



Kamloops Homelessness Action Plan Life Skills Development Project Report



United Way
Thompson Nicola Cariboo



CANADIAN MENTAL
HEALTH ASSOCIATION
KAMLOOPS BRANCH



Life Skills

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graph LR; A[Life Skills] --- B[are important]; A --- C[are learned]; A --- D[always change];
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are important

are learned

always change

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Introduction

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Since 2006, the Changing the Face of Poverty (CFP) group has been looking at the issue of poverty and its effects in Kamloops. In 2009, the group formed a Homelessness Action Plan (HAP) Steering Advisory Group in order to consult with various stakeholders and recommend a clear course of action. The Steering Advisory Group is comprised of Jen Casorso, Social and Community Development Supervisor for the City of Kamloops, Bob Hughes, Executive Director of ASK Wellness, Doug Sage, Executive Director of the Canadian mental Health Association of Kamloops, Louise Richards, Executive Director of the Kamloops & District Elizabeth Fry Society, Brenda Aynsley, Executive Director of the Thompson Nicola Cariboo United Way, and Tangie Genshorek, Coordinator of HAP. The goal was set to end homelessness in Kamloops by 2015.

The Homelessness Action Plan consists of 6 goals, under three strategic focus areas. Goal four of the HAP is to build Life Skills in the community. To achieve this goal the HAP has hired a part time coordinator to engage stakeholders and write a report with recommendations for improving access to Life Skills Training, with the support of the HAP Steering Advisory Group and HAP Coordinator.

The first step was to understand how Life Skills relate to homelessness in Kamloops through a current literature review. Increasing interest in youth homelessness and a recently released report on Hidden Homelessness in British Columbia (by SPARC) provided an early understanding of the Life Skills landscape in Kamloops and similar communities. A comprehensive list of local Life Skills Training services and the agencies that deliver them was tabulated in September 2012, with the intention to update the directory as programs, agencies and funding sources change. This inventory will exist in tandem with the Support Services Inventory, another HAP initiative.

Following the early research stage, a number of data collection tools were used to explicate a more detailed review of Life Skills and homelessness in Kamloops. Reaching out to the agencies included in the Life Skills directory, a stakeholder engagement process was begun. Surveys were distributed to both agencies and program participants, collecting information on the accessibility and availability of Life Skills training in Kamloops. A coordinated focus group series gleaned more information directly from the staff that provides Life Skills training or supportive services to clients who are at-risk of or experiencing homelessness.

This stakeholder engagement and data collection process resulted in the following report with recommendations that address gaps, capitalize on opportunities, and increase capacity in the community to provide appropriate and effective Life Skills training. The success of the project will rely on engaged stakeholders, who can share the report and support the recommendations of the Life Skills Coordinator and HAP Steering Advisory Group. The final goal of the project will be to implement a pilot Life Skills Training workshop series based on the recommendations of the report, building on current services and agency capacities. Ongoing evaluation will occur by implementing a service referral tracking system, designed to assist clients in navigating the service network. The evaluation is not limited to the pilot Life Skills Training workshop series, but will examine the greater network of related services in the community.

Executive Summary

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Ending homelessness means people must stay housed, and maintaining housing requires Life Skills. From house cleaning, cooking & home maintenance, to self-esteem, emotional control & conflict resolution, the range of Life Skills necessary to achieve housing stability is complex. Life Skills Training is crucial to help people transition from homelessness and poverty to an empowered and independent life. While many people have been taught these skill sets by parents, mentors, teachers or community members, some are not afforded these learning opportunities. Without the skills necessary to stay housed, many people find it difficult to manage basic life needs, and can end up disengaged from their community. The more Life Skills people are equipped with, the greater independence can be achieved. By increasing self-reliance and independence, this project is addressing the objectives of reducing rates of evictions, and improving the length of housing tenures.

Often, deficiency in these skills can lead to the loss of housing or the inability to attain sustainable housing. However, it is never too late to begin or resume learning these vital Life Skills. Access to training programs can assist those lacking basic Life Skills, specifically those at-risk of or experiencing homelessness, to develop the ability to independently manage their lives and thrive within society.

Building Life Skills is an important goal that we are happy to have obtained sponsorship for from Teck – Highland Valley Industries, HRSDC Homelessness Partnering Strategy, the Vancouver Foundation, and the Tula Community Fund. The HAP hired part-time Life Skills Coordinator Claire Macleod to engage stakeholders and inform the creation of improved life skills training programs in our community.

Following a thorough examination of the Life Skills training programs currently offered in Kamloops, and a comprehensive consultation with community stakeholders to determine changing needs and opportunities, the following report will be distributed throughout the community in 2013. The Life Skills Network of professionals and participants created through this community engagement will be supported by HAP and the City of Kamloops to discuss changing public policy, share knowledge and seek dynamic opportunities to improve Life Skills.

Background

Through the continued work of Changing the Face of Poverty and the Kamloops Homelessness Action Plan, it has been identified that key factors of homelessness in Kamloops are access to affordable housing, support services and financial freedom. Of these 3 pillars, support services include the training to develop and maintain life skills. According to UNICEF, life skills can be defined as “psychosocial abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life”.

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While the inventory of these skills may vary across cultures based on environment, social norms and economics, it is understood that they are essential in order for an individual to access and maintain life’s basic necessities. Key examples of the life skills necessary to maintain housing are: financial management, family management, health and wellness (including substance abuse and mental health), self-management (including employment readiness) and social skills (such as communication and conflict resolution). Currently, quantitative research and statistics on the relation of life skills to rates of homelessness in Canada are limited. Three pieces of literature were examined that support the hypothesis that life skills are vital in securing and maintaining shelter for youth, individuals, and families.

In 2011 the Social Planning and Research Council of BC (SPARC BC) released its Knowledge for Action report on hidden homelessness in several similarly-sized communities in the province, including Kamloops. This study found that addictions and mental health were two major barriers to obtaining and maintaining shelter, with over half of all hidden homeless participants dealing with substance use challenges and two-thirds of participants having mental health challenges at the time they were interviewed.

Mental health includes mood disorders, such as depression, which affect how one feels; anxiety disorders which affect how fearful one perceives places, events or situations to be, and personality disorders, which affect how one sees oneself in relation to others (Health Canada, 2006). Without support services, any of these mental health issues can make it exceptionally difficult for an individual to manage relationships with landlords, neighbours, or roommates (including family members) in order to maintain housing. Significantly, this study also found that nearly three-quarters of those identifying as having addictions issues also stated mental health challenges – this increases the difficulty in maintaining interpersonal relationships, financial security, health and ultimately, housing. Further, when comparing nationwide data to SPARC BC’s hidden homelessness study results, only one-fifth of Canadians that will experience a mental illness during their lifetime (Health Canada, 2002). Compared to the two-thirds of

hidden homeless in our region, this speaks to the important role of mental health and addictions support services in reducing homelessness.

According to the Knowledge For Action Report, unemployment is a common trait of those participating in the study. Only 14% of participants were employed at the time of the interview, and of those working, the majority were earning less than \$500 per month – less than the standard Income Assistance rate of \$610 per month. Maintaining housing in poverty is tremendously difficult, if not impossible.

It is for this reason that employability skills, in addition to other life skills, are extremely important when intending to end homelessness with a housing-first model. These skills include (but are not limited to) preparation of a resume and cover letter, job search skills and career management. It is also discussed that in addition to increased income earnings, employment leads to the continued development of life skills – employed individuals will often learn to manage interpersonal relationships, manage their time and will experience an increase in their self-esteem (SPARC BC, 2011). Employment readiness, and thus the ability to earn income, is an essential part of maintaining housing.

In review of the journal article *Life Skills Needs: Perspectives of Homeless Youth* (Aviles & Helfrich, 2004), particular life skills have been identified as important for those aged 14 to 21 who are experiencing or have experienced homelessness. While the above mentioned life skills (health and wellness, social skills, employment and educational readiness, family management and financial management) are all important for homeless youth to acquire, studies show that many homeless youth specifically require assistance in developing time management and critical thinking skills (Aviles & Helfrich, 2004). These skills are vital in order for youth to successfully transition into adulthood as functional and self-sufficient members of society. In the case of homeless youth, or adults who have been homeless since adolescence, there also appears to be a lack of the instrumental daily living skills, such as meal preparation, household maintenance and accessing transportation (Aviles & Helfrich, 2004). These specific skills are not unique to homeless youth, but are typically lacking in individuals who have left school prematurely or have spent time in the foster care system. Numerous studies have attributed a lack of life skills in youth or children to their parents who also lack these skill sets (Aviles & Helfrich, 2004).

When further examining the dynamics of homeless families and their needs (as in *A Framework for Developing Supports and Services for families Experiencing Homelessness* by Bassuk, Volk & Olivet, 2010), it has been identified that family management, stress management, health and wellness and personal development are all key skills necessary for housing stability. Significantly, the development of skills that address depression, anxiety, traumatic stress, parenting and family separation issues have been acknowledged as being of primary concern for families experiencing or at risk of homelessness. It has been shown that young and/or single

parents who are experiencing homelessness are often displaced due to abusive situations. As a result, associated mental health issues may remain untreated and affect daily activities, interpersonal relationships and employment (Bassuk, Volk & Olivet, 2010). Treatment for anxiety, depression and traumatic stress is effective, provided that it is supported and available on an ongoing basis. This, in tandem with the development of parenting and family management skills in parents of homeless or at-risk families, has been shown to result in positive outcomes for children. Positive outcomes may include developmental, emotional and academic improvements, as well as increased rates of healthy family reunification – another cause of family homelessness (Bassuk, Volk & Olivet, 2010).

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Ultimately, there are numerous life skills that are necessary for youth and adults to possess in order to function successfully in our society, specifically to maintain employment and sustain housing (see Appendix A, Life Skills Inventory). While these skills are necessary for problem solving and to meet one's basic daily living needs, when developed these skill sets also contribute to one's sense of well-being, confidence and empowerment. It is helpful to view life skills holistically - many of these skills can also be developed concurrently, some may take a lifetime and others through short-term learning modules. It can be difficult – and contentious – to identify which life skills are most important and should be addressed first. This report will explore ways to foster the development of these skills in our community, based on the resources and opportunities that exist.

