



Crises Response Pilot Project:
Prevention, Support and Transition
Services Plan and Supportive Housing
and Wrap-Around Services Plan

February 10, 2025

Crises Response Pilot Project

This is a two-year pilot project, which officially launched in September 2024, and addresses the three inter-related crises of homelessness, mental health and substance use.

The pilot project is based on extensive case study research and was informed by the Homelessness Action Strategy (2022), the Mental Health Roundtable (2023) and the Interim Housing Needs Report (2024).

The Pilot Project is comprised on three interdepartmental staff teams: the Operations Support Team, the Crises Response Team and the Policy and Advocacy Team.

Crises Response Pilot Project

Each of the three teams is governed by these aligned values and guiding principles:

People-centred approach:

- compassionate
- culturally-safe and trauma-informed
- responsive to local needs

Balanced approach:

- addressing the needs of people who are experiencing the three crises with a focus on supportive housing
- addressing the externalities associated with the three crises which are impacting residents and businesses without compromising our compassionate approach

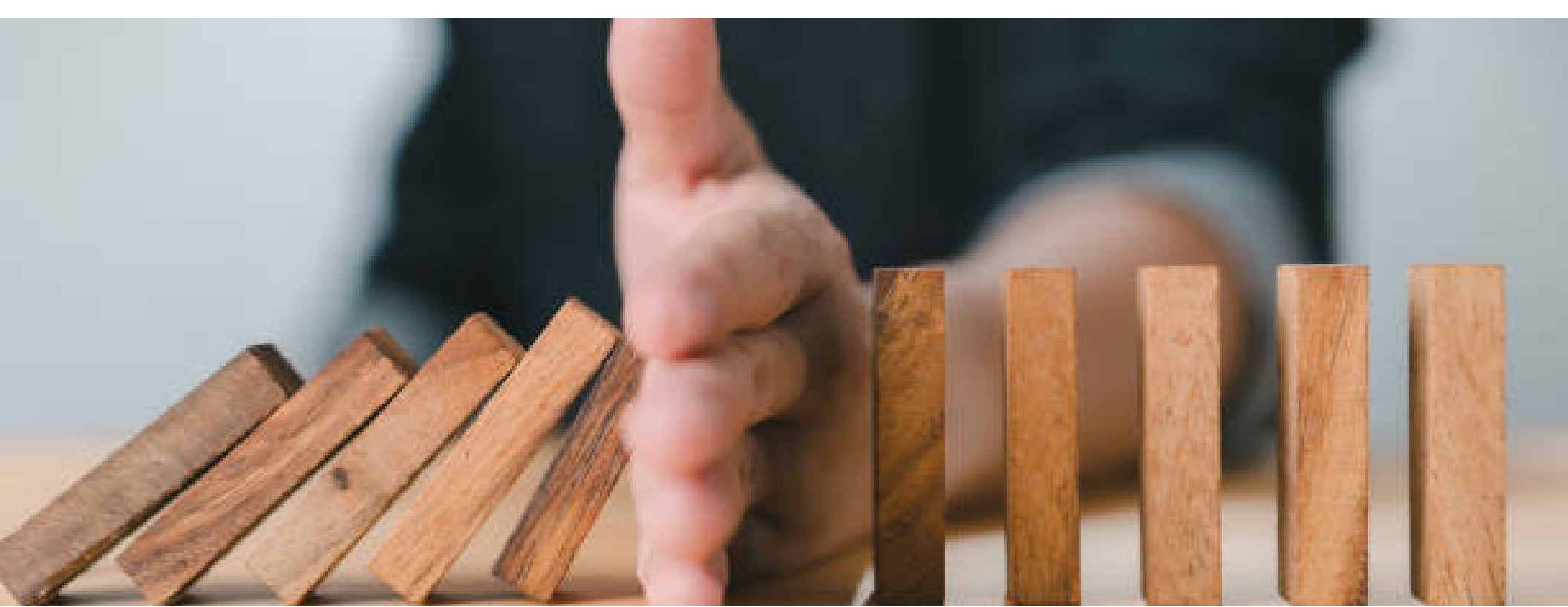
Crises Response Pilot Project aims to Enhance Community Livability by:

- Reducing homelessness and the associated impacts.
- Reducing harm and death associated with mental health and substance use issues.
- Addressing externalities to help mitigate impacts to residents and businesses – e.g., sheltering, open burning, human waste and discarded belongings.

