

Strengthening Communities' Services 2021 Application Form

Please complete and return the application form and all required attachments. All questions are required to be answered by typing directly in this form. If you have any questions, contact lgps@ubcm.ca or (250) 356-0930.

SECTION 1: Applicant Information	AP- <i>(for administrative use only)</i>
Local Government or Treaty First Nation: City of West Kelowna	Complete Mailing Address: 2760 Cameron Rd, West Kelowna, BC V1Z 2T6
Contact Person: Jen Kanters	Position: Community Support Specialist
Phone: 250-681-4921	E-mail: jen.kanters@westkelownacity.ca

*Contact person must be an authorized representative of the applicant.

SECTION 2: <u>For Regional Projects Only</u>
<p>1. Identification of Partnering Applicants. For all regional projects, please list all of the partnering eligible applicants included in this application. Refer to Section 4 in the Program & Application Guide for eligibility.</p>
<p>2. Rationale for Regional Projects. Please provide a rationale for submitting a regional application and describe how this approach will support cost-efficiencies in the total grant request.</p>

SECTION 3: Project Information
<p>3. Project Information</p> <p>A. Project Title: Peer Ambassador Program</p> <p>B. Proposed start and end dates. Start: June 1, 2021 End: May 31, 2022</p>
<p>4. Funding Request. Please refer to Section 3 in the Program & Application Guide for the Funding Guidelines.</p> <p>A. Total proposed project budget: \$157,193.50</p> <p>B. Total proposed grant request: \$157,193.50</p>

C. If the proposed grant request exceeds the Funding Guideline, please provide a rationale for the increased request:

D. Have you applied for, or received, funding for this project from any other sources?

5. Project Summary. Provide a summary of your project in 150 words or less.

The City of West Kelowna requests Strengthening Communities' Services funding to help increase the impact that our community's peer network can have in building relationships, guidance and support between those who are street entrenched and outreach workers, bylaw and protective services, and neighbourhood, business and community members around our shelter sites. The goal is to add "Peer Ambassadors" and an assigned Bylaw Officer for specialized populations to join local efforts, seek those who are at risk and bridge positive dialogue, ensure appropriate resource allocation and create a safe environment for all in our community. Staff will receive training in areas of COVID-19 vulnerability screening, peer support, harm reduction, first aid, conflict resolution, bylaw orientation, fire safety and mental health first aid. Teams will support community clean up, warm referrals to support services and daily PiT counts to help better understand the needs of our community.

SECTION 4: Detailed Project Information

6. Local Context & Evidence:

A. Describe the extent of unsheltered homeless populations in your community and existing responses (including local or regional strategies, plans or projects):

Based on numbers that local outreach teams and shelter providers have given, approximately 85 individuals are currently experiencing homelessness in our community. Most of these individuals are seeking shelter at interim housing (United Church, Brown Road) and emergency temporary shelter (Super 8 Motel, Westgate Road). The City of West Kelowna has been receiving services through Turning Points Collaborative and PIERS by way of shelter spaces, outreach and case management, rent subsidies and peer work.

B. Provide a summary of evidence of unsheltered homeless populations in your community. This may be derived from existing strategies, plans or projects or from recent homeless population counts or housing needs reports. *Copies of documents should not be submitted with the application.*

Outreach teams have identified at minimum 10 individuals who are sheltering outdoors, and an additional 20 (at minimum) who would be classified as those who are experiencing "hidden homelessness". The most recent PiT Count in 2018 identified 72 respondents, although it has been said that despite extensive efforts to capture a large breadth of individuals experiencing homelessness, there are certain populations that will be missed during any PiT count. A PiT Count is not designed to accurately enumerate those who may be experiencing hidden homelessness (e.g. people who are "couch surfing", sleeping in vehicles).

C. Provide a summary of concerns about public health and safety in relation to unsheltered homeless populations that have been identified in your community:

Neighbouring businesses and residences close to the shelters have expressed, public health and safety concerns. Specifically, citizens have reported increased biohazard waste and materials, individuals under the influence of substances and experiencing mental health crises, vandalism and litter. Security has been hired to help with perimeter checks; however, staff are not contracted to do community clean up, harm reduction, referrals to

services or mediation and neighbourhood relations. Fire safety is also a concern attached to those individuals who are sleeping unsheltered and camping in non-permitted spaces.

