

Attachment 3

<p>EXPERIENCE</p>	<p>Frustrations (process related) Empathy (understands concerns trying to find balance, human-centred and bylaw focused)</p>	<p>Frustrations (process related)</p>	<p>Frustrations (process related)</p>	<p>Empathy (for people's situations, greater attention to root issues and system approach to ending homelessness) Deflated (misconceptions of City staff actions in their roles)</p>	<p>Focused (compliance process and bylaws in place to uphold) Empathy (trying to find balance, human-centred and bylaw focused)</p>	<p>Hopeful (movement towards getting people housed) Uncertainty (cyclical processes, failures happening in system)</p>	<p>Focused (process and bylaws in place to uphold) Empathy (understands the deeper complex issues and needs of all people impacted by encampments)</p>
<p>CHALLENGES</p>	<p>Lack of information to pinpoint encampment site, delaying investigation Frequency and volume of complaints challenge timely response Lack of information for public on detailed process and dependencies that impact response times Crisis response draws attention away from the root issues of homelessness</p>	<p>Inoperable information/data systems</p>	<p>Bottlenecks, volume of complaints, resourcing challenges Inoperable information/data system</p>	<p>Backlog b/c of limited resources to initiate assessment Backlog b/c of multiple dependencies (i.e.: reoccupation of site, extreme weather protocols) impacting response times Backlog to starting encampment clean up dependent upon site being investigated and cleared by Park</p>	<p>Redirecting resources (compliance and clean up), creates backlogs Supply issues with supportive housing and bridge housing Stress on limited human resources, safety concerns Cyclical process and outcomes</p>	<p>Redirecting resources, creates backlogs Supply issues with supportive housing and bridge housing Lack of resources, safety concerns</p>	<p>If site is reoccupied, Park Rangers are required to investigate site, causes delays Scheduled cleanup can be further delayed when resources redirected to high risk encampments</p>

			Rangers Backlog b/c of redirection to high risk encampments, pauses investigations in the queue			
OPPORTUNITIES	Develop a system or mechanism for providing more information on status of encampment closure and clean up	Process improvements Develop a centralized data/information system	Process improvements Develop a centralized data/information system	Resourcing increases, with time for recruitment and training (four months) Process improvements Centralized data/information system, more coordinated use of data and data reporting	Increased resourcing Enhanced integration among partners	Strengthen communication and collaborations between City Encampment Teams and sector partners Increased resourcing, sustainable dedicated teams (high risk, downtown and river valley)
	<p>In respect to houselessness, teams shared their experiences, the challenges they see, and aspirations of how best to support people's journey out of houselessness.</p> <p>Experiences</p> <ul style="list-style-type: none"> Disheartened (high levels of peoples return into houselessness, fragmented sector approach, continuous cycle of houselessness) Empathy (sees the complexities, trying to find balance of human-centred and bylaw focus) <p>Challenges</p> <ul style="list-style-type: none"> Constant cycle, complex root issues not being addressed Lack of shelter, supportive housing and bridge housing Lack of wrap around supports, mental health, and addictions services <p>Aspirations</p> <ul style="list-style-type: none"> Improve shelter system Increase supportive and bridge housing Identify where barriers/issues occurring and focus on reducing these barriers 					

