

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>9-10 Club</b>	St. Andrews Cathedral	740 View Street, Victoria, V8W 1J8 Tel. 388-5571; fax 388-5998
<b>Access to Motels (after-hours Emergency: Ministry of Human Resources)</b>	Single Parent Services Office, 301-3960 Quadra St., Victoria, V8X 4A3 Tel. 952-4311	Min Human Resources Victoria Tel. 952 4311; fax 952 5498
<b>Action Committee for Persons with Disabilities (APCD)</b>		926 View St. Victoria, V8V 3L5 Tel. 383-4105; fax 383-4835
<b>AIDS Vancouver Island - Positive Wellness Program</b>	AVI (AIDS Vancouver Island)	1601 Blanshard St. Victoria, V8W 2J5 Tel. 384-2366; fax 380-9411; email: victoria@avi.org Tel. (Needle Exchange): 384-1345 Tel. (HIV Testing): 384-1372; 1-800-665-2437
<b>AIDS Vancouver Island - Street Outreach Services</b>	AVI (AIDS Vancouver Island) - CHR funded. Tel. 384-2366; fax 380-9411	1601 Blanshard St. Victoria, V8W 2J5. Tel. 384-1345 & 384-1372; fax 380-9411 Toll free number: 1-800-665-2437 Tel. (Needle Exchange): 384-2366 Tel. (HIV Testing): 384-2366
<b>Alano Club</b>		1402 Broad St. Victoria, V8W 2B1 Tel. 383-7803
<b>Alcohol and Drug Information Service</b>	Ministry of Health Planning Tel. 604 875 0885	Tel. 1 800 663 1441; fax (604) 660 9415
<b>Alcohol and Drug Services Victoria Clinic</b>		228-1250 Quadra St Victoria, V8W 2K7 Tel. 387-5077; fax 356 -6125

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>9-10 Club</b>	Weekday breakfast including soup, bread, jam and crackers. Volunteer run (60 volunteers). No questions asked.
<b>Access to Motels (after-hours Emergency: Ministry of Human Resources)</b>	Available on seasonal basis. Number of rooms available for people needing assistance drops in summer because of tourist trade. Children in motels may not attend school if local school is full. Weekends are without support services. There are health hazards for children. No supports for motel owners, especially regarding coordination in identifying known drug users, etc. to make a safer environment for families.
<b>Action Committee for Persons with Disabilities (APCD)</b>	Public and individual advocacy on behalf of persons with disabilities. Advocates can help individuals with information on and assistance with Ministry of Human Resources, one-on-one support to access services and entitlements, home care, housing issues and Human Rights complaints. Promotes integration of people with various disabilities into the community. Offers office volunteer work experience opportunities. APCD can issue Consumer Card for \$5 with proof of disability.
<b>AIDS Vancouver Island - Positive Wellness Program</b>	<p>Major focus is on education and prevention programs specifically designed for certain populations (gay, bisexual men and other men who have sex with men; youth; women; injection drug users and sex trade workers).</p> <p>Client Services: short term counselling, advocacy (income security, housing, legal, and family issues, referrals to community resources, meal services).</p> <p>Education - toll free info-line, speaker's bureau, resource centre.</p> <p>Men's Outreach Project.</p>
<b>AIDS Vancouver Island - Street Outreach Services</b>	<p>Serves vulnerable groups living within or frequenting the downtown area. Free and confidential access to health promotion/harm reduction education and equipment for IDU and sex trade workers (clean needles, condoms), and anonymous HIV testing. Limited hours and fixed site. Hours of operation are limited, particularly in the morning hours and on the weekends. Street nurses provide short-term counselling, support and referral.</p> <p>Fixed site - not all drug users are able to access it, particularly those who live outside downtown, are red-zoned, or are youth who fear losing their anonymity as site is near a youth serving organization, or who have an immediate need for drugs. Lack the resources to provide all of the equipment (e.g. spoons, sterile water, bleach, filters, and sharps containers) that is required to reduce the harm associated with drug use.</p>
<b>Alano Club</b>	Alcohol and drug free environment for recovering alcoholics of all ages. Social and recreational programs for non-drinkers who have taken positive steps to maintain sobriety e.g. food service counter, lounge, library, computer, and games room available. Also offers programs in maintaining a rehabilitative atmosphere for families and friends. Membership is \$6 per month (but not required).
<b>Alcohol and Drug Information Service</b>	24 hours service. Toll free, confidential information and referral services for people needing help with any kind of substance abuse.
<b>Alcohol and Drug Services Victoria Clinic</b>	<p>Information, education and counselling services, primarily on a group basis with a team physician who is available to clients for medical consultation. Assessment and referral to various community programs and other programs in the ADS system of care.</p> <p>Service Delivery Method: substance misuse groups, substance affected groups, support group, group therapy, case management.</p> <p>Ages -19 years and older. Self referred or referred by professionals /agencies. Serves Greater Victoria. Cost to Client: None.</p>

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
<b>9-10 Club</b>	Hours of operation: Monday - Friday 7:30 to 10:00 am. No questions asked.											X
<b>Access to Motels (after-hours Emergency: Ministry of Human Resources)</b>		X	X									
<b>Action Committee for Persons with Disabilities (APCD)</b>												X
<b>AIDS Vancouver Island - Positive Wellness Program</b>	Limited by hours of operation and level of client sobriety. Hours of operation: Monday - Saturday 3:30 to 11:00 pm; Sunday 7 - 11:00 pm Limited hours hamper assistance when most users need it.  Fixed location - IDUs outside the Downtown have limited access to services.			X	X	X	X	X		X		
<b>AIDS Vancouver Island - Street Outreach Services</b>	Hours of operation: Monday - Saturday 3:30 - 11:00 pm; Sunday 7 - 11:00 pm.  Age 15 and over			X	X	X	X	X		X		
<b>Alano Club</b>	Hours of operation: Monday - Friday 8:00 am - 11:00 pm; Saturday 8:00 am-1:00 am  No wheelchair accessibility.			X								
<b>Alcohol and Drug Information Service</b>				X								
<b>Alcohol and Drug Services Victoria Clinic</b>	Hours of operation: 8:30 am - 4:30 pm (closed 12:00 noon - 1:00 pm) Monday - Friday. Some evening groups. Intake in drop-in Monday, Tuesday Thursday and Friday between 1:00 and 3:30 pm.  Clients should be sober during interview.			X	X	X	X	X				



Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
9-10 Club			300	The peak is 300 meals per day in the week before welfare cheques distributed. Normally about 200 to 220 attend.			220		
Access to Motels (after-hours Emergency: Ministry of Human Resources)									
Action Committee for Persons with Disabilities (APCD)									
AIDS Vancouver Island - Positive Wellness Program					1,811				No waiting list.
AIDS Vancouver Island - Street Outreach Services					1,689			600,000	No wait or turnaway situations  For the period of January 2002 - January 2003,.SOS averaged approximately 40 new clients a month (a total of 496 new clients in the year).
Alano Club									
Alcohol and Drug Information Service									None on waiting list
Alcohol and Drug Services Victoria Clinic	500				700				

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<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Alcoholics Anonymous</b>		8 - 2020 Douglas Street, Victoria, V8T 4L1 Tel. 383-0415; fax 383-0417 Crisis line: 383-7744 Email: central @ urbanweb.net.
<b>Anawin House</b>	The Anawim Companions Society	973 Caledonia Victoria, V8T 1E7 Tel. 382 0283
<b>B.C. Housing</b>		3440 Douglas St., Victoria, V8Z 3L5 Tel. 475 7550; fax 475-7551
<b>B.C. Schizophrenia Society (Victoria Chapter)</b>		941 Kings Rd. Victoria, V8T 1W7 Tel. 384-4225; fax 388-4391 Web: <a href="http://bcssvictoria.gg.nu">http://bcssvictoria.gg.nu</a>
<b>Blanshard Community Centre</b>	City of Victoria Neighbourhood Houses	901 Kings Road, Victoria, V8T 1W5 Tel. 388-7696
<b>Boys and Girls Club - New Dimensions School</b>	Boys and Girls Club Services	1240 Yates St., Victoria, V8V 3N3 Tel. 384-9133 (ext.214); fax 384-9136
<b>Boys and Girls Club - Turning Point</b>	Boys and Girls Club Services of Greater Victoria	1240 Yates St., Victoria, V8V 3N3 Tel. 394-9133; fax 384-9136
<b>Boys and Girls Club - Turnabout and Connections Program</b>	Boys and Girls Club Services	1240 Yates St., Victoria, V8V 3N3 Tel. 394-9133; fax 384-9136
<b>Bridges for Women Society</b>		941 Pandora Ave., Victoria, V8V 3P4 Tel. 385-7410; fax 385-7459
<b>Burnside Gorge Community Centre - Community Chest</b>	Burnside Gorge Community Association	484 Cecilia Victoria, V8T 4T5 Tel. 388 5251; fax 388 - 0223

