

A woman with long dark hair is holding a large, clear glass sphere. The sphere reflects a city street scene with buildings and trees. The background is a blurred outdoor setting with trees and a building.

SOCIAL DEVELOPMENT

**COMMUNITY SAFETY PLAN
HOMELESSNESS ACTION PLAN
REACHING HOME
CHILLIWACK HEALTHIER
COMMUNITY**

SECOND QUARTER REPORT, 2024

SOCIAL DEVELOPMENT COMMUNITY SAFETY PLAN

COMMUNITY SAFETY PLAN

Significant work continued to support the implementation of the Chilliwack Community Safety Plan. The Community Safety Governance Committee continues to plan focus group meetings with subject matter experts to review items in the plan that require further collaboration, including discharge planning, detox and treatment services, youth programming, and early interventions.

Coordinated Community Outreach

- **Pacific Community Resources Society (PCRS)** made 834 contacts accompanying the Community Response Team daily patrols, and 961 contacts during daily outreach;
- **Cyrus Centre** made an average of 10 contacts daily in April and May, and an average of eight in June. Staff have put 910 hours into street outreach, and five youth have been housed this quarter.

Through this work, individuals experiencing homelessness are connected to services, including health services, income supports, housing, and residential treatment.

Funding will continue in 2024-2025, with a focus on a more collaborative and coordinated approach between Cyrus Centre, PCRS and various supporting agencies seven days a week.

Case Management continues in conjunction with daily Community Response Team/outreach patrols, as well as through weekly Situation Table (CIRT) and bi-weekly Shop Talk meetings. Case Management Services through PCRS continue to support individuals and families to retain housing.

Public Safety Advisory Committee (PSAC) – Continued to meet monthly in quarter two.

Assertive Community Treatment (ACT) and Car 67 – The Mobile Integrated Crisis Response (MICR) team has continued working in the community through a partnership between the RCMP and Fraser Health. Efforts to advocate for an ACT team by the Community Safety Governance Committee are ongoing.

Early Interventions — A focus group will be scheduled in quarter three to gain a better understanding of the issues affecting young people and identify future opportunities for next steps.

Funding for Indigenous Homelessness – Staff continue to advocate for Reaching Home funding for Indigenous Homelessness.

Culturally Appropriate Outreach and Training/Collaboration – Historical Impact Training was provided by Kelowa Edel from Stó:lō Service Agency. 33 staff from local service agencies attended. This will be provided again in the fall, ensuring support staff are able to provide services in a culturally competent way.

SOCIAL DEVELOPMENT HOMELESSNESS ACTION PLAN

Mobile Health Supports – Fraser Health’s Integrated Homelessness Action Response Team (IHART) and Intensive Case Management (ICM) Team remain active in Chilliwack. Team members are connected and collaborating with RCMP and local service providers and continue to provide mobile, on-call outreach, including medical and mental health supports.

Community events staff attended during quarter two included:

- Wellness Centre BBQ
- Chilliwack Walk for Alzheimer's
- Qwi:qwelstom Justice Open House
- Wilma’s Transition Society’s National Indigenous Peoples Day
- Chilliwack Community Services’ Paramount Open House

HOMELESSNESS ACTION PLAN

In the second quarter of 2024, the following actions were taken by the City, Province, and non-profit partners to implement objectives of Chilliwack’s Homelessness Action Plan:

Develop and Implement Housing First –

Housing Hub, operated by PCRS, receives funding from Reaching Home for two Housing Support Facilitators that work to house and support individuals and families that are either experiencing or at imminent risk of homelessness following Housing First principles. The Housing Support Facilitator has a caseload of 32 participants along with 18 attached children. A highlight for Housing Hub this quarter was working with Chilliwack Community Services to house three participants into the new Paramount Project.

The CHC Housing First Task Team —

continues to meet monthly to discuss shelter, housing and support services, vacancies, opportunities and challenges. This quarter, challenges included a lack of doctors to complete PWD applications, shelter bans, staffing, funding, and overarching staff fatigue. Opportunities included a Super Clinic hosted by PCRS, availability of the Indigenous Housing Fund, improving transitions and gaps with hospital discharges, shelter stays and housing, and resources for hoarding.

Wellness Centre— In quarter two, Lookout Society took over operations of the Wellness Centre, which is open daily from 7am—7pm. 30 overnight shelter beds have now been added to the Centre, through funding from BC Housing. The Centre continues to provide a safe space to rest, eat, shower, do laundry, and get help with Income Assistance applications, identification, minor medical care, and housing applications. During the second quarter, the Wellness Centre had 7,258 unique visits.

SOCIAL DEVELOPMENT HOMELESSNESS ACTION PLAN

Increase coordination amongst agencies to prevent homelessness - weekly Chilliwack Interagency Response Team (Situation Table) meetings continue to take place. This meeting provides partners with an update regarding vulnerable individuals with immediate high risks. Five individuals were supported, including three youth referrals from School District 33 and two adult referrals from the Province, and RCMP.

