

Policy Title: Homelessness Supports – Service Delivery Policy	Policy Number: P52
Policy Category: Community Services	
Approval Date: September 29, 2015	Policy Owner: Planning & Development Services
Approved by: Board	File Reference: 0340-50

PREAMBLE

The Homelessness Supports Service 451 (HSS) was established by the “Comox Valley Homelessness Support Service Establishment Bylaw No.389, 2015” to provide funds to one or more local non-governmental organizations based on a Board approved five-year action plan to address homelessness in the Comox Valley. The HSS provides support for initiatives that prevent homelessness, reduce homelessness, increase access to housing, support housing stability, improve pathways to housing and homelessness supports and meet immediate needs of Comox Valley residents experiencing homelessness.

PURPOSE

The purpose of this policy is to establish a transparent, accountable and informed service delivery framework for the HSS. The HSS supports local and regional efforts to prevent and reduce homelessness in the Comox Valley by funding eligible organizations, community partners and collaborative initiatives that directly benefit people experiencing homelessness, at risk of homelessness, or requiring housing-related supports.

Funding decisions will be guided by Board direction, community-informed planning, measurable outcomes, meaningful inclusion of people with lived and living expertise of homelessness, and the expertise of local housing and homelessness service providers.

SCOPE

This Policy provides the framework for the administration of the HSS. The policy identifies the role of the Comox Valley Regional District (CVRD) Board, staff, funding adjudication or advisory committees, people with lived and living expertise of homelessness, Indigenous partners, community service providers, and other relevant partners.

DEFINITIONS

Non-governmental organizations - incorporated societies, registered charities, non-profit housing providers, community service organizations, and other eligible non-profit entities that provide programs, services, advocacy, housing, supports, or community benefit activities.

GUIDING PRINCIPLES

The administration of the HSS will be guided by the following principles:

Equity, Diversity and Inclusion: Considering equity, diversity and inclusion in how the HSS is planned, funded, delivered and evaluated. This includes reducing barriers to participation, supporting culturally safe and trauma-informed approaches, and prioritizing initiatives that improve access and outcomes for people and communities disproportionately affected by homelessness.

Reconciliation, Cultural Safety and Decolonizing Practice: Homelessness and housing insecurity are connected to the ongoing impacts of colonization, displacement, intergenerational trauma, racism and systemic barriers. Service delivery will seek to support culturally safe approaches, and decolonizing practices in planning, engagement, adjudication, funding decisions, implementation and evaluation.

Lived and Living Expertise: People with lived and living expertise of homelessness will be meaningfully included in planning, engagement, evaluation and continuous improvement, with appropriate supports and compensation.

Service Provider Expertise: The professional expertise, operational knowledge, and community relationships of local non-profit housing and homelessness service providers is valued. Building local non-profit capacity to deliver effective, sustainable, culturally safe, and housing-focused responses to homelessness will be considered in Service delivery.

Transparency and Accountability: Funding processes, criteria, decisions, allocation and outcomes will be documented and publicly reported, subject to privacy, confidentiality and legal requirements.

POLICY

1. Strategic Alignment

The HSS will be guided by the Comox Valley Community Homelessness Plan (once endorsed), Board-approved priorities, applicable community plans and strategies, local homelessness and housing data, community engagement and service provider input.

2. Administration

CVRD will administer the HSS in accordance with the establishing bylaw, this policy, applicable legislation, Board strategic direction and approved financial plans. CVRD may invite grant applications, issue targeted calls for proposals, enter into contribution and service agreements, allocate funds to reserves, or recommend direct funding allocations where permitted and justified by Board-approved priorities.

3. Reserves and multi-year commitments

The Board may approve the allocation of HSS funds to reserves or multi-year commitments where doing so supports strategic, time-sensitive or high-impact homelessness-related outcomes.

4. Grant Application and Adjudication

- a) The Board may authorize staff or a community partner to establish or work with an existing advisory committee and/or annual HSS Grant Program Adjudication Committee to develop the annual HSS Grant Program priorities, application guide, review applications and make funding recommendations to the Board through a structured, transparent, equity-informed and community-grounded process.
- b) CVRD staff, community partner or consultant will support the administration of the annual HSS Grant Program application and adjudication process including external communications, committee coordination, application intake and adjudication process, contract management and evaluation and monitoring.
- c) The HSS Grant Program Adjudication Committee must include a proportion of people with lived and living expertise of homelessness and Indigenous representation as outlined and agreed upon in a Terms of Reference. The committee must also include local non-profit housing and homelessness service provider expertise, either through committee membership, structured advisory input, or both. Committee composition may also include health and social service partners and other subject-matter experts as required.

- d) The Board retains final authority to approve grant funding allocations; however, the committee's recommendations will be treated as a significant decision-making input and will be reported to the Board with sufficient rationale to support transparent and accountable decision-making. The committee may recommend full, partial, conditional or declined funding.
5. Lived and Living Expertise Participation
HSS will allocate funding to support this participation, including training honoraria, transportation, meals, childcare, accessibility supports or other appropriate costs. Honoraria will be in accordance with relevant Board Policy.
6. Data Collection, reporting and transparency
CVRD will require reporting on use of funds, outcomes, learnings and community impacts. This information will support transparency, public accountability, continuous improvement, and future funding decisions.

ROLES AND RESPONSIBILITIES

Role	Responsibility
Board of Directors	• HSS annual budget approval • Final approval of HSS strategic direction and annual priorities • Approval of direct funding allocations • Final approval of annual HSS Grant Program funding allocations
Chief Administrative Officer & General Manager	• Approval of annual HSS workplans
CVRD Staff	• Management, coordination and administration of HSS delivery • Management, coordination and administration of annual HSS Grant Program application and adjudication processes • Management and coordination of data collection, reporting and evaluation and communications
Annual HSS Grant Program Adjudication Committee	• As guided by a Terms of Reference: - provision of input to grant program application and adjudication process; - adjudication of grant applications; and - recommendation of grant funding allocations to the Board.

REVISION HISTORY

Approval Date	Approved By	Description of Change
August 11, 2020	Board	Housekeeping
		Revision of Guiding Principles Addition of Preamble Addition of Definitions Revision of Policy Addition of Roles and Responsibilities
September 1, 2026	Board	Reflect updates to the service review recommendations