Logic Model

The logic model below graphically depicts how the resources and activities of the Life Skills Development Project will produce the intended outcomes, as defined by the Homelessness Action Plan. This model defines the intention of the Project's undertakings.

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Life Skills Development Project Logic Model

Inputs

Funding from Teck, the Vancouver Foundation, Service Canada's Homelessness Partnering Strategy, Tula Community Fund

Part-time Life Skills Coordinator, supported by the Homelessness Action Plan Coordinator and Steering Advisory Group

Space provided by United Way and the City of Kamloops

Participation from local service providers and community-based professionals

Current services, training, and networks that exist in the community

Activities

Data Collection: literature review; focus groups, interviews and surveys; Life Skills Training and Service Provider Inventory

Networking: creation of the Life Skills Network; hosting monthly meetings and professional development workshops; attendance at community meetings and events

Community Awareness: multi-media marketing campaign; Project Homeless Connect booth; media appearances

Research and Development: BC Non-Profit Housing Association Conference workshops; design and coordinate participant workshop series; monitor and evaluate workshop efficacy

Outputs

An in-depth report of the Life Skills environment in Kamloops, disseminated throughout the community

A dynamic Life Skills Training and Service Provider Directory and a Life Skills Inventory, collected in collaboration with the community

Ongoing Life Skills Network communication, support and professional development

20 participants attend two 12-week Life Skills workshop series

Outcomes

Improved service provider response to individual client needs

Enhanced knowledge of Life Skills Training in Kamloops for all community agencies and their client base

Enriched networking among service providers and improved provision of resource and service referrals

Improved life skills for clients at risk of or experiencing homelessness, with social, employment, and personal impacts

Increased housing tenure and improved tenant-landlord relationships

Community Engagement and Awareness

The value of community engagement and stakeholder involvement has been evident to the Coordinator, the HAP Steering Advisory Group and other stakeholders of the Homelessness Action Plan throughout its creation and development. Consequently, it was a goal of the Life Skills Development Project to engage stakeholders early and consistently. Relying on stakeholder expertise and community input to gather information and compile data for recommendations, the Project's community engagement piece came in several forms – participating in existing groups or at community tables, marketing to the community at large, meeting service users and collaborating with local life skills professionals. This was carried out with the understanding that the success of the Project and the strength of its outcomes depend on the fervor of the community and the commitment of the Project's stakeholders.

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Changing the Face of Poverty

Changing the Face of Poverty (CFP) was essentially the birthplace of the HAP, and there for a natural place for the Project to connect with concerned community members. First put forward by the HAP Coordinator, the Project milestones have been shared with CFP members throughout its first year. CFP members who work in a Life Skills training capacity with clients, manage Life Skills training programs, or have a vested interest in the clients who require support in developing their life skills have been invited to attend focus groups, share their opinions in an online survey, and attend free professional development workshops. The members at the CFP table have a broad reach throughout the community and their interest and engagement in the work of the Project is a priority.

Project Homeless Connect

The 2012 Project Homelessness Connect (PHC) offered a unique opportunity for local service providers and the Life Skills Coordinator to connect with service users, or those who identified as homeless or at-risk of homeless, "on their turf". Coinciding with Homelessness Action Week, the street party-themed event hosted live music, BBQ, flu clinic, clothing and hygiene items and groceries free to any attendees. With the event running all afternoon, community members who would typically rely on public transportation or travel on foot to access supportive services throughout the community had access to supports and information about various agencies in a one-stop setting.

PHC also provided an added networking prospect for agency staff who typically find themselves too busy with their day-to-day professional demands to liaise with other agencies in an informal, client-focused setting. Feedback regarding the day was overwhelmingly positive from all attendees – both service providers and consumers. The Life Skills Coordinator, with support from the Homelessness Action Plan, used the opportunity to survey service users on Life Skills Training in Kamloops and their experience navigating the service network. The results of this survey are shared in this report, and contribute to the recommendations of the Life Skills Development Project.

Poverty Reduction

As another avenue for networking and awareness, the Life Skills Coordinator has participated in the Poverty Reduction Strategy pilot project led by the Ministry of Children and Family Development. Initiated by the Province and the Union of BC Municipalities, the project has a community poverty strategy consultant designated to forge partnerships with local governments, community organizations and local businesses.

The resulting community teams, led by the consultant, are instrumental in developing action plans that address the needs of families living in poverty. Similar to the design of the Life Skills Development Project, the strategy will utilize and enhance existing community resources. The Life Skills Coordinator, advised by the Life Skills Network, provides the Poverty Reduction Strategy consultant with information about life skills training in Kamloops and its impact on homelessness. Additionally, this was a starting point to build a relationship with the Ministry of Children and Family Development, which is instrumental in the early intervention of life skills development for youth transitioning into adulthood.

Mobilizing Local Capacity

The Mobilizing Local Capacity to End Youth Homelessness Program (MLC) is a nation-wide initiative intended to have a positive impact on youth homelessness in Canada. In its early stages in the pilot cities of Kamloops and Kingston, Ontario, an Information and Planning Session was held in Kamloops in January 2013. Attended by stakeholders from a variety of sectors, including members of the Life Skills Network, the session invited dialogue about community issues and opportunities to realize the goals of the Program locally.

One of the desired outcomes identified in the Planning Session is a coordination of support service delivery. This includes both awareness of services and supports for youth within the network of service providers, and collaboration among the providers to effectively deliver service. Additionally, the development of youth-appropriate life skills, training and education was acknowledged as a priority outcome in the design of the Program. Going forward, the Homelessness Action Plan Coordinator and the Life Skills Coordinator are poised to inform the design and participate in the implementation of the program.

Marketing

To create a recognizable “face” for the Project, Pulse media Group was contracted to design a brand framework and tagline. This logo is used in all awareness campaigns, presentations, and print materials. The tagline, “Building Skills, Building Lives” was intended to connect Life Skills with housing, aligning with the theory behind the project itself. The tagline and logo are included in all print and digital documents, maintaining a consistent and recognizable identity for the project within the community.

Capacity Building

Life Skills Network

The first outcome of the community engagement process was the creation of the Life Skills Network, or LSN. Currently with (12) core members and (25) total communicating members, the network maintains a mutually beneficial relationship with the Project – both providing expert feedback, and receiving professional development support and facilitated networking to improve client service. The Life Skills Network will meet on a monthly basis to discuss life skills-related community information, collaborate to improve service and share expertise. Facilitated by the Life Skills Coordinator, the Network will also host community forums regarding local Life Skills Training programs, and maintain its role as a collective expert on the Life Skills needs in Kamloops. It is the goal of both the Coordinator and the Network to remain dynamic in terms of the Network's skill set and its membership.

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Mental Health First Aid

Throughout both the research and data collection phases of the Project, mental health and addictions have been identified as having a significant impact on a person's ability to maintain housing. LSN members reiterated throughout the data collection processes – in interviews, surveys and focus groups – that social anxiety, depression, and other mental illnesses often contribute to a cycle of homelessness for individuals, and can also inhibit a person's ability to pursue other housing supports – such as life skills training and addictions counseling.

In an effort to provide LSN members with enhanced ability to assist their clientele facing mental health issues, and thus better prepare clients for training and independent living, the Project hosted a 2 day Mental Health First Aid course, facilitated by the Canadian Mental Health Association. This course provided life skills trainers with information about the signs and symptoms of common mental health problems and crisis situations, information about effective interventions and treatments, and ways to refer their clients to professional help services. It is the intention of the Project that this training will contribute to the service delivery and referral capabilities of the LSN, thus further assisting their clientele at risk of or experiencing homelessness.

Program Evaluation workshop

Following the completion of the Canadian Evaluation Society's Essential Skills series on Program Evaluation in July 2012, and York University's Program Evaluation for the Homelessness Sector in January 2013, the Life Skills Coordinator has been engrossed in the Evaluation culture and remains steadfast in communicating its value to service providers. In an effort to share this understanding with local agencies, United Way and the Life Skills Coordinator partnered to host two 1-day Program Evaluation workshops for both the Life Skills Network and program Managers or Directors.

The workshop was designed and delivered by Alison Brewin of Alison Brewin Consulting, a non-profit professional with 25 years of senior management in BC's non-profit sector particularly in smaller, community-based non-profits and charities. In each one-day, participatory learning workshop, participants were provided with evaluation theories and information, and had extensive opportunity for applying new knowledge in their current work. Participants received hand-outs including resources and evaluation tools designed to be used within their individual program or agency. A key goal of the workshop was to communicate the value of evaluation and empower program staff to use evaluation as a part of program planning. Feedback on the workshop was exceedingly positive, and the Life Skills Network will be supported in their evaluation and planning efforts by the Life Skills Coordinator going forward.

Community Support - Roles of the City of Kamloops, United Way, HAP

A unique asset of the Life Skills Development Project is its tremendous community support from major Kamloops players – namely the City of Kamloops, United Way, Changing the Face of Poverty (and larger community) and both the Homelessness Action Plan's Coordinator and Steering Advisory Group. This strong network of relationships provides opportunity for the Life Skills Development Project to access meeting and office space, operational resources, important professional contacts and draw from years of experience within the homelessness and social sector. Conversely, the Life Skills Development project can provide support to the efforts of the City, HAP and United Way, such as the implementation of the Support Services Inventory, hosting community events, and providing Life Skills training expertise. Borne from the collective efforts of the community, the Homelessness Action Plan and the Life Skills Development Project values these community relationships greatly and is deliberate in continually fostering them.

Data Collection

Survey: Life Skills Training For Service Users

Are those who are experiencing or at-risk of homelessness aware of the role that Life Skills play? That was an important question to ask in our survey in order to open a dialogue about which Life Skills are important in maintaining housing and how to access the training to develop them. The survey was short and simple, and was offered for service users to complete orally or in written form. The survey questions were both open- and close-ended. The survey was designed this way in order to measure changes in specific perceptions and experiences which can be tracked over time, as well as to illicit authentic feedback from service users.

