

**TO:** MAYOR & COUNCIL  
**FROM:** GENERAL MANAGER COMMUNITY SAFETY  
**SUBJECT:** **INTERVENTION SUPPORT TO UNSHELTERED COMMUNITY MEMBERS**  
**PURPOSE:** To obtain Council approval to recruit three additional positions in Community Safety to provide intervention support to unsheltered community members.

## **RECOMMENDATION**

**THAT** staff be authorized to initiate recruitment for three additional Regular Full Time Intervention Support positions to assist the unsheltered community members, as outlined in the report titled “Intervention Support to Unsheltered Community Members” dated November 6, 2023.

## **CHIEF ADMINISTRATIVE OFFICER’S COMMENTS**

I concur with the recommendation of the General Manager Community Safety.

### **1.0 POLICY SECTION**

This report aligns with the following Council-adopted policies, plans and strategies: *Housing and Homeless Strategy* (2021), *Community Safety Plan* (2020), *City's Equity Policy* (2020), *Mayor's Task Force on Community Housing* (2019), *Burnaby Strategic Plan* (2022), and *the Social Sustainability Strategy* (2011).

### **2.0 BACKGROUND**

The unsheltered population in our community has increased significantly due to overarching complex social issues. Although significant actions have been undertaken by staff, there remains a large portion of the unsheltered community that requires enhanced outreach engagement due to various factors which results in a lack of trust in traditional service providers. The recently created and implemented City Intervention Support Program has yielded initial positive results; however, its impact has been constrained by limited staffing resources.

### **3.0 GENERAL INFORMATION**

This report outlines the critical need for three additional Intervention Support staff members to enhance City capacity to provide outreach services to the unsheltered community members. The proposed expansion aims to establish repeated and continuous engagement, foster trusted relationships, and thereby ensure the success of

the Intervention Support Program. This request is in alignment with the goal of addressing homelessness and providing comprehensive support to vulnerable populations within our community. Pre-approval of these resources will allow Community Safety staff to commence the recruitment process immediately, thereby enabling the City to roll out the Intervention Support program in its full capacity in early 2024.

**3.1. Rationale for Request:**

- **Expanded Outreach Capacity:** Increasing the number of Intervention Support staff will significantly enhance our outreach capacity. This will enable us to reach a broader cross-section of the unsheltered population, ensuring that fewer individuals fall through the gaps in our services.
- **Fostering Trusted Relationships:** Building trust is a cornerstone of effective intervention with this demographic. With additional staff, we can dedicate more time and resources to establishing and nurturing these essential relationships. This will lead to increased participation in our programs and services.
- **Consistent and Repeated Engagement:** The current staff-to-client ratio limits our ability to sustain regular contact with unsheltered community members. By adding three new Intervention Support staff members, we can ensure consistent and repeated engagement, which is crucial for sustained progress and positive outcomes.
- **Program Success and Impact:** Success of the Intervention Support Program is contingent on meeting the unique needs of each individual. With the proposed expansion, additional personalized support can be provided with greater program success and a more significant positive impact on the lives of those we serve.
- **Reassignment of Bylaw Service Resources:** Additional Intervention Support staff would provide the ability to reassign Bylaw Services staff who are currently undertaking the role of assisting with outreach to the unsheltered community. Reassigned Bylaw Services staff could then spend additional time on the enforcement of bylaws such as short-term rentals, business licenses, noise, etc.

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

Not applicable

**5.0 FINANCIAL CONSIDERATIONS**

As referenced in the minutes under section 10 for the April 3, 2023 Council meeting, Council approved “two new positions in Community Safety to assist unsheltered community members” from the Operating Housing Reserve. In 2024, funding for all five

(\$524,300) will be included in the Community Safety's department operating base budget within the 2024-2028 Financial Plan. Other operational expenditures will be monitored in 2024, with the intention of adding to the 2025 budget if required.

Respectfully submitted,

Dave Critchley, General Manager Community Safety