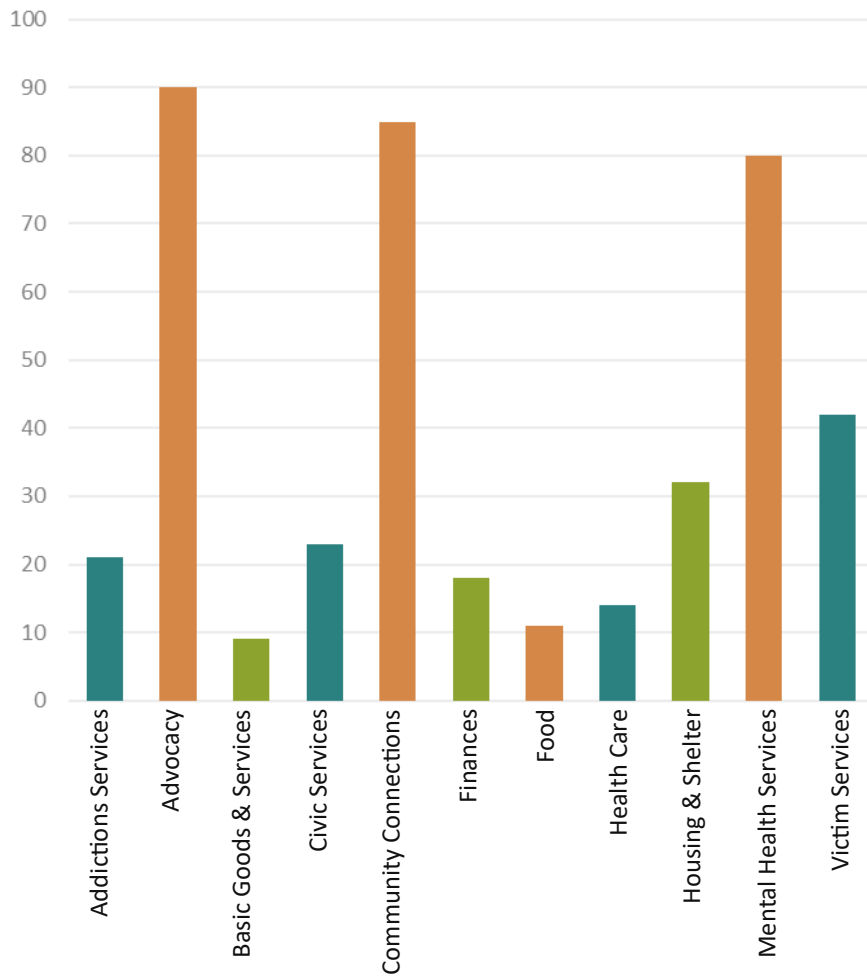




# Mapping Metro Vancouver to Support Housing First Implementation

## Burnaby

In 2016, homelessness service providers across Metro Vancouver met to discuss the availability and operation of the system of community resources necessary to support Housing First implementation. This resource provides a summary of the findings of each of the discussions in Burnaby.



Analysis compared the number of resources in each category to the number of households in the community that pay more than 30% of their income in rent.<sup>1</sup>

### Areas of More Support Compared to Metro Vancouver

Finances

### Areas of Less Support Compared to Metro Vancouver

Addictions Services

Food

Basic Goods & Services

Health Care

Civic Services

- Advocacy, Community Connections Services and Victim Services also fall on the lower end of the levels of available support.
- Housing figures may be misleading as they include government support offices, such as BC Housing, and the majority of housing is targeted to sub-populations such as women, seniors and those with disabilities.
- Other supports may also be 'gated', requiring a specific diagnosis or a threshold of 'need' to be eligible for service provision.
- Lower levels of support also align with service provider identification that individuals must leave the community to access some supports.

Resource information based on available bc211 data as of October 2016. Resources may fall into more than one category and are reported in each category.

<sup>1</sup>Explanation of the definitions of the resource categories and discussion on the analysis methodology may be found at [housingfirstsupport.ca](http://housingfirstsupport.ca).

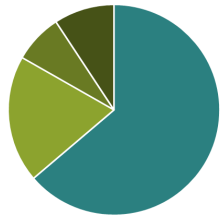
# Burnaby

## Community Statistics<sup>2</sup>

Households: 86,840

Renter Households: 31,475

Rent >30% Income: 14,530



- Non-Renter Households
- Renter Households Paying Less than 30% Income
- Renter Households Paying Between 30% to 50% Income
- Renter Households Paying More than 50% Income

<sup>2</sup>Data obtained from the Rental Housing Index, October 2016: [rentalhousingindex.ca](http://rentalhousingindex.ca).

## Community Overview

Burnaby is comprised of four community hubs of Brentwood, Lougheed, Metrotown and Edmonds. Each has a library, community centre and other services located around the hub. Burnaby has service providers who are committed to working together to deliver services with a number of inter-agency and taskforce meetings held regularly. While Burnaby has outreach services to engage with homeless individuals, there is no emergency shelter. Service providers identify that when an individual does not fall within a particular sub-population, there can be increased challenges in finding services for which they are eligible.

## Factors for Success

- Service providers and community members are actively engaged in their communities, hosting events, meeting regularly and contributing to their community
- Youth and families programs are considered a strength in the community, including liaison workers for at-risk youth in schools
- Community connections have been built with local RCMP forces with outreach teams and the Extreme Weather Response shelter
- Financial supports are available through employment programs, tax services and financial literacy resources
- Libraries are available as resource hubs for

# Burnaby

## Areas of Challenge

- Housing First may be challenging to implement due to need for 'immediate access' to services that support 'immediate access' to housing.
- The navigation of the system of support services is considered a challenge: if someone is on a downward trajectory they can struggle to find the necessary supports to move forward and the system appears daunting.
- Other navigation challenges include aging out of eligibility for support, program wait lists, high requirements for adherence to program expectations and computer literacy requirements.
- Programs with supports have specific referral criteria that are not typically available for self-referral by the 'general public'.
- Housing restrictions are felt with loss of affordable housing buildings, stigma experienced by those exiting homelessness and very high proportions of income paid in rent.
- Individuals must travel to other communities to access some services for addictions, hospital care and support for women.
- Providers serve many individuals whose first language is not English and must identify translation services to assist with support.

## Potential Action Areas to Support Housing First Implementation

- Build partnerships between other community groups and homelessness service providers through mutually hosted events that increase awareness, address stigma, enhance possibilities for future partnerships and share stories of success.
- Target the prevention of youth homelessness through partnerships with existing at-risk youth programming.
- Develop community navigator positions who build relationships with key support resources and assist individuals in quickly navigating the systems.
- Develop landlord procurement positions who specialize in finding housing, building relationships with landlords and supporting tenancies.
- Homelessness service providers coordinate to ensure that intake processes and access to services is consistent throughout Burnaby.
- Increase the number of staff providing case management once housing is obtained. Case management would include support for life skills training, budgeting, education and connection to community.
- Support programs that provide 'general population' service to increase their service delivery capacity.

**What other communities can learn from Burnaby:** persistence in service provider investment in coordination and partnership efforts

This project was a partnership between the Greater Vancouver Shelter Strategy, Simon Fraser University's Gerontology Research Centre and bc211.

