



City of Salmon Arm

Social Impact Assessment



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Introduction

Background

Economic inclusion and income inequality affect the quality of life and well-being of many families and individuals across British Columbia. In response to concerns about the health and well-being of low-income families and individuals living in Salmon Arm, the City of Salmon Arm's Social Impact Advisory Committee has undertaken this research to support local action focused on improvements in the overall quality of life and well-being of vulnerable families and citizens living in Salmon Arm.

This Report provides an overview of the insights gained through a community engagement and consultation process completed by SPARC BC between November 2020 and July 2021 and that included:

- An analysis of key community level indicators and measures designed to build a better understanding existing and emerging needs across the community
- Regular meetings and updates with the City's Social Impact Advisory Committee to share insights and to learn more about local programs and initiatives designed to respond to the range of needs identified
- Consultation and engagement with key community partners and stakeholders to review the key findings to emerge through the research with a focus on identifying potential opportunities for action that can be taken at the local level.

About this Report

This report is divided into four (4) sections:

Section 1: Provides an overview of key community level indicators and measures designed to create a deeper understanding of existing and emerging needs among low-income families and individuals living in Salmon Arm. This includes information related to key social, demographic, and economic data found in the 2016 Census based on Statistic's Canada's Low-Income Measure After Tax (LIM-AT) and using 2015 incomes.

Section 2: Provides an overview of the feedback received from service users both in terms of their immediate needs as well as in terms of some of the barriers and challenges they face in accessing the services that they need. In total there were 167 individuals who responded to the survey and who shared their experiences and perspectives as a way of helping to inform this research.

Section 3: Provides an overview of the feedback received from across the community-based agencies and service providers in Salmon Arm who are actively engaged in working to meet the needs of low-income families and individuals in the community. This included a discussion of some of the potential gaps within existing services as well as the identification of potential barriers or pressures that clients face as they try to meet their needs and build a future for their families.

Section 4: Provides a summary of the key findings and potential opportunities for action that are aligned with the directions set out in both the Federal and Provincial poverty reduction strategies—*Opportunities for All* and *Together B.C.* Also included in this section are potential areas of focus for consideration by the Social Impact Advisory Committee in Salmon Arm including a discussion of the role that local governments can play in working to reduce and prevent poverty in their community.

In preparing this report, it is important to note that this process was undertaken during the COVID-19 pandemic. Furthermore, while the full impact of COVID-19 is not yet fully understood, there were many families and individuals who were adversely affected and who are in the process of working to rebuild their lives. In looking at the strategies and actions set out in the final section of this report, it is important to look at the different ways that the proposed directions and actions can help to provide an important foundation for helping many of these families and individuals regain the stability that they need to move forward.



Statistical Profile

May 2021

Population

The population in the City of Salmon Arm in 2016 was 17,706 individuals including 2,330 individuals living in poverty based on Statistics Canada's Low-Income measure (LIM-AT). This represents 13% of the population in Salmon Arm.

Table 1: Population in Salmon Arm

	British Columbia	Columbia Shuswap	Salmon Arm
Total	4,648,055	51,366	17,706
Below LIM-AT	695,165	7,355	2,330
% Below LIM	15.0%	14.3%	13.2%

Households

There were 7,460 households in the City of Salmon Arm in 2016 including 1,345 households living in poverty based on Statistics Canada's Low-Income Measure (LIM-AT). This represents 18% of all households in Salmon Arm.

Table 2: Households in Salmon Arm

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,881,969	22,454	7,460
Below LIM-AT	352,455	4,090	1,345
% Below LIM	18.7%	18.2%	18.0%

Families

There were 4,940 census family households living in Salmon Arm in 2016 including 530 who were living in poverty. This represents 11% of all family households in Salmon Arm.

Table 3: Census family households

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,195,735	15,060	4,940
Below LIM-AT	157,660	1,815	530
% Below LIM	13.2%	12.1%	10.7%

Non-Census Family Households

There were 2,420 non-census family households living in Salmon Arm in 2016 including 815 who were living in poverty. This represents 34% of all non-census family households in Salmon Arm. Non-census family households include single person households and unrelated persons sharing.

Table 4: Non-census family households

	British Columbia	Columbia Shuswap	Salmon Arm
Total	630,620	7,100	2,420
Below LIM-AT	191,540	2,265	815
% Below LIM	30.4%	31.9%	33.7%

Single Person Households

There were 2,195 single person households living in Salmon Arm in 2016 including 765 living in poverty. This represents 35% of all single person households in Salmon Arm. Dependence on a single income made these households more vulnerable to low income.

Table 5: Single person households

	British Columbia	Columbia Shuswap	Salmon Arm
Total	541,913	6,235	2,195
Below LIM-AT	170,480	2,150	765
% Below LIM	31.5%	34.5%	34.9%

Unrelated Persons Sharing

There were 220 unrelated persons sharing their housing in Salmon Arm in 2016 including 45 who were living in poverty. This represents 21% of all unrelated person households in Salmon Arm.

Table 6: Unrelated persons sharing

	British Columbia	Columbia Shuswap	Salmon Arm
Total	88,700	875	220
Below LIM-AT	21,060	120	45
% Below LIM	23.7%	13.7%	20.5%

All Families with Children

Of the 7,460 households in Salmon Arm in 2016, there were 1,645 family households with children including 325 families living in poverty. This represents 20% of all family households with children in Salmon Arm.

Table 7: All families with children

	British Columbia	Columbia Shuswap	Salmon Arm
Total	485,065	4,625	1,645
Below LIM-AT	107,025	925	325
% Below LIM	22.1%	20.0%	19.8%

Families with Children between Ages of 0–17

Of the 1,645 family households with children in Salmon Arm in 2016, 240 were living in poverty and had children between the ages of 0 and 17.

Table 8: Families with children between the ages of 0 and 17 years

	British Columbia	Columbia Shuswap	Salmon Arm
Total	485,065	4,625	1,645
Below LIM-AT	85,340	735	240
% Below LIM	17.6%	15.9%	14.6%

Families with Children in the Early Years (0–5)

Of the 1,645 family households in Salmon Arm in 2016 with children, 100 were living in poverty and had children between the ages of 0 and 5.

Table 9: Families with children between the ages of 0 and 5 years

	British Columbia	Columbia Shuswap	Salmon Arm
Total	485,065	4,625	1,645
Below LIM-AT	34,825	350	100
% Below LIM	7.2%	7.6%	6.1%

Senior-Led Households

In 2016, there were 2,820 senior-led households in Salmon Arm including 525 living in poverty. This represents 19% of all senior-led households in Salmon Arm.

Table 10: Senior-led households

	British Columbia	Columbia Shuswap	Salmon Arm
Total	496,480	7,480	2,820
Below LIM-AT	92,135	1,315	525
% Below LIM	18.6%	17.6%	18.6%

Seniors 65 and Older

In 2016, there were 4,895 seniors living in Salmon Arm including 670 who were living in poverty. This represents 14% of all seniors in Salmon Arm.

Table 11: Seniors 65 and older

	British Columbia	Columbia Shuswap	Salmon Arm
Total	848,985	12,545	4,895
Below LIM-AT	115,990	1,715	670
% Below LIM	13.7%	13.7%	13.7%

Household Income

The median household income in Salmon Arm in 2016 was \$63,646 while the median household income for those living in poverty in 2016 was \$19,393. These findings suggest that the median household income of a household living in poverty in Salmon Arm is equal to 30.5% of the median household income for all households in Salmon Arm.

Table 12: Median household income

	British Columbia	Columbia Shuswap	Salmon Arm
Med. household income	\$69,995	\$64,009	\$63,646
Med. household income (LIM AT)	\$18,808	\$18,327	\$19,393

The average household income in Salmon Arm in 2016 was \$82,557 while the average household income for those living in poverty was \$20,485. These findings suggest that the average household income of a household living in poverty in Salmon Arm is equal to 24.8% of the average household income for all households in Salmon Arm.

Table 13: Average household income

	British Columbia	Columbia Shuswap	Salmon Arm
Av. household income	\$90,354	\$79,251	\$82,557
Av. household income (LIM AT)	\$19,816	\$19,552	\$20,485

Income from Employment

Among those living in Salmon Arm in 2016 who reported that they worked full year, full-time, the median income reported from employment was \$48,987 while the median income among those who were living in poverty was reported to be \$17,527.

Table 14: Median employment income, workers reporting full year, full time employment

	British Columbia	Columbia Shuswap	Salmon Arm
Median income (F/T)	\$53,940	\$54,955	\$48,987
Med income (F/T LIM AT)	\$15,813	\$15,924	\$17,527

Similarly, the average reported income was \$55,635 among those working full year, full time compared to \$16,578 for those living in poverty.

Table 15: Average employment income, workers reporting full year, full time employment

	British Columbia	Columbia Shuswap	Salmon Arm
Average income (F/T)	\$64,625	\$56,664	\$55,635
Av. Income (F/T, LIM AT)	\$15,981	\$15,499	\$16,578

Homeowners

Of the 5,765 households in Salmon Arm in 2016 who were owners, 670 were living in poverty. This represents 12% of all owner households in Salmon Arm. This includes senior-led households and others living on a fixed income.

Table 16: Owners

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,279,020	17,890	5,765
Below LIM-AT	152,940	2,405	655
% Below LIM	12.0%	13.9%	11.6%

Financial Vulnerability Among Owners

Of the 5,765 owner households living in Salmon Arm, 2,894 (approximately half of all owners) have a mortgage. Of those with a mortgage, 290 were living in low income. This represents 10% of all owners with a mortgage and can include lower income households who have stretched to get into the market as well as low-income seniors living on a fixed income.

Table 17: Financial vulnerability among owners with a mortgage

	British Columbia	Columbia Shuswap	Salmon Arm
Total	728,164	8,945	2,894
Below LIM-AT	75,595	1,040	290
% Below LIM	10.4%	11.6%	10.0%

Monthly Housing Costs for Owners

The median monthly housing cost for owners in Salmon Arm in 2016 was \$730 per month while it was \$467 for homeowners in low income. The median cost for those in low income is 64% of the cost for the total homeowner population.

Table 18: Median housing costs for owners

	British Columbia	Columbia Shuswap	Salmon Arm
Med. housing cost	\$1,149	\$715	\$730
Med housing cost LIM AT	\$759	\$472	\$467

The average monthly housing cost for owners in Salmon Arm was \$1,015 per month while it was \$730 for homeowners in low income. The average cost for those in low income is 72% of the cost for the total homeowner population.

Table 19: Average housing costs for owners

	British Columbia	Columbia Shuswap	Salmon Arm
Average housing cost	\$1,387	\$986	\$1,015
Av. housing cost LIM AT	\$1,185	\$775	\$730

Renters

Of the 1,695 households living in Salmon Arm in 2016 who were renters, 670 were living in poverty. This represents 40% of all renters.

Table 20: Renters

	British Columbia	Columbia Shuswap	Salmon Arm
Total	599,355	4,525	1,695
Below LIM-AT	197,505	1,600	670
% Below LIM	33.0%	35.4%	39.5%

Monthly Housing Cost for Renters

The median monthly housing cost for renters in Salmon Arm was \$849 per month while it was \$751 for renters in low income. The median housing cost for renters in low income is 88% of the median housing cost for the total renter population.

Table 21: Median housing costs for renters

	British Columbia	Columbia Shuswap	Salmon Arm
Med. housing cost	\$1,036	\$852	\$849
Med housing cost LIM AT	\$873	\$750	\$751

The average monthly housing cost for renters in Salmon Arm was \$926 per month while it was \$797 for renters in low income. The average housing cost for renters in low income is 86% of the average housing cost for the total renter population.

Table 22: Average housing costs for renters

	British Columbia	Columbia Shuswap	Salmon Arm
Average housing cost	\$1,149	\$927	\$926
Av. housing cost LIM AT	\$973	\$769	\$797

Landed Immigrant Households since 1980

In 2016, there were 825 landed immigrant households who had arrived in Canada since 1980 and who were living in Salmon Arm including 160 living in poverty. This represents 19% of all landed immigrant households in Salmon Arm.

Table 23: Landed immigrant households since 1980

	British Columbia	Columbia Shuswap	Salmon Arm
Total	955,955	2,350	825
Below LIM-AT	135,640	500	160
% Below LIM	14.2%	21.3%	19.3%

Immigrants Sponsored by Family

There were also 350 immigrants sponsored by family and 40 refugee families living in Salmon Arm in 2016. Among the immigrant sponsored families, 30 of these families (9%) were living in poverty while this was true for 20 refugee families (57%).

Table 24: Immigrants sponsored by family

	British Columbia	Columbia Shuswap	Salmon Arm
Total	323,445	895	350
Below LIM-AT	34,190	100	30
% Below LIM	10.6%	11.2%	8.6%

Table 25: Refugee families

	British Columbia	Columbia Shuswap	Salmon Arm
Total	82,360	85	35
Below LIM-AT	22,020	30	20
% Below LIM	26.7%	35.3%	57.1%

Indigenous People Living in Poverty

At the time of the 2016 Census, there were 1,115 individuals who identified as Indigenous living in Salmon Arm with 210 or 19% living in poverty.

Table 26: Individuals identifying as Indigenous

	British Columbia	Columbia Shuswap	Salmon Arm
Total	270,585	3,645	1,115
Below LIM-AT	53,820	665	210
% Below LIM	19.9%	18.2%	18.8%

Ability to Generate Savings

Assets and savings can help families and individuals escape poverty. At the time of the 2016 Census, only 1,035 households in Salmon Arm were successful in making contributions to retirement savings plans. This represents 14% of all households in Salmon Arm.

Table 27: Individuals contributing to retirement savings plans

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,881,969	22,454	7,460
Below LIM-AT	257,730	3,120	1,035
% Below LIM	13.7%	13.9%	13.9%

Access to Education

Access to education is an important pathway out of poverty. In Salmon Arm, there were 2,460 individuals who reported that they did not have any certificates or degrees including 580 individuals who were living in poverty. This represents 24% of all people without any certificate or degree in Salmon Arm.

Table 28: Individuals reporting they do not have any certificate, diploma or degree

	British Columbia	Columbia Shuswap	Salmon Arm
Total	601,640	7,735	2,460
Below LIM-AT	125,730	1,670	580
% Below LIM	20.9%	21.6%	23.6%

Individuals with High School (Secondary) Education

There were 4,270 individuals who reported that they had completed secondary school including 595 individuals who were living in poverty. This represents 14% of all people who had completed secondary school in Salmon Arm.

