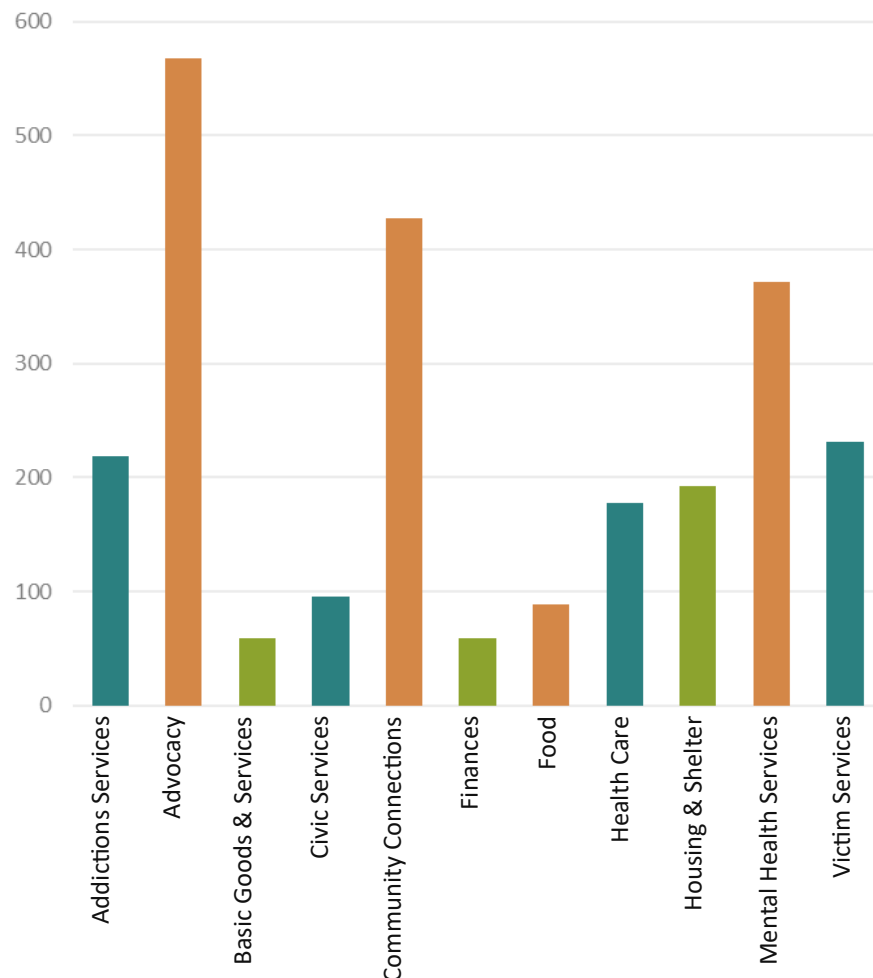




Mapping Metro Vancouver to Support Housing First Implementation

Vancouver

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 Vancouver.



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. ¹

Areas of More Support Compared to Metro Vancouver

Health Services

Areas of Less Support Compared to Metro Vancouver

Civic Services

- Service providers still identify waitlist and access procedures as barriers to accessing health services in an efficient manner, while acknowledging the presence of a diversity of resources.
- The reduced amount of civic services may reflect a concentration of services in a single location rather than an absolute deficit.

¹Explanation of the definitions of the resource categories and discussion on the analysis methodology may be found at housingfirstsupport.ca.

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.

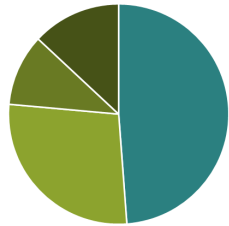
Vancouver

Community Statistics¹

Households: 264,575

Renter Households: 135,425

Rent >30% Income: 62,350



- 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

¹Data obtained from the Rental Housing Index, October 2016: rentalhousingindex.ca.

Community Overview

Vancouver benefits from its large population by having access to services that are spread across its geography, while recognizing a concentration of services in the Downtown Eastside. This creates the ability for diversification in service delivery such that there are often multiple forms of service delivery within the City. Although this is the case, the data on service levels does not support a suggestion that Vancouver has greater volume of services compared to the population it services. Vancouver service providers still express challenges in quickly accessing the services needed to support people in maintaining housing.

Factors for Success

- Vancouver service providers have the ability to critically analyze service availability within the context of Housing First.
- Multiple modes of service delivery are typically available to support a particular need. Supports that have multiple delivery options include housing, food resources, outreach services, health services and mental health services.
- The City of Vancouver is actively involved in developing solutions to address homelessness and create affordable housing.
- Vancouver Police Department has sought to develop relationships with homelessness service providers and people experiencing homelessness.
- The size of the city provides opportunities to connect with many different community partners to create innovative programming.

Vancouver

Areas of Challenge

- Service providers describe operation within silos and lack of knowledge of updates and changes in service delivery.
- A number of services are moving towards centralized intake processes. There are concerns that this may create additional barriers for people who struggle to present 'appropriately' and navigate multi-stage systems.
- There is limited ability to provide 'wrap-around' services that accommodate an individual's service delivery needs because the majority of services do not have the option of mobile, community-based engagement.
- Current case loads of programs that may wish to provide Housing First, such as outreach programs, do not allow for the level of case management that is needed to support Housing First service delivery.
- Vancouver residents often cannot afford to live in Vancouver. This may result in ineligibility for services due to location change or high transportation expenses to access services.
- Time limits on rent supplements reduce confidence in the sustainability of housing that is procured with these supports.

Possible Action Areas to Support Housing First Implementation

- Lessons from smaller communities demonstrate the benefit of a smaller group of service providers regularly connecting with each other to collaborate on service delivery. Vancouver may be able to define service delivery community hubs based on geography or sub-populations that facilitate communication and collaboration. Implementation would require funding and personnel support as well as participation commitments from service providers.
- Utilize bc211 resources to facilitate communication of service updates and changes within the community.
- Develop models of service delivery that support the need to re-locate to find affordable housing. This may be done by modifying geographic eligibility requirements or implementing formalized transition planning.
- Engage community decision-makers, funders and partners to supplement funding that supports Intensive Case Management Housing First to be able to deliver Assertive Community Treatment Housing First for individuals who require this level of support to maintain housing.
- Identify and implement community funding models that facilitate service provider collaboration rather than competition, while ensuring high quality service delivery.

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



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