

Journey HOME

Kelowna's Journey Home – Partnership and Implementation

Presenters:
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Kelowna's Journey Home Strategy

1. End chronic and episodic homelessness;
2. Introduce measures to prevent homelessness in the first place;
3. Implement a coordinated systems approach to homelessness.

1
Inclusion and Prevention

2
Backbone Coordination & Partnerships

3
New Housing and Support Programs

FOUNDATIONAL CONCEPTS
Innovation • Reconciliation • Lived Experience

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Presentation Topics

Building the Foundation for Systems Approach

The Game Changers and Examples

Lived Experience Voice

Indigenous Voice

Private Sector

Research Collaborative

Peer Navigators

Interior Health Role

Complex Needs Advocacy Project

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Shifting to a Systems Thinking Approach

Collective Impact Framework

Common Agenda

Shared Measurement

Reinforcing Activities

Continuous Communication

Backbone Support

Applying Systems Thinking

Provides shared language promoting common understanding of complex issues - demonstrates extent of interdependence within the system

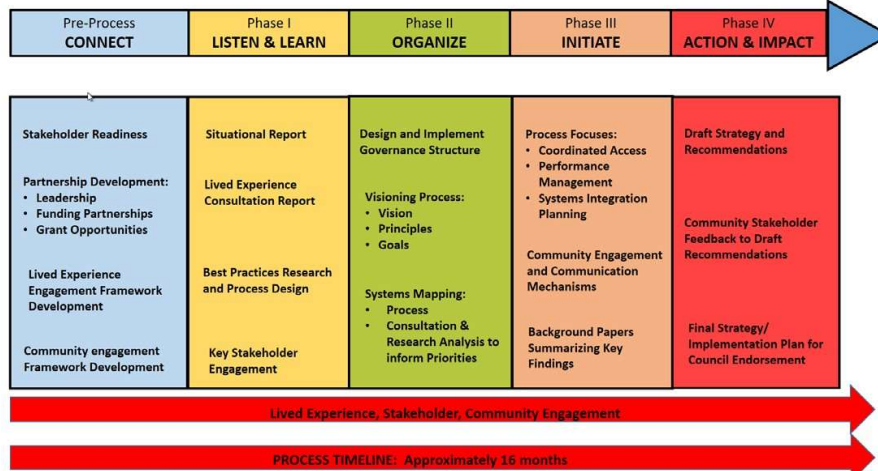
Builds Trust, and recognition of unintended consequences of well intentioned actions

Uncovers root causes of chronic and complex problems allowing ability to establish solid basis for identifying high-leverage system-wide solutions

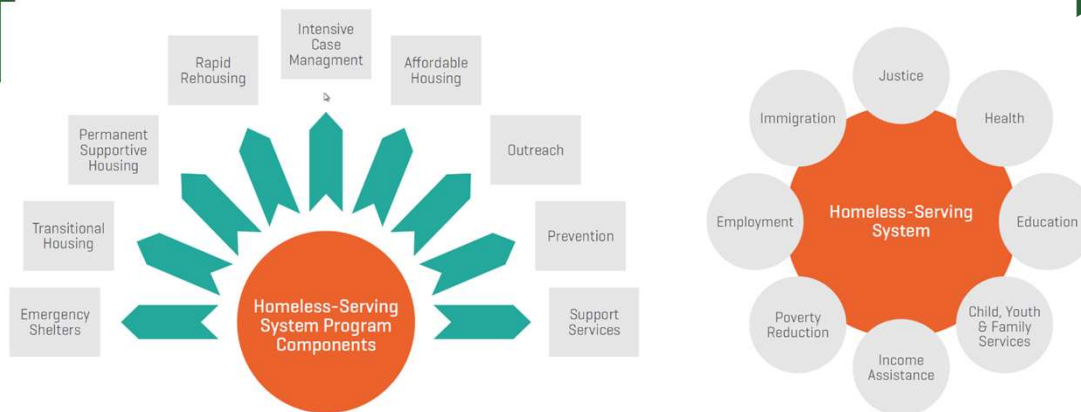
*Source: Systems Thinking for Social Change,
David Peter Stroh*

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Embedding Systems Approach through Collective Impact



Building the Foundation for Systems Approach



Source – Borrowed from the St. John's System Planning Framework

Shifting to a Systems Approach

Recognize the Interconnectivity Of Our System

We are greater than the sum of our parts

Recognize – that if we don't accept that every sector has contributed to state of homelessness – we can't move forward

NAME IT, OWN IT, LIVE IT – how have we (our agency/sector) contributed (unintentionally) to the problem, and what can we stop doing immediately to positively impact our efforts to prevent and end homelessness



Think Differently

We are not a housing agency, but we can be a part of the system

Do Things Differently

Without the courage to be part of the solution, we remain part of the problem

What must we stop doing immediately?

