

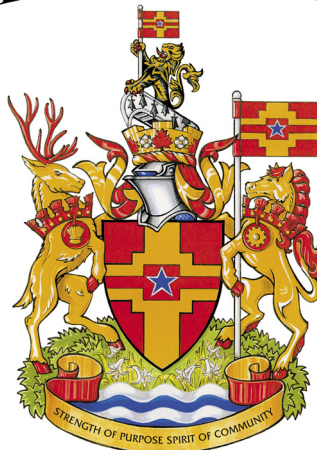


CITY OF LANGLEY HOMELESSNESS STRATEGIC PLAN

APRIL 2016



CITY OF
LANGLEY



Executive Summary

“A community is everyone”

- Person with lived experience in Langley (2015)

There is no single model or approach to solve the complexities of homelessness. Every community addresses these challenges differently, often implementing strategies aligned with best practices and adapted to fit their local context of unique circumstances and community issues.

Homelessness in the City of Langley has grown from fewer than 20 individuals in 2002 to 92 individuals in 2014. Limited affordable and suitable housing is one of the driving factors of homelessness in Langley. In addition, poverty; circumstantial situations; unemployment and financial hurdles; mental health issues; addictions; family violence and breakdown are some of the other contributing pathways into homelessness. While circumstances vary, all persons experiencing homelessness are in crisis and require support to find adequate and affordable housing and to access the services they need. Supporting our most vulnerable residents requires a plan.

Initiated by the City of Langley and the Langley Homelessness Task Force, this Homelessness Strategic Plan provides a framework of strategies to address and prevent homelessness in Langley. Nineteen strategies are presented, ranging from capacity building, prevention and housing strategies, as well as strategies to create a more inclusive community.

Priorities

A set of priorities have been identified for implementing this Plan, based on urgency of needs and projects that could have the greatest impact on addressing and preventing homelessness in Langley. They are:

Priorities	KEY CONTRIBUTORS
Create a Partnership Agreement Between the City of Langley and the Township of Langley	City of Langley, Township of Langley
Form a Homelessness Action Table	City of Langley, Homelessness Action Table Sub-Committee
Form a Homelessness Integration Team	Homelessness Integration Team
Increase the Number of Rent Supplements in Langley	BC Housing, Homelessness Action Table sub-committee, Homelessness Integration Team
Support Integrated Intervention Approaches to Health and Housing	Fraser Health, Homelessness Action Table Sub-Committee

Priorities	KEY CONTRIBUTORS
Form a Fraser Valley Homelessness Table	City of Langley, Township of Langley, City of Abbotsford, City of Maple Ridge, District of Mission, Other Fraser Valley communities

Strategies At-A-Glance

The strategies presented in this Plan require partners from multiple sectors. The City of Langley has been identified as a lead organization for some, while other strategies are anticipated to be led by a newly formed Homelessness Action Table sub-committee and a Homelessness Integration Team.

	STRATEGY	LEAD ORGANIZATIONS
1	Form a Homelessness Action Table, Sub-Committee to the Public Safety Advisory Committee	Homelessness Action Table Sub-Committee
2	Form a Homelessness Integration Team (“HIT”)	Homelessness Integration Team
3	Create a Partnership Agreement Between the City of Langley and the Township of Langley	City of Langley, Township of Langley
4	Form a Fraser Valley Homelessness Table	City of Langley, Township of Langley, City of Abbotsford, City of Maple Ridge, District of Mission, Other Fraser Valley communities
5	Support the Feasibility Study for a Permanent Supportive Housing Project	BC Housing, Non-Profit Housing Operator
6	Increase the Number of Rent Supplements in Langley	BC Housing, Homelessness Action Table Sub-Committee
7	Support the Feasibility of Developing a Youth Safe House	Non-Profit Housing Operator, Homelessness Action Table Sub-Committee
8	Explore the Formulation of a Standards of Maintenance Bylaw	City of Langley
9	Support Private Market Rental Landlords to House At-Risk Groups	Homelessness Action Table Sub-Committee, Homelessness Integration Team

	STRATEGY	LEAD ORGANIZATIONS
10	Support Integrated Intervention Approaches in Health and Housing	Homelessness Action Table Sub-Committee, Fraser Health
11	Explore Establishing a Rent Bank	Homelessness Action Table Sub-Committee, Financial Lenders, Non-Profit Service Provider
12	Support the Retention of Rental Housing and Facilitate Inclusive Approaches to Residential Redevelopment	City of Langley
13	Advocate for an Increase in Social Assistance	Homelessness Action Table Sub-Committee, City of Langley, Township of Langley
14	Provide Information and Resources through City Communication Channels	City of Langley
15	Facilitate Access to Aboriginal and Culturally-Appropriate Services	Homelessness Action Table Sub-Committee
16	Improve Access to Social Services	Homelessness Action Table Sub-Committee
17	Facilitate Access to Mental Health and Brain Injury Support Services in Langley	Homelessness Action Table Sub-Committee, Fraser Health
18	Improve Access to Day-time Drop-in Services	Homelessness Action Table Sub-Committee
19	Engage and Educate the Broader Public on Homelessness	Homelessness Action Table Sub-Committee, City of Langley

Roles

The City of Langley is a small, compact community of 25,000 people; surrounded by the Township of Langley which has another 100,000 residents. Langley is experiencing growth, including an increasing demand for social services. In 2009, the City of Langley provided city-owned land for the Gateway of Hope - a temporary shelter accommodation for persons experiencing homelessness. The shelter is already at capacity, and the limited amount of affordable and supportive housing in Langley makes it difficult for shelter users to exit the shelter system.