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The survey asked the following questions:

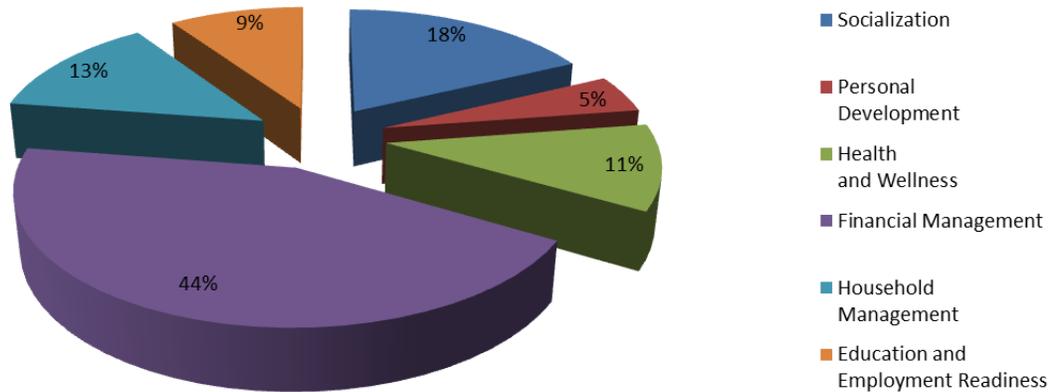
- What skills do you need to maintain housing?
- Have you ever accessed training to help develop Life Skills?
- If you answered “Yes” to the question above, how effective was this Life Skills Training?
- What Life Skills did you develop?
- How important are Life Skills in maintaining stable housing?
- How do you feel Kamloops is currently responding to Life Skills Training needs?
- How accessible are Life Skills Training services in Kamloops?
- Has an agency ever referred you to another agency to access Life Skills Training?
- Is there any Life Skills Training not available in Kamloops?
- In Kamloops, do you feel people are accessing the available Life Skills Training they require?
- If you responded "No" to the question above, please list any barriers to available Life Skills Training that people in Kamloops are experiencing

88 surveys were completed by service users (the full survey appears in Appendix E). People were invited to complete the survey on their own or with the assistance of the Life Skills Coordinator. The intention of the survey is to measure client perceptions of life skills and experience with Life Skills training before and after the recommended interventions within this report in order to measure the impact of the Project’s work.

The survey had some limitations. As the survey was delivered at the Project Homeless Connect event, those who completed it had been informed of the event by an agency and therefore had relationships with service providers within the community already. The survey likely did not reach the hidden homeless, although known demographic data was collected to determine this.

1. What skills do you need to maintain housing?

Skills Needed to Maintain Housing
according to Service Users



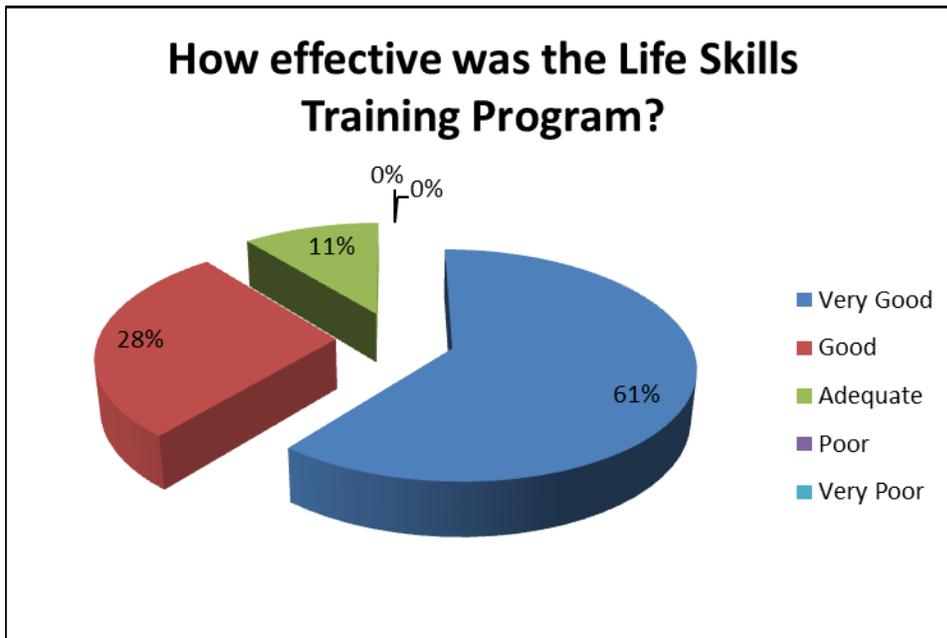
Life Skill Category	Life Skill	# of client responses	Total responses by Category
Socialization	Communication	10	15
	Negotiation and Conflict Resolution	1	
	Respect and Empathy	2	
	Interpersonal Skills	2	
Personal Development	Prioritizing	1	4
	Responsibility	2	
	Insight	1	
Health and Wellness	Hygiene	3	9
	Nutrition	1	
	Addictions Management	2	
	Disability Management	2	
	Stress Management	1	
Financial Management	Financial Management	11	37
	Income earning	2	
	Budgeting	20	
	Bill Payment	4	
Household Management	Cooking	2	11
	Cleaning	4	
	Household Management	5	
Education and Employment Readiness	Job Maintenance	1	8
	Job Search Skills	3	
	Time Management	1	
	Employment Readiness	3	
Total Responses:			84

2. Have you ever accessed training to help develop Life Skills?

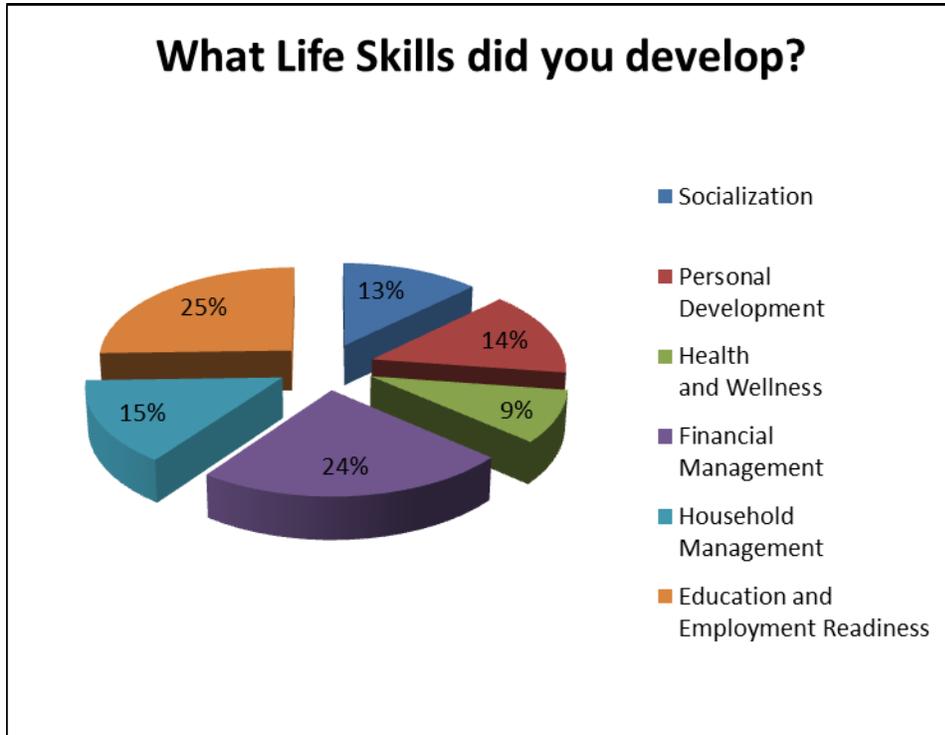


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3. If you answered “Yes” to the question above, how effective was this Life Skills Training?

