



Attachment 1
Crises Response Team Update

A. Crises Response Team – Q4 2024 Update

Team Purpose: non-clinical outreach team who are in the field to directly assist those with living experience of the three crises in connecting to provincial and community-based support services (e.g. housing/shelter, health care), as well as other basic daily needs. Given the significant over-representation of Indigenous persons with living experience of the three crises, which is a legacy of colonialism and residential schools, this team champions the needs of Indigenous people with living experience and works to identify how the City could provide a culturally-appropriate and trauma-informed response; this work is advised by the City's Indigenous Relations Manager, and Indigenous planning and facilitation consultant.

Outreach Activities Update

- Outreach team is fully staffed and operational since May 2024, providing outreach and referral to unhoused residents in all city neighbourhoods. Toward this the team conducts proactive patrols throughout the day.
- In their first 4 months of operating, staff had 184 interactions and made 590 referrals through this dedicated team. While the City's Bylaw staff had previously provided outreach support when they could, as this was "off the side of their desk" they had been averaging only about 15 referrals in a similar period.
- This includes coordinating multiple referrals to various faith-based, non-profit and provincial organizations and teams providing a range of services and supports, and providing case management where appropriate.
- The specially qualified and trained staff engage with unhoused residents outside of an enforcement context, in a manner that prioritizes the individual's needs. Outreach staff build ongoing relationships and trust with unhoused residents.
- Outreach staff are also building relationships with the faith-based, non-profit and provincial organizations and teams that provide support to people with living experience of these crises.
- Examples of support provided:
 - facilitating access to BC identification which is required to receive certain financial assistance and supports
 - working with Union Gospel Mission to provide taxi vouchers to unhoused residents in order to access housing, shelter (which can only be held for one hour upon referral) and support services (e.g., enabling an immigrant family to move to temporary housing and an unhoused resident to enter substance use treatment)
 - partnering with the City's Indigenous Relations Advisor to provide weekly bannock to unhoused residents, many of whom have not had traditional foods in years
- Outreach staff has received positive feedback from the New West Chamber of Commerce regarding their responsiveness, and a thank you note from an

unhoused resident when they were given additional time to pack-up their belongings

- Outreach staff support other department teams in response to business and resident issues and needs

Indigenous Culturally-appropriate and Trauma-informed Approach Update

- Meetings between consultants and staff underway to identify scope for establishing a culturally-appropriate and trauma-informed approach
- Initial recommendations provided by consultant and under review
- Draft Guide to Understanding the Dimensions of Indigenous Homelessness and Cultivating a Trauma-informed Practice prepared by consultant and under review