Table 29: Individuals reporting that they have a secondary school diploma as highest educational achievement

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,138,565	12,835	4,270
Below LIM-AT	181,060	1,885	595
% Below LIM	15.9%	14.7%	13.9%

Individuals with Post Secondary Education

There were 7,690 individuals in Salmon Arm who reported that they had a post-secondary certificate, degree or diploma including 765 individuals living in poverty. This represents 10% of all persons with post secondary education in Salmon Arm.

Table 30: Individuals reporting that they have a post secondary diploma or degree

	British Columbia	Columbia Shuswap	Salmon Arm
Total	2,130,175	22,600	7,690
Below LIM-AT	263,710	2,515	765
% Below LIM	12.4%	11.1%	9.9%

Labour Force Participation

In 2016, there were 8,290 individuals who were in the labour force in Salmon Arm in 2016, including 810 who were living in poverty in 2016. This represents 10% of those who are part of the labour market.

Table 31: Individuals in the labour market

	British Columbia	Columbia Shuswap	Salmon Arm
Total	2,471,670	25,395	8,290
Below LIM-AT	262,530	2,780	810
% Below LIM	10.6%	10.9%	9.8%

Individuals Employed

At the time of the 2016 Census, there were 7,765 individuals in Salmon Arm who were employed including 715 who were living in poverty. This represents 9% of all people who are employed.

Table 32: Individuals who were employed

	British Columbia	Columbia Shuswap	Salmon Arm
Total	2,305,690	23,110	7,765
Below LIM-AT	225,505	2,365	715
% Below LIM	9.8%	10.2%	9.2%

Individuals Who Were Unemployed

There were 420 individuals in Salmon Arm who were unemployed in 2016 including 95 who were living in poverty. This represents 18% of all people in Salmon Arm who were unemployed.

Table 33: Individuals who were unemployed

	British Columbia	Columbia Shuswap	Salmon Arm
Total	165,975	2,285	520
Below LIM-AT	37,020	420	95
% Below LIM	22.3%	18.4%	18.3%

Full-Time Employment

There were 3,720 individuals in Salmon Arm who reported that they worked full year, full time. Of those, 245 individuals were living in poverty. This represents 6% of all people in Salmon Arm who were employed full time.

Table 34: Individuals working full year, full time

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,183,405	11,050	3,880
Below LIM-AT	57,810	700	245
% Below LIM	4.9%	6.3%	6.3%

Part-Time Employment

There were 4,965 individuals in Salmon Arm who reported that they worked part-time in 2016 including 550 who were living in poverty. This represents 11% of all people who were employed part-time.

Table 35: Individuals working part-time

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,396,735	16,345	4,965
Below LIM-AT	205,590	2,120	550
% Below LIM	14.7%	13.0%	11.1%

Travel to Work

Of those who reported that they were employed in 2016, 4,900 individuals were successful in finding work in the City of Salmon Arm including 405 individuals who were living in poverty. This represents 8% of all people who live and work in Salmon Arm.

Table 36: Individuals living and working in Salmon Arm (within same CSD)

	British Columbia	Columbia Shuswap	Salmon Arm
Total	864,415	10,640	4,900
Below LIM-AT	82,750	915	405
% Below LIM	9.6%	8.6%	8.3%

There were also 535 individuals living in Salmon Arm who reported that they traveled elsewhere in the Columbia-Shuswap region for work including 75 individuals who were living in poverty. This represents 14% of all people who live in Salmon Arm and travel to another part of the region for employment.

Table 37: Individuals travelling to work in other parts of the region (different CSD within CD)

	British Columbia	Columbia Shuswap	Salmon Arm
Total	807,840	3,735	535
Below LIM-AT	53,865	310	75
% Below LIM	6.7%	8.3%	14.0%

Mode of Travel

Among those living in poverty and who are in the workforce, 5,605 reported that they use their own vehicle to travel to work. Of those, 365 or 7% were living in poverty. There were also 105 individuals who reported that they rely on public transit to get to work, of whom 10 or 10% were living in poverty. In addition, there were 795 individuals who walked or biked to work, or who used other alternative modes of transport. Of these individuals, 135 or 17% were living in poverty.

Table 38: Individuals who use their own vehicle to travel to work

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,475,580	16,520	5,605
Below LIM-AT	106,370	1,285	365
% Below LIM	7.2%	7.8%	6.5%

Table 39: Individuals who rely on public transit to get to work

	British Columbia	Columbia Shuswap	Salmon Arm
Total	274,205	225	105
Below LIM-AT	37,520	20	10
% Below LIM	13.7%	8.9%	9.5%

Table 40: Individuals who walk, bike or use alternative modes of transport

	British Columbia	Columbia Shuswap	Salmon Arm
Total	228,770	2,800	795
Below LIM-AT	30,410	385	135
% Below LIM	13.3%	13.8%	17.0%

Commuting Time and Duration

Among those in the workforce, 505 individuals reported that they travelled for 45 minutes or longer get to work including 30 individuals who were living in low income. This represents 6% of all people whose commute was 45 minutes or longer.

Table 41: Individuals reporting a commute of 45 minutes or longer

	British Columbia	Columbia Shuswap	Salmon Arm
Total	375,990	2,260	505
Below LIM-AT	33,745	190	30
% Below LIM	9.0%	8.4%	5.9%

Moving to Be Better Off

Mobility data from the 2016 Census shows that there were 2,635 individuals living in Salmon Arm who moved in the year prior to the Census. Of those who reported that they had moved in the year prior to the Census, 470 were living in poverty. This represents 18% of all people who moved in the year prior to the Census.

Table 42: Individuals living in Salmon Arm who moved in the year prior to the Census (2015)

	British Columbia	Columbia Shuswap	Salmon Arm
Total	705,445	7,645	2,635
Below LIM-AT	166,035	1,330	470
% Below LIM	23.5%	17.4%	17.8%

Of the 470 individuals who had moved to Salmon Arm in the year prior to the Census and who were living in poverty, 220 had moved to Salmon Arm from elsewhere. This represents 20% of all people in Salmon Arm who reported that they moved in 2015.

Table 43: Individuals living in Salmon Arm who moved in the year prior to the Census who moved from elsewhere

	British Columbia	Columbia Shuswap	Salmon Arm
Total	318,825	4,070	1,100
Below LIM-AT	83,990	785	220
% Below LIM	26.3%	19.3%	20.0%

Individuals Moving to Salmon Arm (5 Years Prior to the Census)

Mobility data from the 2016 Census shows that there were 6,710 individuals living in Salmon Arm who had moved in the previous 5 years including 1,060 who were living in poverty.

Table 44: Individuals living in Salmon Arm who moved in the 5 years prior to the 2016 Census

	British Columbia	Columbia Shuswap	Salmon Arm
Total	1,849,420	18,010	6,710
Below LIM-AT	360,170	2,975	1,060
% Below LIM	19%	21%	29%

Of the 1,060 individuals who had moved to Salmon Arm in the 5 years prior to the Census and who were living in poverty, 575 had moved to Salmon Arm from elsewhere.

Table 45: Individuals living in Salmon Arm who moved in the 5 years prior to the 2016 Census who lived elsewhere

	British Columbia	Columbia Shuswap	Salmon Arm
Total	908,530	10,795	3,430
Below LIM-AT	199,900	1,765	575
% Below LIM	22%	25%	37%



Service User Survey

Service User Survey

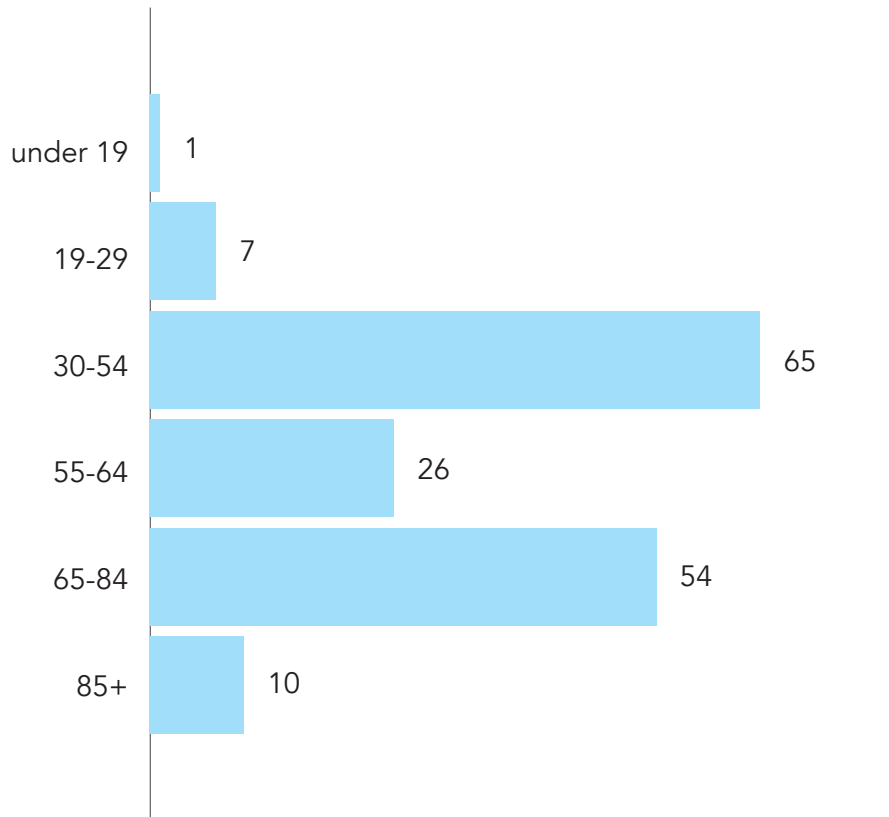
This section provides an overview of the feedback received through the survey of service users which was completed as part of this project. The survey included questions related to the general social and demographic profile of service users as well as questions about their specific service needs. There were a total of 165 individuals who responded to the survey.

Age

N=158

Respondents were asked to provide their age. Of those who responded, 64 were seniors 65 or older (41%) including 10 who were 85 or older (6%). An additional 91 respondents (58%) were between the ages of 30 and 64 while 8 respondents (5%) were under 30 years of age.

Age of Respondents

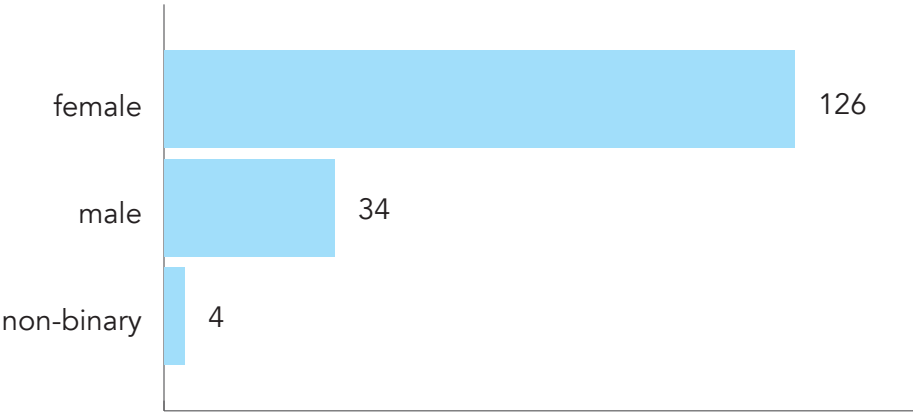


Gender

N= 164

Respondents were asked to indicate their age. Of those who responded, 126 (77%) were female while 34 (21%) were male. An additional 4 respondents (2%) identified as non-binary.

Gender of Respondents

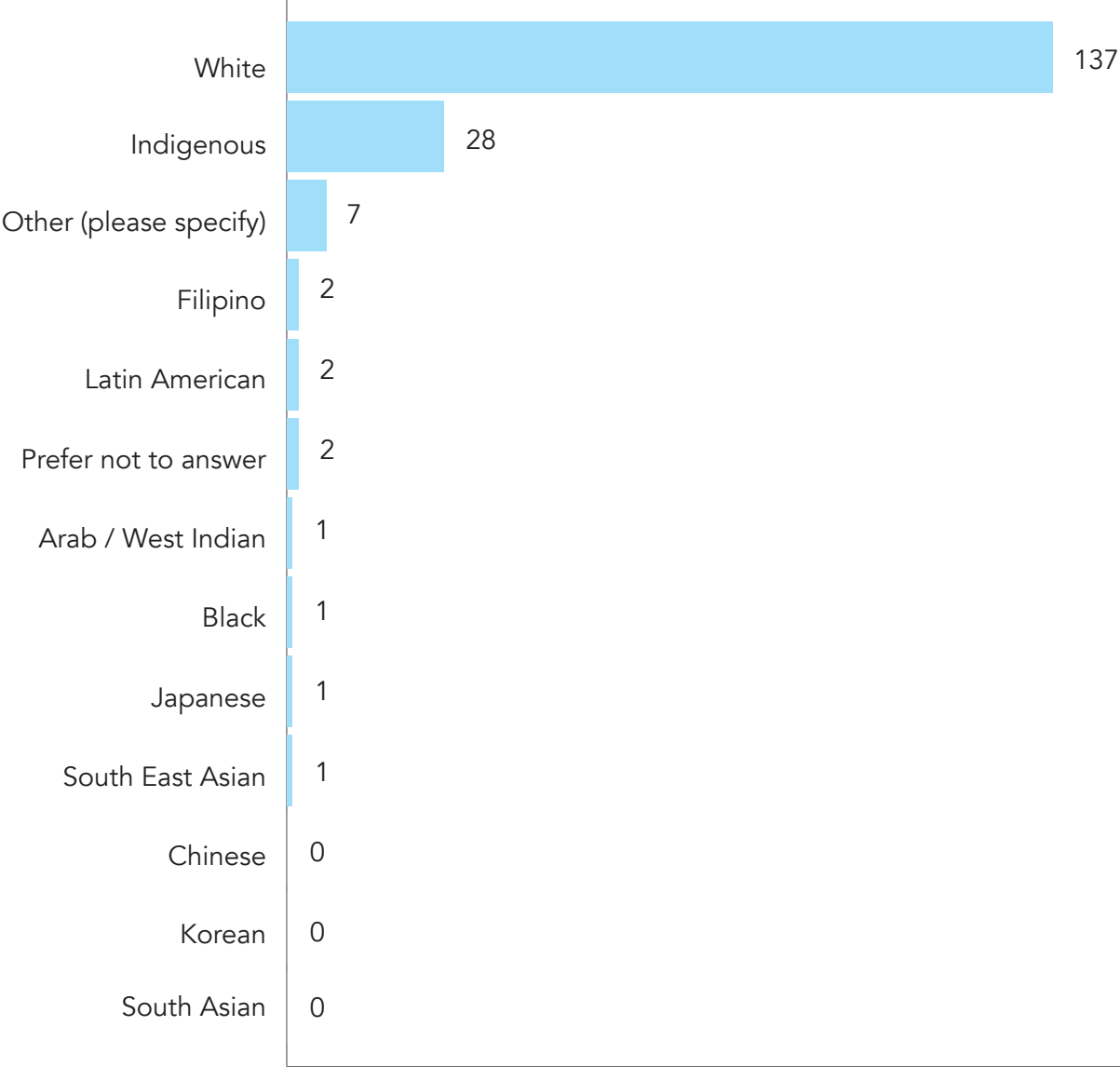


Ethnicity

N= 165

Respondents were asked to indicate the ethnicity with which they self-identify. Of those who responded, 137 respondents (83%) indicated they were white while 28 respondents (17%) identified as Indigenous. The remaining respondents were split amongst a number of ethnicities including Black, Arab/West Asian, Filipino, Japanese, Latin American, South-East Asian or some other ethnicity with none of these ethnic groups comprising more than 1% of respondents.