- 7. Impact of COVID-19.** Based on the local context identified in Question 6, provide a description of how these issues have been exacerbated by COVID-19.

With pandemic assistance dollars coming into our community, added shelter spaces at the motel have created more areas of congregation, which create greater risk for COVID-19 transmission and perceptions of reduced public safety. Despite these welcome new beds, we know that some people may not access shelter, and choose to remain outside. The City is in a time of flux; we await confirmation as to which programs (both motel and shelter) will be available in the next year, and any that will cease. If the motel and shelter close, even temporarily, this could create a scenario whereby more than 50 people would potentially need to shelter outside. As the third wave of the pandemic progresses, the City seeks essential funding support to ensure vulnerable individuals can access basic needs supports and harm reduction supplies and are prioritized for housing and screened for COVID-19 vulnerabilities.

- 8. Proposed Activities.** Refer to Sections 4 to 6 of the Program & Application Guide for funding requirements and eligibility and provide the following information:

- A. Describe the specific activities you plan to undertake:

Service providers will provide the opportunity for peers to participate in meaningful, paid work that will better the community, in which they live. Work would also spread awareness and education to community protective services, businesses and residents. This funding would expand an existing work placement program operated by PIERS and supported by Turning Point Collaborative, and support the day, evening and overnight work of security contractors. The teams would make both intentional and natural connections with and address those who have expressed concerns towards the existing programs and shelter spaces. PIERS will provide training opportunities and oversight to the peers that are hired as ambassadors. Peer ambassadors will work closely with protective services to ensure that those sheltering outside are following bylaw and fire safety regulations. All work would be done from a trauma informed and harm reduction approach. This funding will also provide a mechanism to connect City Bylaw Compliance and Enforcement officers to local service providers by providing training and support collaboration between all parties by way of coordinating communication processes.

An additional member on the Bylaw Compliance team will be assigned to working directly with our vulnerable populations. They too would receive specialized training to ensure that safe and proactive responses are available to address issues and concerns that are happening on the street and outside. The specialized Bylaw Officer will dedicate their time to building relationships with local service providers, and vulnerable people in our community. The officer would gain local context and have the ability to more efficiently navigate the community's network, liaise with service providers and provide appropriate referrals. This proactive measure will help mitigate some impacts from anticipated closure of emergency shelter spaces in March 2022.

- B. How will activities provide temporary solutions that address increased urgent and immediate needs related to unsheltered homelessness and not create ongoing long-term financial obligations:

These activities will create a team surrounding the temporary sites that will help service providers bridge the gap until the proposed and planned supportive housing units in our community come online next year. When permanent supportive housing is available in our community, the entrenched population will be able to move into their own homes and have

common indoor and outdoor space to use that will have fewer impacts on neighbouring residences and businesses.

With these positions, the City of West Kelowna will have the ability to:

- Identify and engage those that are sheltering outside and unable/unwilling to access other mainstream services, including shelter
- Assess the needs of these individuals, including those vulnerable to COVID-19 with Early Detection and Screening methods
- Ensure encampments have access to extra survival and hygiene supplies and place increased attention on the importance of hand cleanliness
- Populate a map, in order to identify where people experiencing homelessness are positioned within the community, in order to track where they are, movements and changes/trends
- Provide targeted outreach to ensure appropriate housing applications have been submitted/locate individuals outside to make connection to housing opportunities
- Support transition back into community when the motel funding concludes

- C. How will the proposed activities meet the intent of the funding program. Refer to Section 1 of the Program & Application Guide:

Funding support will help reduce community concerns about public health and safety in neighbourhoods where we see congregation of people who are experiencing homeless. This City and its partner organizations will achieve this by pairing up trained peers/people with lived experience and the assigned Bylaw Officer with outreach workers, and hired security to ensure that positive and intentional work occurs to resolve conflict, unsafe activity, vandalism and bio hazardous waste. Team work will create a better connection with those most vulnerable to transmission and increase capacity of work experience and skills training to people of lived experience, which improves the community's access to education and awareness around the experience of homelessness.

- D. How will the proposed activities and costs form part of comprehensive, multi-faceted approach to addressing unsheltered homelessness:

This approach draws on our existing community resources of social support services, protective and bylaw services and established peer programs. It compliments and enhances work that is already being done in our community to address the needs of those experiencing homelessness and public safety and security of other members of the community and local businesses.