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Alcoholics Anonymous</b>	Crisis line 24 hours per day 7 days per week. Provides support group and assistance to people with alcohol problems. Holds regular meeting at numerous locations throughout the community to help clients maintain sobriety.
<b>Anawin House</b>	Long-term residence for up to 6 male adults. Day home for adults who suffer from poverty. Can accommodate a maximum of 30 people for lunch. Open Monday to Saturday. Everyone helps out making meals and looking after the house and yard. Drug and alcohol free. Clothing room for both males and females. Laundry and shower facilities. Workshop: stained glass, quilting and other projects. "Very positive atmosphere."
<b>B.C. Housing</b>	Family and seniors housing. Self managed portfolio of 518 housing units, and management of housing programs for non profit and other providers.
<b>B.C. Schizophrenia Society (Victoria Chapter)</b>	Peer support and information, advocacy, community education, library resources. Clubhouse for persons suffering from mental illnesses.
<b>Blanshard Community Centre</b>	Neighbourhood Houses provide a variety of community support services such as referrals, support, drop-in programs, food cupboards, etc. A call to confirm services provided is recommended. Blanshard has a food cupboard for its clients and receives donations from time to time. There is a hot lunch program and a clothing exchange. The centre has a photocopier and a fax machine which can be used for job applications, etc. There is a drop-in at various times.
<b>Boys and Girls Club - New Dimensions School</b>	For youth on probation, aged 15-17, course upgrading and completion. Collaborative attempt to deliver programming in a secure and accepting environment that focuses on social, emotional and academic needs. Lunch is provided.
<b>Boys and Girls Club - Turning Point</b>	Residential placement for youth dealing with issues of sexual exploitation. A worker is assigned to a youth and his/her family. Ages 13-18. 5 homes.
<b>Boys and Girls Club - Turnabout and Connections Program</b>	Residential placement and/or in-home support (12 in-home monitoring places) for youth charged with a criminal offence. Ages 13-18. 18 contracted beds.
<b>Bridges for Women Society</b>	Provides employability skills preparation and work experience program for women with history of abuse, women who are on income assistance or women on or eligible for employment insurance who wish to enter the workforce. In operation since 1988.
<b>Burnside Gorge Community Centre - Community Chest</b>	Burnside Gorge Community Association and local businesses have joined to establish a "Community Chest" so that people in the community who need a small amount of money for emergencies can obtain it. It can be used for rent, thus preventing eviction.





Homelessness	Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)					
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Alcoholics Anonymous									None
Anawin House		6	30			3	20		None
B.C. Housing		574		Self-managed portfolio		574			1,429 applicants on waiting list. Of those, 114 are in temporary housing 228 are living with family or friends.
B.C. Schizophrenia Society (Victoria Chapter)								400	
Blanshard Community Centre									
Boys and Girls Club - New Dimensions School	13				10				
Boys and Girls Club - Turning Point		5				5			
Boys and Girls Club - Turnabout and Connections Program		18				18		12	Referred by Court or Probation.
Bridges for Women Society	75			75 participants per year. Current funding ends June 30 2003.	75				No
Burnside Gorge Community Centre - Community Chest				Fundraised about \$20,000 per year.					No

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<b>Burnside Gorge Community Centre - Homeless Outreach</b>	City of Victoria Neighbourhood Houses	484 Cecilia Rd Victoria, V8T 4T5 Tel. 388-5251; fax 388-5269
<b>Capital Mental Health Association</b>		125 Skinner Street Victoria, V9A 6X4. Tel. 389-1211; fax 389-1263
<b>Capital Region Housing Corporation</b>		#101 - 2957 Jutland Victoria, V8T 5J9. Tel. 361 4970; fax 388-6422.
<b>Care Home Parenting Program</b>	Boys and Girls Club Services	1290 Yates St Victoria, V8V 3N3. Tel. 384-4333; fax 384-9136
<b>Casa Maria Housing Society - Emergency housing units for women and children</b>		21-1241 Balmoral Rd., Victoria, V8T 1B2. Tel. 361 4613
<b>Cool Aid - Alcohol and Drug Outreach Services</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	<u>Administration</u> 103-749 Pandora Ave. Victoria V8W 1N9 Tel. 383-1977; fax 383-1639

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Burnside Gorge Community Centre - Homeless Outreach</b>	Neighbourhood Houses provide a variety of community support services such as referrals, support, drop-in programs, food cupboards, etc. A call to confirm services provided is recommended.
<b>Capital Mental Health Association</b>	<p>Assists adults with mental illness to integrate into the community through various rehabilitation and recovery programs.</p> <p>Supported Housing. Assists clients to continue to live independently in the community, provides the opportunity for clean, safe and affordable housing for adults with a diagnosed mental illness.</p> <p>Supported Independent Living Program - 7 days/week, 2 shifts a day. Assists persons - particularly singles who are at high risk of re-hospitalization and who have often never lived alone before - by providing support in separate 1 bedroom apartments.</p> <p>Housing Program: 275 units. Tenants come as referrals from mental health.</p>
<b>Capital Region Housing Corporation</b>	Non profit housing organization that assists in the development and management of modest cost rental housing (1205 units), home ownership, and the repair of inadequate housing.
<b>Care Home Parenting Program</b>	Supported, independent living for pregnant women, provided during pregnancy and up to six months after birth. Serves ages 16-21. Can accommodate 6 mothers at a time. Care Home program provides care for participants at home. Outreach support for participants and Care Families.
<b>Casa Maria Housing Society - Emergency housing units for women and children</b>	2 emergency family housing units. Occupancy guaranteed for 3 months, monthly after that. Fully furnished. No storage or pets.
<b>Cool Aid - Alcohol and Drug Outreach Services</b>	Housing Program: 32 apartments for adults with mental illness and other problems.

Homelessness		Target Group										
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<b>Burnside Gorge Community Centre - Homeless Outreach</b>	Only two outreach workers. Meals are once per week.	X	X									
<b>Capital Mental Health Association</b>	Meals are for CMHA rehab clients.  Services primarily intended for single adults over age 19 with serious mental illness.  There are also seniors and low income families in 2 complexes.	X	X			X						
<b>Capital Region Housing Corporation</b>												X
<b>Care Home Parenting Program</b>	Services provided during pregnancy and six months after. Age of clients: 16-21.								X	X		
<b>Casa Maria Housing Society - Emergency housing units for women and children</b>	Occupancy guaranteed for 3 months; afterwards, on a monthly basis.  No storage; no pets.	X	X									
<b>Cool Aid - Alcohol and Drug Outreach Services</b>	For those over age 19. Can be under the influence of substances if not aggressive. Counsellors available 7 days a week.			X	X	X	X	X		X		



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Burnside Gorge Community Centre - Homeless Outreach	5								No
Capital Mental Health Association		275	80			275	80		200 on waiting list
Capital Region Housing Corporation		1,205				1,205			Total on waiting list: 1,860. This includes: - 1,260 deep core need family housing active applications; - 331 young and disabled applications; - 269 seniors applications.
Care Home Parenting Program		6				6			
Casa Maria Housing Society - Emergency housing units for women and children		2				2			6 families per month are turned away.
Cool Aid - Alcohol and Drug Outreach Services	10			10 clients per day.	15				No

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
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<b>Cool Aid - Community Health Centre</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9 Tel. 383 1977; fax 383 1639	465 Swift Street, Victoria, V8W 1S2. Tel. 385-1466; fax 383-1327
<b>Cool Aid - Downtown Community Activity Centre</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	755 Pandora Ave Victoria, V8W 1N9. Tel. 383-0076
<b>Cool Aid - Johnson Manor</b>	Victoria Cool Aid Society, 103-749 Pandora Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	1153 Johnson Street, Victoria, V8V 1N9 Tel. 381-3146; fax 381-3189 Web: www.coolaid.org
<b>Cool Aid - Pandora Project</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	757 Pandora Ave. Victoria, V8W 1N9 Tel. 383-0064; fax 383-6603
<b>Cool Aid - Sandy Merriman House</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9	809 Burdett St., Victoria, V8W 1K8. Tel. 480-1408
<b>Cool Aid - Streetlink</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	1634 Store St., Victoria, V8W 1V4. Tel. 383-1951