Ethnicity of Respondents

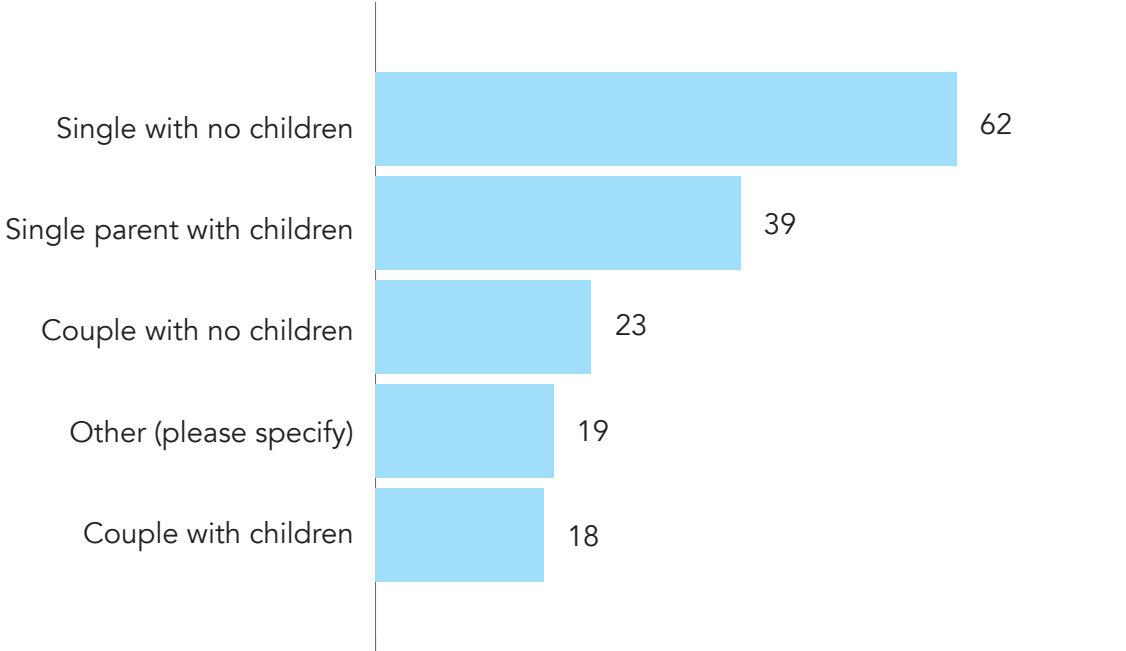


Family and Household Composition

N=161

Respondents were asked to provide their family or household type. Of those who responded, 62 respondents (39%) were single with no children while 39 were single parents with children (24%). There were also 23 couples with no children (14%) and 18 couples with children (11%). An additional 19 respondents (12%) indicated some other household or family arrangement.

Household Composition of Respondents

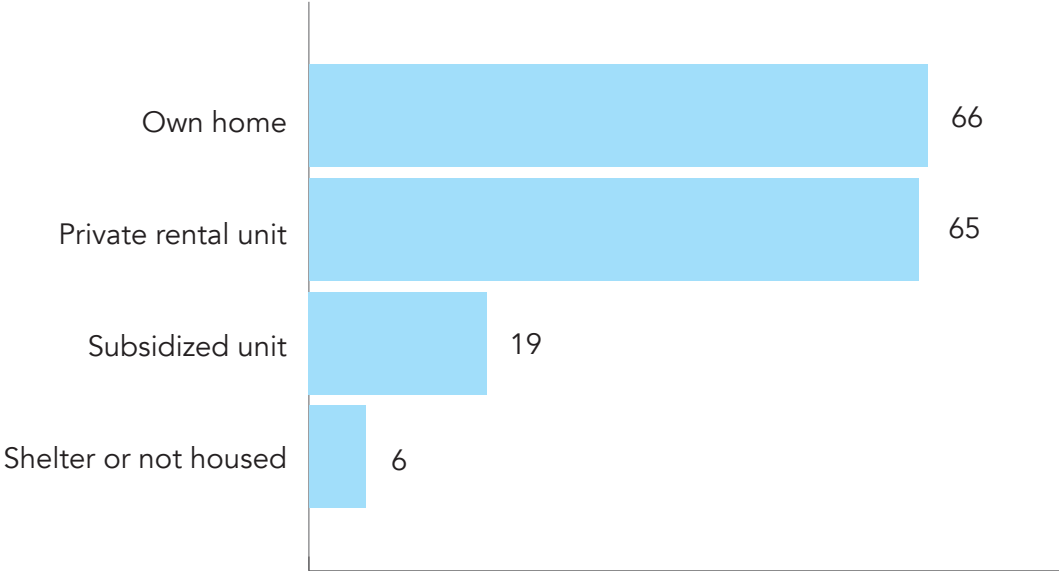


Housing Situation

N= 156

Respondents were asked to indicate their housing situation. Of those who responded, 66 owned their own home (42%) while 65 respondents (42%) rented a unit in the private sector. An additional 19 respondents (12%) rented a subsidized housing unit while 6 respondents (4%) were living in a shelter or were unhoused.

Housing Type of Respondents

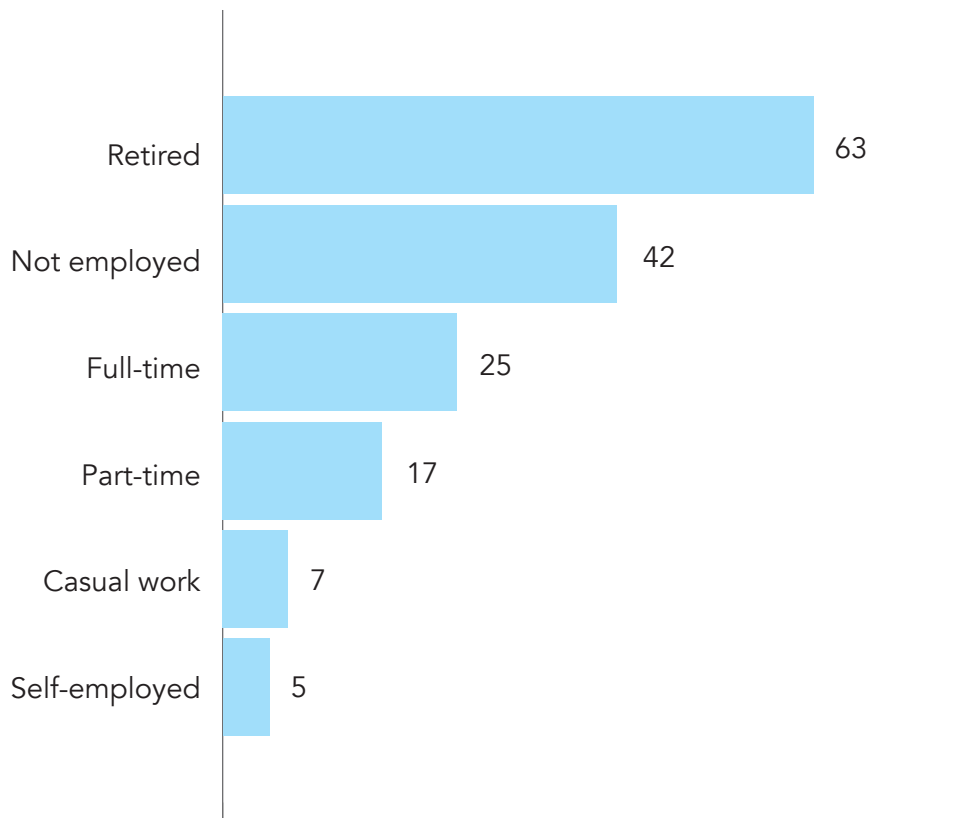


Employment Status

N= 159

Respondents were asked to indicate their employment status. Of those who responded, 63 (40%) were retired, while 42 (26%) were not employed. An additional 25 respondents (16%) were employed full-time while 17 respondents (11%) were employed part-time. A small number of respondents were either self-employed (5 respondents or 3%) or did casual work (7 respondents or 4%).

Employment Status of Respondents

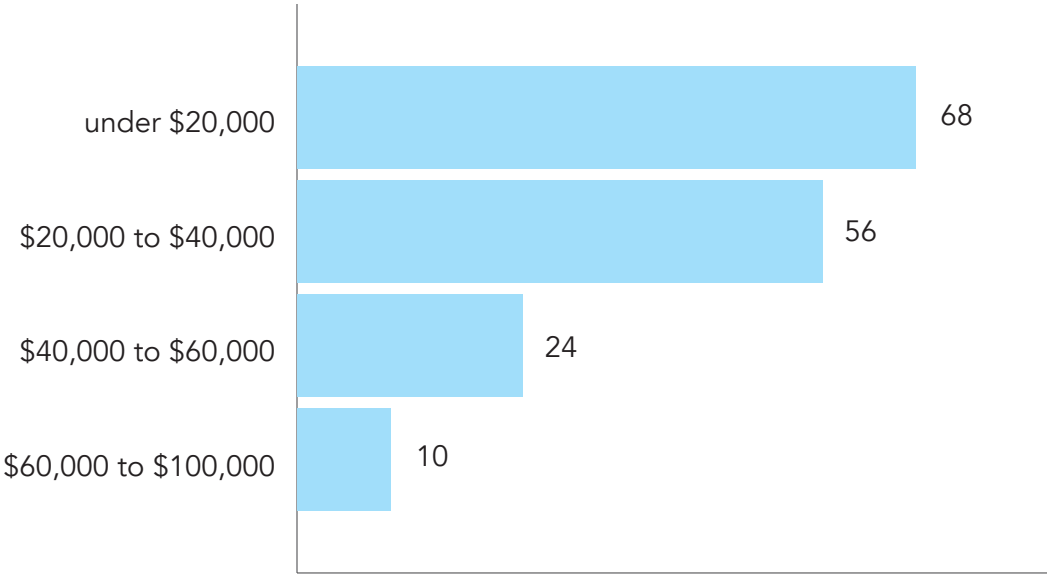


Household Income

N= 158

Respondents were asked to indicate their annual household income. Of those who responded, 10 respondents (6%) had household incomes between \$60k and \$100k while 24 respondents (15%) had incomes between \$40k and \$60k. An additional 56 respondents (35%) had household incomes between \$20k and \$40k while 68 respondents (43%) had income of less than \$20k.

Annual Household Income

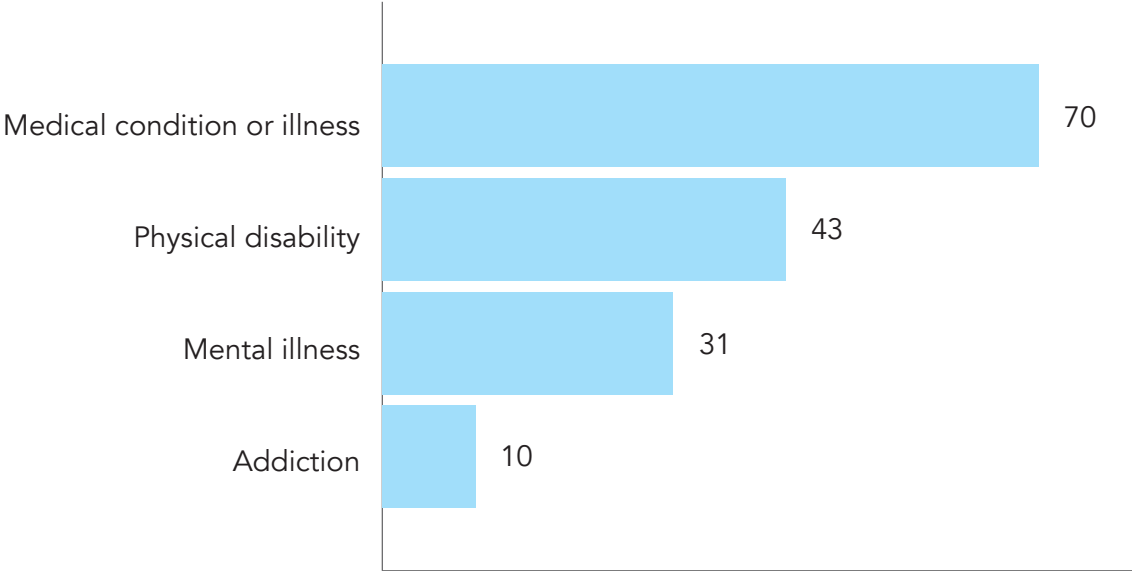


Health and Activity Limitations

N= 154

Respondents were asked to indicate whether they had any of a brief list of health problems. Of those who responded, 70 respondents (46%) indicated that they had some medical condition or illness, 43 respondents (28%) had a physical disability, 31 respondents (20%) had a mental illness while 10 respondents (7%) indicated that they had an addiction.