Several meetings to address homelessness, substance use and mental health needs at a local level took place, including:

- Vulnerable Populations at Chilliwack General Hospital and in Community with Fraser Health and local shelter staff to discuss ways to improve services.
- Wellness Centre tour and meeting regarding the changes to daily operations and the addition of shelter beds.
- Meetings with local Elders.
- Ruth and Naomi's Downtown Cleanup Peer Initiative.
- Meetings with the Downtown BIA and service providers.



Bi-weekly Shop Talk meetings continued, where front-line staff meet to share current successes and challenges, as well as agency updates. This meeting is facilitated through a partnership with the City and PCRS, and supported by Reaching Home funding. In quarter two, Shop Talk members presented 66 individuals experiencing homelessness.

The following agencies participate in this meeting on a regular basis:

- Connective Support Society
- PCRS
- Ministry of Social Development and Poverty Reduction
- Rain City Housing Society
- Chilliwack Probation
- RCMP
- Chilliwack Community Living BC
- Fraser Health—IHART, Rapid Access to Additions Care and Intensive Case Management
- PearlLife Renewal
- Ann Davis Transition Society
- Cyrus Centre
- Salvation Army
- Wilma's Transition Society
- Canadian Addiction Treatment Centres
- Lookout Society

Shop Talk Stats Q2	
Females	24
Males	42
< 20	2
20's	18
30's	26
40's	10
50's	2
70's	1
Indigenous	16
Use Substances	53
Mental Health	56
Cognitive Impairment	20

SOCIAL DEVELOPMENT

REACHING HOME



REACHING HOME—CANADA'S STRATEGY TO END HOMELESSNESS

Reaching Home is a community-based, federally funded program aimed at preventing and reducing homelessness by providing direct support and funding to designated communities. In 2020, Chilliwack became a designated community. A contract renewal was received in quarter one to extend the program for a minimum of two years. An additional two years may be provided pending implementation of Coordinated Access and Homeless Individuals and Families Information System (HIFIS).

In quarter two, Reaching Home updated the directives for the program. These updates were intended to integrate community feedback, provide additional clarification, and communicate expectations regarding governance, Coordinated Access, use of the HIFIS. Staff attended various training session to familiarize themselves with the revisions.

The following sub-projects were operationalized:

- **Coordinated Community Outreach**
PCRS and Cyrus Centre
- **Prevention and Diversion**
Chilliwack and District Seniors' Resources Society
 - Shelter and Diversion served 40 individuals
 - Emergency housing helped six individuals and the hamper program was accessed by 80 individuals.
- **Wilma's Transition Society—Prevention and Diversion**
 - 16 individuals were served, eight families and eight singles.
- **Housing Hub—Case Management Services**
PCRS

The following Reaching Home related tasks were completed:

- Reaching Home Community Homelessness Report (2023-2024) completed, reviewed by the Community Advisory Board and submitted to INFC.
- Annual Results Reporting for the 2022, 2023 and 2024 projects.
- Update of Reaching Home Results Reporting Online (RROL) database.
- Meetings regarding the Homelessness Indicator Project.

SOCIAL DEVELOPMENT REACHING HOME

Coordinated Access (CA) – Staff continued to meet with service providers, Infrastructure Canada, Homelessness Policy Directorate, and BC Housing regarding federal and provincial alignment on CA and HIFIS implementation during the second quarter.

Significant steps have been made to advance HIFIS implementation including:

- Training for Governance Committee members.
- Attendance at meeting with the federal government, Ministry of Housing, BC Housing and BC Community Entities regarding efforts to address homelessness in BC.
- HIFIS sandbox testing and submitted results to BC Housing.
- Shared administration documents such as the Project Charter, Privacy Impact Assessment, User Manual, Data Flow Map, Data Sharing agreement, Integrated Program Agreement and Client Consent Forms.

Point in Time Count (PiT Count) - In quarter two, staff began planning the federally mandated Point in Time Count. A PiT Count is a strategy to help determine the extent of homelessness in a community on a given night, or at a single point in time. A PiT Count allows a community to better understand the nature and extent of homelessness and the characteristics of the homeless population. A committee was formed in early spring and several planning meetings have taken place.

These meetings helped determine a methodology to ensure core standard and requirements are met, as well as outlining how the count will be conducted.



SOCIAL DEVELOPMENT

CHILLIWACK HEALTHIER COMMUNITY



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Regular CHC Partner and Task Team Meetings -

In the second quarter of 2024, the CHC Partner meeting was held on March 26. The bi-monthly meetings follow a hybrid format. It has been observed that there is a roughly equal distribution of in-person and online participants. Partners with access needs were encouraged to inform the Coordinator in advance to ensure necessary accommodations.

The meetings provide a platform to celebrate successes, address challenges, and identify opportunities presented by task team and working group leaders. The reporting format adopted in early 2023 ensures consistent content and efficient flow. Through discussions, shared insights, and new perspectives, the partnership continually supports CHC's work.