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Cool Aid - Community Health Centre</b>	<p>Provides: supportive primary health care (both acute and long term), mental health services, dental services, counselling services and social advocacy for individuals in the community who are the least likely to access the regular health care system. It is funded by the Alternative Payments Medical Services Plan and a grant from the Vancouver Island Health Authority.</p> <p>Clients: mostly downtown Victoria residents, especially people with mental illness, dual diagnosis, substance misuse behaviours, hepatitis C and HIV infection. A psychiatrist (who is a specialist in schizophrenia) attends the clinic twice monthly, while a community-based psychiatrist attends the clinic on a weekly basis and is also available for emergencies. 1 full-time and 6 part-time physicians. Patients: 30 - 50 per day.</p> <p>Approach: holistic client-centred in an atmosphere of acceptance. Advocates for persons who face issues of homelessness, poverty, cycles of crisis and stability, and other internal stresses. Health care arranged for people without medical insurance.</p> <p>Hours: 9:00am - 6:00 pm Monday and Tuesday; 9:00am - 8:00 pm Wednesday and Thursday; 9:00 am - 3:00 pm Friday; 10:00 am - 2:00 pm Sa</p> <p>Dental Clinic 9:00 am - 5:00 pm Monday - Friday; 9:00 am - 4:00 pm Saturday.</p> <p>There is also an outreach team of 3 doctors and 3 nurses serving people at other agencies.</p>
<b>Cool Aid - Downtown Community Activity Centre</b>	<p>Low cost and accessible recreation programs and opportunities for socialization with peers. Access to computer. Exercise and Activity Programs. Workshops on a variety of subjects. Services are designed for and used by all downtown residents, not specifically for people who are homeless or at risk, but does provide a healthy activity environment for homeless people. Other services include: computer courses, youth drop in, voicemail for \$5 month, coffee and drop-In, email contact, free newspaper for job and shelter searches.</p>
<b>Cool Aid - Johnson Manor</b>	<p>20 apartments for individuals who are very hard to house. Tenants placed by Mental Health and Adult Forensic Services.</p>
<b>Cool Aid - Pandora Project</b>	<p>32 units of affordable housing for people with mental illness and other problems.</p>
<b>Cool Aid - Sandy Merriman House</b>	<p>Emergency shelter (15 beds - up to a 7 day stay; 3 meals provided for residents) and drop-in centre for women who are homeless, or at risk of becoming homeless. Drop-in offers light lunch, computer, telephone access, showers and laundry facilities. Ages 18 and over. Call before to ensure bed available. E-mail address and voice mail available for \$5/month. Lifestyle and life skills training.</p>
<b>Cool Aid - Streetlink</b>	<p>Breakfast, lunch and dinner, bag lunches available. Meals for residents, others on first come, first served basis. Monthly meal pass available. General shelter and basic need for 55 people per night and up to 75 people per day with drop-in services, including access and referral to mental health, addictions, medical care, life skills, counselling, employment and housing services.</p>





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Cool Aid - Community Health Centre	50			30-50 patients per day.  There are also 3 doctors and 3 nurses who provide outreach services to Open Door, Metis and Native Friendship Centre and Aids Vancouver Island. Each of them comes for half a day per week. Dental services now provided 5 days per week.  All ages.  200 outreach per month.	40			200	No
Cool Aid - Downtown Community Activity Centre				Voice Mail: 800/mo. Computer Access: 3,728/yr. Registered program: 512/yr. Kindergym: 3,780/yr. Neighbourhood Rentals: 148/yr. Hot Dogs: 1,250/yr. Community Health programs: 765/yr. Volunteers: 28/yr.	16,565				
Cool Aid - Johnson Manor		20		20 units. 10 are contracted by Forensic Psychiatric Clinic.		20			No
Cool Aid - Pandora Project		32		32 adult supportive apartments.		32			2001 waiting list was 80; April 2003 waiting list is 100.
Cool Aid - Sandy Merriman House	25	15	450	25 in day program; 15 in shelter. 450 meals are served per month.	25	15	450		5-10 waiting. 2-3 people/day turned away for shelter beds.
Cool Aid - Streetlink	125	55	180	125 clients per day. 55 people per night in the shelter. 180 meals served.	125	55	180		20 turnaways per night.

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<b>Cool Aid - Swift House</b>	Victoria Cool Aid Society, 103-749 Pandora Ave. Victoria V8W 1N9. Tel. 383 1977; fax 383 1639	467 Swift St., Victoria, V8W 1S2 Tel. 383-5917; fax 383-1639
<b>Cridge Centre - Hill House Transition House</b>	Cridge Centre for the Family, P.O. Box 48014, 3575 Douglas Street, Victoria, V8Z 7H5. Tel. 479 3963; fax 479 3861	Tel. 479 3963; fax 479 3861
<b>Cridge Centre Second Stage Housing</b>	Cridge Centre for the Family	1190 Kings Rd Victoria, V8T 1X7. Tel. 995-6420; fax 384-5267
<b>Downtown Churches Meals</b>	St. Andrews Presbyterian Church, 680 Courtney, Victoria, V8W 1C1	Address varies. Tel. 384-5734; fax 384-5738
<b>Extreme Outreach Society</b>		P.O. Box 8373 Victoria, V8W 3R9. Tel. 384-2064 Web: cliff@extremeoutreach.com
<b>Fernwood Community Centre</b>	City of Victoria Neighbourhood Houses	1240 Gladstone Ave, Victoria, V8T 1G6 Tel. 381-1552; fax 381 1509,
<b>First Metropolitan United Church</b>		932 Balmoral Rd., Victoria, V8T 1A8 Tel. 388-5188

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Cool Aid - Swift House</b>	26 apartment units of affordable adult housing for people with mental illness and other problems.
<b>Cridge Centre - Hill House Transition House</b>	Emergency transitional housing: 18 beds provided, with 30 day limit . No male children over age 16 permitted.
<b>Cridge Centre Second Stage Housing</b>	31 units Second Stage housing for women and children for 1 to 3 years. Dovetail Programs: support, counselling & education for women healing from abusive relationships. \$480/month for 2 bedroom, \$580/month for 3 bedroom.
<b>Downtown Churches Meals</b>	Saturday breakfasts at rotating locations: Christ Church (1st Saturday); St. Andrew's Presbyterian (2nd Saturday); Glad Tidings (3rd Saturday); Central Baptist (4th Saturday). When there are 5 Saturdays in a month, B.C. Ferries personnel serve breakfast at St. Andrew's Presbyterian.
<b>Extreme Outreach Society</b>	Provides food for children age 6 - 12 at 804 Queens Ave. every Saturday at 12:30 pm. The program is called Superkids and operates from 12:30 pm to 3:30 pm. Every Wednesday at 4:30 pm there is a BBQ at Blanshard Court for the residents. Provides help and referrals to counselling services and treatment centres. Helps drug addicts and prostitutes move off the street. Provides a Christmas outreach dinner.
<b>Fernwood Community Centre</b>	Neighbourhood Houses provide a variety of community support services such as referrals, support, drop-in programs, food cupboards, etc. A call to confirm services provided is recommended. There is a community resource room available with internet access, a free bread program, public washroom. The food cupboard is for family use only. A community kitchen runs monthly. There are public notice boards.
<b>First Metropolitan United Church</b>	Meals: Roast beef dinners on the Friday before welfare pay day.  Every Sunday from 12 noon - 1:30 pm there is a community coffee hour.





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Cool Aid - Swift House		26		Supportive housing apartments		26			100 on current waiting list (April 1, 2003).
Cridge Centre - Hill House Transition House		18				18			Waiting list fluctuates between 3-10.
Cridge Centre Second Stage Housing		31				31			About 60 families are turned away each year.
Downtown Churches Meals			300				300		
Extreme Outreach Society									None
Fernwood Community Centre									
First Metropolitan United Church			250	Community coffee hour serves 60-80.					No waitlist. However, the dinner often has more people wanting to come than can be accommodated. They are not turned away empty handed, but given a 'bunwich' of roast beef.  Demand for Sunday coffee is growing: used to be about 50 people, now is between 60-80. There doesn't seem to be other service available on Sunday.

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<b>Forensic Psychiatric Services-Victoria Regional Clinic</b>	Provincial Health Services Authority Forensic Psychiatric Services Commission	2840 Nanaimo St., Victoria. V8T 4W9. Tel 387-1465; fax 356-2145
<b>Intercultural Association of Greater Victoria</b>	Intercultural Association of Greater Victoria	930 Balmoral Road, Victoria, V8T 1A8. Tel. 388 4728; fax 386 4395
<b>James Bay Community Project</b>		547 Michigan St., Victoria, V8V 1S5. Tel. 388-7844; fax 388-7856
<b>John Howard Society</b>		2675 Bridge Street, Victoria, V8T 4Y4. Tel. 386-3428; fax 361-4561
<b>Kiwanis Emergency Youth Shelter</b>	Youth Empowerment Society	2117 Vancouver St., Victoria, V8T 3Z9 Tel. 386-8282
<b>Kiwanis House</b>	Kiwanis Club of Victoria & YM/YWCA	2562 Cook St. Tel. 382 1004
<b>Laren House Society</b>		138 Dallas Rd., Victoria, V8V 1A3. Tel. 381-7949; fax 381-7949