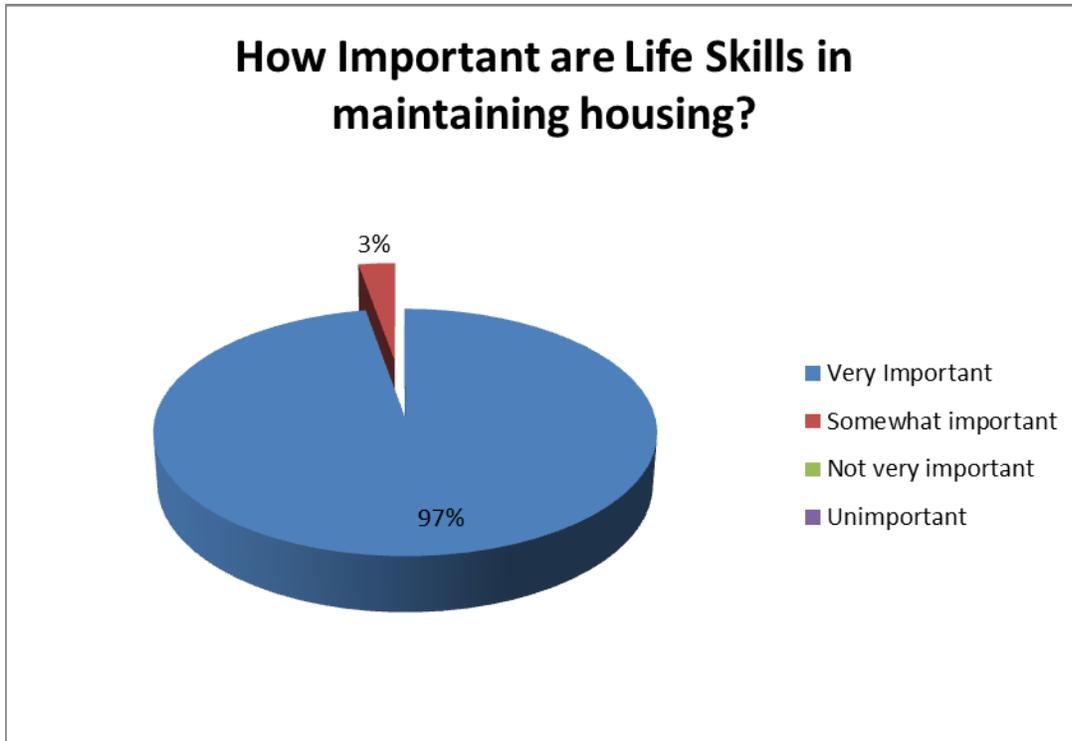


4. What Life Skills did you develop?

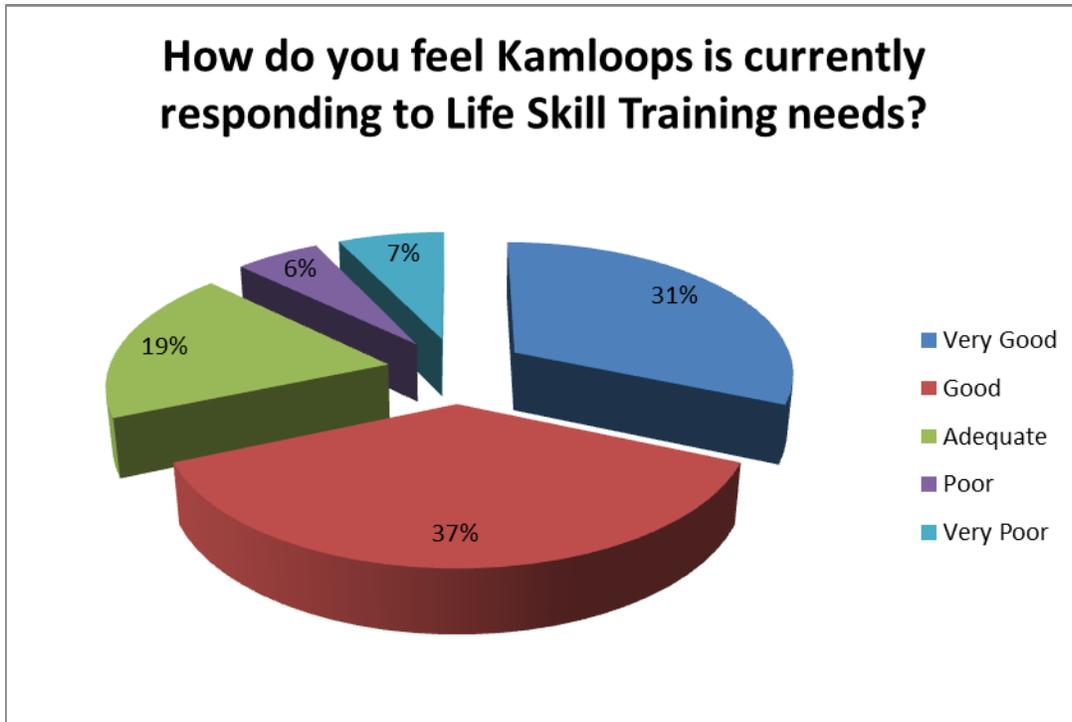


Life Skill Category	Life Skill	# of client responses	Total responses by Category
Socialization	Communication	4	7
	Socializing	2	
	Tolerance	1	
Personal Development	Assertiveness	1	8
	Decision Making	1	
	Goal Setting	1	
	Navigating Services	1	
	Independence	1	
	Coping (grief and loss, trauma, change)	2	
	Prioritizing	1	
Health and Wellness	Health	2	5
	Diet	1	
	Addictions Management	1	
	Stress Management	1	
Financial Management	Financial Management	6	13
	Budgeting	6	
	Bill Payment	1	
Household Management	Cooking	6	8
	Cleaning	2	
Education and Employment Readiness	Job Search Skills	2	14
	Employment Readiness	5	
	Time Management	2	
	Education Planning	4	
	Computer Skills	1	
Total responses:			55

5. How important are Life Skills in maintaining stable housing?

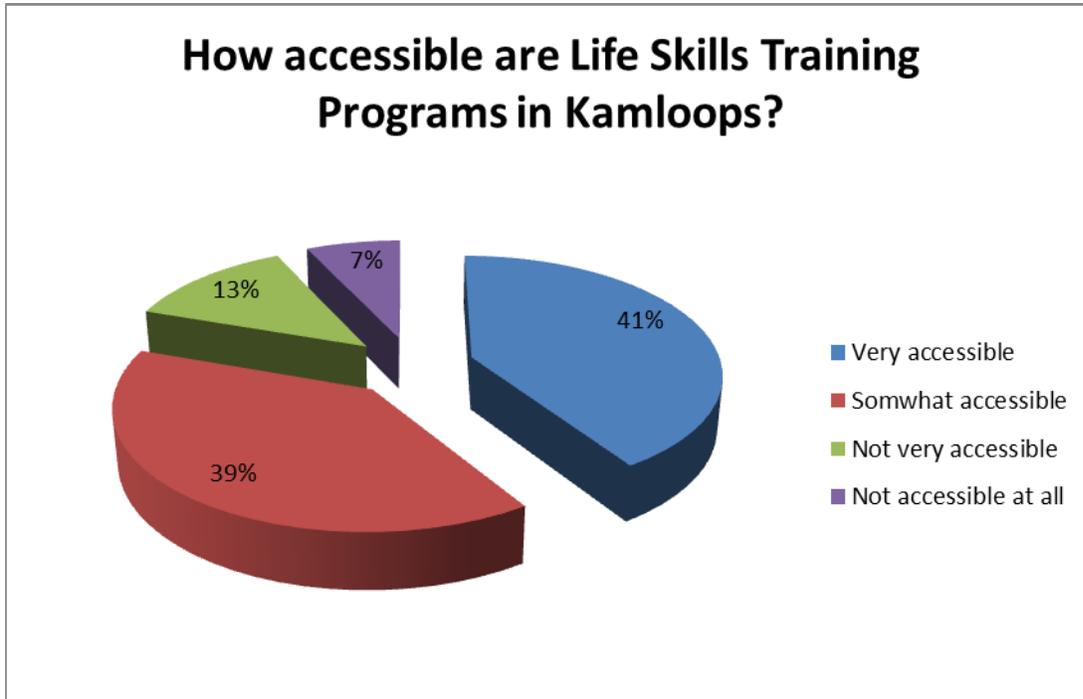


6. How do you feel Kamloops is currently responding to Life Skills Training needs?

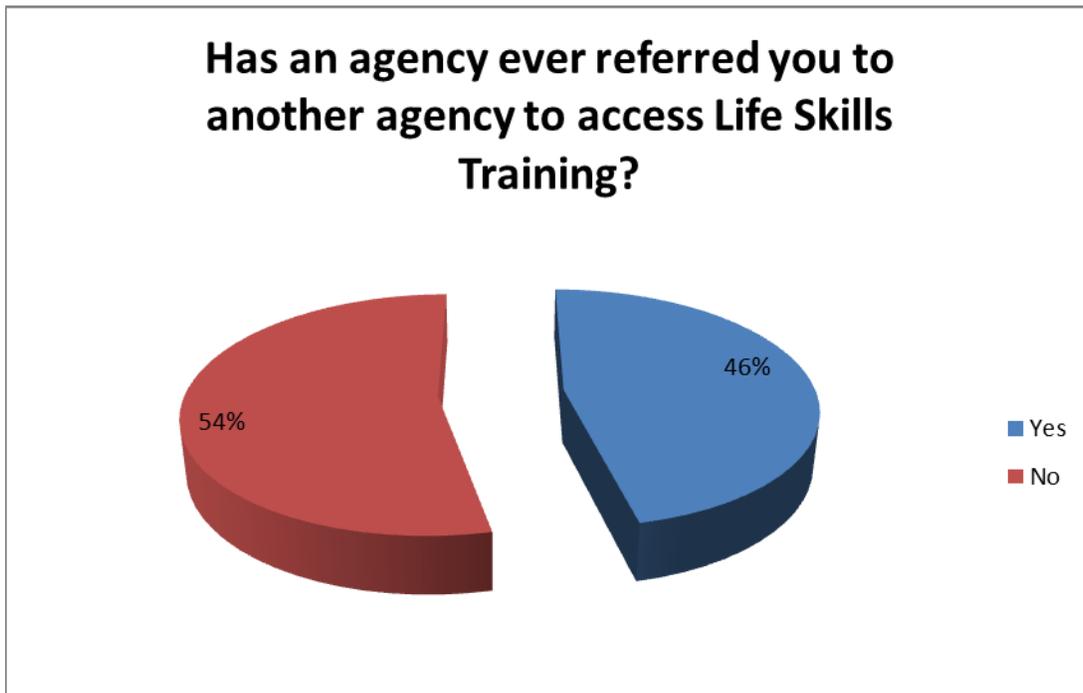


7. How accessible are Life Skills Training services in Kamloops?

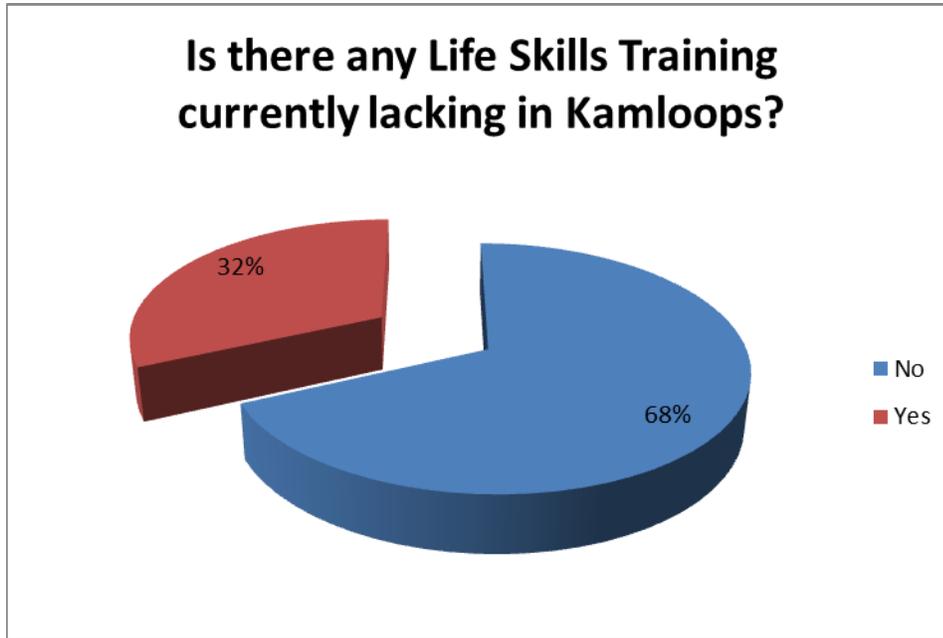
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8. Has an agency ever referred you to another agency to access Life Skills Training?