Health Issues

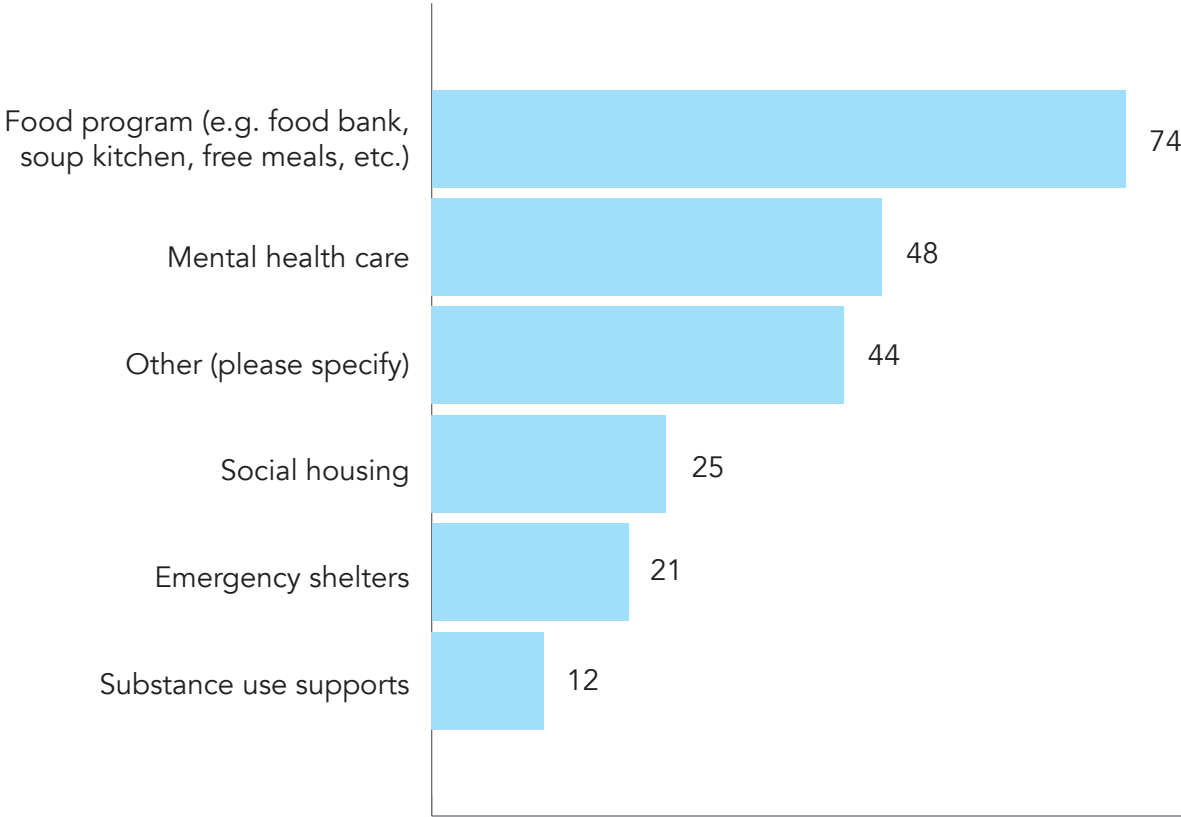


Patterns of Service Use

N= 130

Respondents were asked to indicate the types of services they use. Of those who responded, 74 respondents (57%) used a food program such as a food bank, soup kitchen or free meals, 48 respondents (37%) used mental health services. An additional 25 respondents (19%) lived in social housing, while 21 respondents (16%) used emergency shelters. Twelve respondents (9%) used services which provided supports for substance use. An additional 44 respondents (34%) indicated that they used some other services.

Services Used in Salmon Arm

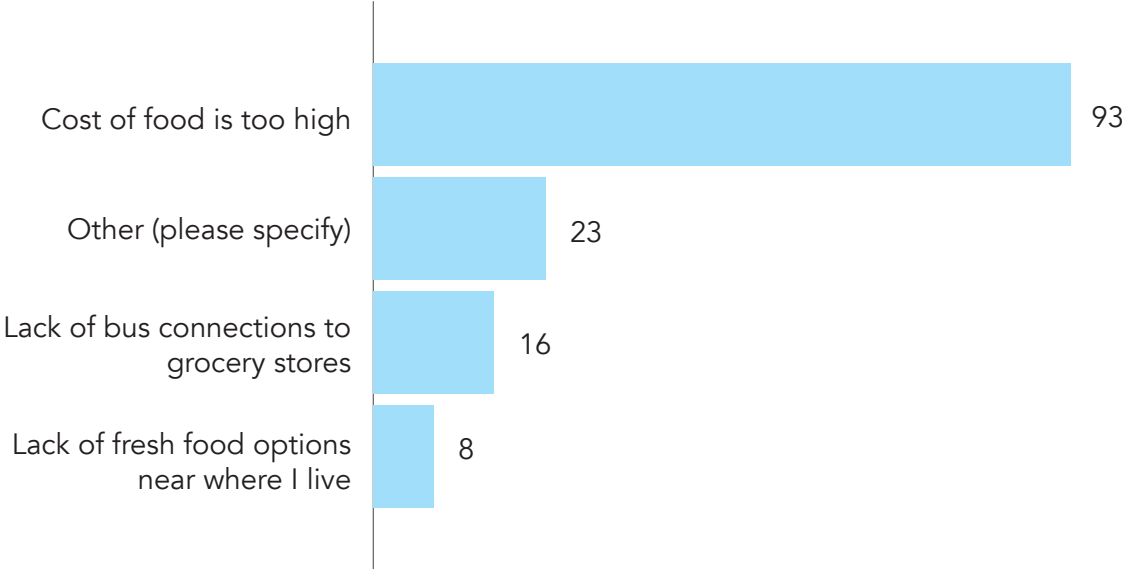


Food Insecurity

N= 140

Respondents were asked to indicate whether and what kinds of challenges they faced in getting the food they need. Of those who responded, 93 respondents (66%) indicated that the cost of food was too high. Poor bus connections and access to grocery stores was a concern for 16 respondents (11%) while a lack of fresh and accessible food options was identified by 8 respondents (6%). An additional 23 respondents (16%) identified other challenges in getting the food they need.

Challenges to Getting Food

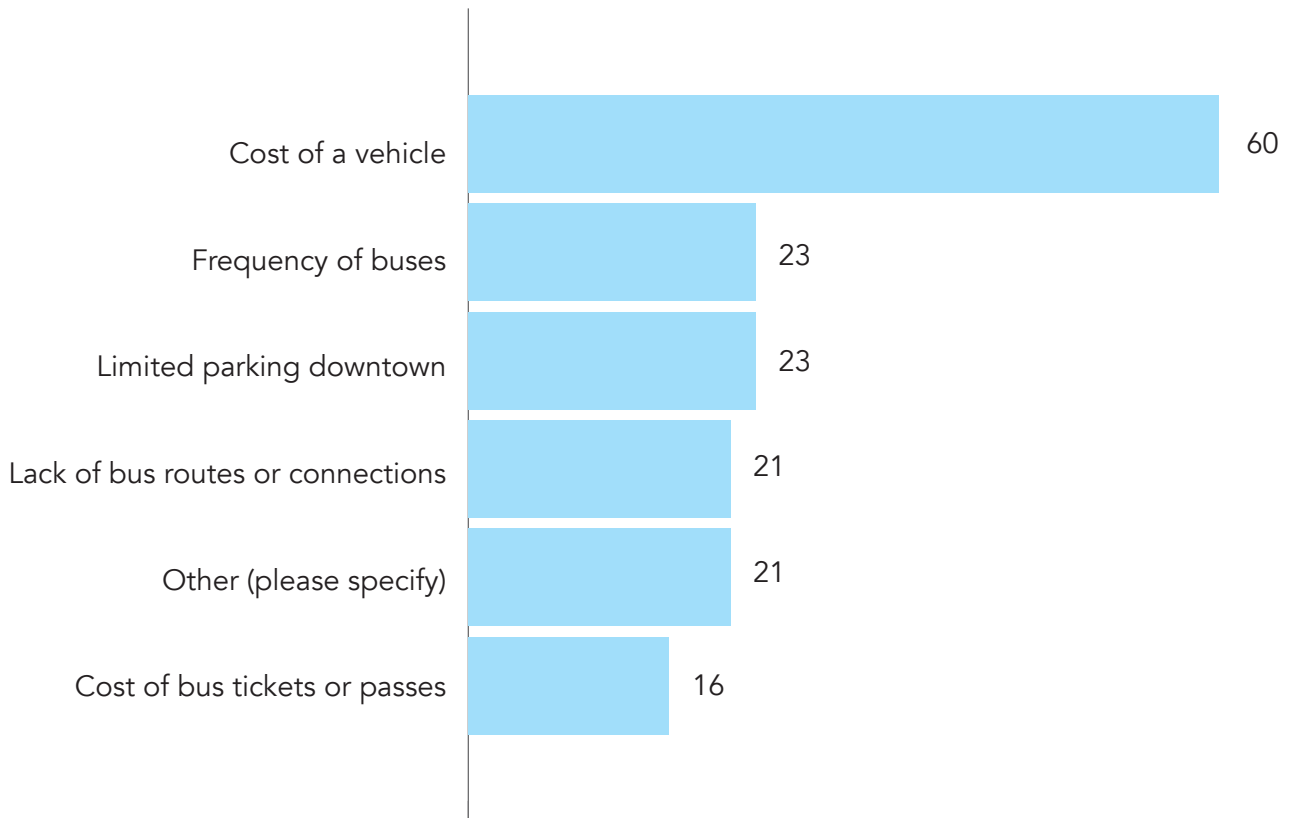


Transportation-Related Challenges

N= 164

Respondents were asked to indicate whether and what kinds of transportation challenges they faced. Of those who responded, 60 respondents (37%) indicated that the cost of a vehicle was a challenge while 44 respondents (27%) noted either the lack of sufficient bus routes or connections or the insufficient frequency of buses. An additional 16 respondents (10%) saw the cost of bus tickets or passes as a challenge while 23 respondents (14%) suggested that limited parking downtown was a challenge for them. Twenty-one other respondents (13%) provided some other specific transportation-related concern that they faced.

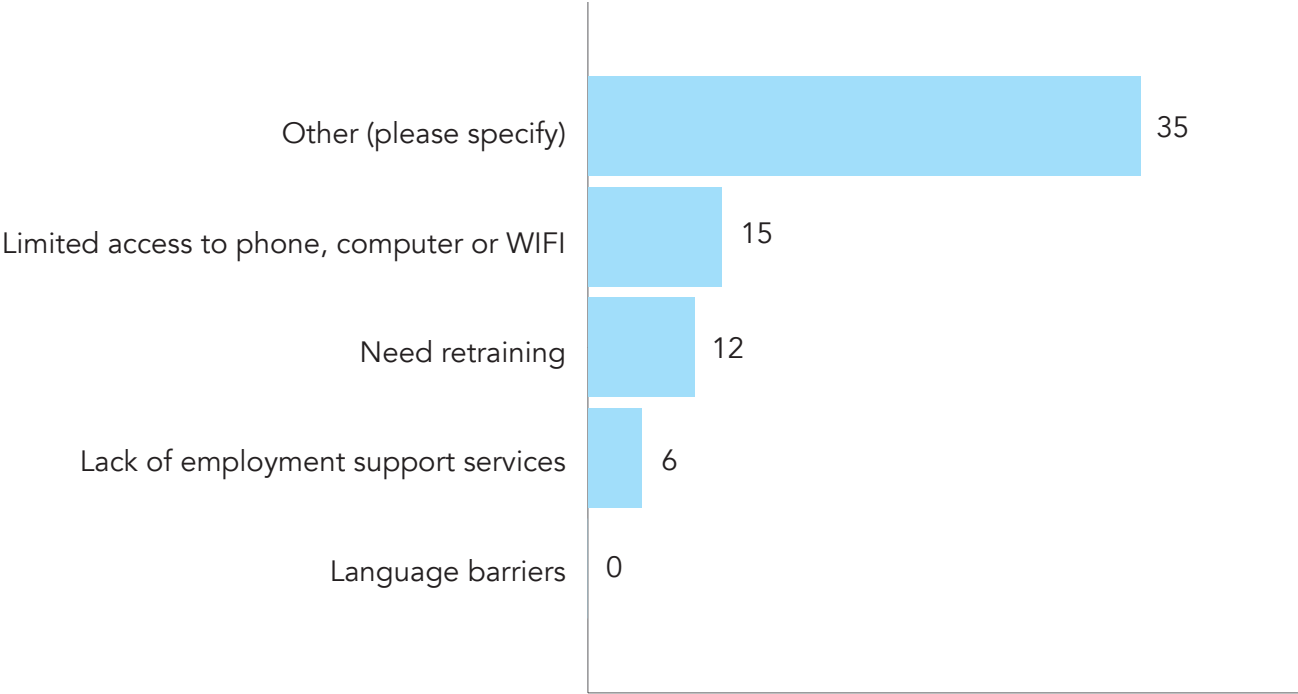
Challenges with Transportation



Difficulties Finding Employment

Respondents were asked to indicate whether they faced any challenges with finding employment. It should be noted that the pool of responses to this question was limited, likely owing to the large number of respondents who were senior citizens. Of those who responded, challenges included limited access to phone, computer or WIFI (15 respondents or 22%), the need for retraining (12 respondents or 18%) and the lack of employment support services (6 respondents or 9%).