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Forensic Psychiatric Services-Victoria Regional Clinic</b>	<p>The clinic serves clients found 'not criminally responsible' due to mental disorder; offenders who recycle through the system and suffer from a mental disorder; and clients who are on probation or bail and who are referred to the clinic to address psychiatric problems. The clinic handles 600 referrals a year (there was an active caseload of 200 in 2002). Clients may not continue treatment owing to lack of a legal order, assessment may determine they are best served elsewhere, or they present with only substance misuse issues.</p> <p>Psychiatry - assessment and treatment.</p> <p>Psychology (including neuropsychology); Program for Social and Emotional Skills (PSES) life skills group; individual psychotherapy; treatment to incarcerated mentally disordered offenders at Vancouver Island Regional Correction Centre; sex offender programs; medication clinic; forensic liaison program; court liaison assist clients and justice professionals in disposition of mentally disordered offenders. Jail liaison helps mentally disordered offenders with discharge planning. Assertive case management to support clients staying in the community.</p> <p>Housing: 3 contracted beds at Manchester House, 10 beds with Cool Aid Housing Services. Compete with other mental health clients for limited resources. Limited access to supervised housing.</p>
<b>Intercultural Association of Greater Victoria</b>	<p>Translation &amp; interpretation services for immigrants and businesses. Translation and assistance for immigrants and refugees. English language classes. Parenting classes. Pre-natal classes. Settlement services for immigrants. Support groups for immigrant women, seniors and youth.</p>
<b>James Bay Community Project</b>	<p>Outreach and referrals (all groups ages 15 and up). A variety of services provided including an emergency food cupboard when available (bread and soup). Also: telephone and newspaper; tenancy support and advocacy, information resources and referral services for James Bay area.</p>
<b>John Howard Society</b>	<p>Manchester House, the only half way house with a history of accommodating women, takes federal and provincial forensic women (excepting Manchester House, women have to go to Columbia House on the Lower Mainland).</p> <p>Assists with integration back into the community and provides support services and referral assistance. 12 beds (8 single rooms, 3 double rooms); 3 forensic beds (1 single room; 1 double room).</p>
<b>Kiwanis Emergency Youth Shelter</b>	<p>Short term (5 - 7 days) accommodation, meals, bathing and clothes washing facilities. Free service, 24 hours, 7 days a week Ages 13-18 5 beds for males; 5 beds for females Very little privacy.</p>
<b>Kiwanis House</b>	<p>Supported housing for young mothers and their children. Life skills and parenting programs.</p>
<b>Laren House Society</b>	<p>Operates Bill Mudge Residence (Catholic), 11 beds for men only. Services limited to men on conditional releases from federal correctional institutions.</p>

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
Forensic Psychiatric Services-Victoria Regional Clinic	Treatment is court ordered					X	X					
Intercultural Association of Greater Victoria		X										X
James Bay Community Project	James Bay residents have priority.		X						X	X		X
John Howard Society	Clients should be adults, and be clean and sober					X	X					
Kiwanis Emergency Youth Shelter									X			
Kiwanis House	Maximum stay: 18 months.	X										
Laren House Society	Services limited to men on conditional releases from federal Institutions.						X					



Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Forensic Psychiatric Services-Victoria Regional Clinic	200				200				No waiting list as this is court-ordered.
Intercultural Association of Greater Victoria									
James Bay Community Project									
John Howard Society		15				15			
Kiwanis Emergency Youth Shelter		10				10			There are occasional turnaways, but shelter is not always full. Situation also depends on balance of boys and girls.
Kiwanis House		8		Eight new units for young mothers and their children. Supported housing for 18 months		8			
Laren House Society		11				11			

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>M'akola</b>	M'akola Housing Society	2009 Fernwood Rd, Victoria, V8T 2Y8 Tel. 384-1423; fax 381-1438
<b>Margaret Laurence House</b>		Box 8237, Victoria, V8W 3R8 Tel. 995-0058; fax 995-0048
<b>Methadone Clinic - Outreach Services Clinic</b>		2004 Fernwood Rd., Victoria, V8T 2Y9. Tel. 480-1232; fax 480-1231
<b>Metis Community Services</b>		412 - 645 Fort St., Victoria, V8W 1G2. Tel. 480-0006; fax 480-0802
<b>Mustard Seed Church and Food Bank</b>		Mustard Seed Church and Food Bank, 625 Queens Ave., Victoria, V8T 1L9. Tel. 953-1575
<b>Need Crisis and Information Line</b>		P.O. Box 5501, Victoria, V8R 6S4. Tel. 386-6328; fax 386-9748 Crisis Line: (250) 386-6323 email: <a href="mailto:admin@needcrisis.bc.ca">admin@needcrisis.bc.ca</a> web: <a href="http://www.needcrisis.bc.ca">http://www.needcrisis.bc.ca</a>
<b>Open Door</b>	Open Door Inner-City Ministry & Upper Room	935 Pandora Ave., Victoria, V8V 3P4. Tel. 385-2454; fax 385 2372

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>M'akola</b>	<p>M'akola Housing Society provides safe, affordable housing to families of First Nations ancestry who are in need of housing . Owns and manages several hundred housing units in the Capital Region.</p> <p><u>Hulitan Social Services</u>  Provides social and emotional support to First Nations individuals, youth and families living in urban areas.  Youth and Family Counsellor and Family Advancement Worker - support to youth/children who are experiencing difficulty at school for social or emotional reasons and support to their families.  Child and Youth Care worker - promotes skill development in parenting, behavioural issues, life skills and home management.  Kwen'an Latel Program - provides intensive family support to clients referred by MCFD.  Home Instruction for Parents of Preschool Youngsters Program – assists parents in preparing their children for school.  To Be Treated With Respect - an 11 week parenting program incorporating a traditional First Nations approach.  Tonto Rosette House - 8 room house that provides supportive living to single Aboriginal people. House is staffed to provide support and advocacy for tenants.</p>
<b>Margaret Laurence House</b>	<p>6 townhouses for women with children provide a safe, supportive place for women who have left an abusive partner. Homes available for one year to enable planing for the future. On site counselling and support. 12-15 families served per year. No dogs.</p>
<b>Methadone Clinic - Outreach Services Clinic</b>	<p>Treats people addicted to heroin; stabilizes them either by reducing the frequency of injecting or by stopping injecting. Minimizes the risk of HIV, Hepatitis C and drug overdose.</p> <p>Methadone maintenance program, limited counselling, home detox, referrals, advocacy for Hepatitis C and other clients to gain access to disability benefits, needle exchange, self-help programs (Methadone Anonymous)</p> <p>Approach: Client-centered, harm-reduction approach.</p> <p>Operates without public funding – depends on a monthly fee from users. 320 clients (adult and youth) of which 200 clients receive methadone through their family physician. Cost is a factor for those not on social assistance who have to pay a portion. There are different fees at different pharmacies.</p>
<b>Metis Community Services</b>	<p>Created by the local Metis Community to provide child, family and community support to the Metis people of the South Island. Services include support for children in care and youth at risk, and community outreach programs. Clients are referred to M'akola for housing services.</p>
<b>Mustard Seed Church and Food Bank</b>	<p>Provides: food (food hampers - one per month per household), clothing bank, outreach programs, counselling and referral, coffee house, drop-in centre.</p>
<b>Need Crisis and Information Line</b>	<p>Emotional support and crisis intervention by trained telephone volunteers through the crisis and information line. Referral information on a 24-hour basis and access to emergency mental health services.</p>
<b>Open Door</b>	<p>Offers services for inner city singles and low income families, including washrooms, clothing, coffee, snacks and food cupboard.</p>





Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
M'akola		215				215		8	
Margaret Laurence House		6				6			611 on wait list; 1-10 turmaways all the time.
Methadone Clinic - Outreach Services Clinic									
Metis Community Services									
Mustard Seed Church and Food Bank				Provide between 4000 - 5600 hampers per month				5,600	
Need Crisis and Information Line					255				
Open Door	600			600 visitors per day.					

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Out of the Rain Coalition</b>	YM/YWCA, 1240 Yates Street, Victoria, V8V 3N3	880 Courtney St., Victoria, V8W 1C4. Tel. 386-7511; fax 380-1933
<b>Pacifica Housing Advisory Association</b>		830E Pembroke St., Victoria, V8T 1H9. Tel. 385 2131; fax 385 6776
<b>Pacifica Housing Services</b>		1410 Broad St. Victoria, V8W 2B1 Tel. 356-7555; fax 356-2552
<b>PEERS</b>	PEERS	211-620 View St., Victoria, V8W 1J6. Tel. 388-5325; fax 388-5324
<b>Pro Life Larchwood House</b>		Box 32026, Victoria
<b>Reseau-Femmes Colombie Britannique</b>		302-1037 West Broadway, Vancouver, V6H 1E3. Tel. 1-888-800-7322 ext. 331; fax (604) 736 6975
<b>Residential Tenancy Branch</b>	B.C. Ministry of Public Safety and Solicitor General	1019 Wharf Street, Victoria, V8W 2Y9 Tel. 387 -1602; fax 356 7296
<b>Salvation Army - Community and Family Services</b>	Salvation Army	2695 Quadra St., Victoria, V8T 4E3 Tel. 386-8521; fax 386-8527

