

# Facilitating Effective Models of Supportive Housing

**Bruk Melles**

**Operations Manager, Orange Hall Office**

**BC Housing**

**November 3, 2015**



# Outline

- BCH Context
- Effective Supportive Housing – City of Vancouver
- Common Themes/Lessons Learned
- SRO Renewal Initiative: DTES

# Introduction

BC Housing is working toward creating *more successful tenancies* for vulnerable populations by providing a range of programs, engaging the right partners and providing the right kind of supports.

# Addressing Homelessness...

Outreach

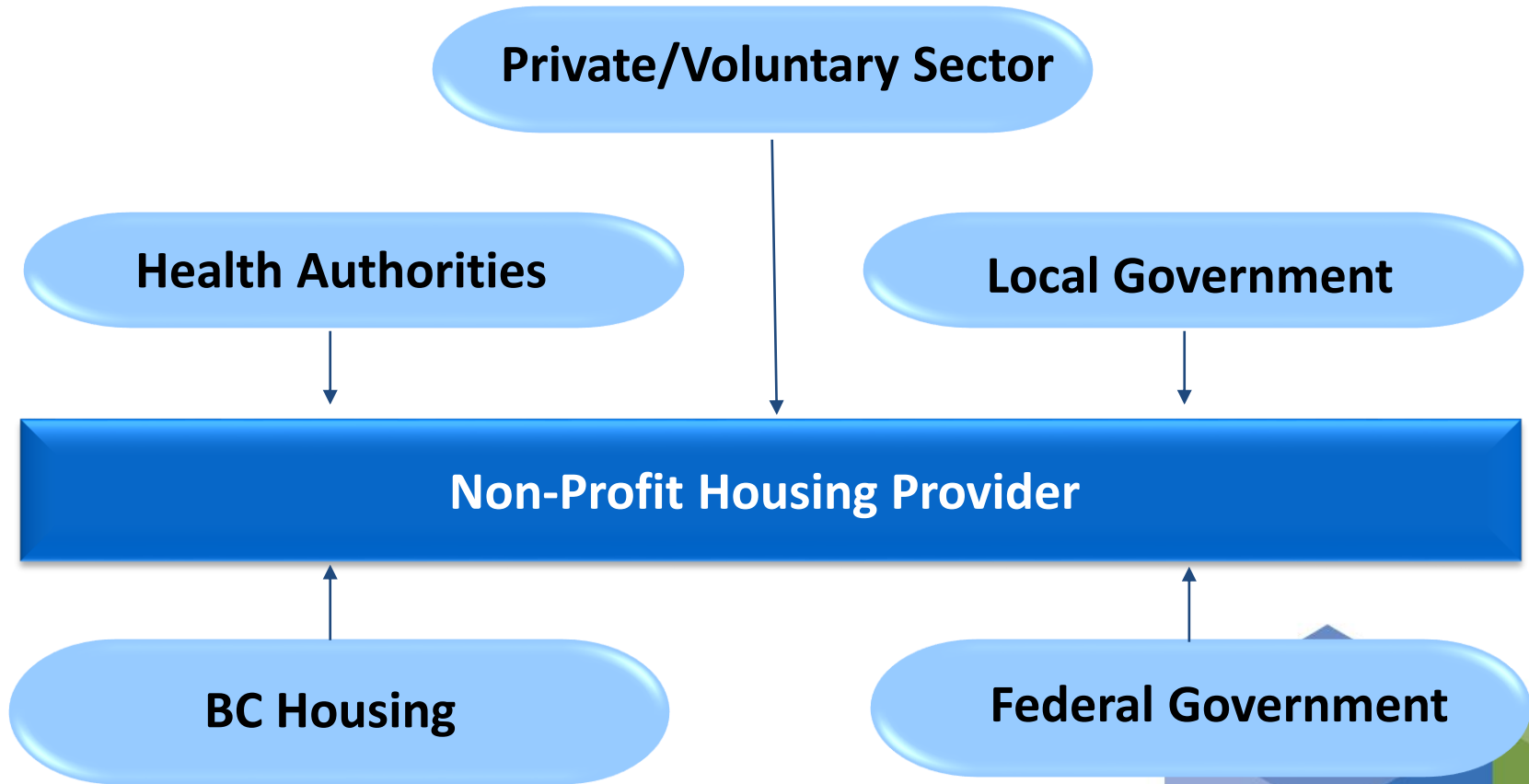
Shelters

Single Room  
Occupancy  
Hotels

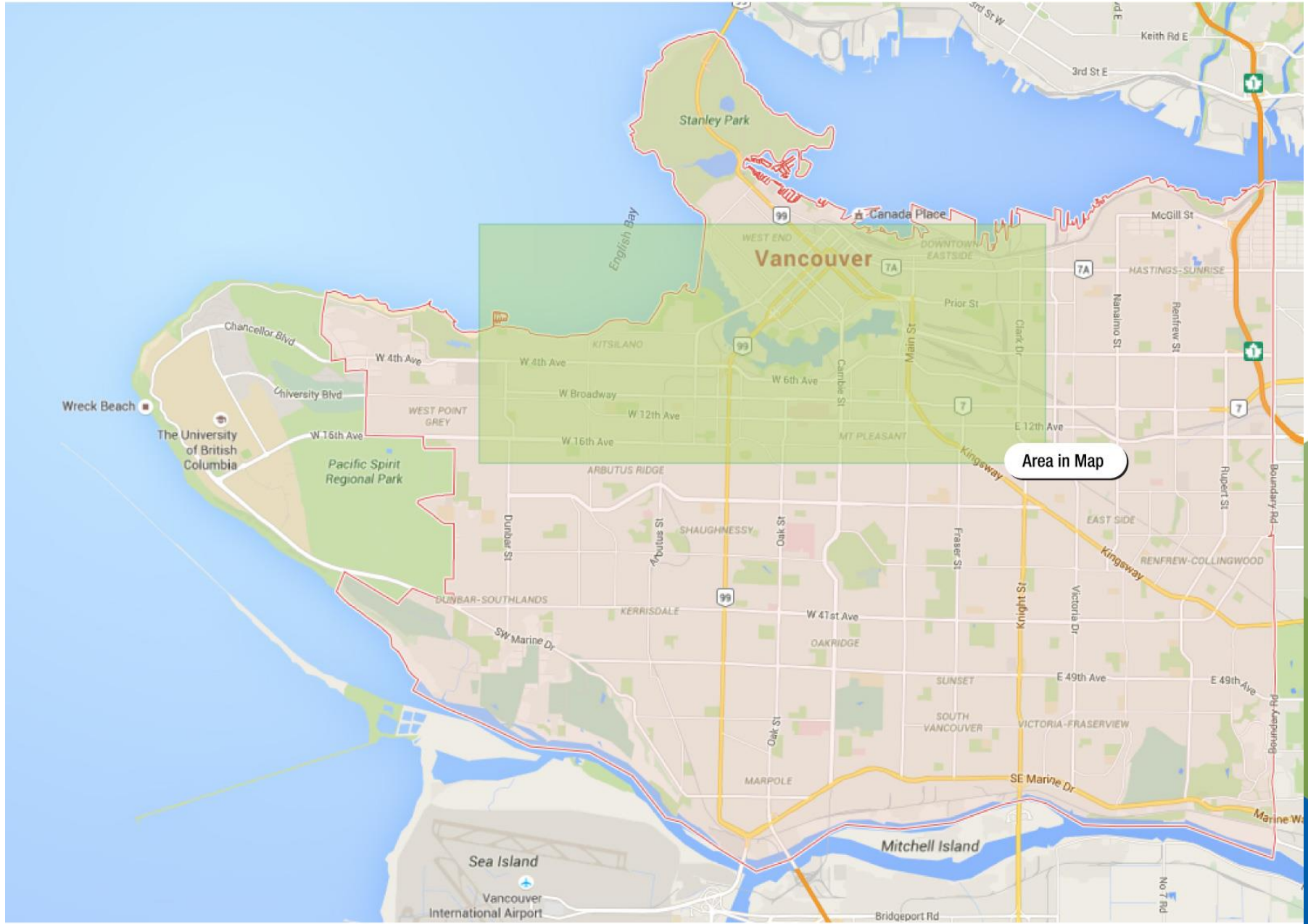
Private market  
rent  
supplements

New  
Supported  
Housing

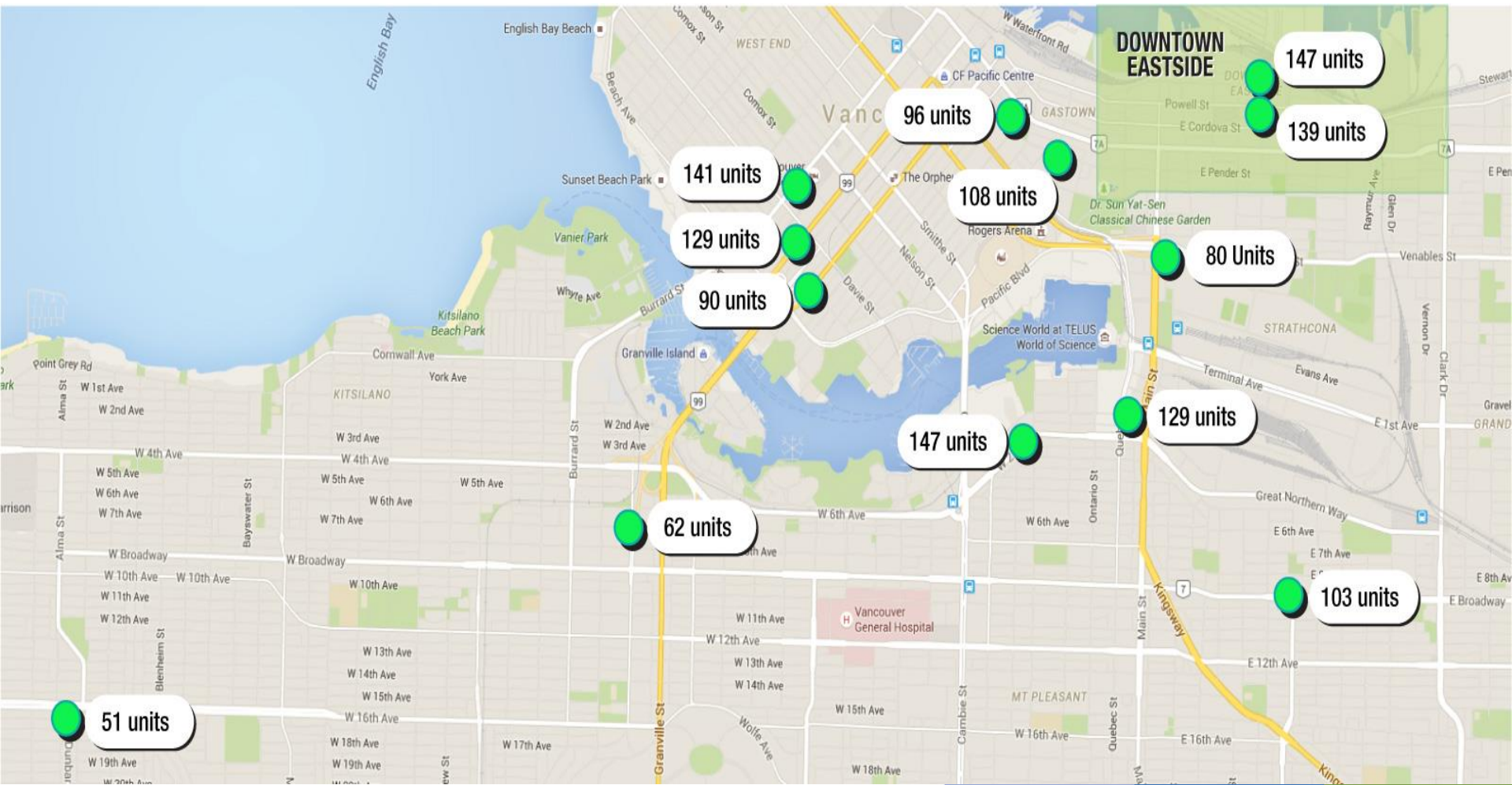
# Partnership Model



# City of Vancouver



# Supportive Housing Sites



# Diverse Program Models

- Youth focus within building
- Women led tenancies