- 9. Anti-Stigma Lens.** Describe how proposed activities will apply an anti-stigma lens and increase public awareness and understanding of causes and responses to homelessness.

Marginalized participants are faced with daily stigma and overcoming barriers to employment requires a non-judgemental and welcoming environment. Services will include cultural components that support the successful completion of the program for culturally diverse participants. Respondents and their staff have the necessary training and skills to ensure a safe environment for all involved.

By providing a timely response to issues and questions that are raised, relationships between all community members can be improved and the line of communication can be enhanced between all parties. The dedicated Bylaw Officer will have the capacity and time to work closely with local business and residences who have expressed concerns, and explain the work being done and progress being made. This interactive approach will ease concerns and help to dispel misinformation and fear surrounding activity outside of temporary sheltering sites. Creating a

team between multiple agencies and services will allow for quick response, information and education to come from increased and different access points than our community currently has.

10. Partnerships & Engagement. Please indicate how you intend to engage or collaborate with the following and what specific role they will play in the proposed activities. If possible, please identify the specific agencies or organizations you intend to work with.

- A. Indigenous leadership, organizations and communities, including engagement during the development of the application package:

Services for Indigenous Participants will be delivered by, or include partnerships with, relevant Indigenous organizations. Westbank First Nation will be consulted on how to ensure this work is being done in a safe and culturally respectful way and include opportunities to meet the distinct needs of Indigenous peoples in our community. Westbank First Nation will be included in development of training of peers, the Bylaw Officer and outreach workers. Collaboration is still in the early stages at the time of this application process, however, Westbank First Nation is currently in the hiring process of both Outreach and Community Engagement staff, and has committed to collaborating with this proposed program. Westbank First Nation has expressed the need to collaborate to close gaps, prevent unnecessary overlaps and support community unity.

- B. Distinct needs-serving organizations, public health, health authorities, non-profit organizations, other local governments, police, bylaw enforcement):

Community partnerships are integral to the success of the participants and program. The funding will facilitate our work and training with Turning Point Collaborative, PIERS, Paladin Security, City Bylaw Compliance and Enforcement and West Kelowna Fire Rescue. PIERS will receive the funding for the Peer Ambassadors, and partner with Turning Points Collaborative as the site operators that these services largely will target. Collaboration between these organizations has been outstanding since Turning Points has launched in West Kelowna in March of 2020, and we will continue to support the partnership that has seen much success in helping our community's most vulnerable. This program will also build relationship between our services providers and security hired at the sites, as well as bylaws compliance and fire safety. The additional Bylaw Officer will have the capacity to attend community coordination meetings, and will set up the community in an advantageous position moving forward.

- C. Other:

The Peers employed by this program will join the Regional Peer Community of Practice. Community of Practice meetings provide the peer support team with a chance to discuss the things that are going well, matter which are proving difficult and potential ways of improving peer support programs and the response they are able to provide to our community. Community of Practice meetings also provide opportunities for ongoing training in the provision of peer support services. One of the values of peer support involves lifelong learning and personal development. It is vital peer supporters are continuously reflecting on their practice and are provided with opportunities for improvement.

11. People with Lived Experience. Indicate how you intend to communicate and engage with unsheltered homeless populations to include perspectives of people with lived experience.

The funding will support work based on the knowledge of those experiencing homelessness and those with lived and living experience. The work will be based on the relationships and connection that peers bring to interactions between outreach services, security and City Bylaw

Compliance and Enforcement. Peer Ambassadors will draw from their skills to connect with those outside and around our existing sites to facilitate meaningful and intentional conversations, ensure health and safety, enhance community relations, connect appropriate resources and apply positive interactions between public services and outreach workers. The knowledge and relations that peers bring to these conversations are instrumental in ensuring that all parties are treated with respect, messaging is properly delivered, appropriate referrals are made and that all feel safe while this work is happening. Awareness, education and collaboration will be important focuses of this work. Those with lived and living experience are most ideally suited to deliver this work and produce the required results.

12. Outcomes & Performance Measures. Please describe the proposed outcomes and performance measures.

A. How will the outcomes address the challenges identified in Questions 6 and 7:

By expanding on the outstanding work that has been taking place by local non-profits, we will enhance the services and interactions that take place between those who are sheltering outside at all times of day, address concerns about public health and safety that have been raised and identify those who are most at risk of contracting and transmitting COVID-19. We will achieve this by engaging our persons with lived experience to team up with existing services to help mediate interactions and spread awareness, understanding and education to other front line services and the rest of the community. With a Bylaw Officer who is assigned to this work, we will ensure a proactive approach to preventing and resolving potential issues. Response times to calls for support will also be improved significantly.