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Out of the Rain Coalition</b>	Collaborative program with several participating agencies. Temporary night shelter, rotating location each night of the week. Runs from November 1 - April 30. Hours are 11p.m. to 8 a.m. Ages 15-25. Needle drop off. Nurse available 1 morning per week. Food provided includes a late night meal and breakfast.
<b>Pacifica Housing Advisory Association</b>	Permanent housing for families and people with disabilities.
<b>Pacifica Housing Services</b>	<p>Housing Outreach - outreach, housing information, referrals, assessment, counselling, relocation, and support. For people without housing - housing information, referrals, mediation, assessment, counselling, relocation, and support. Outreach and referrals for people at risk of being homeless. Emergency funding for shelter - for people without housing or at risk of being without housing.</p> <p>Services to people who are homeless (living in an unstable housing situation or emergency shelters) with special needs (e.g. mental illness, alcohol/drug dependencies).</p> <p>26 units of subsidized housing with support (peers and staff) at Medewiwin Apartments. 20 units of subsidized housing in 3 apartment buildings: 10 units in Esquimalt, 10 in Victoria (2 buildings on Yates Street).</p> <p>Two community support workers provide assistance to tenants and follow-up with landlords to resolve problems that may arise with tenants. 500-700 requests dealt with/year – mostly referrals from agencies.</p> <p>Partnership between Victoria Cool Aid Society, St. Vincent de Paul, Victoria Mental Health (housing). People with multiple barriers and mental health issues can access a main registry to apply to all of the aforementioned housing partners.</p>
<b>PEERS</b>	Information and advocacy, employment drop-in, outreach, life skills program, volunteer training program, and research and public education. Provides street outreach, community awareness, referrals, employment assistance, counselling, drop in, and advocacy for those who choose to remain in sex trade and those wishing to leave. Also a program for men.
<b>Pro Life Larchwood House</b>	A home for expectant or new mothers. 6 month stay. Cost: \$450/mo. room and board (prior to birth), \$550/mo. for mother and baby.
<b>Reseau-Femmes Colombie Britannique</b>	Province-wide network of French-speaking women. The Vancouver headquarters provides information and emotional support and referrals to community services available in French.
<b>Residential Tenancy Branch</b>	Information and arbitration services for landlords and tenants in dispute. Information is free. Arbitration filing fee is \$50.00
<b>Salvation Army - Community and Family Services</b>	<p>Emergency services such as food, clothing, furniture, mattresses, sleeping bags, and transportation for singles, youth and families. Provides meal tickets to the Upper Room.</p> <p>Offers referrals and counselling, job training, job placement, emergency assistance including transportation for victims of abuse.</p> <p>Food hampers are available from family services office on weekdays, and Beacon Bus on Fridays nights at train station.</p>





Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Out of the Rain Coalition		30				30			People are sometimes turned away although no statistics are available.
Pacifica Housing Advisory Association		500				530			550 on waiting list.
Pacifica Housing Services	28	46			63	46		850	115 on housing registry waiting list (as of March 2003).
PEERS									No
Pro Life Larchwood House									
Reseau-Femmes Colombie Britannique	150			150 crisis line calls per month	150				
Residential Tenancy Branch									
Salvation Army - Community and Family Services								13,773	32 on waiting list to have a mattress (March 2003); 366 meal tickets, 3,883 food hampers (singles/families), 24,612 bread/doughnuts distributed in 2002.  People seeking emergency service can be turned away (these are directed to food banks when they are available).

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Salvation Army - Emergency Shelter and Residence</b>	Salvation Army	525 Johnson St., Victoria, V8W 1M2 Tel. 384 3396; fax 384 8412
<b>Salvation Army - Meals Services</b>	Salvation Army	525 Johnson St., Victoria, V8W 1M2 Tel. 384 3396; fax 384 8412
<b>Single Parent Resource Centre</b>		602 Gorge Road East, Victoria, V8W 1K8 Tel. 385-1114; fax 361-3554
<b>Single Room Occupancy Hotels</b>		
<b>SJ Willis Alternative School</b>	Greater Victoria School District #61	923 Topaz Ave., Victoria, V8T 2M2. Tel. 360-4321; fax 360 4320
<b>Spousal Assault Victim Support Program</b>	Society of St. Vincent de Paul	Rm. 130A – 850 Burdett Ave., Victoria, V8W 1B4. Tel. 356-1201
<b>St. Vincent de Paul - Housing</b>	Society of St. Vincent de Paul	#100-831 Yates St., Victoria, V8W 1M1. Tel. 382 2709; fax 382 2702
<b>St. Vincent de Paul - Social Concern Office</b>	St. Vincent de Paul Society	840A View St., Victoria, V8W 1K1 Tel. 382-0712; fax 382-0718 Web: <a href="http://www.svpdvictoria.com">www.svpdvictoria.com</a>
<b>Supported Independent Living</b>	YM/YWCA	880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933
<b>Tenants Information Hotline</b>		Tel. 1 800-665-1185 Web: <a href="http://www.tenants.bc.ca">www.tenants.bc.ca</a>
<b>The Law Centre- Legal Aid in Victoria</b>	Legal Services Society, Suite 200, 747 Fort Street, Victoria V8W 3E9	#400 - 175 Douglas St., Victoria Tel. 388-4516; fax 388-4664 Web: <a href="http://lss.bc.ca">lss.bc.ca</a>

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Salvation Army - Emergency Shelter and Residence</b>	120 bed residence for men aged 19 and over, comprising: - 15 emergency beds - 105 residence places (of which 24 are designated for men released from Corrections).
<b>Salvation Army - Meals Services</b>	Free community meals for singles and families. Lunch: Monday - Friday at 12.20 p.m. & Sunday at noon; Dinner: Thursday at 6:30 p.m. & Sun. at 5:30 p.m. Bag lunches provided for late at night.
<b>Single Parent Resource Centre</b>	Counselling, networking and drop-in as well as a variety of support services and training for single parents.
<b>Single Room Occupancy Hotels</b>	174 housekeeping rooms and 21 long term rooms.
<b>SJ Willis Alternative School</b>	Provides a variety of schooling options, support and counselling to youth aged 15-18 who have left the regular school system because of behavioural, social, or emotional difficulties. Wide range of courses provided. Full time day program. Grades 9 - 11
<b>Spousal Assault Victim Support Program</b>	Provides information, support and court accompaniment. Limited services on weekends and holidays
<b>St. Vincent de Paul - Housing</b>	43 units for homeless at risk and low income urban singles.
<b>St. Vincent de Paul - Social Concern Office</b>	Meal Tickets to Upper Room. Emergency food supplies, clothing, household items and cloth diaper program. Counselling, referral and advocacy. Emergency transportation.
<b>Supported Independent Living</b>	A community-based program providing 'at-risk' youth, who have little to no support, with the practical life skills necessary to achieve independence. Support to youth ages 16-21 in independent living situations. Service includes housing search, independent living skills, individual and group support, and employment search and job skills assistance.
<b>Tenants Information Hotline</b>	Legal information for tenants. Province-wide service located in Vancouver.
<b>The Law Centre- Legal Aid in Victoria</b>	Legal Aid. Service available to those who qualify on the basis of income. Services for criminal charges, serious family problems (strict eligibility criteria), immigration problems.







<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Threshold Housing Society</b>	Threshold Housing Society	900 Vancouver St., Victoria Tel. 389-8656
<b>Together Against Poverty Society</b>		415- 620 View Street, Victoria, V8W 1J6 Tel. 361-3521; fax 361-3541
<b>Upper Room Society</b>	Upper Room Society	919 Pandora Ave., Victoria, V8V 3P4 Tel. 388-7112; fax 388-4901
<b>Vancouver Island Addiction Recovery Society – Foundation House</b>		536 Ceclia Road, Victoria, V8T 4T7 Tel. 480-1342; fax 480-1340 web: <a href="http://www.foundationhouse.org">www.foundationhouse.org</a>
<b>Victoria AIDS Respite Care Society (VARCS)</b>		2002 Fernwood Rd., Victoria, V8T 2Y9 Tel. 388-6220; fax 388-7011 email: <a href="mailto:varcs@islandnet.com">varcs@islandnet.com</a>
<b>Victoria Human Exchange Society</b>		Box 8534, Victoria, V8W 3S1 Tel. 1-800-691-9366; fax 995-9239 web: <a href="http://www.humanx.org">www.humanx.org</a>
<b>Victoria Life Enrichment Society</b>		#1-2475 Mt. Newton Crossroad, Saanichton, V8M 2B7 Tel. 652-5100; fax 652-5106 Web: <a href="http://www.vles.org">http://www.vles.org</a>

