

Housing Executive Roundtables

TRANSFORMING THE SECTOR TOGETHER



In 2023, BC Housing Executives connected with non-profit housing provider leaders all across British Columbia. The purpose was to listen to challenges non-profit housing providers are facing in communities and discuss opportunities we have to shape the housing sector together. Information gathered at these meetings will help establish priorities and inform BC Housing's strategic direction moving forward.



105

non-profit housing provider representatives participated



17

sessions held between June and October 2023

Regional representation:

- # of participating providers
- In-person sessions
- Virtual sessions

Client/tenant focus

People experiencing homelessness	64 PROVIDERS
Low-income individuals and families	48 PROVIDERS
Women and children fleeing or at risk of violence	31 PROVIDERS

“We need BC Housing to look at us holistically. If you could just say ‘here’s the programs and services you need to provide and here’s the funding. Now you figure out where and how.’ Let us make that work.”

14

NORTHERN REGION

1

TERRACE

1

PRINCE GEORGE

“We’re trying to keep people off the street including our staff, even those employed full-time are a step away from homelessness.”

27

VANCOUVER COASTAL REGION

1

31

INTERIOR REGION

“What plays through my head is the complexity of care for individuals we support. I’m a psychiatric nurse and I see how their needs have changed over the past few years to a decade. It’s very different, but we are still attempting to hire staff that resemble who we hired 10 years ago - but the level of knowledge, skill set, education needed is much greater.”

“It needs to shift from emergencies to prevention. Do we need more money or just to apply it differently? Someone needs to work with us to take a bird’s eye view.”

20

ISLAND REGION

SURREY

VANCOUVER

NANAIMO

2

4

2

FRASER REGION

1

KAMLOOPS

1

KELOWNA

1

NELSON

13

VICTORIA

1

“Looking for more creativity and innovation in funding models that can address complex situations that don’t necessarily fit what the funding is set up for.”

WHAT WE HEARD: KEY THEMES

STAFFING AND WORKFORCE CHALLENGES:



Significant challenges related to staffing, recruitment, and retention. Non-profits struggle to find and keep qualified staff, and this issue is exacerbated by low wages, demanding work, and the increasing need for specialized training, including crisis intervention.

FINANCIAL AND RESOURCE CONSTRAINTS:



Financial challenges were a common theme, including concerns around budget approval and financial review processes, rising non-controllable costs such as insurance, increasing administrative costs, and maintenance costs attributable to aging buildings and complex client needs.

CLIENT NEEDS AND COMPLEX BEHAVIORS:



The evolving and complex needs of clients, including those with mental health issues, substance use disorders, and challenging behaviors, are a recurring theme. Non-profits are tasked with supporting clients with diverse and sometimes volatile issues, which can be taxing on staff and resources.

SAFETY AND SECURITY CONCERNS:



Safety and security risks are another prominent theme, particularly concerning clients with behavioral issues, substance use, or complex needs. Balancing the safety of clients and staff while providing a welcoming and supportive environment is a recurring challenge.

COMMUNITY RELATIONS AND PERCEPTIONS:



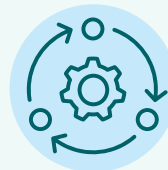
The feedback underscores the importance of community relations and public perception. Negative public sentiment, community opposition, or misunderstandings can hinder the operations and affect funding and public support.

Other priority areas for providers include: Timeliness of Funding and Approvals, Rural and Small Community Challenges, Collaboration and Advocacy, Harm Reduction and Safety Concerns, Winter Shelter Solutions, Community Collaboration, Wider Scope of Supportive Housing, Advocacy for Indigenous and CLBC Clients, Impact of the Opioid Crisis, Municipal and Government Involvement.

NEXT STEPS

We want to thank all of the non-profits who made time to participate in the discussions. BC Housing has identified some actions we are taking right away, as well as some we will be prioritizing over the next few months, including:

- Expediting budget approvals
- Launching work to streamline financial reviews
- Initiating a coordinated training and education program for the sector
- Committing to regular executive-level discussions
- Engaging non-profit boards on governance matters
- Launching a messaging toolkit for providers
- Exploring opportunities for shared services
- Liaising with provincial partners, including Health Authorities and WorkSafe BC



This is just the beginning of our conversation. We look forward to continuing to collaborate with the sector on how we can move forward together in the coming months and years.

If you have any questions, please reach out to us at communityrelations@bchousing.org.