Are our decisions and policies based on myths or facts?



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Embodies our Community's Voice

"We need leadership that inspires and drives action"
Design Lab Participant



The intentional approach of bringing new and different perspectives into an open discussion on this complex issue has been a **game changer** for our community.

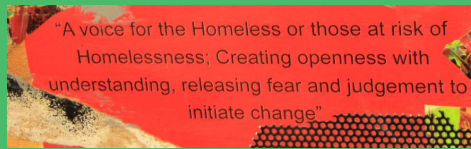
It opened doors we never thought possible with new ideas and access to new resources to create a com drive the action-based strategy.



Journey Home Design Labs Ignited Community Driven Solutions



Lived Experience Circle on Homelessness



Broad Inclusive Participation
 Input to Strategy – Planning and Participation
 Ongoing input to Planning and Decisions

3 Focus Areas:

Represent Voice of People Living without homes

- Journey Home Board
- Community Decision Making Tables
- Guidance to Service Providers/Community Initiatives
- Consultation with People Experiencing Homelessness

Ending Discrimination and Stigma

Peer Empowerment and Mentorship



Systems Change Lens

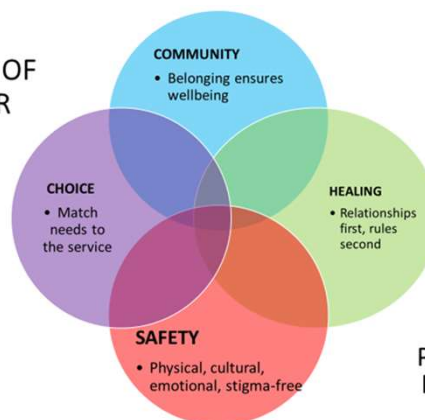
- Foundational
- Intentionality
- Embedded into Governance from the Beginning
- Mechanism to Support Ongoing Focus

LECoH – Foundation for Community Shelter Design Lab

Conducted 7 Focus Groups

- 35 people Experiencing Homelessness
- Shelters
 - Drop in Programs
 - Sheltering Outdoors

THE TYPE OF SHELTER



PEOPLE NEED IN KELOWNA

Reconciliation We are at the Beginning.....

Indigenous Voice

- So Important
- Reconciliation woven through every conversation
- Teaching and Guiding
- Importance of Culturally Informed
- Ensuring that all work has Indigenous voice in development

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Just the beginning

Indigenous Voice

- Continuously transforming perspectives
- Indigenous lens changes the way we see problems and solutions
- Very much at the beginning –
- Reconciliation embedded as a key principle in the Strategy
- Working towards an Indigenous Caucus

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Reconciliation
We are at the Beginning.....

Indigenous Wisdom
and Guidance Changes
Everything

Indigenous
Lens

Indigenous
Voice

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Research
Collaborative

Activated by
Blueprint from
Strategy Design
Lab

Partnership with UBC-O and Okanagan College and
other partners???

Formed a Research Collaborative to conduct community
participatory research in alignment with Journey Home
Collaborative received funding and began work in 2019

SW1

PEOPLE Lived Experience Society

LECoH Vision of having a PEER MENTOR to be the first person to meet and support anyone needing to access services

Partnership Project for Pilot PEOPLE:

- City, Interior Health, LECoH, Indigenous Partners, and local Community Action Team
- City, Interior Health and CAT invest in pilot
- Indigenous Partners Build Cultural Component
- Urban Matters CCC incubates Social Enterprise
- 2 Cohorts of Graduates – over 50
- Numerous Contracts in 2019
- Key in COVID Response
- Contracts in Place for 2020



K-uksaist (We walk together) Who we are

PEOPLE Lived Experience Society operational 2020

PEOPLE Peers Capacity Building and Peer Navigator Program

3 year Health Canada Grant just announced - \$691,000

People experiencing homelessness face stigma and barriers to healing everyday, PEOPLE Peer Navigators Program is designed to help people access the care and support they need through a connection with Peers that can relate and support them accessing services

Interior Health Role

Leadership

Journey Home Task Force and Transition Team
Systems Leaders
Social Policy Framework

Partner

Peer Navigators Project Investment
COVID Response Plan and Implementation

Commitment to System Redesign

Implementation of Journey Home Strategy
Complex Needs

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Complex Needs Advocacy Project

