've had initial conversations with Tillicum Lelum to see what it would look like for Nanaimo. The currently CE is only until the end of March.

b. Presentation by Tillicum Lelum (Holly Paquette)

- Holly has been the Housing Navigator since the end of February, and works with people on advocacy, outreach, housing loss prevention, helping elder with mobility issues, market rent navigation, customized housing lists, viewings, paperwork, follow ups and help with moving in, BC housing applications, tenancy law assistance and help them get what they need. She placed 44 people plus 40 kids this year and worked on housing loss preventions with 13 people and 25 kids. She works with some hotels and some really great B&Bs and has an active case load of about 50 people, 44 people housed that she is working with and about 10 new intakes every month.
- Lisa thanked Holly for the amazing portfolio of work that she is under taking.
- Inga added that Breeze, who is the Coordinator for the Young Moms program will be joining us at the January meeting to do a presentation.
- John McCormick said that JHS would be happy to support with VATS if they can help.

6. HelpSeeker Presentation, Travis Turner

- HelpSeeker is a comprehensive community transformation toolkit that provides inventory mapping for health and social services, data, analytics dashboard to track trends and user feedback on services and an accessible online resource directory for people looking for help.
- There is no sign-in required and it is a free online service directory.
- It provides the ability for service providers to create and update a profile in real-time, real-time analytics of user interactions with your listings and benchmark data. Signing up your organization and entering all programs is very important and there will be further information circulated as to how to get involved. Word of mouth will be huge to getting more organizations to sign up to have the data collected.

- With systems mapping – data can be leveraged for coordinated access system set up and identify gaps in the current system to assist in long term planning.
- There are Social Impact Audits to look at the big picture and getting everyone moving in the same direction.
- Follow social channels @helpseekerorg
- HelpSeeker is a tool and is only as good as we make it. We need to use it and engage with it and there is a shared accountability to keeping it up to date.
- Lisa Bhopalsingh (CoN) – the process in the next 6 months will be a series of meetings and workshops with Helpseeker and Turner Strategies.
- To explain the link between HelpSeeker and Turner Strategies – Dr. Alina Turner is the co-owner of both - Turner strategies is the consulting branch and HelpSeeker is the tool they use. They work hand in hand for systems mapping in order to understand the local context and then develop a fulsome community strategy and invite all of the appropriate parties to the table for further conversation. The coalition members will be instrumental in this process.
- Jason Harrison (CMHA) – We have been working with Travis since the spring to start pulling the data that already existed in the community, from surviving Nanaimo, etc. There will be the community facing portal and we want to share the data with BC211, Fetch, etc., so that it is out there and accessible as much as possible. It is likely that the info for all of the Organizations here, has already been added but everyone will claim and approve their information and keep it up to date. It is quick and easy to sign up and then you have control of all the information the community sees. We are trying to make it as easy as possible so we can identify the gaps and the needs. It isn't onerous to do but we do provide assistance if you to need technical assistance.
- Kix Citton (Nanaimo Brain Injury Society) – is there a list of all the sources that you took from so that we can ensure that they have updated information as well? Jason/Travis we would love to be moving it to a place where you can update it once and it updates everywhere. Our goal is to be the hub to share out the information, but currently you may still need to go and ensure everything is up to date yourself for directories like Fetch, BC211, etc

7. Nanaimo Health and Housing Task Force Update - Lisa Bhopalsingh (CoN)

- January is the 6-month mark of the HHTF and we will go to council with updates. The Coalition has been supporting the funding and Lisa acknowledged Jason for the ideas that lead us to the systems mapping work with Dr. Alina Turner and her partner Travis. Deanna, who is the Coordinator for Coordinated Access in Abbotsford will be working with us and helping us get it up and running here.
- Everyone supporting the process will be a huge part of the work and we encourage you to be part of this. We thank Service Canada for coming forward with funding to help us move things forward. This work will be kicking off in January with a tentative open house on January 9 from 3-8pm.
- The next HHTF meeting is Dec 11 and Dr. Alina Turner will present to the Task Force, what the next 6 months will look like, so please come and hear her speak and laying out the process and how this fits with the HelpSeekers work that Jason has been involved in. We are hopeful that this will generate ideas and information to move forward and get the resource that we need in our community
- Melissa from Rent Bank BC will also present. Rent Bank was started by the Mennonite Central Committee (MCC) in Vancouver and they work with people that have an income but provide a bridge loan to help get them through, when they get in a hard place. The province has allocated 10 million dollars in BC so we will be working on coordinating that

for Nanaimo as well, including where it is housed and run. This will be the last Task Force meeting of the year.

- Also on December 11 there is a – rent/lease/own workshop here at the City, so please come out if you would like more information. It will be opened up to Oceanside as well. It is being run by The Social Purpose Real Estate Collaborative and it is free.

8. PiT Count update - Andrew Thornton (NRJHS)

- The date for the PiT Count in Nanaimo will be March 11 and 12, with the shelter count the evening before and the PiT count on the 12th.
- Many people come together to execute the count including JHS, The Nanaimo Police, The City of Nanaimo, and United Way.
- The final survey with additional questions is not quite ready yet but Andrew will send it around when it is available and he does have the data if you are really keen to do the reading ahead of time.
- There will be a magnet event tentatively at St. Peters Church. We will need volunteers and I will do a call at the end of January and provide training for direct service providers and volunteers.
- Last time we had 50 volunteers from community and 50 from service providers and we are hoping to make it more of an event to make it fun and encourage people to come out. We give care packages to people that do the survey so we are happy to take donations.
- We need a couple thousand sq. ft. of space and would need a kitchen and bathrooms, if the St. Peters church doesn't work out. Bernadette at SD68 might have a space available if it is needed.

