Housing First Strategy:
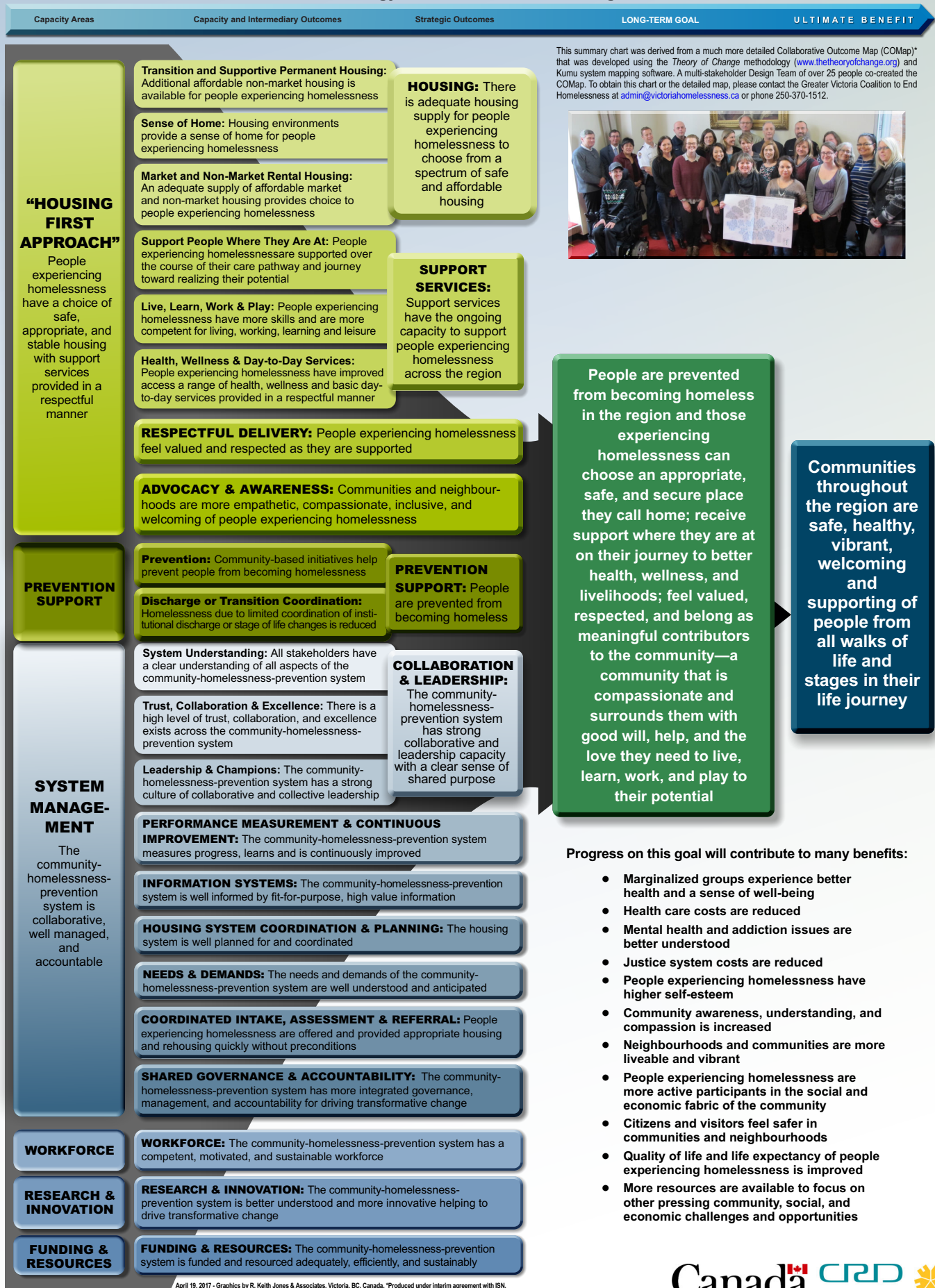# A collaborative outcome map to address homelessness in the capital region
A Strategy for Transformative Change

Capacity Areas	Capacity and Intermediary Outcomes	Strategic Outcomes	LONG-TERM GOAL	ULTIMATE BENEFIT

This summary chart was derived from a much more detailed Collaborative Outcome Map (COMap)* that was developed using the *Theory of Change* methodology (www.thetheoryofchange.org) and Kumu system mapping software. A multi-stakeholder Design Team of over 25 people co-created the COMap. To obtain this chart or the detailed map, please contact the Greater Victoria Coalition to End Homelessness at admin@victoriahomelessness.ca or phone 250-370-1512.