Challenges with Finding Employment

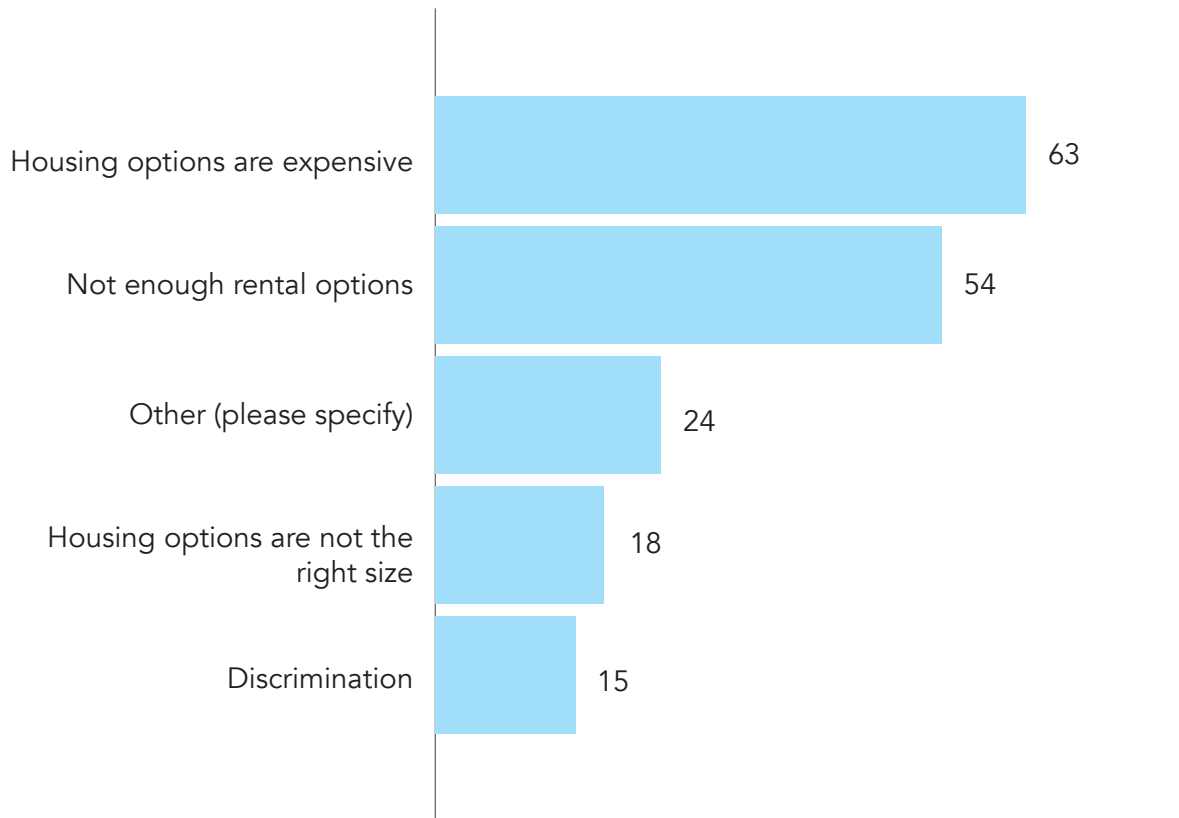


Difficulties in Finding Housing

N=127

Respondents were asked to indicate what kinds of challenges they faced in finding housing. Of those who responded, 63 respondents (50%) indicated that housing options were expensive while 54 respondents (43%) indicated that there was an insufficient supply of rental housing options. An additional 18 respondents (14%) suggested that the housing options that are available are not the right size for their household, while 15 respondents (12%) indicated that they face discrimination in their search for housing. There were also 24 respondents (19%) who indicated some other, specific challenges they faced in finding suitable housing.

Challenges with finding housing

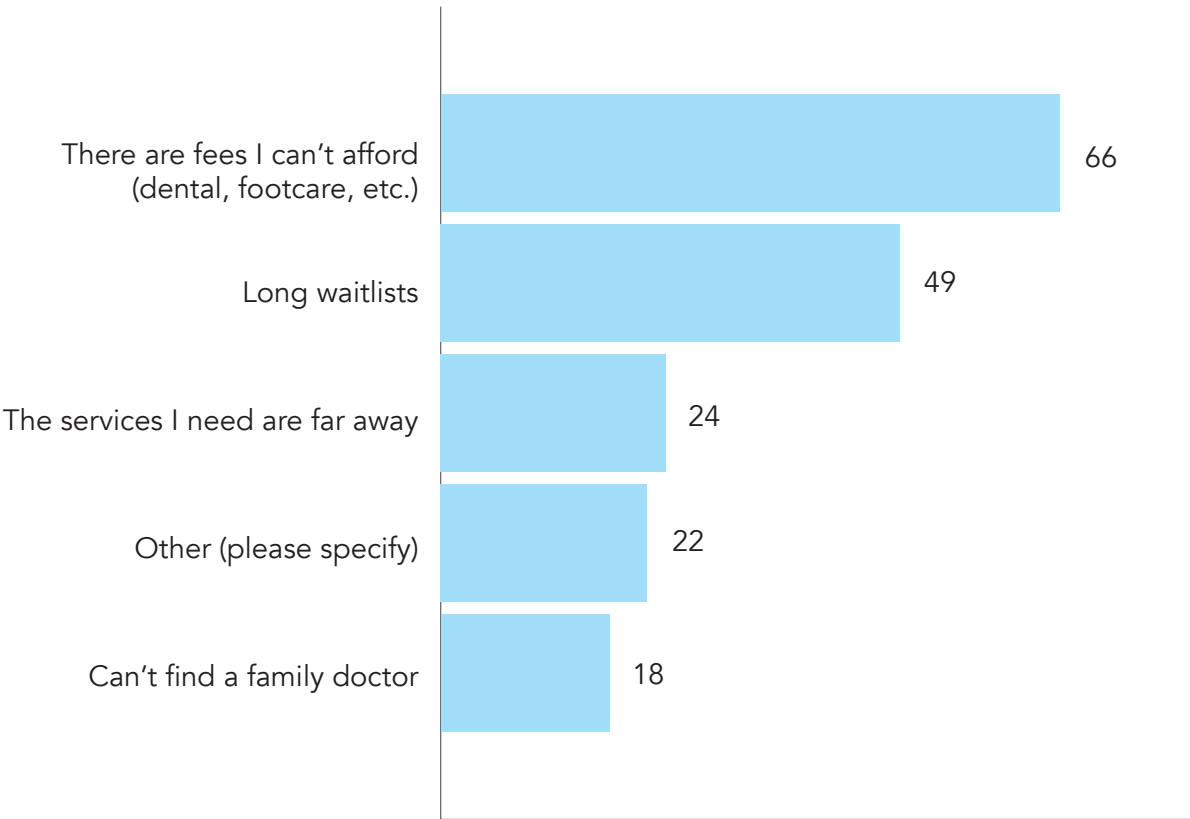


Difficulties Accessing Health Care and Other Services

N= 111

Respondents were asked to indicate whether and what kinds of challenges they faced in accessing health care. Of those who responded, 66 respondents (60%) indicated that they could not afford the cost of certain health care services such as dental work or footcare while 49 respondents (44%) noted that they faced long waitlists in trying to access health services. An additional 24 respondents (22%) indicated that the health services they need are far away and difficult to access while 18 respondents (16%) could not find a family doctor. There were 22 respondents (20%) who noted some other, specific challenge they faced in accessing health care.

Challenges Accessing Health Care



Barriers or Challenges in Accessing Services

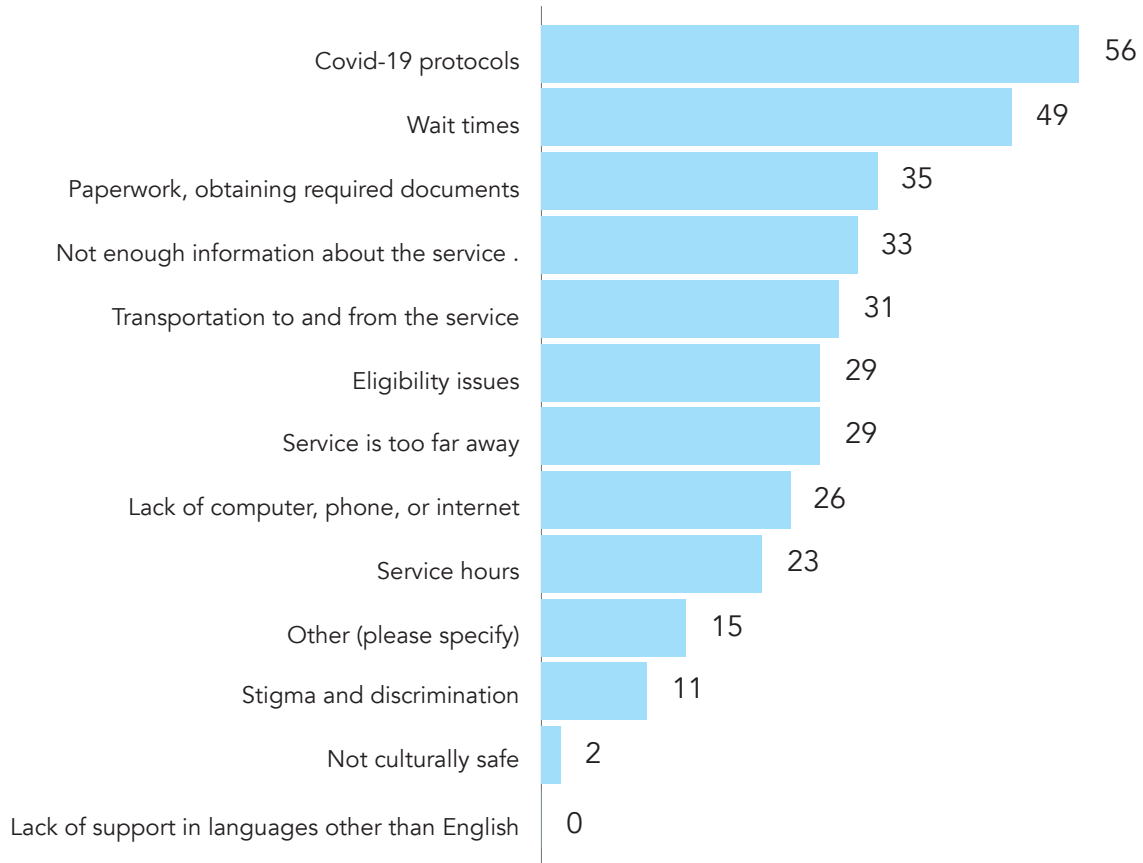
N= 167

Respondents were asked to indicate the general types of challenges they faced in accessing the services they need. Of those who responded, 56 respondents (34%) indicated that COVID-19 protocols were a significant challenge while 49 respondents (29%) reported long wait times as something which made accessing services difficult. Other responses included:

- Paperwork, obtaining required documents (35 respondents or 21%)
- Insufficient information (33 respondents or 20%)
- Lack of transportation to and from the service (31 respondents or 19%)
- Services that are too far away (29 respondents or 17%)
- Eligibility issues (29 respondents or 17%)
- Lack of phone, computer or internet (26 respondents or 16%)
- Poor service hours (23 respondents or 14%)
- Stigma, discrimination, or lack of culturally safe services (13 respondents or 8%)

An additional 15 respondents (9%) identified other, specific challenges which made it hard for them to access the services that they needed.

General Barriers

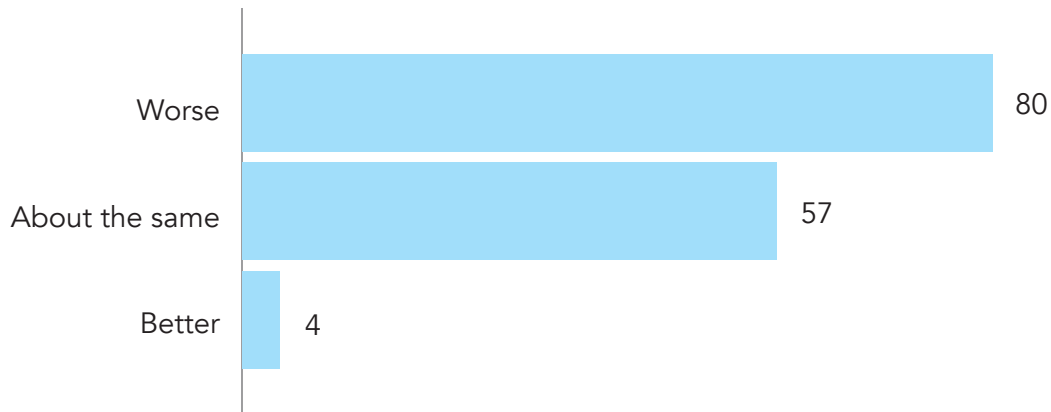


The Impact of COVID-19

N = 141

Respondents were asked to indicate whether, and in what ways the reality of the COVID-19 pandemic had affected them in terms of their ability to access the services they need. Of those who responded, 80 respondents (57%) indicated that COVID-19 had made accessing services more difficult while 57 respondents (40%) indicated that it was more or less the same. Only 4 respondents (3%) suggested that the new realities imposed by the COVID-19 pandemic had made accessing services easier or better.

The Impact of COVID-19





Feedback from Service Providers

Feedback from Service Providers

The Social Supports Organizational Survey was sent out to 23 organizations in Salmon Arm that were identified as providing free/low-cost social support services including food banks, shelters, mental health supports, and services for people with disabilities. Eighteen (18) organizations replied for a response rate of 78%. This section provides an overview of the responses received both in terms of the barriers that individuals and families experience when accessing services through to perceived service gaps and potential opportunities for action.

Barriers that individuals and families experience accessing services they need

Thirteen organizations, or 72% of respondents identified “lack of knowledge of available services” as a barrier to clients accessing services. This was the most frequently identified barrier. “Lack of transportation services”, “difficulty navigating the administrative processes and forms”, “lack of digital access”, “stigma around accessing services”, “services or capacity affected by the COVID-19 pandemic”, and “adequate services not available (gap in services)” were the next highest, with 55% of organizations identifying them as barriers. All barriers provided as options were chosen by at least four organizations, with “lack of trauma-informed, non-oppressive services” chosen with the least frequency.



Additional information about the types of barriers to service

This question allowed respondents to elaborate or provide details on any barriers identified in this previous section. The comments are summarized below and select quotes are highlighted. A complete list of comments can be found in Appendix A.

Accessibility of location:

There were three additional comments on “Accessibility of location”. The comments discussed lack of scooter/wheelchair accessibility; clients who live in outlying areas and have trouble accessing services in central Salmon Arm; and the limited bus service in Salmon Arm for those without vehicles.

“Not wheelchair/scooter accessible”

“Limited bus service in Salmon Arm for those without vehicles.”

Comments

- Not wheelchair/scooter accessible
- Clients often live in outlying areas and services are available in central Salmon Arm locations or other communities
- Limited bus service in Salmon Arm for those without vehicles

Lack of transportation to services:

There were eight additional comments on “Lack of transportation to services”. The comments centered around three major themes: a lack of frequent bus services to and throughout Salmon Arm; a lack of transportation for seniors and the limitations of HandyDART; and the cost of public transportation especially the challenges that it poses for people experiencing homelessness. Difficulty in getting to specific locations as well as limitations in terms of the frequency of trips.

“Transportation is one of the largest barriers people face. Services are not located in their community and people who do not drive have challenges getting to the places they need to go. Bus service (for those who live in the service area) is infrequent and does not run during evenings and weekend hours which creates challenges for those working or accessing supports during non-business hours. Consistent bus schedules are needed so people can rely on the bus service to get around.”

“HandyDART locations are not always accessible-rural areas, hours are limited and the schedule is limited.”

Comments

- Poor transit system makes moving around the city challenging for those without a driver’s license or car
- HandyDART locations are not always accessible-rural areas, hours are limited and schedule is limited
- Most of our clients do not have transportation
- Transportation is one of the largest barriers people face. Services are not located in their community and people who do not drive have challenges getting to the places they need to go. Bus service (for those who live in the service area) is infrequent and does not run during evenings and weekend hours which creates challenges for those working or accessing supports during non-business hours. Consistent bus schedules are needed so people can rely on the bus service to get around.
- Many homeless people or there were very low income struggle to afford the bus and it isn’t always running when they need it.
- Bus routes and schedules limit accessibility.
- Seniors who can’t drive anymore and don’t always qualify for HandyDART usually can’t afford taxi service or walk very far.
- No bus.