Although the community is committed to taking action on homelessness, community based agencies may experience difficulty meeting demand for their services. The City is also committed to addressing homelessness and has demonstrated support for homelessness solutions, including contributing land to the Gateway of Hope emergency shelter. However, the City has limited infrastructure and resources to respond to the growing challenge of homelessness in Langley, and cannot undertake solutions alone. The City and social service agencies require partners to achieve successful outcomes.

Each partner has a role to play in responding to and preventing homelessness in Langley. This includes the Province/BC Housing as a primary funder, the municipality as a facilitator and supporter, and community based agencies and non-profit societies as organizations to deliver services to vulnerable populations in need. Collaboration between these partners is essential for implementing the strategies of this Homelessness Strategic Plan.

- ▶ **City of Langley:** The role of the City of Langley is to demonstrate leadership on social, housing and homelessness issues and to support initiatives aligned with this Plan. Within the purview of municipal powers through the Local Government Act and Community Charter, the City has the opportunity to make land use and planning decisions and to be a facilitator of specific strategies outlined in this Plan. The City can advocate for high priority projects, including advocating for funding and support from all levels of government, the non-profit sector and private sector.
- ▶ **Township of Langley:** While the Langley Homelessness Strategic Plan is the City's Plan, homelessness is fluid between the City and the Township, as well as regionally throughout both Metro Vancouver and the Fraser Valley. This Plan contains many strategies that would benefit both the City and the Township, such as the development of a permanent supportive housing project. The Township's role could include coordinating with the City on specific strategies outlined in this Plan, and supporting and advocating for projects of mutual interest.
- ▶ **BC Housing:** The role of BC Housing is to work in partnership with private and non-profit sectors, Fraser Health, the City of Langley and community groups to develop a range of housing options in the Langley. BC Housing is the primary funder anticipated to facilitate initiatives responding to homelessness.
- ▶ **Fraser Health:** The role of Fraser Health is to work in partnership with the City of Langley, BC Housing and non-profit organizations to provide health services to vulnerable populations. Specific strategies identify Fraser Health as a key contributor, including facilitating access to mental health and brain injury support services in Langley.
- ▶ **Ministry of Health:** The role of the Ministry of Health is to work in partnership with Fraser Health, BC Housing, the City of Langley and non-profit organizations to provide health services to vulnerable populations, particularly services related to mental health and substance use issues.
- ▶ **Ministry of Children and Family Development:** The role of MCFD is to work in partnership with the City of Langley, BC Housing, Fraser Health and non-profit organizations to provide services

to children, youth and families in Langley. Specific strategies identify MCFD as a key contributor, such as supporting the development of a youth safe house in Langley.

- ▶ **Homelessness Action Table Sub-Committee:** As a sub-committee to the City of Langley's Public Safety Advisory Committee (PSAC), this group, consisting of community-based agencies, will discuss homelessness related issues in Langley, make recommendations on actions, and review progress. The primary role of the sub-committee will be taking responsibility for ongoing implementation and monitoring of this Plan and the Plan's outcomes. The sub-committee will work closely with the Homelessness Integration Team and City staff and have opportunities to make recommendations to City Council.
- ▶ **Homelessness Integration Team:** As a complementary group to the PSAC and the Homelessness Action Table Sub-Committee, "HIT" will be a group of community based agencies that meets regularly to discuss client-specific issues as well as local issues that impact clients. The role of HIT is to collectively identify client-specific barriers to success and identify solutions to respond. HIT will work closely with the Homelessness Action Table sub-committee on progress, outcomes, challenges and opportunities.

TABLE OF CONTENTS

Introduction	1
Collaboration and Capacity Building Strategies	10
Housing Strategies	15
Homelessness Prevention Strategies	26
Inclusive Community and Services Strategies	31
Implementation.....	39

Appendix A: Schedule of Strategies

Appendix B: Social Services Inventory

Appendix C: Context Report

Introduction

In 2015, the City of Langley formed the Langley Homelessness Task Force in response to the increasing concern over the growing number of persons experiencing homelessness in the City. The purpose of the Task Force was to help identify community-based solutions to address homelessness and to spearhead the creation of a Homelessness Strategic Plan.