- Partnership with Vancouver Coastal Health





# Alexander St. Community

- 139 units, self contained
- 39 units in partnership with VCH
- On site clinical support, daily
- Mental illness & addiction
- Cycling through acute care & corrections system
- Strong emphasis on recovery & rehabilitation



# Facilitating Effective Strategies

- Coordinated Access
- Common assessment tool
  - **Vulnerability Assessment Tool**
- Engaging tenants prior to move in
- Engaging community prior to opening

# Vulnerability Assessment Tool (VAT)

Needed common assessment tool to:

- Assess eligibility for supportive housing
- Assess support needs of applicants
- Inform housing placements to create a healthy tenant mix
- Create fair/transparent process



# Lessons Learned

- Tenant Mix
- Knowing the acuity level of potential tenants
- Slow tenanting process
- Engage staff early

# Lessons Learned

- Tenant supports vs. Building Management
- Engagement of key partners Health
- Neighbourhood engagement early
- Create culture & community with clear expectations
- Non Profit “Mentoring”

# Single Room Occupancy Hotels



# Resident Relocation: The Challenge

- Renovation of 13 SROs
- Approx 900 tenants
- 3 years (2013-2015)
- Equal or better accommodations
- First Right of Refusal



# Resident Relocation: Key Strategies

- Team approach: dedicated staff
- Regular communication & tenant engagement
- Creating an incentive to move
- Providing moving supports





# Resident Relocation: Key Strategies

- Continuity of support services in temporary units
- Securing a range of temporary units
- Permanent moves to self contained units – 100
- Private market rent supplements



# Resident Relocation: Challenges

- Location of temporary units
- Holding of temporary units
- Administering of financial incentives



# Resident Relocation: Coming Home...



# Resident Relocation: Coming Home...



# QUESTIONS / COMMENTS