Focused on meeting the housing and health support needs of the regions most housing-vulnerable populations

Regional Focus – Initiated by the City of Kelowna

Partners – Central Okanagan Municipalities, Interior Health, BC Housing, Journey Home Society

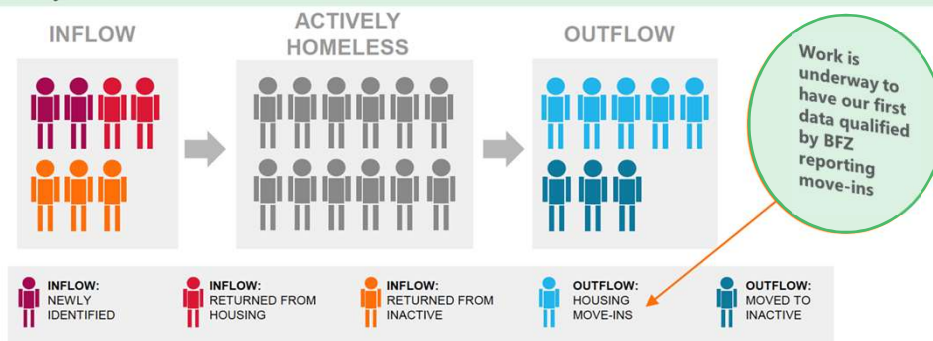
Expected Outcomes:

- Identify Level of Need
- Develop Strategy
- Identify Opportunities (redesign and alignment)
- UBCM Resolution – Advocacy Paper to Inform Discussions

Built for Zero

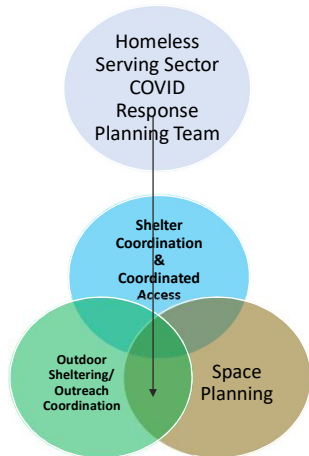
Integrating Data Across Multiple Systems & Organizations

Starting with tracking monthly housing move-ins. As our community builds a real-time, by-name-list, we will track and respond to a more dynamic picture of our entire system.



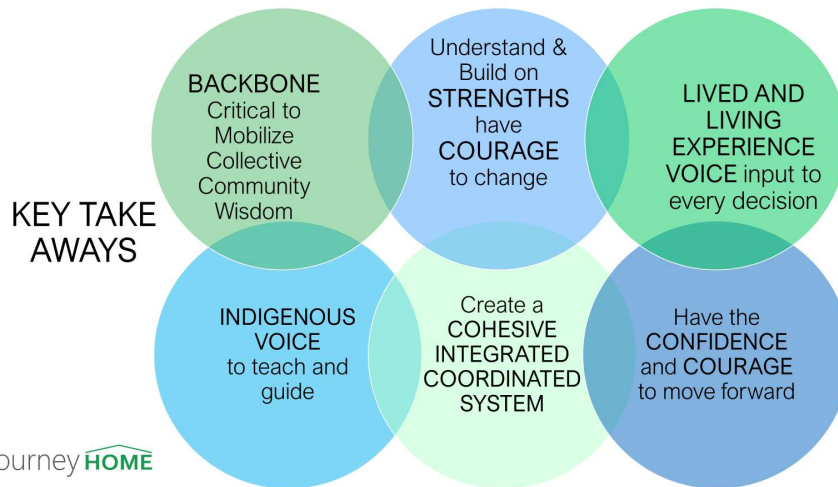
Kelowna COVID-19 Response

Highly Collaborative and Coordinated



Stream and Population Focus	Actions
Stream 1 <i>Population Focus:</i> Current Shelter Population	Enhanced support to sustain shelters Coordinated Access Access to Health Supports/Safe Supply
Stream 2 <i>Population Focus:</i> Shelter Users "at risk" of COVID and more independent with low risk of overdose	Secured spaces with supports for those most of risk of COVID
Stream 3 <i>Population Focus:</i> People who have had COVID contact /have symptoms and need to be isolated	Secured Spaces with basic needs, mentorship, and health supports/safe supply
Stream 4 <i>Population Focus:</i> People who test positive for COVID	Secured Spaces with basic needs, mentorship, and health supports/safe supply COVID Shelter ready to activate
Stream 5 <i>Population Focus:</i> People sheltering outside	Provide access to basic needs/ hygiene Ensure daily wellness checks Access to Health Supports/Safe Supply

Game Changers





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