9. Is there any Life Skills Training not available in Kamloops?



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Participants who responded “Yes” to the question above identified the following training as lacking in Kamloops:

- Tenant and Landlord information
- Anger Management
- Employment Readiness
- Grief and loss
- Self-Awareness
- Supports for education

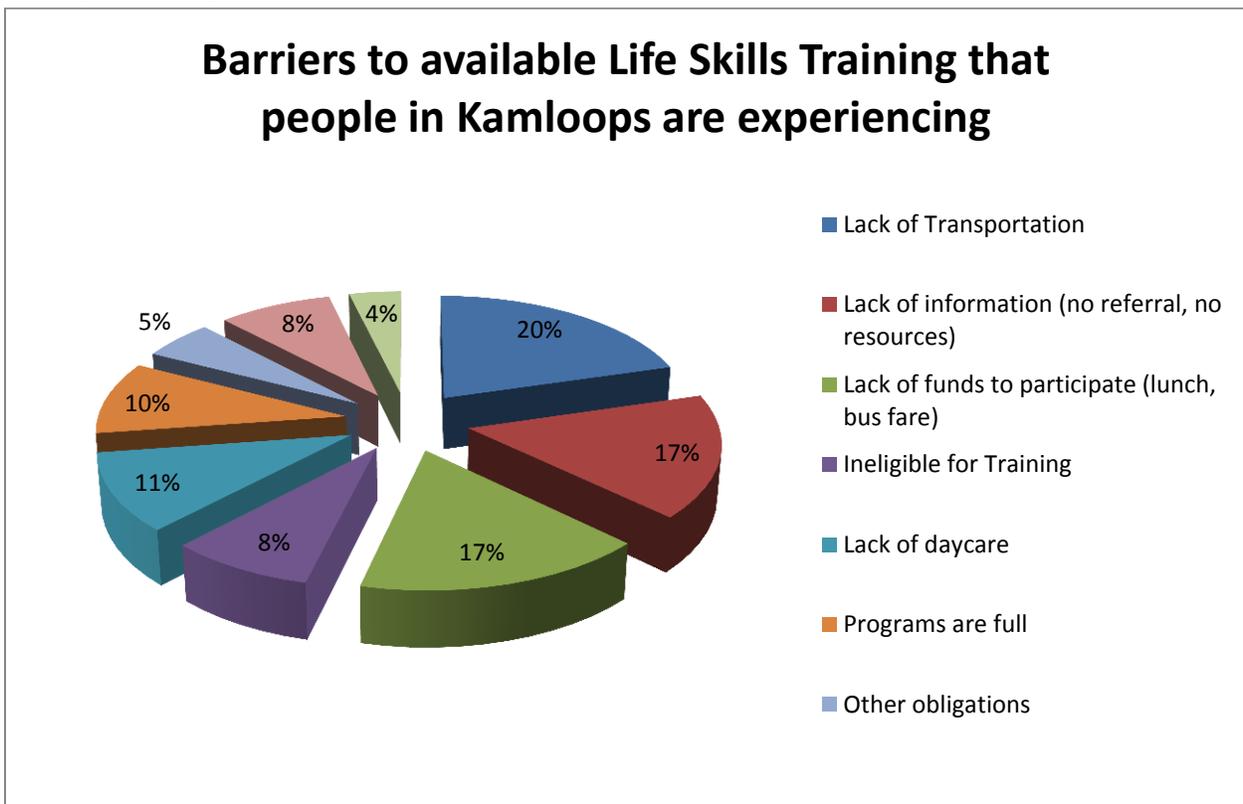
In reality, the above training is offered in Kamloops, though most are offered as individual modules within a larger training program. It is in these instances that clients often face barriers in navigating to the necessary programming and must rely on service referrals from trusted agencies. Data collected in the service provider focus group points to service navigation as one of the biggest, if not the paramount barrier to clients. It is here where we find one of the most difficult challenges in Life Skills training design, as successful navigation to programming, attendance, and completion all require an adequate level of Life Skills. There is a level of competence necessary for a client to be successful in traditional learning settings, so program design must consider the limitations of some clientele.

10. In Kamloops, do you feel people are accessing the available Life Skills Training they require?

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11. Please list any barriers to available Life Skills Training that people in Kamloops are experiencing



Survey: Life Skills Training For to Service Providers

Is Kamloops responding to the Life Skills Training needs of people who are experiencing or at risk of homelessness? This question framed the survey that preceded the Focus Groups for the Life Skills Network. The survey was offered online, in order to make it fast and accessible to service providers, and included both open- and closed-ended questions. The reason for this design mirrored the reasoning behind the Service User survey: to be a baseline for measurable changes in specific perceptions and experiences that can be tracked over time. In addition to this, the survey was intended to elicit reflection before the Focus Group series began.

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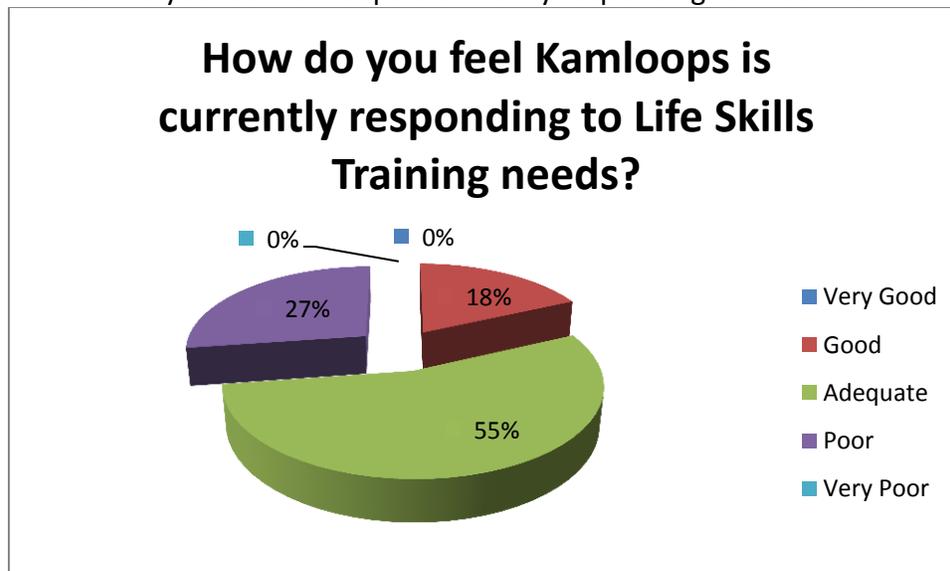
The survey asked the following questions:

1. What do you feel are the most important Life Skills for maintaining stable housing?

Responses included:

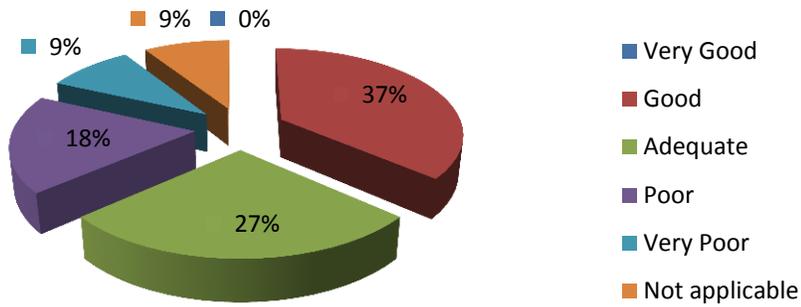
- Addictions Management
- Service Navigation
- Tenancy rights
- Being a good tenant
- Communication
- Financial Management
- Self-Advocacy
- Home maintenance
- Literacy
- Mental health management
- Personal hygiene
- Respect
- Assertiveness
- Self-Worth

2. How do you feel Kamloops is currently responding to Life Skills Training needs?



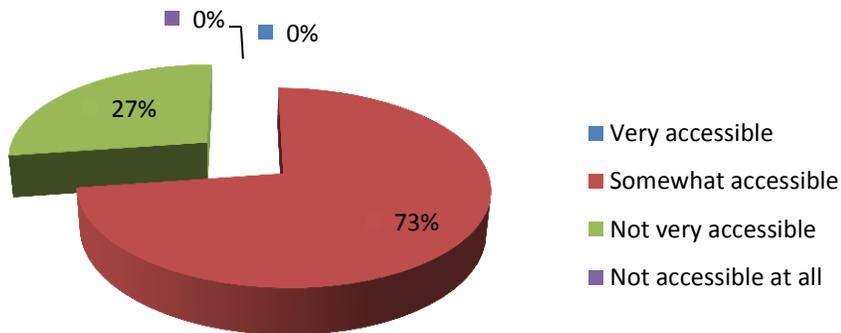
3. How do you feel your organization is currently responding to Life Skills Training needs in Kamloops?

How do you feel your organization is currently responding to Life Skills Training needs in Kamloops?



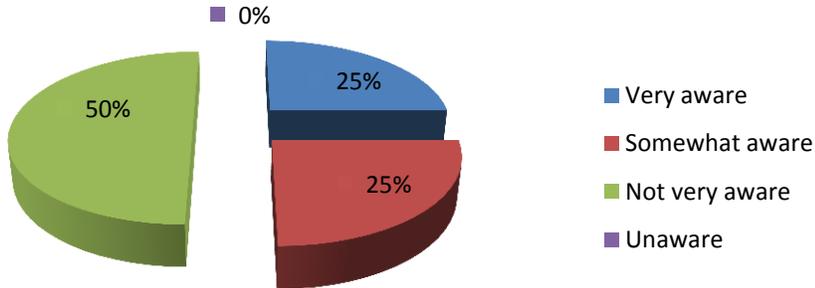
4. How accessible are Life Skills Training services in Kamloops?