Two Plans Work That Work in Tandem

The **Five-Year Prevention, Support and Transition Services Plan** works in concert with the **Ten-Year Supportive Housing and Wrap-Around Services Plan**, which identifies longer-term and sustainable actions focusing primarily on the construction of permanent, purpose-designed supportive housing equitably distributed by neighbourhood throughout the city.

By bringing people inside and addressing their diverse needs, both Plans serve to reduce externalities associated with the three crises on residents and businesses.



Five-Year Prevention, Support and Transition Services Plan

Five-Year Prevention, Support and Transition Services Plan

In the shorter-term, advocacy actions aim to reduce the number of people falling into homelessness, decrease the time that people are homeless, and better support people while homeless, including preparing them to transition out of homelessness.

Advocacy actions also aim to enhance livability and reduce harm and death associated with mental health and substance use. This is achieved through enhanced access to mental health services and supports, and to drug checking, harm reduction, detox, treatment and supportive recovery.

Five-Year Prevention, Support and Transition Services Plan

The shorter-term advocacy actions are based on the:

- New Westminster Homelessness Action Strategy (2022)
- New Westminster Mental Health Roundtable (2023)
- Crises Response Implementation Working Group
- New Westminster Overdose Community Action Team

The above involved significant consultation, including with faith-based, non-profit and provincial organizations with a mandate to address the three crises and people with lived and living experience of the three crises.

Five-Year Prevention, Support and Transition Services Plan

The shorter-term advocacy actions include:

1. Create an inventory of prevention services to identify assets, needs and gaps to inform referral and advocacy activities.
2. Continue to coordinate meetings involving faith-based, non-profit and provincial organizations and teams, and explore a situation table approach.
3. Develop additional seasonal and temporary shelter capacity.
4. Develop an indoor overdose prevention inhalation site.
5. Develop a Health Connect and Resource Centre to address the needs of the daytime unhoused population.
6. Work with the Assertive Community Treatment Team, the Integrated Homelessness Action Response Team, the Peer Assisted Care Team and the Substance Use Services and Access Team to address needs and gaps, including related to coverage, hours, referrals, services, staffing, etc.

Five-Year Prevention, Support and Transition Services Plan

7. Work with Fraser Health and Royal Columbian Hospital on discharge planning and placement of unhoused and precariously housed patients.
8. Work with provincial bodies to better address externalities with funded facilities, including related to the development of response plans.
9. Collaborate with the New Westminster Homelessness Coalition Society related to Homelessness Action Week, including on advocacy and anti-stigma activities.
10. Complete work on City-wide Toilet Strategy, with one of the four main user groups being the unhoused.

The majority of the above advocacy actions are captured within the Social Planning Work Program, which Council endorsed in principle at its meeting on November 25, 2024.



Ten-Year Supportive Housing with Wrap Around Supports Plan (2025-2035)

Ten-Year Supportive Housing and Wrap-Around Services Plan (2025 – 2035)

Identifies longer-term and sustainable actions and timing priorities for the provision of 24/7 shelter beds and supportive housing units as identified in the City's *Interim Housing Needs Report* (2024).

This plan acknowledges the need for an equitable distribution of projects across the city, and that all neighbourhoods play a role in supporting housing needs.

Ten-Year Supportive Housing and Wrap-Around Services Plan (2025 – 2035)



Emergency Shelter

Are temporary but immediate places to stay for persons who are homeless or at-risk of homelessness.

58 24/7 shelter beds needed in five years.