Hours of Service

There were five additional comments on “available hours of operation to clients.” Three of the comments focused on the inability of clients to use services that are offered during regular business hours, including the food bank: “Our food bank is only open weekdays with limited hours.” One comment highlighted the fact that some organizations run very limited hours due to lack of staffing or volunteers, while the final comment observed that many people experiencing homelessness do not have a place to go during the day.

“Some clients are unable to access services if they are offered only during regular business hours.”

Comments

- Some clients are unable to access services if they are offered only during regular business hours
- Some volunteer organizations are only open 2 days a month due to a lack of staffing and volunteers
- Our food bank is only open weekdays with limited hours
- Sadly, homeless people don't always have a place to go through the day
- Conflict with client work schedules

Knowledge of Services

There were ten additional comments on “Lack of knowledge about available services”. Four of the comments discuss, in general terms, how the population in Salmon Arm is unaware of the services offered by the respondent’s organization. Seniors and people with disabilities are identified as groups that may face more barriers in finding services. Limited marketing opportunities is also mentioned as a barrier. Two comments discuss hiring specific roles within the organization to increase program awareness.

“Many of the people needing supports don’t know the full array of services available to them.”

“A lot of seniors don’t have computer access or the ability to find out what is available to them.”

Comments

- Many do not know services exist to help them
- Given infrequent dealing with legal issues, people generally are unaware of legal procedures and services.
- Lack of educational resources means that services are not always easy to navigate for people with disabilities
- We have just recently launched the Homeless Outreach Program but not everyone who could benefit from this service knows about it yet.
- We fundraise for a Family Support Worker to help connect families, and strive to help anyone coming in our doors to find what they may need.
- Many of the people needing supports don’t know the full array of services available to them.
- A lot of seniors don’t have computer access or the ability to find out what is available to them
- Limited marketing of our services
- People are often surprised to learn everything that we offer

Difficulty knowing how to navigate the system

There were 8 additional comments on 'Difficulty navigating the administrative processes and forms.' The comments highlight the complexity of many service intake/application forms, and how people can feel "overwhelmed" by the process. The difficulty of the paperwork can be compounded by language barriers, literacy challenges, and lack of access to technology.

"Literacy challenges, being unfamiliar with information needed, or often just feeling overwhelmed with the process. Specific supports are needed to guide people through processes. Housing and legal systems in particular are extremely complex."

"Literacy challenges, being unfamiliar with information needed, or often just feeling overwhelmed with the process. Specific supports are needed to guide people through processes."

Comments

- Some of the services require forms that those whose second language is English find difficult
- Not always user friendly, lack of support by organizations to help people with disabilities understand the forms being filled out.
- We have a range of housing programs and options and it can be difficult to know which programs are the right fit and which application process is the right one for the program. Also there are other service providers involved which can add layers of complexity/confusion
- Literacy challenges, being unfamiliar with information needed, or often just feeling overwhelmed with the process. Specific supports are needed to guide people through processes. Housing and legal systems in particular are extremely complex.
- Our Family Support Worker often helps
- This combined with digital processes can be very challenging to people supported.
- Lack of understanding in filling out forms and what is needed
- Difficult to reach/engage some clients to fill out consent forms

Eligibility requirements and the quality and nature of transitions

There were 3 additional comments on 'Eligibility requirements and the quality and nature of transitions'. The comments discussed the difficulty determining which program/service is appropriate as the eligibility can be complicated. As well, people who use drugs are often refused services or deemed as ineligible, which prevents them from accessing necessary supports.

"The people we hear from most have been refused access to existing programs to address behavioral issues, mental illness and drug problems. Where can they go, especially the women living on the streets and being harassed by the male population on the streets."

Comments

- Services are quite accessible for persons with disabilities
- Each program has funder requirements and mandates and so knowing which programs or housing is the best can be hard to determine—usually a staff member can help walk through the options but it is a lot of information to take on. Also, as life changes for people, eligibility for programs and housing changes.
- The people we hear from most have been refused access to existing programs to address behavioral issues and mental illness and drug problems. Where can they go, especially the women living on the streets and being harassed by the male population on the streets. These women report violence and unwanted sexual activities.

Lack of digital access:

There were 8 additional comments addressing “Lack of digital access.” The comments explain that some people do not have access to computers or the knowledge of how to operate them, and that there are no WIFI hot spots in the Salmon Arm core. A lack of free drop-in locations for accessing the internet is mentioned in two comments. One organization mentions that they do not have the infrastructure to move forms online.

“Access to affordable and quality internet is a challenge for most who are not located in town. Cell coverage is also inconsistent in some of the more rural parts of Salmon Arm and the region. Few options to access publicly available internet or computers without making a purchase (i.e. at a coffeeshop) creates challenges for lower income folks.”

“No WIFI hot spots available in the Salmon Arm core and lack of drop-in centers for digital access.”

Comments

- Some clients do not have easy access to technology
- No WIFI hot spots available in the Salmon Arm core and lack of drop-in centers for digital access.
- Some of our forms would be possible to access digitally but we don't have the infrastructure in place.
- Some forms are best accessed digitally, i.e.: the BC Housing Registry
- Access to affordable and quality internet is a challenge for most that are not located in town. Cell coverage is also inconsistent in some of the more rural parts of Salmon Arm and the region. Few options to access publicly available internet or computers without making a purchase (i.e. at a coffeeshop) creates challenges for lower income folks.
- Many people supported do not own or know how to operate a computer.
- No computer access or skills
- We cannot offer services to some of the more remote locations, especially near Sicamous, Malakwa and Silver Creek

Lack of support in languages other than English:

There were 3 additional comments on 'Lack of support in languages other than English'. All comments mention a lack of support for people with limited English and other language barriers.

"Many non-anglophone residents of BC have very limited capacity to use English to articulate their issues and resolve disputes."

Comments

- There are very few supports offered in languages other than English
- Many non-anglophone residents of BC have very limited capacity to use English to articulate their issues and resolve disputes.
- Lack of support and community education for clients with communication barriers including aphasia.

Stigma around accessing services:

There were 7 additional comments addressing 'Stigma around accessing services'. All of the comments referred to stigma preventing people from accessing supports, notably stigma around mental health, homelessness, and substance use. Two comments mentioned the lack of access to washrooms and basic hygiene services for people experiencing homelessness. One comment highlighted how use of supports along the way, rather than as a last resort, could help client establish greater security in their life.

"Stigmas persist around homelessness, substance use, and mental health especially in a small community. More awareness of services available to folks and how to access those services would be of benefit to the community as a whole. Access to showers, washrooms, and basic services for those who are experiencing homelessness would reduce feelings of stigma and shame."

Comments

- Stigma is often found around accessing services such as mental health services
- More accessibility for homeless people- Opening the public washroom and rec center for showers.
- It can seem like people only want to use the food bank as a last resort, when we could offer support along the way to maybe help re-establish stability in someone's life.
- Stigmas persist around homelessness, substance use, and mental health especially in a small community. More awareness of services available to folks and how to access those services would be of benefit to the community as a whole. Access to showers, washrooms, and basic services for those who are experiencing homelessness would reduce feelings of stigma and shame.
- Mental Illness and Substance Use carries an age-old stigma
- Some have a reluctance to go into the MCFD office
- Some clients register for coupon programs, but then don't use any

Lack of culturally safe services:

There were 3 additional comments on 'Lack of culturally safe services'. Two comments focus on lack of services for Indigenous people and a Friendship Centre and one comment highlights the mistrust that newcomers can feel towards services.

"Mistrust can make some services feel unsafe especially to newcomers."

Comments

- Mistrust can make some services feel unsafe especially to newcomers.
- Huge Gap in services—for example, Friendship Center and Outreach work
- Particularly true of services for Indigenous people.

Lack of trauma-informed, non-oppressive services:

There were two additional comments on 'Lack of trauma-informed, non-oppressive services'. The comments focus on a greater need for trauma-informed services with 24-hour access.

"Trauma-informed services are lacking everywhere from housing, to hospitals, to policing, to the education and justice systems. Trauma-informed services also must be culturally sensitive and safe for all gender identities."

Comments

- More Community Support Needed and 24 hours services for Male and Female
- Trauma-informed services are lacking everywhere from housing, to hospitals, to policing, to the education and justice systems. Trauma-informed services also must be culturally sensitive and safe for all gender identities. More awareness of gender-based violence within our community is needed and the spectrum of supportive services available to victims/survivors of GBV and trauma.

Capacity constraints including through COVID-19

There were 7 comments on 'Services or capacity affected by the COVID-19 pandemic'. The majority of the comments focused on cancellation of programs or reduction of programs hours. The additional barriers of virtual programming were also mentioned.

"We had a number of drop-in programs that we have had to suspend indefinitely."

Comments

- With limited knowledge and language skills, many virtual online services, though convenient, cannot replace the face-to-face communication.
- Huge Issue for vulnerable populations—Tim Hortons closed—Limited shelter hours, public washrooms closed, Limited support programs
- We had a number of drop-in programs that we have had to suspend indefinitely.
- Office hours have been reduced.
- No in-person services available during pandemic
- Covid has had a severe impact on person-to-person meeting and group activities.
- Most of the seniors programs can't operate during the pandemic which is causing lots of mental anguish.

Gaps in available services

There were six comments discussing gaps in the services that are available. This included gaps or limitations in terms of access to affordable and appropriate housing, public transit choices, culturally safe services for Indigenous population, suitable and appropriate services for people experiencing homelessness, mental health, and substance use including access to detox and recovery services. One comment points out that there is a service gap across different programs and services in the community with waiting times presenting a significant challenge.

“Services for substance use and mental health are severely lacking.”

“Accommodation and supporting affordable housing, the lack of an effective transit system are critical gaps for temporary foreign workers”

Comments

- Accommodation and supporting affordable housing, the lack of an effective transit system are critical gaps for temporary foreign workers
- Cultural Services for first nation community members
- We have numerous homeless clients who are unable to access accommodations due to mental and behaviour challenges
- Services for substance use and mental health are severely lacking. Mental health emergency services are needed after hours at the Shuswap Lake Hospital. Detox beds are needed and information readily accessible about accessing detox beds as those in need often end up at shelters. Sexual assault services are lacking and SAFE has just begun a program to respond but community coordination is needed. Access to legal aid or low-cost lawyers. Homeless shelter needs to operate year-round, not just in coldest winter months.
- There is not nearly enough help for mental health issues.
- Needed services are not funded to adequate levels in many of our programs—huge waitlists
- There is a gap for seniors when living on their own before they are ready to live in an assisted home—there are no services for them.

Other Barriers

In addition to the barriers proposed on the survey, respondents were also given space to identify any additional barriers that may be preventing clients or potential clients from accessing services.

The additional barriers discussed in the responses include: lack of affordable transportation, limited hours of operation, lack of accessible counselling programs, long waitlists, insufficient low income housing, and need for more substance use services. Two comments discussed a lack of services for those who face behavioural or cognitive barriers.

Additional Barriers

- We have a great advocacy team and education program, which always help ensure our clients have the right to access any services they may need in the community. The only downfall to accessing services is current town planning—street structure, side walks and no bike lanes.
- Waitlists for services—many services are available but face extensive waitlists for service including SAFE Society counselling programs, mental health, mental health substance use programs, and private counselling approved through the Crime Victims Assistance Program. Consistently available services are needed for male perpetrators of family violence/gender-based violence, especially those not involved with MCFD or the criminal justice system (probation.)
- There is not enough low income or lower income housing in Salmon Arm yet.
- Family readiness to accept service
- Poverty generally limits what clients can do. Perhaps that's more outside of service. I have also noticed more and more clients struggling with addiction.
- Financial and cognitive barriers
- Transportation and hours of operation are the two largest barriers we have perceived.
- Behavioral problems have to be changed but how do they get help to do that? What services should they access? What can we suggest?

Potential Areas for Action

Supporting better access to information about services
<p>Comments</p> <ul style="list-style-type: none">• Continuous public legal education• Making Homeless Outreach an annualized, ongoing program in the region• Use plain language, let people connect with a person rather than a website• Offer a Services Hub as a first stop.• Instead of everything being online it needs to be published in papers, on news, posted in pharmacy or given to people in the community who interact with seniors the most to give out the information• Support community resource coalitions or networks• Community-specific services such as having one program in Sicamous only and another in Enderby only• Provide funding support for a peer program to assist others with the process• Outreach workers, navigators, social workers needed. Generalized support services for marginalized people in the community that isn't tied to a specific purpose like housing or accessing social assistance.• Plain language, sharing of info among some agencies• Simplifying the process• Need funding to be able to hire someone to help seniors fill out forms
Facilitating new affordable housing
<p>Comments</p> <ul style="list-style-type: none">• Provide an expanded range of housing choices in the downtown core (walkable to services)• For meal programs, access to "IHA certified" kitchens is a barrier, as well as the cost of renting those kitchens. It would be helpful if IHA had some alternatives for volunteer-run meal programs for public.

Supporting an expanded range of transportation choices

Comments

- Increased bus service to include late evenings and weekends. Regional transit system needs more frequent service, specifically between Salmon Arm and Vernon. Support a local initiative for low-cost rides for all (like the Eagle Valley Transport or South Shuswap) not just targeted at seniors
- Longer bus hours.
- Better bus routes and longer running times.
- There needs to be free transportation to medical appointments and tests.
- CSA could provide bus vouchers for community groups to give to participants to go to their programs.