How accessible are Life Skills Training services in Kamloops?



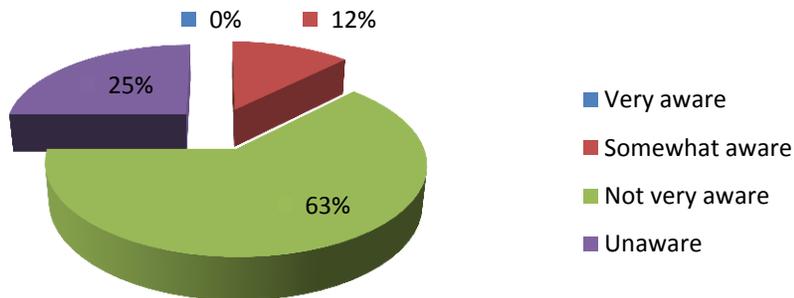
5. How aware are Kamloops service providers of the importance of Life Skills training?

How aware are Kamloops service providers of the importance of Life Skills training?



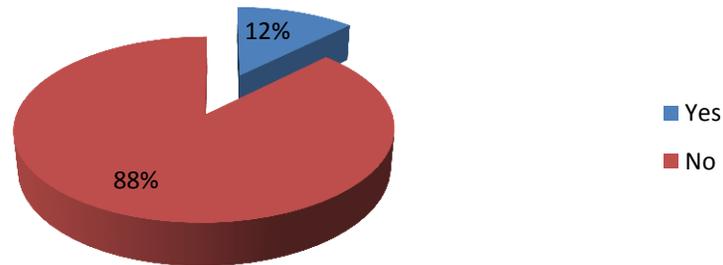
6. How aware are those unable to maintain stable housing of the importance of life skills training?

How aware are those unable to maintain stable housing of the importance of life skills training?



7. In Kamloops, do you feel people are accessing the available Life Skills Training they require?

In Kamloops, do you feel people are accessing the available Life Skills Training they require?



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8. Please list any barriers to available Life Skills Training which people in Kamloops are experiencing.

Responses included:

- Navigation
- Addictions
- Child care
- Fear
- Ineligibility
- Lack of insight
- Lack of referrals
- Literacy
- Mental Health
- Time of programming
- Transportation

Focus Group

As mentioned, service providers have been engaged in several ways, perhaps most importantly during the data collection process. Over the course of three, 3-hour focus groups, the following questions were posed to the Life Skills Network:

Life Skills Training in Kamloops

1. Are clients aware of the programs available?
2. What LS Training Programs are not offered in Kamloops?
3. Any programs that were offered in the past?
4. What are some of the areas where LS Training is being offered but could use improvement or expansion?
5. Has there is an organization in Kamloops responded to a need by creating a new training program/course in the past?
6. How responsive is current programming to changes in client needs?
7. Are there enough program resources to address need?

Client Needs and Demands

8. Is there value in service overlap or duplication?
9. Learning about life skills vs. implementing learned skills?
10. How do service providers diagnose life skills needs?
11. Are clients aware of the lack of life skill? How can we develop insight?
12. Where do people develop positive life skills if not through a formalized program?
13. Should training be in a group of one on one setting?
14. Should training be short term or long term?
15. Is there stigma attached to life skills training for those who need it?
16. How do you break down habits acquired on the street?

Barriers to Life Skills Training and Measuring Success

17. How accessible is training in Kamloops?
18. Any services in place that are helping to remove barriers to access service?
19. Types of training programs that should be developed?
20. From training standpoint to empower client?
21. What are the attributes of a successful training program?
22. What makes training less successful?
23. What is the ideal educator?
24. Indicators of success – qualitative or quantitative?
25. How can we measure success?
26. How to balance the needs of stakeholders?

The results of these focus groups established the determinants of low Life Skills in Kamloops and in combination with the other data collected, resulted in the recommendations of this report. The key factor causing a lack of Life Skills in Kamloops has been identified as barriers to appropriate service.

Barriers to Service

Resounding feedback from the Service Provider Focus Groups has been that Life Skills Training programming in Kamloops is adequate in terms of its subject matter – a tremendously wide range of training is offered through dozens of service providers. A seemingly positive discovery, this is balanced with community-wide concern around accessibility and barriers to service for a range of clientele. The nature of the service barriers vary between client demographics, though there is a commonality between groups – unsuccessful service navigation.

Mental Health

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As backed by years of literature and an extensive list of agencies, Mental Health is a tremendous barrier to service for people of all social, economic, and ethnic groups. Anxiety and depression were identified as the leading causes for “losing” clients – clients are unable to navigate successfully to an agency or feel incapable of attending and completing programming. Classroom settings can be particularly challenging for many, along with safety concerns among the consumers of services, who can feel unnerved and uncomfortable in the company of other participants. The elimination of Mental Health barriers to service will require the concerted effort of an entire community – locally and beyond. The Homelessness Action Plan intends to focus on advocating for change in Mental Health policy in provincial health care in the HAPs next phase, and the Life Skills Coordinator and Life Skills Network will join in this effort.

The Life Skills Network is also collaborating within its membership to better assist mutual clientele – however, confidentiality concerns and lack of communication with Ministry bodies creates challenges for all parties. The Life Skills Development Project hosted a 2-day Mental Health First Aid (MFHA) program with the Canadian Mental Health Association in order to better prepare service providers for the challenges and dangers of Mental Health issues, and to assist them in better serving their clients. With over 15 MFHA-certified members, the Life Skills Coordinator will continue to work with the Life Skills Network to advocate for Mental Health policy reform and ensure service providers are empowered to best support their clients.

Transportation

It is not a new concern that transportation in Kamloops is challenging for those who do not drive independently. City geography, the transit system, and poverty are all factors preventing someone from successfully travelling to the services they require. Most service providers in Kamloops are located in one of two business centres – the North Shore and Downtown. With transitional housing and the lowest cost rental housing scattered throughout the furthest reaches of the town, clients are required to rely on public transit or foot travel to reach services. Navigating numerous hills or high traffic areas that are not primarily pedestrian friendly leaves many clients unwilling or unable to travel by foot. Poverty – the root of so many of compounding issues for these client demographics – prevents most from relying on public transit. Schedules, routes, and bus stop safety measures have been improving throughout the City of Kamloops, but the cost of transportation has not diminished for those living in poverty. Alongside the expectation for full-time or regular attendance in a Life Skills training program

should be the financial support to utilize the public transit system, and a program schedule that complements the transit schedule.

Service Navigation

It can be said that navigating the system of services is a life skills in itself – or rather, that it requires a gamut of skills that must be developed and maintained over a lifetime, such as communication, time management, confidence, and so on. For that reason, low life skills can prevent successful navigation to the appropriate training services to develop those same skills. This creates a troubling dilemma.

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It is for this reason that a unique, housing-focused Life Skills training program needs to be created with no barriers to access, with simplified scheduling and location, while utilizing the skills and experience of existing service providers. Community capacity can be maximized and an ongoing evaluation of service referrals amongst agencies will ensure the program is responsive to changing client needs and service provider capabilities. Our findings indicate that existing programs are effective, but navigation to the appropriate program or service is challenging. It is for this reason that the recommendation of this report focus on the improvement of service navigation and removal of barriers to service.

Workshop Design

Based on the data collected and feedback from stakeholders, a workshop curriculum can be created that focuses on the specific skills necessary to find and maintain housing, and removes the above-mentioned barriers. Through the survey and focus group data collection process, the following topics were identified as being most important, by both service provider and service users:

- Service Navigation
 - Respect
 - Self-Advocacy
- Tenancy
 - The Residential Tenancy Act
 - Being a good tenant and neighbor
 - Cooking and home maintenance
- Financial Management
 - Budgeting
- Stress and Anger Management
- Mental Health Management
- Communication
- Assertiveness
- Employment Readiness
- Insight Building

In an effort to eliminate any barriers to attendance for those who require this Life Skills Training, the workshops will be 3 hours in length, allowing for breaks and discussion. This is widely considered an appropriate length of time for an adult learner to return to a classroom setting. In addition, the following supports are built into the design of the workshops series:

- Food and drink available for attendees throughout the day
- Bus tickets provided for full time attendance
- On-site child care during all workshops
- Participant-friendly workshop structure, allowing breaks and flexibility
- Community information resources

Maximizing Local Capacity

Returning to our goal of utilizing the skills and experience and our local service providers, the above workshop series can be offered to the community in partnership with various agencies. As many of the above Life Skills modules are offered at existing agencies, the skills to deliver the material exist with the Life Skills Network. However, remembering our goal to reduce barriers and improve access, the Life Skills workshop series proposes to bring these skill sets under one roof.

In space provided by the City of Kamloops, 6 local agencies can come together to deliver the housing Life Skills curriculum on a regular basis. By design, this workshop series will allow a single agency to connect their client with 12 weeks of Life Skills Training, with only a 2 week (12 hour) service commitment from the agency. Visually depicted, the agency involvement would be as follows, with each module 3 hours in length:

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Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Module 1 & 2, Agency A	Module 3 & 4, Agency B	Module 5 & 6, Agency C	Module 7 & 8, Agency D	Module 9 & 10, Agency E	Module 11 & 12, Agency F
Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
Module 13 & 14, Agency A	Module 15 & 16, Agency B	Module 17 & 18, Agency C	Module 19 & 20, Agency D	Module 21 & 22, Agency E	Module 23 & 24, Agency F

Further, workshop access is simplified for the client as the expectation is to attend at the same location, on the same day, at the same time - thus creating a routine for the client and removing some issues around service navigation. The day and time of the proposed workshop should not conflict with any existing community event, drop-in or client service. Additional benefits include opportunities for agencies to promote other service and programs, increase their client retention, as well as maximize their reach to new clientele.