"HOUSING FIRST APPROACH"
People experiencing homelessness have a choice of safe, appropriate, and stable housing with support services provided in a respectful manner

Transition and Supportive Permanent Housing: Additional affordable non-market housing is available for people experiencing homelessness

Sense of Home: Housing environments provide a sense of home for people experiencing homelessness

Market and Non-Market Rental Housing: An adequate supply of affordable market and non-market housing provides choice to people experiencing homelessness

HOUSING: There is adequate housing supply for people experiencing homelessness to choose from a spectrum of safe and affordable housing

Support People Where They Are At: People experiencing homelessness are supported over the course of their care pathway and journey toward realizing their potential

Live, Learn, Work & Play: People experiencing homelessness have more skills and are more competent for living, working, learning and leisure

Health, Wellness & Day-to-Day Services: People experiencing homelessness have improved access a range of health, wellness and basic day-to-day services provided in a respectful manner

SUPPORT SERVICES: Support services have the ongoing capacity to support people experiencing homelessness across the region

RESPECTFUL DELIVERY: People experiencing homelessness feel valued and respected as they are supported

ADVOCACY & AWARENESS: Communities and neighbourhoods are more empathetic, compassionate, inclusive, and welcoming of people experiencing homelessness

PREVENTION SUPPORT

Prevention: Community-based initiatives help prevent people from becoming homelessness

Discharge or Transition Coordination: Homelessness due to limited coordination of institutional discharge or stage of life changes is reduced

PREVENTION SUPPORT: People are prevented from becoming homeless

SYSTEM MANAGEMENT
The community-homelessness-prevention system is collaborative, well managed, and accountable

System Understanding: All stakeholders have a clear understanding of all aspects of the community-homelessness-prevention system

Trust, Collaboration & Excellence: There is a high level of trust, collaboration, and excellence exists across the community-homelessness-prevention system

Leadership & Champions: The community-homelessness-prevention system has a strong culture of collaborative and collective leadership

COLLABORATION & LEADERSHIP: The community-homelessness-prevention system has strong collaborative and leadership capacity with a clear sense of shared purpose

PERFORMANCE MEASUREMENT & CONTINUOUS IMPROVEMENT: The community-homelessness-prevention system measures progress, learns and is continuously improved

INFORMATION SYSTEMS: The community-homelessness-prevention system is well informed by fit-for-purpose, high value information

HOUSING SYSTEM COORDINATION & PLANNING: The housing system is well planned for and coordinated

NEEDS & DEMANDS: The needs and demands of the community-homelessness-prevention system are well understood and anticipated

COORDINATED INTAKE, ASSESSMENT & REFERRAL: People experiencing homelessness are offered and provided appropriate housing and rehousing quickly without preconditions

SHARED GOVERNANCE & ACCOUNTABILITY: The community-homelessness-prevention system has more integrated governance, management, and accountability for driving transformative change

WORKFORCE
WORKFORCE: The community-homelessness-prevention system has a competent, motivated, and sustainable workforce

RESEARCH & INNOVATION
RESEARCH & INNOVATION: The community-homelessness-prevention system is better understood and more innovative helping to drive transformative change

FUNDING & RESOURCES
FUNDING & RESOURCES: The community-homelessness-prevention system is funded and resourced adequately, efficiently, and sustainably

People are prevented from becoming homeless in the region and those experiencing homelessness can choose an appropriate, safe, and secure place they call home; receive support where they are at on their journey to better health, wellness, and livelihoods; feel valued, respected, and belong as meaningful contributors to the community—a community that is compassionate and surrounds them with good will, help, and the love they need to live, learn, work, and play to their potential

Communities throughout the region are safe, healthy, vibrant, welcoming and supporting of people from all walks of life and stages in their life journey

Progress on this goal will contribute to many benefits:

- Marginalized groups experience better health and a sense of well-being
- Health care costs are reduced
- Mental health and addiction issues are better understood
- Justice system costs are reduced
- People experiencing homelessness have higher self-esteem
- Community awareness, understanding, and compassion is increased
- Neighbourhoods and communities are more liveable and vibrant
- People experiencing homelessness are more active participants in the social and economic fabric of the community
- Citizens and visitors feel safer in communities and neighbourhoods
- Quality of life and life expectancy of people experiencing homelessness is improved
- More resources are available to focus on other pressing community, social, and economic challenges and opportunities

April 19, 2017 - Graphics by R. Keith Jones & Associates, Victoria, BC, Canada. *Produced under interim agreement with ISN.

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