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Threshold Housing Society</b>	2 semi-independent homes for youth ages 16-21. Mitchell House for males. Holly House for females. Must be employed or attending educational program. Independent living skills required. Cost: \$325 a month.
<b>Together Against Poverty Society</b>	Individual advocacy in regard to tenants' rights and assistance with appeal hearings
<b>Upper Room Society</b>	22 rooms for homeless men (each room equipped with a bed, vanity table and chair). Laundry included. Residents receive 3 meals a day; excess food and clothing sometimes available. Cost: room rental \$340/month; meal pass \$26/month or \$1:00/meal. Lunch and supper served to homeless/low income people.
<b>Vancouver Island Addiction Recovery Society – Foundation House</b>	Privately funded supportive recovery for men with alcohol or drug addictions. 12 recovery beds and 4 emergency recovery beds. Cost: \$450/month. Not publicly funded, so some agencies will not make referrals. Approach: based on 12-step program. Emphasizes peer support and personal responsibility. Requires daily attendance at 12-step support groups.
<b>Victoria AIDS Respite Care Society (VARCS)</b>	Services fall under 2 general areas: direct client services and education. Direct Client Services: physical and emotional support for people with HIV and their caregivers (respite care, home help, and driver's program), health-related advocacy, and referrals to a range of services (hospital discharge planning, accompanying to medical appointments). Education Services: 9 week orientation series 2 times/year to health care providers, community care partners, caregivers and volunteers. Programs offered to anyone infected with HIV/AIDS
<b>Victoria Human Exchange Society</b>	Services people in recovery drug/alcohol and people with mental illness.  Shared accommodation initiatives include: Grandma's House and Bittancourt Manor on Salt Spring Island, Frances Thibeau House in Sidney, and Charlie Pyott House, Hope House, Esther's House, McGivney House in Victoria. Maximum length of stay for short term residents - 3-4 days; maximum for semi-permanent residents - 3 months or longer. \$325/month or \$10/night. Provides temporary shelter, friendship and advocacy until person gets established. For low income persons or those receiving social assistance. Must be 3 months free from drugs and alcohol and sex trade (some exceptions made).
<b>Victoria Life Enrichment Society</b>	Screening and assessment; family and group counselling; life skills training; programs for family and friends of persons with substance misuse problems.  Approach: holistic. Helps clients become aware of the nature and consequence of their current lifestyle, their ability to change their life, and the alternatives that are available.  Bed capacity: 16. Program length: 27 days. Cost to Client: \$45/day.





Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Threshold Housing Society		8				8			
Together Against Poverty Society									
Upper Room Society	150	22	300	150 outreach contacts/week. 300 meals/day. Clothing and blankets: 25/day. Counselling: about 7/week	150	22	300	25	6 on waiting list for housing as of February, 2003.
Vancouver Island Addiction Recovery Society – Foundation House		14		Number of beds includes 12 recovery beds and 2 emergency recovery beds		14			Current waiting list is 5. 2 persons turned away/week.
Victoria AIDS Respite Care Society (VARCS)									
Victoria Human Exchange Society		31				25		3	3 on waiting list as of February, 2003. 4 people turned away/month.
Victoria Life Enrichment Society		16		In 2003, the capacity is 16 beds for 27 days at a cost of \$45 per day.				16	3-4 calls received/week from people who want this service but cannot afford it.

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Victoria Native Friendship Centre</b>	Victoria Native Friendship Centre, 610 Johnson St., Victoria, V8W 1M4	610 Johnson St., Victoria, V8W 1M4 Tel. 384-3211; fax 384-1586
<b>Victoria Native Friendship Centre - Supportive Housing</b>	Victoria Native Friendship Centre, 610 Johnson St., Victoria, V8W 1M4	610 Johnson St., Victoria, V8W 1M4 Tel. 384-3211; fax 384-1586
<b>Victoria Persons with AIDS Society (VPWAS)</b>		541 Herald St., Victoria, V8W 1S5 Tel. 382-7927; fax 382-3232 email: vpwas@home.com web: <a href="http://www.vpwas.com">http://www.vpwas.com</a>
<b>Victoria Women's Sexual Assault Centre</b>		2nd Floor - 754 Broughton St., Victoria, V8W 1E1 Tel. 338-5545; fax 383-6112

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Victoria Native Friendship Centre</b>	<p>Offers services to approximately 10,000 urban, off-reserve First Nations people. The primary objective of the Friendship Centres is to offer cultural programs and services to people who are healthy, by providing a gathering place for people to share and learn.</p> <p><u>Programs:</u>  Addiction counselling, services for families at risk by Ministry for Children &amp; Families, and families experiencing personal or family crisis such as violence, abuse or neglect.</p> <p>Health Outreach Workers specializing in women and children's health - diabetes, HIV/AIDS and Hepatitis C.</p> <p>Public health nurse and parent support group every Wednesday morning.</p> <p>A 10 week life skills program. Education and employment counselling services.</p> <p>Programming for youth includes: youth drop-in for 14-24 year olds; youth support workers for those 10-24 years old; youth internship program; youth corrections and adult prison liaison program; counselling, referrals, prevention.</p> <p>Also provided are advocacy and transportation for medical purposes.</p>
<b>Victoria Native Friendship Centre - Supportive Housing</b>	<p>Provides supportive housing for women and children at risk. Eight apartments. Support includes home finding, advocate services, storage, travel assistance</p>
<b>Victoria Persons with AIDS Society (VPWAS)</b>	<p>Peer support programs for HIV/AIDS infected individuals, HIV treatment library, internet and computer access, a newsletter, and opportunities for treatment education. One-to-one peer counselling for incarcerated people. Focus is on health promotion, improved ability to manage health. Peer supporters available in PWA offices and at Vancouver Island's lunch program. Food certificates available to members on a limited basis. Also, haircuts and tickets to local events.</p>
<b>Victoria Women's Sexual Assault Centre</b>	<p>Sexual Assault Victim Support Program provides information, support and court accompaniment to victims (female and male) during medical and police proceedings. Provides information, support and court accompaniment for survivors of spousal assault when a charge of sexual assault or criminal harassment has been laid against the victim's partner or ex-partner and the victim is required to testify in court.</p> <p>24 hour crisis information line provided for women and men aged 13 years and over.</p> <p>24 hour sexual assault response team (includes hospital accompaniment).</p> <p>Victim services program for women age 13 and over: information, accompaniment, and support in making police reports; assistance and preparation with court process; case status, information, and assistance in applying for Crime Victim Assistance Program.</p> <p>Crisis Counselling (women 13+ years): short term supportive counselling for victims and their support systems; longer term individual and group counselling; partners group; workshops on training and prevention.</p>

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
<b>Victoria Native Friendship Centre</b>	The VNFC is generally so crisis oriented that it can't provide all the services needed. Being able to do so would serve as a preventive measure, generating greater cultural identity for individuals and, in turn, fostering inner strength.  Drop in has zero tolerance for drugs or alcohol.				X			X	X			
<b>Victoria Native Friendship Centre - Supportive Housing</b>	For women and children at risk of homelessness.	X			X							
<b>Victoria Persons with AIDS Society (VPWAS)</b>	Peer supporters are available in the office Monday - Friday 1:00 am to 3:00 pm.							X				
<b>Victoria Women's Sexual Assault Centre</b>	Business hours 9 am - 5 pm. Open to females aged 13 and over Crisis line and sexual assault team available to men aged 13 and over.	X			X	X			X	X	X	X



Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Victoria Native Friendship Centre				Three full time youth workers (10 youths per worker is a full time case load).  Also an addictions counsellor					
Victoria Native Friendship Centre - Supportive Housing		8				8			March 2003 waiting list: 30. 10 people per month turned away.
Victoria Persons with AIDS Society (VPWAS)								36	
Victoria Women's Sexual Assault Centre									28 on longer term assistance waiting list as of February, 2003.

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>Victoria Women's Transition House</b>		100-3060 Cedar Hill Road, Victoria, V8T 3J5 Tel. Community Office 592-2927 24 hour crisis line: 385-6611 Administration 380 7527; fax 385 5129 web: www.transitionhouse.net.
<b>Victoria Youth Clinic</b>	James Bay Community Project	547 Michigan St., Victoria, V8V 1S5 Tel. 388-7841; fax 388-7856
<b>VIHA - Aboriginal Health</b>		
<b>VIHA - Consumer and Family Support Program / Psychosocial Rehabilitation Programs</b>	VIHA Mental Health Services	Tel. 952-4315; 885-8029
<b>VIHA - Dallas Services</b>		304-1095 McKenzie Ave., Victoria, V8P 2L5. Tel. 727 3544; fax 727 2205 email: office@dallassociety.com web: www.dallassociety.com/ dallas.html