Supporting an expanded range of services

Comments

- Public fruit trees
- Somewhere homeless people can stay warm through the day in the winter.
- Elongating hours means more staff.
- Increase opportunities for grants to support delivery

Expanding access to wifi services and digital equity

Comments

- Offer free wifi in more public spaces; support organizations with tech grants to support their clients/participants
- More publicly accessible wifi and computers. Support the development of better internet and cellphone coverage in the area. Subsidized access to internet.
- More access to public computers. A refurbished low cost computer program.
- Funding to put tablets in seniors hands and internet access and training
- Renting out tablets on a rent-to-own basis, covering upfront costs and paying for connectivity through mobile network

<p>Eligibility requirements and life transitions</p>
<ul style="list-style-type: none"> • Eligibility is always going to be tricky and a barrier so really listening to clients/ participants and asking what barriers they face, and what would be helpful will offer the greatest insights • We need a housing solution for high-risk individuals that have been turned away from shelters and mental health facilities. • Support for community interpreters
<p>Promote increased social inclusion/awareness</p>
<p>Lead the way in discussions about mental health</p> <p>Outreach workers, navigators, social workers needed. Generalized support services for marginalized people in the community that isn't tied to a specific purpose like housing or accessing social assistance.</p> <p>Provide some dignity, have them volunteer in exchange for support</p> <p>Increase income/benefits so people have access to the minimum income required to cover basic costs of living.</p>
<p>Provide supports for culturally safe services</p>
<p>Support anti-racism initiatives. Translation services. Indigenous acknowledgement and voices at the tables where decisions are being made. Services specific to Indigenous people.</p>
<p>Expand access to trauma informed training and supports</p>
<p>Funding and support is needed for existing programs that work with trauma (like SAFE Society programs), training and awareness around trauma-informed practice is needed in all people-serving organizations. Trauma-informed, non-oppressive practice should be central within City initiatives to address social issues. Coordination work needs to continue (like the Shuswap Violence in Relationships, ICAT, and Sexual Assault committees, City of Salmon Arm Housing Task Force and Social Impact).</p>

Develop and implement targeted strategies to respond to the effects of COVID-19

- Allow video conferencing so that clients and service providers can see each other and read documents online.
- Provide additional funding for staffing to help with all the additional pressures and requirements that Covid has placed on organizations
- Places that helped homeless and let them in, like A&W, but can't do that now in the pandemic.
- Get everyone vaccinated.
- More funding for places like our Centre who started a tablet program during this time to help the seniors communicate with others safely.

Engage in partnerships to better respond to existing and emerging needs

- Funding increases for mental health emergency services and sexual assault training at the hospital and other healthcare facilities. Funding for detox beds in the community. Increased services locally so those with mental health concerns or who have been sexually assaulted do not have to travel to access service. Increased funding for Legal Aid program so more people can access and more lawyers are available in small communities. Funding for legal navigators, legal advocates.
- More mental health housing.
- Provincial government has to step up, especially in our rapidly growing area. We are not funded equitably compared to many areas of the province.
- Find out the gaps and put funding and services in place to fill the gaps. Find out who is falling into the gaps. Our Centre gets these people but we have limited funding to help them.

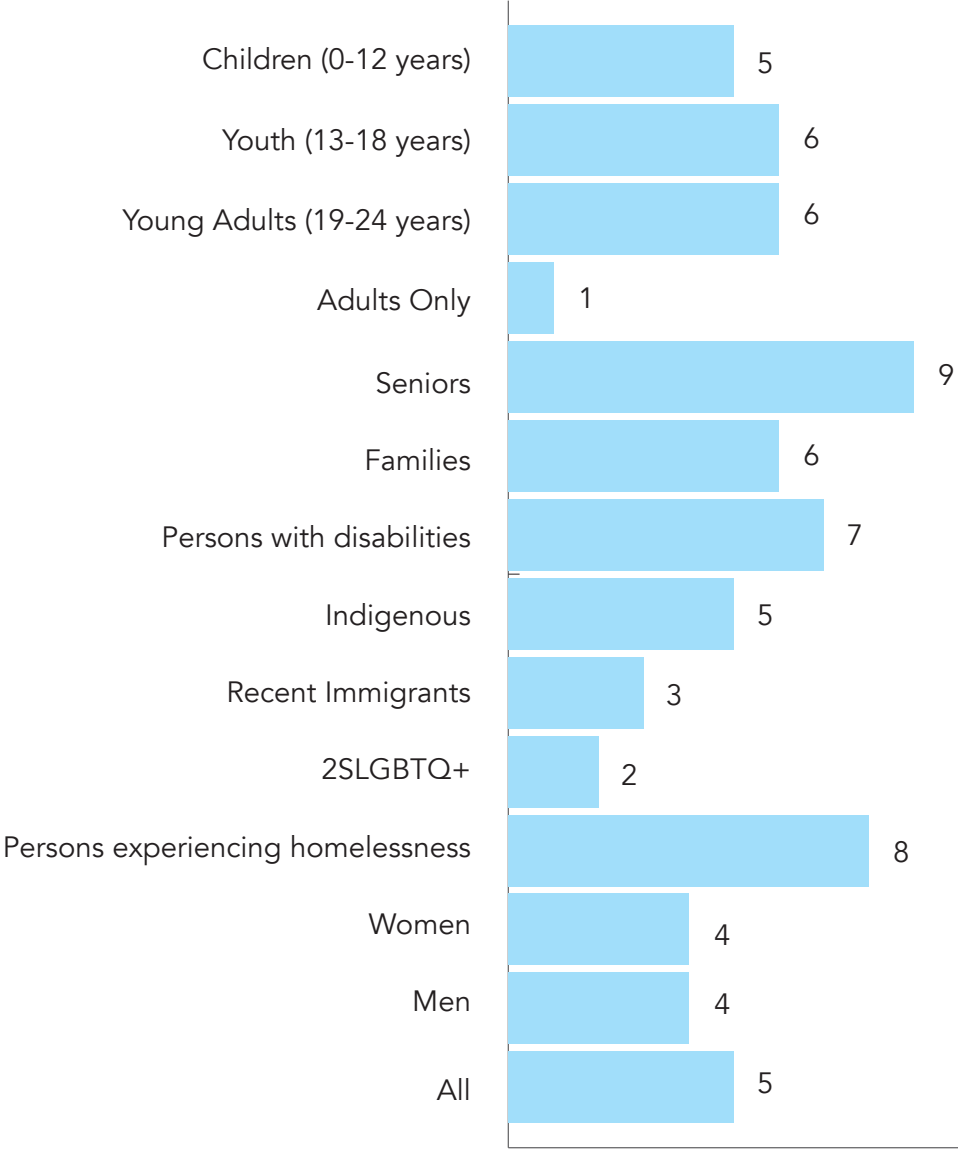
Identifying Service Needs or Gaps

Respondents were given the opportunity to identify up to two (2) specific service needs or gaps. Of those who responded to this questions, the following provides an overview of the feedback received:

Population	Children's Mental Health	Dental	Food security	Housing and homelessness	Navigating System	No friendship/ Drop-in centre	Transit/ transportation	N/A
Children (0-12 years)	2		1	1			1	
Youth (13-18 years)	2		1	1			2	
Young Adults (19-24 years)				3			2	1
Adults Only				1				
Seniors		1		3	1		3	1
Families	2			2			2	
Persons with disabilities				2	1		2	2
Indigenous				1			2	2
Recent Immigrants					1		2	
2SLGBTQ+							1	1
Persons experiencing homelessness			1	3	1		1	2
Women				2			2	
Men				2			2	
All				2		1	2	

Priority Populations

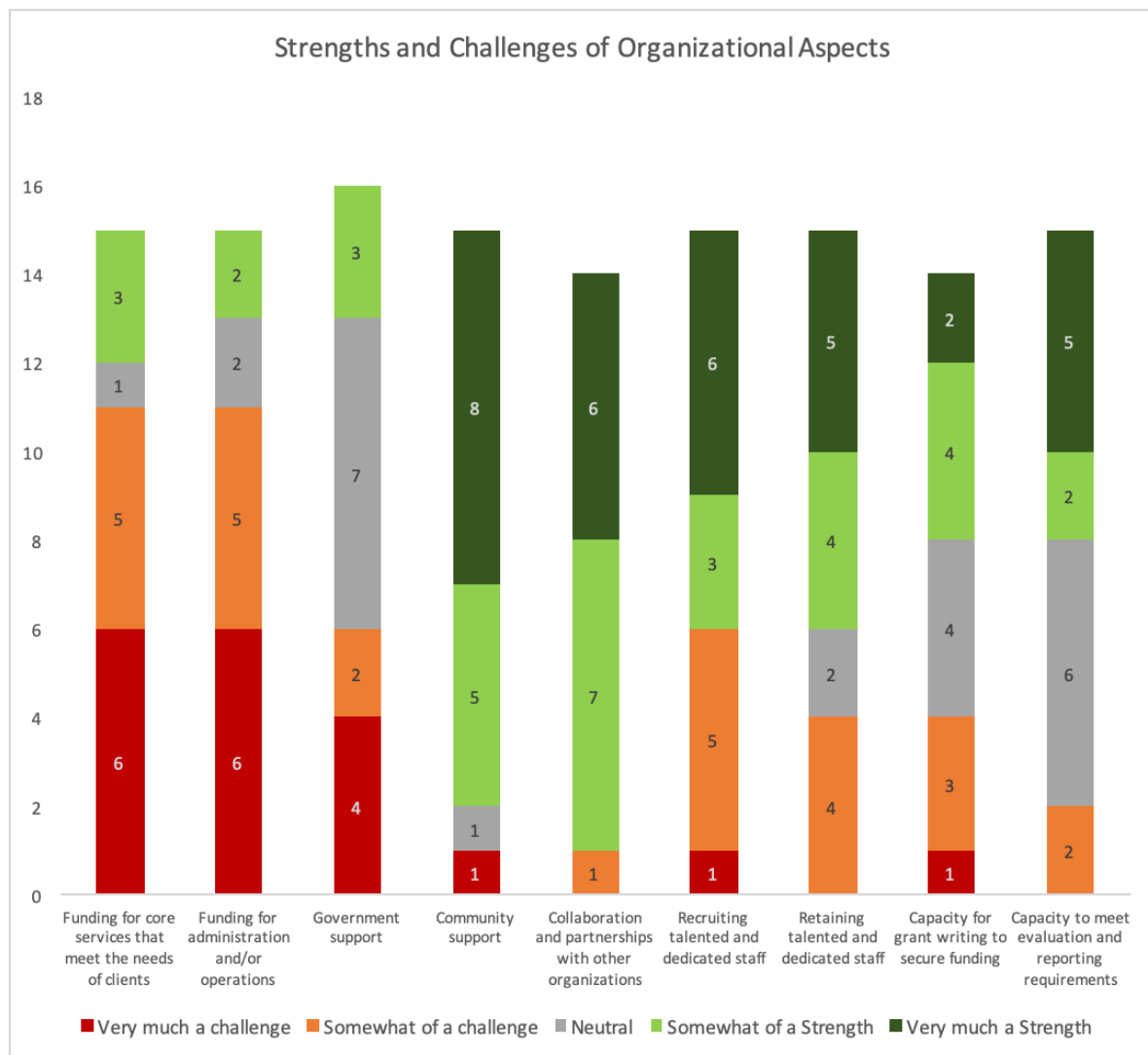
In total, seniors were most frequently identified as being affected by service gaps. Persons experiencing homelessness were next highest, followed by persons with disabilities. Families, youth (13-18 years) and young adults (19-24) years were also commonly identified.



Community Capacity

Respondents were asked to look at the following list of items and to share their perspectives on the extent to which these various elements were seen as a challenge or a strength within the context of the overall system of services and supports within Salmon Arm.

- Funding for administration and/or operations
- Government support
- Community support
- Collaboration and partnerships with other organizations
- Recruiting talented and dedicated staff
- Retaining talented and dedicated staff
- Capacity for grant writing to secure funding
- Capacity to meet evaluation and reporting requirements



Additional comments or feedback received:

Funding and program support
Comments <ul style="list-style-type: none">• Funding is limited• Some government contracts have not increased in many years• Many programs have waitlists for services. Some programs have one person providing services and multiple sources of referral: schools, legal systems, police, other social service providers, social workers and more.• We are missing some services, and many of the services we have are under-funded.• Children are sitting on long waitlists.• Sustainability is a challenge with many services being dependent on annual grant writing, difficult to find long-term support
Government support
Comments <ul style="list-style-type: none">• More government support is needed• There is the need for an expanded range of programs (i.e. expanded housing choices.)• A provincial sexual assault policy like the VAWIR policy.• There is limited gov't support for food security activities outside of COVID- emergency food aid.• There is limited funding available relative to the depth of need• Completing the Gaming Grant is time-consuming but necessary for ongoing funding
Community support
Comments <ul style="list-style-type: none">• Challenging due to Covid
Collaboration and partnerships with other organizations
Comments <ul style="list-style-type: none">• Can be challenging

Recruiting talented and dedicated staff

Comments

- Difficult to recruit new staff locally, challenging for people to move to the area due to housing shortages and low wages, many leave the area in search of more affordable housing or better opportunity
- It is hard to find people who are willing to work hard for minimum wage or close to it and when that's all you can afford to pay
- Non-union agency not funded to same level as unionized ones
- Difficult to recruit talented staff when you can't pay them.
- We have 3 staff and 120 volunteers we often recruit from existing volunteers because onboarding takes weeks or months.

Retaining talented and dedicated staff

Comments

- Wage rates are low, demands of the job are high
- Difficult to retain talented staff when you can't pay them.

Capacity for grant writing to secure funding

Comments

- This is a side of the desk function that takes time and skill.
- It takes a lot of time and talent to do grant writing; and it is not guaranteed to get the funding.

Other comments or considerations

Comments

- Access for public transportation for clients needing medical services/accessing a hospital
- Covid has affected our fundraising ability
- We have a lack of space to operate more programs.