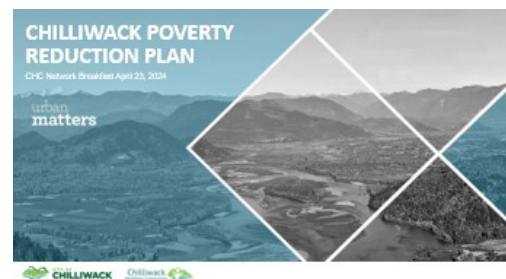
The CHC Coordinator met regularly with task teams and working groups, supporting both new initiatives and ongoing business.

Second Quarter Highlights

The **Poverty Reduction Task Team (PRTT)** continued to support Urban Matters on the development of a localized poverty reduction plan for Chilliwack.

The Poverty Reduction Task Team's meeting schedule was responsive to the needs of the Poverty Reduction Plan during its drafting. Task team members recommended specific edits via email, conversations and in a formal meeting.

The engagement phase concluded with the CHC Information and Networking Breakfast on April 23. Moving into the third quarter, the next steps involve finalizing the plan and preparing it for public release.



The **Healthy Aging Task Team (HATT)** is deeply engaged in planning the Aging Well Expo. The free community event, scheduled for October 17, 2024, will be held at Evergreen Hall.



Collective efforts have resulted in securing 75% of the sponsorship goal from the local businesses, with an invested interest in the older adult community. Additionally, space for up to 30 exhibitors has been built into the event to showcase resources and initiatives for non-profit organizations. These exhibitors will provide valuable information and support to attendees.

SOCIAL DEVELOPMENT

CHILLIWACK HEALTHIER COMMUNITY



The **Chilliwack Food Council (CFC)** continues to explore three main priorities: (1) creating an engagement strategy to share food resource information with those in need; (2) establishing a plan for council members to connect with smaller groups unable to attend meetings; and (3) potentially developing a food charter for Chilliwack.



The **Sexuality and Gender Equity Working Group (SAGE)** has submitted content for a print and digital resource card. Eager to complete the project and share it with the community, the group will make the finalized resource available on the CHC website and distribute print copies accordingly.

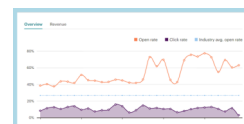
CHC/CYC Friday Mailout –



The CHC / CYC Mailout

CHC continues to send out weekly newsletters every Friday, updating and connecting partners and organizations on what is happening in the community, including local events, grant programs, continuous learning opportunities and employment postings. The weekly mailout has over 900 subscribers.

According to Mailchimp analytics, CHC/CYC weekly email campaigns are performing well, with higher than average open rates compared to the industry standard for non-profits in their category, and a respectable click rate indicating good engagement from their audience.



Information and Networking Breakfasts Events -

An Information and Networking Breakfast was held on April 23 at the Chilliwack Cultural Centre. Urban Matters' Erin Welk presented the progress on the Chilliwack Poverty Reduction Plan (PRP)

The presentation provided a thorough overview of the plan's goals and objectives, the engagement process, a summary of feedback received, and the key themes and objectives identified. Attendees were then invited to brainstorm key actions required to achieve these objectives and to discuss the roles of the City, community partners, and other levels of government in this process. Ideas from this session were noted by the consultant for consideration in the plan's drafting phase.



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Empowering Choices for Healthy Aging—On June 25, the CHC Healthy Aging Task Team (HATT), in partnership with Fraser Health, hosted an event at Evergreen Hall. This free community event showcased safety and health services information for older adults. Representatives from Home Health, Advance Care Planning, Falls and Injury Prevention, and Social Prescribing presented to an engaged audience of approximately 109 local residents. Resource tables facilitated information sharing and meaningful connections between Fraser Health staff and attendees. Light refreshments were provided and well received by all.



Historical Impact Training -

In recognition of Indigenous Peoples Day, Historical Impact Training took place on June 19 for CHC member organizations. A group of 30 individuals completed the training, facilitated by Kelowa Edel, at The'í:tseliya - S.A.Y. Health & Community Centre. This was the first of two sessions, with the second session, "Doing Our Work in a Good Way," scheduled for September 27.



Community Connections -

In-person and virtual meetings, events, training opportunities and community initiatives included:

- Chilliwack Child and Youth Committee's (CYC) monthly meetings and Annual Conversation Event
- Chilliwack Learning Society's Volunteer/Community Partner Appreciation Event
- Downtown Chilliwack Community Market, Sundays between 10 am to 2 pm
- Historical Impacts Training at The'í:tseliya - S.A.Y. Health & Community Centre
- Qwi:qwelstóm Open House at The'í:tseliya - S.A.Y. Health & Community Centre
- Spring Healthier Community Virtual Townhall Meeting showcasing the Fraser Health Planetary Health Strategy
- University of the Fraser Valley's Upgrading and University Preparation 50-year Reunion
- Walk for Alzheimer's Fundraiser