Introduction of new programming

Ready to Rent BC is a housing-focused Life Skills training program based on Vancouver Island which grew collaboratively out of necessity, in collaboration with local community groups and non-profit agencies. The curriculum is intended to assist participants with acquiring and maintaining housing, and can be customized to suit community-specific needs. Not a crisis-response program, Ready to Rent works with people who are homeless, in transitional housing, or looking to secure permanent market rental housing; the program is not designed for clients who are street entrenched and require extensive supportive services.

Designed to assist clients who do not fit into other service delivery target groups, the programming assumes participants have low literacy and numeracy and the material can be altered to accommodate varied learning levels. Addictions and drug usage will not bar a participant from the program, and childcare is provided – supports are built in to remove barriers to attendance. The goal of the program is to be as user-friendly as possible, and an attendee must complete all workshops in order to graduate with a Certificate of Completion,

along with a Ready to Rent referenced notation on the BC Housing Registry. Graduation rates are currently 70%, with 530 graduates from the Cowichan Regional District, where the program is currently offered.

With intention to expand the programming throughout BC, Director Colleen Kasting is currently working in collaboration with facilitators to design a “Train the Trainer” curriculum. The programming has been well received and seen considerable success in its short life, with course evaluations, student and landlord feedback and housing success stories in support. The curriculum of the program can be tailored to suit the specific needs of clients in Kamloops.

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The Life Skills Network, in addition to the larger community, will be conferred with to determine the suitability of the program and gauge interest in a Ready to Rent presentation in Kamloops. Should the program be well received, the Life Skills Development Project can pursue a Train the Trainer course in Kamloops in order to educate existing service providers on the Residential Tenancy Act, housing-related life skills, credit reporting and other tenancy impacts that are relevant to their clientele. In this case, the material would be added to the 12-week workshops series to fit into the housing-focused curriculum.

Navigation

In conjunction with this life skills training, it is evident that for some people also require supportive services. These primarily include addictions management, mental health support and legal advocacy – or sometimes simply assistance with replacing ID or setting up a bank account. To address this need, the Life Skills Coordinator will act as service navigator on-site during the Life Skills workshop series. This navigator role will ensure clients are aware of available services in the community and have the resources necessary to reach the service provider. The Coordinator will utilize the Life Skills Network, the existing Life Skills Directory, and the Support Services Inventory to provide thorough and up-to-date information.

Outside of the proposed Life Skills Workshop Series, it is evident that navigation is challenging for clients pursuing other community services as well. In an effort to further examine this navigation issue brought forward by the Life Skills Network, the referral process of the Life Skills Network agencies can be slightly modified. It is the goal of the Life Skills Development Project to introduce a mechanism that will both a) track the success or failure of service referrals within the network, and b) provide a supplemental resource to clients who are challenged by the navigation process.

Requiring minimal time from participating service providers, the Referral Card is intended to assist a client reach the service they require, and allow the Life Skills Coordinator to track the success of the referral. As one of the desired outcomes of the Life Skills Development Project is to improve client service and increase successful service referrals, this process will act as a data collection tool to measure an improvement in service referrals within the Life Skills Network over time. It is anticipated that this improvement will result from the creation of the Network and subsequent information sharing. The design of the card will be simple, and the input from service providers will be minor given its impact.

Proposed Referral Card Design

Front:

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Referring Agency: _____ Card #: 001
Referring Staff member: _____

Instructions to Client: Take bus #2 to the downtown bus exchange and walk to the address below. Ask for "Social Insurance Number Replacement Form" from the Employment Assistant Worker to meet with.

Destination Agency Address: _____
Destination Agency Phone Number: _____
Staff member receiving referral: _____

ONCE THIS CARD HAS BEEN RECEIVED, PLEASE RETAIN FOR COLLECTION
BY THE LIFE SKILLS COORDINATOR
OR PHONE (250) 320-7945

Back:



Community Theatre Project

Headed by Thompson Rivers University and the Homelessness Action Plan, the Community Theatre Project launched in December 2012 as an innovative new model for arts engagement creative employment, life skills development and community engagement. With involvement from the Thompson Rivers University Theatre Department, ASK Wellness, Elizabeth Fry Society, CMHA, United Way, White Buffalo, community volunteers and the Life Skills Coordinator, the project will span 18 months, with the theatre productions expected to be performed in summer 2014.

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The framework of the Theatre Project asserts that through sharing their own stories, people who have experienced poverty and homelessness will feel empowered and confident carrying forward in stabilized lives. With backing from Theatre professionals, the Theatre Project will be comprised of two parts: drop-in workshops and theatre production. It will see the “actors” or participants informally guided through the collective creation and invited to explore creativity through writing, painting, drawing, music or other mediums. Those who choose to carry on into the formal creation of the production piece are encouraged to do so; alternatively, others may simply participate in the creative process and realize the value of the arts.

Throughout the process of creating, designing and performing the production, participants will utilize and develop a number of skills. Keeping focus on this skills development, the Theatre Project committee can assist participants by ensuring supports exist throughout the process and beyond its completion. Some of the skills that are anticipated to be developed in the Theatre Project include communication and teamwork, time management, stress management, respect and empathy. Although the Theatre Project is still in its initial design phase, it has been expressed by the Project Committee that additional supports should be available at the later stages of the project as well.

The Life Skills Coordinator will be present throughout the Theatre project Workshops, rehearsals and performances in order to offer referrals to appropriate support services whenever necessary. As many of the participants in the Theatre Project will have experienced some form of homelessness, mental health issue, addictions or other struggles, resources should be available to support clients in the case of a trauma or barrier. To aid in this process, the Life Skills Coordinator will utilize the Support Services Inventory and Referral Cards.

Finally, an exit process will also be designed to assist participants in the Theatre Project with a transition to appropriate supports. Feedback will be solicited to evaluate the Theatre Project, and a basic resume will be created for each individual, with references offered from Theatre Project leaders.

Going Forward: Living Timeline

Date	Task	Desired Outcome
February 28	Report Draft presented to HAP SAG	Report is modified to suit community needs and prepared for delivery to stakeholders
May 8	Life Skills Development Project Report to Community	Inform the greater community of the work and goals of the Life Skills Development Project and Life Skills Network
Summer 2013	Design workshop curriculum in collaboration with Life Skills Network	Creation of a 12-week workshop series focused on housing-related life skills
Summer 2013	Begin recruitment of participants for Life Skills Workshop Series	20 participants who are experiencing or at-risk of homelessness are prepared to complete the workshop series
Summer 2013	Creation of the Referral Cards and Tracking System	Referrals to other community agencies are tracked, clients are successful in accessing services
September 2013	Life Skills Workshop Series 1 begins	Workshop participants are better prepared to obtain and maintain housing
December 2013	Evaluation of Workshop Series	Workshop success is measured based on desired client and agency outcomes
December 2013	Workshop Redesign	Workshop series is modified as needed to meet community needs
January 2013	Life Skills Workshop Series 2 begins	Workshop participants are better prepared to obtain and maintain housing

Appendix A: Life Skills Inventory

Skill Set	Life Skill	Specified Impact Area
Socialization	Communication	Maintaining healthy neighbour, tenant-landlord relationships; understanding different points of view; developing professional relationships; exercising compromise
	Negotiation and Conflict Resolution	
	Respect and Empathy	
	Cooperation	
	Networking	
Personal Development	Self Esteem	Planning for the future; increasing locus of control; asserting rights, handling responsibilities; dealing with adverse situations; feeling confident and independent
	Decision Making	
	Goal Setting	
	Critical Thinking and Problem Solving	
	Emotion Management (anger, anxiety)	
	Coping (grief and loss, trauma, change)	
	Self-Awareness	
Health and Wellness	Physical Fitness and Exercise	Maintaining mental wellness and mental fitness; keeping a healthy weight and appearance; reducing, managing or eliminating illness; coping with stressful situations; preventing substance abuse, coping with addictions
	Nutrition and Hygiene	
	Addictions Management	
	Mental Health	
	Disease Prevention and Management	
	Stress Management	
Financial Management	Financial Literacy	Managing financial responsibilities; accessing fair banking systems; planning for the future or the unexpected; maintaining a healthy credit score; ensuring financial security
	Budgeting	
	Financial Planning	
	Debt Management	
	Saving	
Family Management	Parenting	Maintaining respectful, supportive relationships; instilling strong values and life skills in children; maintaining a safe, healthy home environment
	Cooking	
	Violence Prevention	
	Substance Abuse Prevention	
	Household Management	
Education and Employment Readiness	Resume Building, Cover Letter Drafting	Defining appropriate career paths; mapping and pursuing educational needs; obtaining and maintaining employment; navigating career changes
	Career Development	
	Job Search Skills	
	Interview Skills	
	Time Management	
	Professional Networking	
	Education Planning	
	Learning	
	Teamwork	

Appendix B: Life Skills Network

Life Skills Training Development Project Contacts		
Name	Agency	Position/Program
Tammie Oram	Fairwinds Counseling	Life Skills Facilitator
Barb Stepp	White Buffalo Aboriginal Health Centre	Aboriginal Family & Community Response Coordinator
Roberta Scharuda	White Buffalo Aboriginal Health Centre	Family Empowerment Coordinator
Jo Bristol	ASK Wellness	Life Skills Facilitator
Pete Grinberg	School District No. 73	Street School
Marcy Keehn	GT Hiring Solutions	Manager
Heather Hynes	Kamloops Brain Injury Association	Life Skills Facilitator
Ann LaFrance	Kamloops Cariboo Regional Immigrant Society	Community Connections & Mentoring (Youth Services)
Noella Yablonski	Emerald Centre	Outreach
Jacqueline Ballard	Elizabeth Fry Society	Housing
Chris Pincott	Insight Support Services (HealthLink BC)	Family Support Worker Program
Wendy Peschick	Community Living BC	Facilitator
Theresa Brooks	People in Motion	Life Skills Facilitator
Nicole Pettegrew	People in Motion	Life Skills Facilitator
Erin Thompson	Aboriginal Friendship Centre	Homelessness Coordinator
Tammy Caza	Door to Roof Society	Support Services and Outreach Worker
Naomi Bullock	Open Door Group (EPBC)	Manager
Maureen Jones	YMCA	Youth Employment Program
Wendy Chernivchan	Lii Michif Otipemisiwak	Michif Youth Empowerment Facilitator
Toni Pate	Interior Indian Friendship Centre	Life Skills Facilitator
Chris Hunt	BC Government	Poverty Reduction Analyst
Dawn Campbell	Boys and Girls Club	First Steps
Debbie Ross	Family Tree	Program Coordinator
Janet Bakke	Elizabeth Fry Society	Rent Bank Coordinator
Dominic	Kamloops Cariboo Regional Immigrant Society	Settlement Integration Worker
Dawn Sylte	Elizabeth Fry Society	Housing Activity Coordinator
Laurel Scott	Interior Community Services	Manager of Youth Programming
Patty Cornborough	TRU Social Work	Student