Building Effective Partnerships

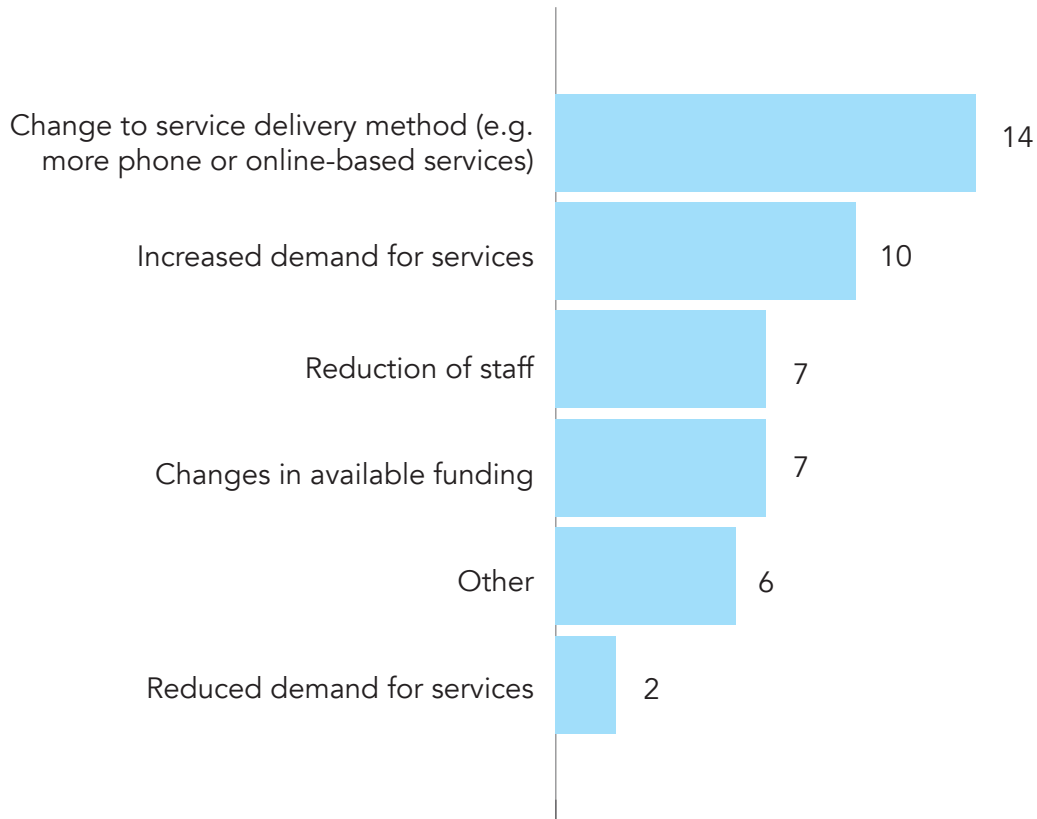
Funding and service needs
<p>Comments</p> <ul style="list-style-type: none"> • More community funding from local council to support ABI survivors in the Shuswap Region. • Funding for spectrum of social service providers including government and non-profit, coordination between service providers to reduce overlap. Homelessness services including a year-round homeless shelter, access to showers/toilets, shelters for those with children. • Be equitable in funding, recognize high population growth and need for more \$\$ • More funding would change everything for our seniors and services we could provide to fill in gaps
Funding for administration and/or operations
<p>Comments</p> <ul style="list-style-type: none"> • Funding should be for the whole running of operations rather than a targeted area. • Share administration costs • Tax incentives/tax breaks for social service providers • Access to spaces for rent or purchase at below market rates • Allow for inflation as well as cost of living increases in service contracts • Provide funding to allow for successful services to expand to better meet existing and emerging needs • IHA could increase funds offered in annual CFIA to provide greater access to more communities.
Government support
<p>Comments</p> <ul style="list-style-type: none"> • Governments need to recognize the cost involved in supporting clients with a Brain Injury • Build social housing and incentivize private developers to build affordable housing. • Create a provincial sexual assault policy inclusive of social service, health, police, and the justice system. • It would be nice to have more government support for our seniors • Consider funding food security initiatives that are not only providing emergency food aid.

Community support
<p>Comments</p> <ul style="list-style-type: none"> • Facilitate on-going community support and collaboration
Attracting and retaining talented staff
<p>Comments</p> <ul style="list-style-type: none"> • Provide adequate funding to allow the sector to attract and retain talented staff • Recognize increased demand for services means increased demand for staff • Allow for additional resources and capacity to take pressure off existing programs and reduce burnout.
Capacity for grant writing to secure funding
<p>Comments</p> <ul style="list-style-type: none"> • It is difficult to do this off the side of the desk, requires staffing and specialized knowledge/expertise

Addressing the impact of the COVID-19 pandemic

This question had a response rate of 83% (n=15). Ninety-three percent (93%) of respondents were impacted by changes to service delivery method which was the most frequently reported impact.

Impact of COVID-19 on Social Support Organizations



Comments

- Funding to have more staff to provide increased services due to Covid-19, especially the added emotional strain on staff and clients.
- More funding for ongoing cleaning and sanitizing and PPE
- More funding for technology to support clients in need of services including accessing online services.
- More funding to assist with the additional costs associated with PPE, sanitization and the additional staff time to carry out sanitization procedures. There are some capital improvements that would make providing service easier and safer, these also require additional funding.
- Increased funding to allow programs and services to be adapted
- Better access to information



Opportunities for Action

Opportunities for Action

While issues of poverty are influenced by a range of social and economic forces that are understood and addressed differently by different actors, it is necessary to understand that local governments alone do not have the resources or authority needed to address poverty on their own. As a result, an effective strategy requires a commitment to collaborative problem-solving across a range of partners including all levels of government as well as community-based agencies and service providers. This section provides an overview of key strategic directions and actions set out at the recently adopted Federal and Provincial poverty reduction strategies as well as potential opportunities for local action within Salmon Arm based on the insights gained through this research.

Federal priorities and actions set out in *Opportunities for All*

In 2018, the Federal government adopted Canada's first poverty reduction strategy entitled *Opportunity for All*. This strategy included specific measures to ensure that all Canadians have access to the services needed to support their overall health and well-being. This included a focus on measures related to dignified access to healthy food, an expanded range of housing choices and improved housing affordability, investments in ending homelessness, as well as targeted strategies to support better health and improved outcomes among vulnerable families and individuals. It also includes measures to better meet the needs of families and individuals living in deep poverty which includes households living with incomes that are at least 75% below the established poverty line. In terms of overall directions, the Federal poverty reduction strategy focuses on *dignity, opportunity* as well as *resilience and security*. As well, the Federal government made a specific commitment to reduce poverty by 20% by 2020 and 50% by 2030.

Provincial priorities and actions set out in *Together B.C.*

In 2018, the Provincial government adopted *Together BC*—British Columbia's first poverty reduction strategy. Through *Together B.C.*, the Provincial government identified six areas of focus including: housing, education, and employment. The Province's poverty reduction strategy also committed to specific actions to meet the needs of low-income families, children, and youth. As well, the Provincial government made a commitment to improved income support as well as other supports needed to help to lift low income and vulnerable families out of poverty. *Together B.C.* also makes an explicit commitment to reducing the poverty rate for all British Columbians by 25% by 2024 (using 2016 as the baseline) as well as a commitment to reducing the poverty rate among children and youth under the age of 18 by 50%.

Local government priorities and actions

Local governments are uniquely positioned to understand the needs of those who live in their community. Within this context, there are different roles that local governments play in advancing and supporting the social development needs and well-being of all citizens. This includes:

A. Planning and Decision-Making

Among the different roles that local governments play, one of the key roles is the use of local land use and regulatory powers to help to break down barriers and implement strategies to meet the needs of all residents. This includes measures to add to the physical and social infrastructure within communities including amenities and services that promote

and support the social, recreational, cultural, and economic inclusion of all citizens. This includes measures designed to provide access to affordable housing, an expanded range of transportation choices as well as improved access to safe, secure, and affordable childcare services. It can also include working together to create community and service hubs designed to respond to specific needs.

B. Research and Education

There is significant value in monitoring key social, demographic, and economic trends to successfully identify existing and emerging social development needs and priorities with a focus on putting into place effective strategies and actions to promote and support the health and well-being of all citizens. This includes conducting community-based research into leading practices and social innovation as well as the design and implementation of pilot projects and other initiatives designed to promote better access to services or better outcomes for families and individuals in the community.

C. Facilitation and Collaborative Problem-Solving

Local governments also play a central role in facilitating and supporting policy change including leveraging existing partnerships and relationships to better meet local needs. This includes working to develop place-based strategies and solutions designed to respond to gaps in the social safety net and to work with others to successfully meet existing and emerging social development needs. Within the context of this initiative a key area of focus includes providing support in the coordination of information and in working with others to ensure that Salmon Arm remains a community that is welcoming and inclusive of everyone.

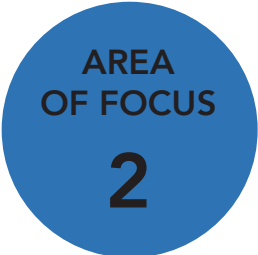
PROPOSED STRATEGIC DIRECTIONS

In identifying potential priorities or opportunities for action for moving forward, the following reflect the proposed strategic directions and areas of action for consideration by the City’s Social Impact Advisory Committee. Key work program elements include the development of explicit, data-driven strategies as well as the identification of actionable strategies and initiatives that can help to advance equity and reduce poverty through leveraging local resources and investments, strengthening existing policies and programs as well as providing local leadership in a way that contributes to the health and well-being of all residents.



CREATE THE CONDITIONS OF ECONOMIC SUCCESS FOR ALL CITIZENS

Many individuals living in poverty face barriers to employment as well as limited access to opportunities. This can be made even more challenging for those who face language barriers or who lack the necessary experience. Many individuals also face difficulty in knowing how to access opportunities that are available including requiring assistance and support in conducting job searches and in developing the skills that they need. In some cases, families and individuals living in poverty face overt discrimination. In moving forward in exploring opportunities to reduce and prevent poverty in Salmon Arm, a key area of focus should include an emphasis on the development of strategies and actions that promote and support the well-being and economic inclusion of all citizens.



BUILD EFFECTIVE PARTNERSHIPS TO PROMOTE INNOVATION

Salmon Arm is fortunate to have a strong community-based service sector. This includes a broad network of non-profit services and agencies as well as faith-based organizations that are committed to working to meet the needs of low-income families and individuals in the community. This includes the successful provision of a range of services and supports designed to help meet the day-to-day survival needs of low income and vulnerable families as well as the design and implementation of strategies and initiatives designed to help to create new pathways forward.

**AREA
OF FOCUS**

3

ADOPT AN EQUITY-BASED INTERSECTIONAL APPROACH

There is growing evidence to suggest that historical as well as structural and systematic factors including racism and discrimination have contributed to growing inequities for some households. In working to address issues of poverty and low income, there is the need to address growing inequities within society and to promote and support the dignity, well-being, and inclusion of all members of society.

**AREA
OF FOCUS**

4

IMPROVE ACCESS TO SERVICES AND SUPPORTS FOR SOME GROUPS

Through the engagement process, participants shared their stories about difficulties in accessing services and supports. Among the different barriers to access that were identified included issues around eligibility requirements, the hours of operation and location. The need for trauma-informed services as well as culturally safe services was also identified including additional supports for mental health, addictions, and detox services. Some participants also identified language gaps as a potential barrier. Knowledge about the different services and supports available was also identified as a significant barrier for some with service providers seeing a specific and explicit City role in helping to coordinate and facilitate this type of information sharing.

**AREA
OF FOCUS**

5

CONTINUE TO CELEBRATE THE STRENGTHS OF THE COMMUNITY

As households fall behind it is often more difficult for them to catch up. For many lower income households this means having to borrow from family or friends or take on other forms of debt to try to get ahead. All of this contributes to a significant degree of economic and financial insecurity and increasing levels of financial vulnerability. Access to supportive services and a social safety net in times of need can help to provide an increased sense of stability and improved access to the types of opportunities needed to build true social and economic inclusion. As the City of Salmon Arm continues to grow and change, there is the need to continue to work to ensure that the diversity of the community is seen as a strength and that Salmon Arm continues to be a place that is welcoming and inclusive of everyone.

APPENDIX A

Statistics Canada's Market Basket Measure (MBM) for Salmon Arm

For many low-income families and individuals, affordability is often a significant factor with many households falling at the lower end of the income continuum struggling to cover even their most basic needs. This section set out the most recent Market Basket Measure (MBM) calculations for a community the size of Salmon Arm with the calculation being based on the minimum income required to cover the basic cost of food, shelter, clothing, transportation, and other basic needs. For a family of four, the estimated annual income is equal to \$42,600 per year with the Market Basket Measure (MBM) representing Canada's official poverty line.

Food

The food component of the market basket measure is based on the 2008 National Nutritious Food Basket developed by Health Canada. The basic cost of food for a family of four in a community of less than 30,000 people in British Columbia is \$11,380 or approximately \$950 per month.

Shelter

The shelter component of the Market Basket Measure was updated in 2018 and is based on the median rent reported in the 2016 Census for a 3-bedroom unit. The basic cost of shelter for a family of four in a community of less than 30,000 people in British Columbia is \$12,982 or approximately \$1,080 per month.

Transportation

The transportation component of the Market Basket Measure differentiates between rural and urban areas. In rural areas, the only viable mode of transportation available for most people is a personal vehicle. At the same time larger urban areas typically have access to public transit. Based on the 2018 updated Market Basket Measure, the monthly transportation allowance for a family of four in a community of less than 30,000 people in British Columbia is \$4,911 or approximately \$410 per month.

Clothing

The clothing component of the market basket measure for a family of four in a community of less than 30,000 people in British Columbia is \$2,074 or approximately \$175 per month.

Other Expenses

Other goods and services can include household items, personal care, entertainment and reading materials as well as other basic expenses. This component of the market basket measure for a family of four in a community of less than 30,000 people in British Columbia is \$11,261 or approximately \$940 per month.

APPENDIX B

Key Strategic Priorities and Measures Set Out in Together B.C.

In terms of measuring and reporting on results, *Together B.C.* identifies following key strategic priorities and measures of success:

- **Reduce the overall poverty gap including those experiencing deep poverty**
The depth of poverty measured by the gap between the average income of a person living in poverty and the Market Basket Measure with deep poverty being defined as the number of individuals with incomes which fall 75% below the poverty line. Based on the 2016 Census, 6.7% of all British Columbians had incomes below 75% of the established poverty line.
- **Reduce the number of households experiencing unmet housing needs**
This measure tracks and reports on the number of households who are unable to find housing in their community that is suitable in size, is in good repair, and is affordable with the resources that they have available with affordability being defined as 30% or more of a household's gross annual income. Homelessness also represents an important and significant measure of need. In 2016, 14.9% of all households in B.C. were in core housing need.
- **Improve the circumstances of vulnerable families and individuals**
Available research suggests that children who are considered vulnerable based on the EDI scales developed through UBC's Human Early Learning Partnership are more likely to grow up in poverty. As a result, one of the priority areas of focus in *Together B.C.* is to promote healthy childhood development by working to improve EDI scores across children in kindergarten.
- **Reducing the level of unemployment among those 15 and older**
Under *Together B.C.*, the Province is committed to reducing unemployment among people 15 and older. In 2016, the unemployment across individuals 15 and older who were unemployed and searching for work was 6.0 per cent.
- **Reduce the level of food insecurity across families and individuals**
Households experiencing food insecurity include those who are unable to find enough food or the right type of food to support good health. Based on information captured through the Canadian Community Health Survey, in 2017/2018 the rate of food insecurity was 12.4 per cent.
- **Promote a deeper sense of belonging and inclusion**
This measure relates to the percentage of British Columbians who are 12 years of age and older and who say they have a strong or very strong sense of belonging to their community based on information reported in the Canadian Community Health Survey. Baseline information for this measure for 2017/2018 was 69.9 per cent.