Community Need

The 2017 Homeless Count identified 602 homeless people.

- 52% have lived in Surrey 10+ years
- 24% of Surrey’s homeless are seniors / 55+ years
- 10% are youth/under 25 yrs
- 85% have 1+ health conditions
- 57% have 2+ health conditions

68% or 411 people located in City Centre:
- 238 were sheltered
- 173 were unsheltered
Currently people who are homeless in the City Centre area have access to:

<table>
<thead>
<tr>
<th>Outreach Workers</th>
<th>Shelters</th>
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<tr>
<td></td>
<td>160 beds</td>
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<td></td>
<td>• PERMANENT – Gateway Shelter – 40 beds – opened 2005</td>
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<td></td>
<td>• Boulevard Shelter – 40 beds – opened December 2015</td>
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<tr>
<td></td>
<td>• Parkway Shelter – 40 beds – opened December 2016</td>
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<td></td>
<td>• Guildford Shelter – 40 beds – opened February 2017</td>
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<td>18 units of permanent</td>
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<td>Supportive Housing</td>
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<td>Rent supplements for the Private Rental Market</td>
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<td>Independent Social Housing</td>
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<td>Rent Assistance in the Private Market</td>
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<td>Private Rental</td>
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New Access to Housing

In addition to the current housing:

**SHORT TERM TRANSITIONAL**
UNTIL NEW 250 UNITS ARE BUILT

Approximately **160** units of **short term transitional accommodation** on **3 sites** for street and sheltered homeless people in the City Centre area.

**PERMANENT SUPPORTIVE HOUSING**

**New** 250 units of **permanent supportive housing** (sites TBC)
To address the urgent need for housing and support services for street and sheltered homeless people in the City Centre area, the City of Surrey and BC Housing have identified two sites (and a third pending) to place approximately 160 transitional accommodation units, to be operated with 24/7 on-site management by Lookout Housing & Health Society.

- **55 units** at 10662 King George Boulevard
- **46 units** at 13550 - 105 Avenue
- Approximately **60 units** at soon to be identified third site
55 units at 10662 King George Boulevard
New Housing for City Centre | SITE 2

46 units at 13550 - 105 Avenue

Aerial Photograph of Site 2
A Community Advisory Committee including representatives from the local business community, neighbourhood, BC Housing, Fraser Health, City of Surrey and local RCMP, will meet regularly.

Intensive Case Management Team on-site

24/7 staffing and support services

Social connection

Accessible for a diverse group (priority given to people sleeping on the streets in City Centre or in a temporary shelter)

Connect to local community services

Two meals per day provided

Peer and low-barrier employment opportunities will be explored

Shared dining room and amenity space

Referral to health care, mental health and substance use services

Laundry

Outreach worker assists with income issues and housing search

Good Neighbour initiatives: Management will respond to calls within 24 hours

Services provided in Transitional Accommodation Units

A Community Advisory Committee including representatives from the local business community, neighbourhood, BC Housing, Fraser Health, City of Surrey and local RCMP, will meet regularly.

Outreach worker assists with income issues and housing search

Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed

Two meals per day provided

Shared dining room and amenity space

Accessible for a diverse group (priority given to people sleeping on the streets in City Centre or in a temporary shelter)

Connect to local community services

24/7 staffing and support services

Social connection

Laundry

Outreach worker assists with income issues and housing search

Good Neighbour initiatives: Management will respond to calls within 24 hours

A Community Advisory Committee including representatives from the local business community, neighbourhood, BC Housing, Fraser Health, City of Surrey and local RCMP, will meet regularly.
The Surrey ICM team will provide health and social services, focusing on client engagement, housing stability, and brokering services, including provision of and access to health care. They work with clients to create a plan to improve and stabilize their lives. Clients are engaged through multi-disciplinary teams and services are tailored to the needs of clients. The Surrey ICM team will operate out of space being planned at the 13550 -105 Avenue site.

Housing brokerage and support
- Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care
- Life skills support/skill building
- Mental Health Assessment, treatment initiation, connection to on-going care
- Social and recreational events

Substance use counselling and/or access to treatment
- Accessing vocational rehabilitation support
- Connecting the person to community resources
- Transporting/accompanying clients to appointments

Services include
- Supporting and encouraging: healthy lifestyle choices, personal hygiene, short and long-term goal setting and money management
- Connecting clients to income assistance services
- Assisting clients to manage their medication if required

Team includes
- Outreach Support Worker
- Nurses
- Nurse Practitioner
- Addiction Specialist
- Addictions Medicine Physician
- Psychiatrist
- Housing Specialist
- Peer Support Worker

Services are provided 7 days a week, 12 hours a day, including:

Clients must be:
- 19 years of age or older
- Have problematic substance use or chronic dependence, with or without mental illness, concurrent disorders (substance use and mental illness) or co-existing functional impairment.
- Face complex challenges related to health, housing (e.g. being homeless or unstably housed), and poverty.
- Require more intensive services than are available in the traditional health and substance use system of care and often fall through gaps in health and social systems and have unmet health needs.

Fraser Health will partner with Lookout Housing in ICM service delivery, and will partner with BC Housing in funding.
**Project Partners**

**BC Housing** will place approximately 150 transitional accommodation units on the three sites identified by the City, and will provide operational funding for the two new projects.

**BC Housing** works in partnership with the private and non-profit sectors, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options.

**The City of Surrey** will provide the land to place the transitional accommodation units.

**The City of Surrey** adopted the Master Plan for Housing the Homeless in Surrey in 2013. The Plan identifies the needs and priorities for long-term housing and support services for the diversity of people who are homeless or at-risk of homelessness in Surrey.

**Fraser Health**, in partnership with BC Housing, will co-fund an Intensive Case Management (ICM) team which will follow a ‘Housing First’ philosophy that supports people who are homeless to obtain and maintain housing.

**Fraser Health** delivers a wide range of health care services, including mental health and substance use services, acute care, public health, primary care, home and community care, to more than 1.8 million people living in communities stretching from Burnaby to White Rock to Hope.

**Lookout Society** will operate the transitional accommodation units.

**Lookout Society** aims to help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships.

**The Surrey Homelessness and Housing Society** is providing a financial contribution toward the leasing costs of the properties to be used for the transitional accommodation units.

**The Surrey Homelessness and Housing Society** raises, manages and distributes funds to support programs, projects and initiatives for people who are homeless or at-risk of homelessness in Surrey.
Housing Along the Continuum

Approximately 250 supportive housing units

Approximately 160 short term transitional accommodation units

Level of Assistance

High

Government-Assisted Housing

Emergency Shelter & Housing for the Homeless

Private Market Rentals

Partnership Initiatives & Consumer Protections

Low

Transitional, Supported & Assisted Living

Independent Social Housing

Student Housing

Rent Assistance in the Private Market

Homeownership