Appendix C: Life Skills Training Directory

Kamloops Life Skills Training Directory		
Service Provider Organization	Program	Life Skill Addressed
Aboriginal Skills Employment & Training Services (ASETS)		Employment Readiness
Aboriginal Skills Employment & Training Services (ASETS)	Employment/Life Skills	
ASK Wellness Centre	SHOP Program	Various
ASK Wellness Centre	Skills Link/Career Focus Program	Various
ASK Wellness Centre	AASH/MASH	
ASK Wellness Centre	Supportive Housing	Various
BC Government	Poverty Reduction	Various
Canadian Mental Health Association	Bounce Back	Mental Health
Canadian Mental Health Association	Kamloops Adult Clubhouse	Various
Canadian Mental Health Association	Kamloops Youth Clubhouse	Various
cnib	Life Skills	Various
Canadian Mental Health Association	Shelter Program	Various
Canadian Mental Health Association	Outreach	Various
Community Futures Development Corporation of Central Interior First Nations	Entrepreneurial Certificate and Self Employment Benefit Program	Employment Readiness
Community Futures Thompson Country	Self Employment Program	Employment Readiness
Community Futures Thompson Country	Entrepreneurs with Disabilities	Employment Readiness
Door to Roof Society	Support Services	
Elizabeth Fry Society	Poverty Law Advocacy	Legal Education
Elizabeth Fry Society	SKY Program (for Youth)	Various
Elizabeth Fry Society	Women's Housing Support	Various
Elizabeth Fry Society	Kamloops Rent Bank	Financial Literacy, Financial Management
Family Tree Family Centre	Mothers For Recovery	Family Management, Parenting

Insight Support Services	Adult Life Skills Program - Developmental Disabilities	Various
Insight Support Services	Family Support Program	Family Management, parenting
Interior Community Services	Support to Family Care Network	Family Management, Parenting
Interior Community Services	Family Therapy Centre	Family Management, Parenting
Interior Community Services	Family Service Program (Mind Over Madder)	Family Management, Anger Management
Interior Community Services	Residential Youth Mentorship	Various
Interior Community Services	Skills Development and Community Inclusion	Various
Interior Community Services	Community Kitchens	Nutrition, Cooking, Budgeting
Interior Community Services	Acadia Program (Youth Transition Program)	Various (youth)
Interior Community Services	Families First	Family Management
Interior Community Services	First Steps	Various
Interior Community Services	P.A.I.D. - Parenting Awareness Individual Development	Family Management
Interior Community Services	Healthy Beginnings	Parenting
Interior Health Authority	Nutrition Programming	Nutrition
Interior Health Authority	Kamloops Mental Health and Substance Use	Mental Health
Interior Indian Friendship Centre	Child and Youth Mental Health Wellness Program	Mental Health
Interior Indian Friendship Centre	A Childs ROOTS are Forever	Family Management
Interior Indian Friendship Centre	Healthy Beginnings	Parenting, Family Management
Interior Indian Friendship Centre	Early Childhood Development Program	Family Management, Nutrition
Interior Indian Friendship Centre	Alcohol and Drug Counseling	Addictions Management, Substance Abuse Prevention
Interior Indian Friendship Centre	Education and Cultural Programs	Various (supporting, non-delivering)
Interior Indian Friendship Centre	Life Skills Housing Program	Various
Lii Michif Otipemisiwak (Interior Metis Child and Family Services)	Michif Family Support	Nutrition, Family Management
Lii Michif Otipemisiwak (Interior Metis Child and Family Services)	Otipemisiwak Program - Skills for Life	Various (Youth Program)
John Howard Society		Legal Education

Kamloops Brain Injury Association	Lifeskills	Various
Kamloops Brain Injury Association	SUBI (Substance Use and Brain Injury)	Addictions Management, Substance Abuse Prevention
Kamloops Cariboo Regional Immigrant Society	Settlement and Integration	Various
Kamloops Cariboo Regional Immigrant Society	English Language Services for Adults	Literacy, Communication, Networking
Kamloops Cariboo Regional Immigrant Society	Community Connections & Mentoring (Youth Services)	Communication, Networking
Metis Nation BC	Metis Employment & Training Program	Employment Readiness
New Life Mission	House of Ruth	Various
New Life Mission	Employment Counselling	Employment Readiness
Open Door Group (Ministry of Social Development)	WorkBC Employment Program of BC	Employment Readiness
Open Door Group	Gardengate Program	Employment Readiness
Phoenix Center	Outreach/Youth Substance Use	Addictions Management, Substance Abuse Prevention
Phoenix Center	Raven Program	Addictions Management, Substance Abuse Prevention
Phoenix Centre	Raven Program	Various
Pregnancy Care Centre	Birth Moms Support Group	Parenting
Sage Health Centre	Addictions treatment	Addictions Management, Substance Abuse Prevention
School District No. 73	Street School	Literacy, numeracy
Seasons Consulting Group	LifeWorks	Various
Seasons Consulting Group	Bridging	Various
Seasons Consulting Group	CAPP	Various
Secwepemc Child and Family Services		Family Management, Parenting
Seniors Outreach Society	Advocacy	Financial Management, Addictions Management, Substance Abuse Prevention
Thompson Nicola Employee and Family Counselling		Parenting, Mental Health
Thompson Rivers University	COPE	Various
Thompson Rivers University	MECA	Various
Vision21 Consulting	Pathways Program	Employment Readiness
Volunteer Kamloops	FOCUS Program	Employment Readiness, Personal Development

White Buffalo Aboriginal Health Society and Resource Centre	Aboriginal Suicide Critical Incident Response Team	Mental Health
White Buffalo Aboriginal Health Society and Resource Centre	KEHIW AWASIS (Baby Eagle Program)	Family Management
White Buffalo Aboriginal Health Society and Resource Centre	Mawman Noor (Mother Bear)	Family Management
White Buffalo Aboriginal Health Society and Resource Centre	Gift Givers Family Empowerment Program	Family Management
White Buffalo Aboriginal Health Society and Resource Centre	Spirit Visions Youth Health Empowerment Program	Various
White Buffalo Aboriginal Health Society and Resource Centre	Aboriginal Family & Community Response Program	Family Management
White Buffalo Aboriginal Health Society and Resource Centre	Skills Link	Employment Readiness, Various (youth)
Y Women's Emergency Shelter	Children Who Witness Abuse Program	Family Management
Y Women's Emergency Shelter	Y Willow Tree Services	Various
YMCA	Youth Employment Program	Employment Readiness, Personal Development (case managed)

Appendix D: Life Skills Training in Kamloops – Participant Survey

What skills do you need to maintain housing?

We refer to these as “Life Skills”.

Please list all below:

Have you ever accessed training to help develop Life Skills?

- Yes
- No

If you answered “Yes” to the question above, how effective was this Life Skills Training?

- Very good
- Good
- Adequate
- Poor
- Very poor

What Life Skills did you develop?

Please list all below:

How important are Life Skills in maintaining stable housing?

- Very important
- Somewhat important
- Not very important
- Unimportant

How do you feel Kamloops is currently responding to Life Skills Training needs?

For example, if you needed support to learn how to communicate with a landlord, would you be able to find that help?

- Very good
- Good
- Adequate
- Poor
- Very poor

How accessible are Life Skills Training services in Kamloops?

For example, how easy is it to find Training, sign up for Training, or find transportation to Training?

- Very accessible
- Somewhat accessible
- Not very accessible
- Not accessible at all

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Has an agency ever referred you to another agency to access Life Skills Training?

- Yes
- No

Is there any Life Skills Training not available in Kamloops?

For example, have you or someone you know asked for Training that isn't offered?

Please list any below:

In Kamloops, do you feel people are accessing the available Life Skills Training they require?

- Yes
- No

If you responded "No" to the question above, please list any barriers to available Life Skills Training that people in Kamloops are experiencing:

Please check any that apply:

- Lack of transportation
- Lack of information (no referral, no resources)
- Lack of funds to participate (lunch, bus fare)
- Ineligible for Training
- Lack of daycare
- Programs are full
- Other obligations
- Not interested
- Other

Appendix E: Life Skills Training in Kamloops – Service Provider Survey

What do you feel are the most important Life Skills for maintaining stable housing?

How do you feel Kamloops is currently responding to Life Skills Training needs?

- Very good
- Good
- Adequate
- Poor
- Very poor

How do you feel your organization is currently responding to Life Skills Training needs in Kamloops?

- Very good
- Good
- Adequate
- Poor
- Very Poor
- Not applicable

How accessible are Life Skills Training services in Kamloops?

- Very accessible
- Somewhat accessible
- Not very accessible
- Not accessible at all

How aware are Kamloops service providers of the importance of Life Skills training?

- Very aware
- Somewhat aware
- Not very aware
- Unaware

How aware are those unable to maintain stable housing of the importance of life skills training?

- Very aware
- Somewhat aware
- Not very aware
- Unaware

In Kamloops, do you feel people are accessing the available Life Skills Training they require?

- Yes
- No

If you responded "No" to the question above, please list any barriers to available Life Skills Training which people in Kamloops are experiencing.

Appendix F: Selected Bibliography

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