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>Victoria Women's Transition House</b>	Temporary shelter for women with or without children who are experiencing abuse in their intimate relationships. Support staff, women's counsellor and children's counsellor available. Facilities for up to 18 women and children. Call in advance required to ensure space.
<b>Victoria Youth Clinic</b>	Assistance with birth control, diagnosis and treatment of STD's, medical concerns, pregnancy testing and counselling. No care card required. Drop in or appointments. Age 12-24. Tuesday and Thursday 3 - 8 pm, 547 Michigan; Wednesday 2 - 4 pm at 538A Fraser St.
<b>VIHA - Aboriginal Health</b>	<p>Provides programs and services to Aboriginal people which are more accessible and acceptable. The department serves as a liaison between the First Nations Community and VIHA.</p> <p>Assists with:</p> <ul style="list-style-type: none"> <li>Developing a care plan in consultation with the client, family and health care professionals.</li> <li>Conducting client assessments to include evaluation of emotional, physical, spiritual and mental status of the client.</li> <li>Participating in the multidisciplinary team as a consultant.</li> <li>Providing discharge planning and community follow up.</li> <li>Developing culturally relevant health care material and initiatives.</li> <li>Orientation of staff and other health professionals by providing information about Aboriginal Health Services on culture and traditions to enhance culturally sensitive care.</li> <li>Providing consultation and advocacy to assist and support Aboriginal people using the services of the CHR.</li> </ul>
<b>VIHA - Consumer and Family Support Program / Psychosocial Rehabilitation Programs</b>	<p>Consumer and Family Support Program - support to consumers and families through self-help, education, information, advocacy. Target population is adults with serious and persistent illness and their families.</p> <p>Psychosocial Rehabilitation Programs - employment readiness, basic supports for community living, socialization programs and support services. Available through community contracts (e.g. CMHA).</p>
<b>VIHA - Dallas Services</b>	<p>Adult Alcohol and Drug Out-Patient Counselling. Services include screening, assessment and counselling for individuals, couples or groups. Makes referrals to other agencies and such as detox, residential treatment, supportive recovery and day treatment programs. Adults aged 19 years.</p> <p>Youth Alcohol and Drug Out Patient Counselling (youth aged 12-19 and their families).</p> <p>Concurrent Disorders Education &amp; Information Service - provides Community Education &amp; Initiatives, Professional Development, Service Co-ordination, Clinical Services to clients, patients, families, professionals and community members - Program Hours: 8.30 a.m. to 4.30 p.m. Monday to Friday.</p> <p>Full Circle Women's Day Programme - individual and group counseling; experiential and written exercises; 12-step group information; childcare and transportation can be arranged. Eligibility: women, throughout the CHR, aged 18 years and over, who have had at least 4 weeks without alcohol /drugs and who are willing to commit to daily attendance. Referrals from Alcohol/Drug Counsellors necessary at this time.</p> <p>Program hours: 10:00 am - 2:30 pm Monday - Friday. 20 Day Program. Some programs serve only Saanich Peninsula.</p>

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
Victoria Women's Transition House	30 day limit. No male children over age 16. Clients must be free of drugs and alcohol.	X										
Victoria Youth Clinic									X	X		
VIHA - Aboriginal Health												
VIHA - Consumer and Family Support Program / Psychosocial Rehabilitation Programs												
VIHA - Dallas Services	<p>Adult Alcohol and Drug Out-Patient Counselling for those aged 19+.</p> <p>Youth Alcohol and Drug Out Patient Counselling for youths 12-19 and their families. Hours of operation: 8.30 am to 4.30 pm Monday - Friday.</p> <p>Full Circle Women's Day Programme for those 18+. who are abstinent. Program length is 20 days. Hours of operation Monday - Friday 9:30 am to 2:30 pm</p> <p>Concurrent disorders -hours of operation: 8:30 a.m. to 4:30 p.m. Monday - Friday.</p>			X	X	X			X	X		



Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
Victoria Women's Transition House		18				9			3-4 turned away/month (reflects average for 12 month period January - December 2002).
Victoria Youth Clinic									
VIHA - Aboriginal Health									
VIHA - Consumer and Family Support Program / Psychosocial Rehabilitation Programs									
VIHA - Dallas Services									None. There is a daily intake of clients. Service is provided to all.

<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>VIHA - Detox and Supportive Recovery</b>		1125 Pembroke St., Victoria, V8T 1J3 Tel. 592-5554; fax 592-0856
<b>VIHA - Epidemiology and Disease Control Centre</b>		1947 Cook Street, Victoria, V8T 3V7 Tel. 388-2220; fax 388-2218
<b>VIHA - Housing and Community Resource Development - Supportive Living</b>		
<b>VIHA - Mental Health Services (Royal Jubilee Hospital and Eric Martin Pavillion)</b>		2334 Trent St., Victoria, V8R 4Z3 Tel. 952-4410

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>VIHA - Detox and Supportive Recovery</b>	<u>Detox, early recovery and stabilization units</u> Detox – 7 beds Stabilization (supportive recovery in house) and early recovery – 10 beds The Grove – (supportive recovery in the community) – 5 beds, men only Holly Place – (supportive recovery in the community) – 5 beds, women only
<b>VIHA - Epidemiology and Disease Control Centre</b>	Education, follow-up and counselling regarding all communicable diseases in the community. Provides health counselling, HIV testing, testing and treatment of sexually transmitted diseases, vein maintenance, needle exchange, adult immunization, Hepatitis testing and referrals. TB testing and treatment. Street Outreach Nursing.
<b>VIHA - Housing and Community Resource Development - Supportive Living</b>	236 units - supported housing for adults with a diagnosed mental illness. Assists clients to continue to live independently in the community, provide the opportunity for clean, safe and affordable housing.  132 units - supported seniors housing. Assists seniors to continue to live independently in the community, provides the opportunity for clean, safe and affordable housing.  Licensed Housing. 11 group homes that support independent living for those with mental illness who cannot direct their own care and who are at high risk of re-hospitalization. 24/7 care provided.
<b>VIHA - Mental Health Services (Royal Jubilee Hospital and Eric Martin Pavillion)</b>	Psychiatric Emergency Response Team (RJH) - triages psychiatric emergency patients in the ER at RJH for admission to hospital.  Emergency Mental Health Services (Mobile Crisis Response Team) - responds to psychiatric emergencies in the community. Clients are referred through physicians, police, NEED Crisis Line and other professionals.  Psychiatric Intensive Care Unit - secure care for disturbed, usually involuntary patients admitted to hospital.  Psychiatric Day Hospital - ambulatory psychiatric services (medication, psychoeducation and life skills training) for identified outpatients between the ages of 18-65 and registered with schizophrenia, affective disorders or general psychiatry services.  Island Mental Health Support Team - psychiatric and behavioural consultation and community nursing support. Crisis funding available on a short-term basis. Referrals made through social workers. Serves persons aged 14 and over.







<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>VIHA - Psychotherapy and Psychoeducation</b>		1119 Pembroke St., Victoria, V8T 1J3 Tel. 952-4410
<b>VISTA (Victoria Innovative Seniors Treatment Agency)</b>		#1- 2800 Blanshard St., Victoria, V8T 5B5 Tel. 475-6638; fax 475-3486 email: vista@islandnet.com
<b>VYES - Access Program</b>	Victoria Youth Empowerment Society	533 Yates St., Victoria, V8W 1K7 Tel. 383-3514; fax 383-3812
<b>VYES - Alliance Club</b>	Victoria Youth Empowerment Society	533 Yates St Victoria. V8W 1K7 Tel. 361-3923; fax 383-3812
<b>VYES - GOALS (Getting off Alcohol and Substances)</b>	Victoria Youth Empowerment Society	

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>VIHA - Psychotherapy and Psychoeducation</b>	<p>Urgent Short-Term Assessment and Treatment - adult outpatient clinic providing short-term intervention to people with serious mental health problems - a maximum of 12 sessions/patient by an interdisciplinary team.</p> <p>Group Psychotherapy Programs - a 12 week group program, day program, and weekly expressive groups and support groups for persons who are motivated to understand themselves better as a means to self-improvement.</p> <p>Dual Diagnosis - 2 staff responsible for developing/implementing integrated regional assessment and treatment service to clients with concurrent psychiatric mental health disorders and substance misuse. Clients are referred through either Mental Health Central Intake or Alcohol/Drug services. The service has facilitated development of the Regional Addictions Advocacy Group, the first addictions advocacy group in BC.</p> <p>Seven Oaks Psychiatric Rehabilitation Hospital - provides active treatment and rehabilitation with patients from Vancouver Island. Referrals are from acute hospitals. There is no higher level of care on Vancouver Island for these patients.</p>
<b>VISTA (Victoria Innovative Seniors Treatment Agency)</b>	<p>Services for seniors experiencing problems with elder abuse, or the misuse of alcohol and/or prescription drugs.</p> <p>Professional counsellors provide outreach/counselling in client's home (withdrawal management, home detox); life skills training; a residential care program; advocacy; follow-up for relapse prevention and re-socialization; and consultation and educational workshops.</p> <p>Bed capacity: 3 located at Oak Bay Lodge Intermediate Care Facility. Program length: 6 - 8 weeks. Cost to Client: Long-term Care per diem.</p>
<b>VYES - Access Program</b>	<p>Provides a downtown, transitional school that offers individualized instruction and upgrading for grades 9 - 11 for youth aged 15 - 19.</p>
<b>VYES - Alliance Club</b>	<p>Evening drop-in centre for youth 13-19 years of age</p> <p>Provides a safe, healthy alternative for youth who are spending their free time on the downtown streets, as well as a connecting point for street entrenched and high-risk youth who many wish to explore a positive alternative.</p> <p>Services include an evening meal program, shower and laundry facilities, hygiene products, on-site visits from CRD outreach nurses and some recreational programming.</p> <p>Short-term counseling and referrals are also offered.</p>
<b>VYES - GOALS (Getting off Alcohol and Substances)</b>	<p>Outreach/outpatient program to provide easy access to alcohol and drug counselling for 'at-risk' and 'high-risk' youth and their families.</p> <p>Accepts referrals from other agencies and self-referral.</p> <p>Integrated case management approach .</p> <p>Age range – 13-19 yrs.</p> <p>Offers drug awareness sessions for Alternative Schools and services to MCFD Youth Services Office.</p>

