

Regional L.I.F.E. Review

Greater Victoria Support Staff assisting individuals and families on the LIFE program

Feb. 26th, 2019

Welcome:

“The poorer the person, the less connected they are to the community”

“Sometimes don’t feel accepted at reception or in centre”

- “Application form that is sensitive to homeless or couch surfing”
- Desk staff need to be better trained re: programs, anxiety, anti-poverty, ant-racism, cultural sensitivity
- Get vulnerable clients to the worker rather than front desk
- Inconsistency
- Different process from each municipality
- “The more poor, the more isolated - the more need for socialization and the engagement”

Regional Differences:

Boundaries are complicated – clients get the run around

“Different municipalities have different offers/coupons”

“We are calling for more cohesion between municipalities”

- “No cohesion between municipalities with application

Applying / Income qualification:

- “Any speed bump, the process of entry ends. If smooth, then the kids can persevere...”
- Income cut-off – qualification is based on previous years income so if it’s gone down recently still aren’t eligible for another year
- Income reviewed more seasonally
- 52 drop-ins are not enough
- 50% off option is good but still unaffordable for many people on PWD
- Adjudicator forms are not available in all regions on the websites
- High cost of living should factor into income cutoffs
- Carry over the coupons
- No expiry dates on it
- Application form is not well advertised
- Younger children can’t access programs.
- Credits for programs are not enough
- Primary and middle school need more program options
- Aboriginal Applicants: Need a better system to contact the Band Office
- Rephrasing the income question is helpful

Youth in care - none of the income is attached to the youth

- Parents may qualify for program but don’t have the capacity to support the youth applying for the program

- Youth don't go into places
- Expense for a non-profit to accompany youth
- Application could be more seamless
- Youth empowerment – getting the work
- Where do you even get the forms from
- Adjudicator form – was told it was online. You can't download the form on all websites