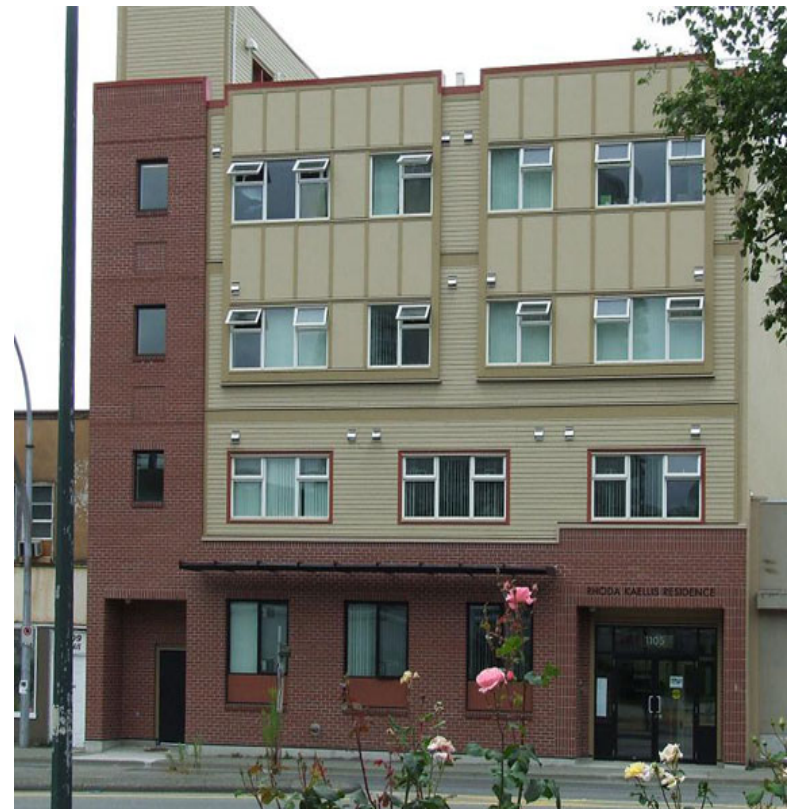
Supportive Housing

Is a type of housing that provides on-site supports and services to tenants to assist them in maintaining their tenancies and foster positive health and wellbeing.

352 supportive housing units needed in five years.

Ten-Year Supportive Housing and Wrap-Around Services Plan (2025-2035)

- Projects will be in purpose-designed buildings with 40 to 60 units.
- Projects will incorporate wrap-around services such as employment readiness, life skills training, and referrals to other health and community-based services.
- 20% to 30% of 24/7 shelter beds and supportive housing units will be purpose-designed, trauma-informed, and culturally-safe for Indigenous peoples.



Rhoda Kaellis Residence

2025-2030 Shelter Bed and Supportive Housing Unit Targets

2025 to 2030 Target

- **58 24/7 shelter beds with support services**
 - **142 supportive housing units, inclusive of 20 complex care units**
1. Support expedited construction of the 52-unit supportive housing development in the Downtown at 602 Agnes Street (formerly 68 Sixth Street).
 2. Advocate to BC Housing to prioritize funding to construct trauma-informed and culturally-safe Indigenous housing.

2025-2030 Shelter Bed and Supportive Housing Unit Targets

2025 to 2030 Target (cont.)

- **58 24/7 shelter beds with support services**
 - **142 supportive housing units, inclusive of 20 complex care units**
3. Advocate to BC Housing to prioritize funding for a permanent 24/7 shelter with support services – a site outside the Downtown and accessible by public transit.
 4. Advocate to BC Housing, the Ministry of Health and the Fraser Health Authority to prioritize the funding for 20 complex care units within the construction of new purpose-designed supportive housing developments.
 5. Advocate for funding for permanent, purpose-designed supportive housing near RCH, in Sapperton.