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
VIHA - Psychotherapy and Psychoeducation												
VISTA (Victoria Innovative Seniors Treatment Agency)												
VYES - Access Program	Ages 13-19.								X			
VYES - Alliance Club	Open Sunday to Thursday between 3-10 pm Ages 13 - 19.								X			
VYES - GOALS (Getting off Alcohol and Substances)									X			





<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>VYES - Liaison Worker</b>	Victoria Youth Empowerment Society	533 Yates St., Victoria, V8W 1K7. Tel. 383-3514; fax 383-3812
<b>VYES - Youth Detox and Alcohol and Drug Supportive Recovery Homes</b>	Victoria Youth Empowerment Society, in partnership with Boys and Girls Club Services. Funded by VIHA	533 Yates St., Victoria, V8W 1K7 Tel. 385-3514; fax 383-3812
<b>VYES - Youth Outreach Operations Team (YOOTS)</b>	Victoria Youth Empowerment Society	533 Yates St., Victoria, V8W 1K7 Tel. 383-3514; fax 383-3812
<b>Wings Housing Society (Vancouver Island)</b>	Wings Housing Society, #12 - 1041 Comox St., Vancouver, V6E 1K1. Tel. 604 899 5405; fax 604 899 5410	Tel. 384-2366 email: wingsh@parc.org
<b>Women's Supportive Housing Program</b>	Greater Victoria Women's Shelter Society	4345 Ridgewood Cres., Victoria, V8Z 4Z6 Tel. 727-9604; fax 727-9604
<b>Work Streams Employment Project</b>	Work Streams Employment Society	965 Alston Street, Victoria, V9A 3S5 Tel. 381-2113; fax 381 2185
<b>YM/YWCA - Drug and Alcohol</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 386-7511

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
VYES - Liaison Worker	Support, education and counselling to sexually exploited youth aged 13-19, who are being recruited for prostitution, are new to prostitution or who are attempting to leave the sex trade. A worker coordinates services that help youth resist or leave the sex trade.
VYES - Youth Detox and Alcohol and Drug Supportive Recovery Homes	For youth between the ages of 13-18 who are in need of withdrawal management services. Program options include In-home detox, specialized care home (provided by Boys and Girls Club) and an emergency detox service. Services are provided 24 hours/day and include counseling, assessment, home visits, education and assistance with withdrawal treatment planning. Three spaces available. For those aged 13-18.
VYES - Youth Outreach Operations Team (YOOTS)	<p>Pairs police officers with outreach workers to help facilitate early identification and crisis intervention for at-risk youth.</p> <p>Team works to identify problem areas, raise public awareness and enhance communication between youth, police and business.</p> <p>Four youth aged 13-19.</p>
Wings Housing Society (Vancouver Island)	<p>Portable housing subsidies for persons with HIV/AIDS. The portable subsidy can be applied toward the rental accommodation of one's choice anywhere in the province. Wings currently administers 102 subsidies funded by BC Housing Management Corporation.</p> <p>Advocates for additional resources to assist those living with HIV/AIDS.</p>
Women's Supportive Housing Program	<p>Serves women and their children who have experienced mental health issues requiring hospitalization, and whose discharge from hospital is delayed because of lack of accommodation.</p> <p>Service finds accommodations in the private market and provide support for 2 - 6 months. Mandate for 40, but program serves 65/year. Waiting list is 2 - 6 weeks, and normal caseload is between 18 and 20. Mandate does not involve people who are currently on the street; the object is to help their clients avoid becoming street involved.</p>
Work Streams Employment Project	<p>12 week program for people on Income Assistance, offering 6 weeks in class and 6 weeks of monitored work experience and on the job training.</p> <p>Transitions Program - a 13 week program for people on provincial assistance. It is a 'first-step' program for those needing to reconnect with the community. Strong emphasis on life skills and building self-esteem.</p> <p>Employment Assistance Services - offers free employment assistance to people served by the Victoria HRDC office who live in Vic West or Esquimalt. Includes free computer and internet access, resume and cover letter assistance, copying and faxing, messages service and job search workshops.</p> <p>The Career Shop - an employment centre for youth aged 15-30, offering resources for people involved in job search and career exploration. Includes free internet and computer access, career counselling and current job postings Open Monday - Friday 8:30 am to 4:30 pm (except Tuesday when hours are 10 am - 4:40 pm).</p>
YM/YWCA - Drug and Alcohol	Provides counselling, and support for youth aged 12-19 affected by misuse of drugs and alcohol.

Homelessness		Target Group										
Name of Program or Service	Restrictions and Limitations on Services Provided	Women & Children	Newly Poor	Addiction/ Substance Abuse	Aboriginal People	Mental Health Clients	Ex Offenders	HIV/AIDS	Youth (under age 19)	Young Adults (age 19-24)	Sexually Exploited Youth	Everyone in Need
<b>VYES - Liaison Worker</b>	For sexually exploited youth, aged 13-19  Worker's hours: Monday - Friday 9 am - 5 pm, available on pager weekday evenings until 10 pm and all day Saturdays.								X			
<b>VYES - Youth Detox and Alcohol and Drug Supportive Recovery Homes</b>				X					X			
<b>VYES - Youth Outreach Operations Team (YOOTS)</b>	Ages 13 - 19  2 teams work alternating shifts from 8 am - 6 pm Tuesday to Friday, and 12 noon – 10 pm Wednesday - Saturday								X			
<b>Wings Housing Society (Vancouver Island)</b>								X				
<b>Women's Supportive Housing Program</b>	Support provided to adult women who suffer from mental illness, are in hospital and are ready for discharge, and who have no housing and would benefit from short term support..	X				X						
<b>Work Streams Employment Project</b>	Clients are between ages 15-30.								X	X		X
<b>YM/YWCA - Drug and Alcohol</b>									X			





<b>Homelessness - Programs and Services in Victoria (Spring 2003)</b>		
<b>Name of Program or Service</b>	<b>Name of Sponsoring Organization</b>	<b>Project Address</b>
<b>YM/YWCA - Kiwanis House Program</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 382-1004
<b>YM/YWCA - Mum Reach</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 888-4728
<b>YM/YWCA - Pandora Youth Apartments</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	753 Pandora Ave., Victoria Tel. 380-2663; fax 598-6909
<b>YM/YWCA - Street Outreach</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 386-7511 Local: 867/8
<b>YM/YWCA - Supported Independent Living</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 386-7511 Local: 820,829
<b>YM/YWCA - Young Moms</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 386-7511 Local: 807
<b>YM/YWCA - Youth Internship program</b>	YM-YWCA of Greater Victoria 880 Courtney St., Victoria, V8W 1C4 Tel. 386-7511; fax 380-1933	Tel. 386-7511 Local: 814
<b>Young Parents Support Network</b>		404-620 View St., Victoria, V8W 1J6 Tel. 384-0552; fax 384 0596

Homelessness	Services Provided
Name of Program or Service	Program Descriptions
<b>YM/YWCA - Kiwanis House Program</b>	Provides supportive community living in 8 self-contained units of transitional housing. Also provides life-skills education, pre-employment skills and counselling to single mothers aged 16-29.
<b>YM/YWCA - Mum Reach</b>	Provides family support and counselling, education and resource information to at risk parents aged 15-29.
<b>YM/YWCA - Pandora Youth Apartments</b>	Provides transitional supported housing to youth aged 16 -19. \$325 a month. 8 apartments, up to 1 year stay.
<b>YM/YWCA - Street Outreach</b>	Provides snacks, counselling, support, referrals, clean needles, food, clothing, condoms, etc., to youth aged 13-21. Street nurse available Monday to Thursday nights. Operates from mobile van in downtown Victoria.
<b>YM/YWCA - Supported Independent Living</b>	Provides community kitchens and support for youths aged 16-21 who are eligible for, or are receiving, income assistance
<b>YM/YWCA - Young Moms</b>	Provides counselling, child-minding and information to young mothers aged 15-25.
<b>YM/YWCA - Youth Internship program</b>	Provides young people aged 15-30 with work and life skills training through a 46 week internship with the federal public sector.
<b>Young Parents Support Network</b>	Works with parents up to age 30. Services include parenting education, support groups and advocacy. Advocacy services are available to assist those facing: Ministry of Children and Family Development issues, custody, tenancy, income assistance and other challenges. Services are free.





Homelessness		Max. Capacity of Program (Spr. 03)			Actual Number of Services Provided (Spring 2003)				
Name of Program or Service	Clients	Beds/ Housing Units	Meals	Further information on Capacity	Clients	Beds/Units	Meals	Other	Current Indicators of Need (waiting lists, people turned away)
YM/YWCA - Kiwanis House Program									
YM/YWCA - Mum Reach									
YM/YWCA - Pandora Youth Apartments		8				8			12 (1-2 referrals/day) on waiting list as of March 2003.
YM/YWCA - Street Outreach									
YM/YWCA - Supported Independent Living									
YM/YWCA - Young Moms				Young Mom's capacity reduced by half during 2003.					
YM/YWCA - Youth Internship program				Internship capacity: 10					
Young Parents Support Network	10			Advocacy clients.	10				People may wait to see the advocate.