B. What performance measures will be used to assess these outcomes:

We will collect data on the number of interactions with unique individuals and the outcomes of each interaction. We will engage by survey and follow up with local businesses and residences to understand and track how concerns are addressed.

The City of West Kelowna will solidify its approach to measurement to ensure that data is continuously gathered and utilized in efforts to improve programming and optimize outcomes for persons served. The Performance Management will reflect an approach to measure and report success at the program and service levels and demonstrate our ability to respond to community safety concerns. Measurements will focus on four key areas designed to achieve program success:

Participant & Stakeholder Focus

The focus in this perspective is on whether program recipients and the community as a whole benefit from the services that are delivered and whether they are delivered in a manner that meets their needs and expectations. It answers the questions, "Are our services making a difference?" and, "Are our services meeting the recipients and stakeholders' expectations in terms of satisfaction or quality of service delivery (i.e. are they responsive and well delivered)?"

Internal Process Focus

This area focuses on the efficiency and timeliness of service delivery processes. It answers the question, "Did we use our resources (e.g., funding, personnel, training) efficiently?" The measurement for this outcome is generally expressed as a ratio of a resource to unit of service delivered (input to output).

Learning & Growth Focus

This area focuses on ensuring that we proactively manage our human resources – the most important and critical resource we have available to impact change. We will ask our Peer Ambassadors to join a collective of their peers to ensure we have the most accurate and relevant information to adhere to best practices and tap into new and innovative ideas.

Program Accountability/Safety Focus

This area focuses on ensuring that we manage the day to day operations of our program and services in a manner that is accountable to funders and ensures the safety of program participants and the public. This will also address aspects of risk management.

- C. Demonstrate a plan for winding up and concluding the funded activities (or continuing with alternative sources of funding):

The Peer Ambassador program will be an extension of work that is just beginning to be delivered in West Kelowna. This need will likely be diminished by the end of the funding cycle, as West Kelowna aims to open its first supportive housing units funded by BC Housing in 2022. The current funding for the Turning Point Collaborative emergency shelter work is scheduled to end March 31, 2022, which would mean that community concerns with respect to this location would likely dissolve by the end of the funding schedule. The additional Bylaw Officer will be tasked with ensuring a smooth transition from the motel to community support transition model happens and funding ceases.

- 13. Additional Information.** Please share any other information you think may help support your submission.

The City of West Kelowna is a young, rapidly urbanizing municipality. While we are only 13 years old, we are making progress in finding solutions aimed at helping those experiencing homelessness. Strengthening Communities' Services funding is essential if we are to continue to connect people with the services they need, bridge service gaps and reduce the unfair social stigma around this misunderstood population.

SECTION 5: Required Attachments

Please submit the following with the completed Application Form:

- ☒ Detailed project budget
- ☒ Council or Board, Local Trust Committee or Treaty First Nation resolution that indicates support for the proposed project and a willingness to provide overall grant management
- ☐ For regional projects: Council, Board, Local Trust Committee, Treaty First Nation resolution from each partnering applicant that clearly states approval for the primary applicant to apply for, receive, and manage the grant funding on their behalf.
- ☒ Optional: Up to three letters of support as evidence of partnership or collaboration with partners such as community-based organizations, non-profit service providers, health authorities and public health units, local First Nations and/or Indigenous organizations.

Submit the completed Application Form and all required attachments as an e-mail attachment to lgps@ubcm.ca and note "2021 SCS" in the subject line. Submit your application as either a Word or PDF file(s).

SECTION 6: Signature. Applications are required to be signed by an authorized representative of the applicant. Please note all application materials will be shared with the Province of BC.

I certify that: (1) to the best of my knowledge, all information is accurate, (2) the area covered by the proposed project is within the applicant's jurisdiction (or appropriate approvals are in place) and (3) we understand that this project may be subject to a compliance audit under the program.

Name: Paul Gipps

Title: Chief Administrative Officer

Signature:



Date: April 23, 2021

All applications should be submitted to:

Local Government Program Services, Union of BC Municipalities

E-mail: lgps@ubcm.ca