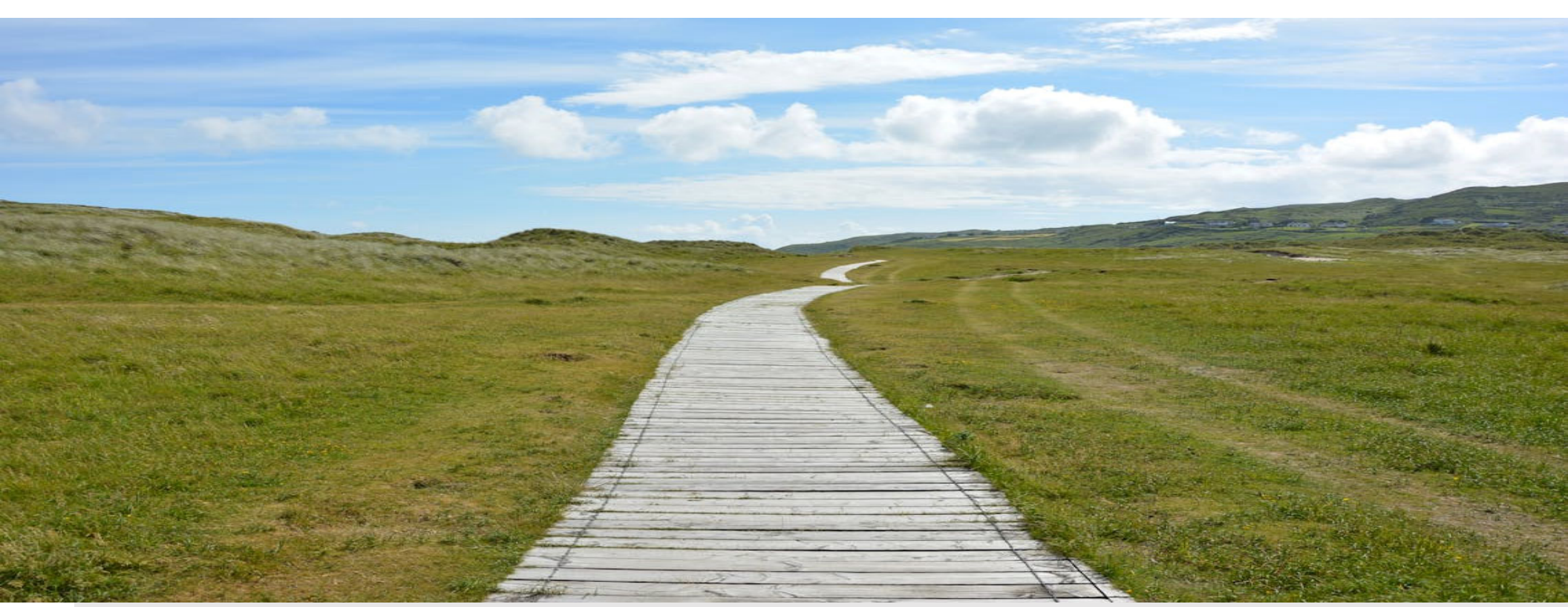
2030-2035 Supportive Housing Unit Targets

2030 to 2035 Target

- **140 supportive housing units (40 to 60 units per project)**

Advocate for funding for permeant, purpose-designed supportive housing in:

1. Uptown
2. Brow of the Hill/Moody Park
3. 22nd Street Station Area



2025 Crises Response Roadmap

2025 Priorities from the Five-Year Prevention, Support and Transition Services Plan

1. Advocate to BC Housing for additional seasonal and temporary emergency shelter capacity, including 24/7, citywide.
2. Facilitate strategic partnerships with faith-based, non-profit and provincial organizations and teams to address needs and gaps, including related to coverage, hours, referrals, services and staffing, and undertake joint planning and advocacy activities.
3. Advocate to BC Housing, the Ministry of Health and other applicable Provincial bodies to fund a Health Connect and Resource Centre – a site outside the Downtown and accessible by public transit.
4. Advocate to the Ministry of Health and the Fraser Health Authority to add indoor inhalation services at the Downtown Overdose Prevention Site.

2025 Priorities from the Ten-Year Supportive Housing and Wrap-Around Services Plan

1. Support expedited construction of the 52-unit supportive housing development in the Downtown at 602 Agnes Street (formerly 68 Sixth Street).
2. Advocate to BC Housing to prioritize funding to construct trauma-informed and culturally-safe Indigenous housing.
3. Advocate to BC Housing to prioritize funding for a permanent 24/7 shelter with support services – a site outside the Downtown and accessible by public transit.
4. Advocate to BC Housing, the Ministry of Health and the Fraser Health Authority to prioritize the funding for 20 complex care units within the construction of new purpose-designed supportive housing developments.

Report Recommendations

1. THAT staff be directed to inform resident, business and community groups regarding the best practice principles that guide the Five-Year Prevention, Support and Transition Services Plan and the Ten-Year Supportive Housing and Wrap-Around Services Plan.
2. THAT staff be directed to work with resident, business and community groups to advocate for the actions as recommended in the 2025 Crises Response Roadmap.