9. Communications update - Nicole Benson (UWCNVI)

- **MOTION** to approve glossary of terms: Moved by Alexis Petersen Seconded by Lois Peterson **PASSED**
- Communications is a collaborated process - follow, like and share activities for us to put on the Facebook page. This can be things in and outside our communities.
- Karin Kronstal (CoN) Should these meetings get posted to Facebook as events? Nicole responded that they are not currently but it could happen if the Coalition wants it to. Note that there is a potential for the meeting to become a town hall. It is currently public and open to attend. We can make the decision at a later date.
- Next feature story coming out next week is JHS, and also a blog post on giving so if you have any opportunities for the public please send to me by Wednesday next week.
- Glossary of terms – we want to share publicly to cut out some misunderstanding and have a unified powerful voice.
- There was some discussion around the word “Transitional” when it comes to housing, as BC housing doesn't use this language.

10. Agency Roundtable as time permits (All)

- Kix Citton (NBIS) The latest study that was released by BC researchers – published in the Lancet Public Health Journal - states that 50% of the homeless population has an acquired Brain injury. We need to keep having conversations around increasing awareness and knowledge. Kix brought posters for February symposium on intimate partner violence and brain injury and how this connects to homelessness. Please see the link to the article:
[https://www.thelancet.com/journals/lanpub/article/PIIS2468-2667\(19\)30188-4/fulltext?utm_campaign=tlpr&utm_source=hs_email&utm_medium=email&utm_content=80086201&hsenc=p2ANqtz--SLIMEBYoGK59usM-beXzS11b1ni-](https://www.thelancet.com/journals/lanpub/article/PIIS2468-2667(19)30188-4/fulltext?utm_campaign=tlpr&utm_source=hs_email&utm_medium=email&utm_content=80086201&hsenc=p2ANqtz--SLIMEBYoGK59usM-beXzS11b1ni-)

- Violet Hayes (ICCS) – The Coldest Night of the Year is kicking off. The **Coldest Night of the Year** is a family-friendly walk that raises money for charities serving hungry, homeless, and hurting people in our community. Walk with us on February 22, 2020!
- Heidi Hartman (BC housing) – St. Peters Church shelter is opened and running.
- Lois Peterson (Unitarian Shelter) – S.t Peters Church opening really helped us with heavy occupancy and reduced the turn-away of people. We are hiring a part-time outreach position starting in January. We operate somewhat as a hostile and this will be helpful to our long-term people. Youth group is running a Christmas coat drive at Maffeo Sutton park to donate clothing. Lois went to the CAEH conference and wanted to share that of the 1500 participants, 155 had homeless experience.
- Jason Harrison (CMHA) –when the RFP comes out – there is a group coming up with an answer and coming up with a training schedule on a rotating basis. Jan 30 there will be a Managing Hostile Interactions Workshop, with more to follow in the coming months, to create some baseline training for all frontline staff.
- Paul Sibley (Nanaimo Hospice) – Our outreach vehicle is a 31ft motorhome that has been redesigned to be a children’s play therapy room. We are taking it around to schools to interact with the community and need to raise more money to go to more schools. We are launching a dream home lottery to be able to do more and are also working with palliative docs to get some hospice beds.
- Maggie Hertzberg (Pacifica) – Supportive Housing Manager – It has been 1 year since tent city shut down. We’ve set up a self-care and boundaries workshop for our frontline staff and will open it up if there are more seats available – Pacifica announcement that they are moving from an ED to a CEO.
- Chantale Roelens (SEIA) – We have amalgamated and are moving along. We have moved temporarily. We are running the St. Peters Church Shelter in collaboration with BC housing and it has been at capacity. We have created a separate safe space for women.
- Analisa Blake (IH) – Grants around positive wellness have been launched around prevention upstream initiatives – smaller \$8000 and larger up to \$50,000 – CFP open for a few weeks yet.
- Bernadette French (SD68) – Community School Coordinator for Health and Wellness portfolio in the process of writing some grants to help kids – ie: yoga, as well as the one from IH. Bernadette has worked with many kids over the past 11 years and there are a lot of positive stories.
- Alexis Petersen (Harewood Neighbourhood Assoc.)– signed an MOU with SD68 - BC housing – City of Nanaimo – Snuneymuxw First Nation– to hire consultations around some developments Tetuxton – Mount Benson Nanaimo project.
- Inga Cooper (TL) thanked Jeannine for all her work as co-chair.
- Andrew Ferguson (JHS) – They get 15-20 calls each month for people needing help finding or maintaining housing.

- Steve Arnett (Indigenous Community representative)- Steve is operating and doing resource work around the vulnerable populations and reconciliation.
- Grace Kerr (Service Canada) – The Reaching Home community plan approved by the Coalition has been finalized and gone through the whole process and will be posted shortly. A reminder around resources available on the Homeless Learning Hub - Coordinated Access guide and webinar and a spotlight on the City of Hamilton mapping framework.

Next Meeting January 9th - 10-12am SARC Rm, returning to the first Thursday of the month after that.