Langley Homelessness Task Force Members

The Langley Homelessness Task Force (LHTF) is comprised of local service providers, businesses, BC Housing, Fraser Health, the RCMP, City Councillors, and two Councillors representing the Township of Langley. Several Task Force meetings were held to discuss homelessness related issues, debate solutions, and formulate strategies to move the community forward. Members of the Task Force, including alternative members, included:

- Councillor Gayle Martin, LHTF Chair, City of Langley
- Councillor Rudy Storteboom, LHTF Vice-Chair, City of Langley
- Councillor Val van den Broek, Public Safety Advisory Committee Liaison, City of Langley
- Councillor Petrina Arnason, Township of Langley
- Councillor Blair Whitmarsh, Township of Langley
- Dan Kipper, Fraser Health
- Betty Hansen, Fraser Health
- Craig Crawford, BC Housing
- Dominic Flanagan, BC Housing
- Cpl. Shannon Savinkoff, RCMP
- Sgt. Dave Selvage, RCMP
- Janet Burden, Stepping Stone Community Services Society
- Fraser Holland, Stepping Stone Community Services Society
- Sonya Perkins, Downtown Langley Business Association
- Jim Coggles, Salvation Army Gateway of Hope
- Dan Ritchie, St. Joseph's Parish
- Kimberly Snow, Kimz Angels
- Leith White, Langley Ministerial Association
- Teri James, Member at Large
- Lynn Whitehouse, Member at Large

The Langley Homelessness Task Force was further supported by City of Langley staff and CitySpaces Consulting Ltd.

Langley Homelessness Strategic Plan Process

The development of the Homelessness Strategic Plan (HSP) involved research and identification of issues to help better understand the homelessness situation in the City of Langley. This background work informed the strategies outlined in this Plan. The process involved the following key components:

- **Preparation of a Social Services Inventory.** A reference document outlining services available to persons experiencing homelessness, as well as services available to vulnerable and at-risk populations. This document is available on the City's website and is attached as Appendix B.
- **Preparation of a Context Brief.** A research document providing baseline data and indicators of homelessness in Langley. This document is available on the City's website and is attached as Appendix C.
- **Consultation with local stakeholders.** A workshop designed to identify strategies and solutions to address and prevent homelessness, and are grounded in the Langley context. (Supporting materials from the workshop are available on the City's website).
- **A select number of interviews with persons with lived experience.** A total of 20 interviews were undertaken with Langley residents who are currently experiencing homelessness - fourteen in Langley City, three in Aldergrove, two in North Langley and one in Walnut Grove. Of those interviewed:
 - Thirteen were male and seven were female;
 - Twelve disclosed a physical challenge/disability; seven disclosed a mental health challenge/disability; and, eleven disclosed substance use.

The interviews provided insight into immediate needs and solutions based on direct experience. While participants are anonymous, the stories and suggestions they shared have been considered as part of the development of the Plan's strategies.

The Homelessness Strategic Plan, this document, outlines strategies and solutions to address and prevent homelessness in Langley. Each of the background components described above was considered as part of the preparation of this Plan. Integral to this process was the collaboration and participation of community based agencies and other organizations in Langley as part of the Task Force and solution seeking workshop.

Langley Homelessness Strategic Plan Guiding Principles

A set of guiding principles was developed to provide a vision and a focused lens which all strategies and actions in the Plan would be based upon:

- **Coordination and Collaboration** - A structured and integrated approach to planning, decision-making and service provision.
- **Sustainable Capacity Building** - Capacity building of community based agencies to better respond to issues impacting vulnerable populations now and in the future.
- **Knowledge Building and Innovation** - Being open-minded, and continuously learning and sharing information on homelessness such as indicator data and best practices towards supporting

community education on homelessness, evidence-based decision-making and creating innovative solutions.

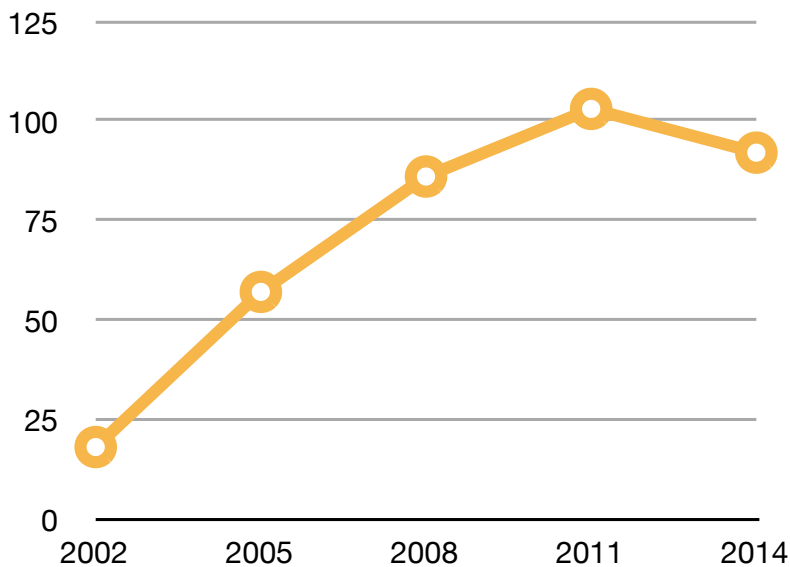
- **Inclusiveness** - Accessible and welcoming community services and local government approach to service delivery and decision-making approaches that recognize the diversity of population groups and needs.
- **Education and Communication** - Broader awareness of the context of homelessness and effective responsiveness.

The Homelessness Situation in Langley

Additional background and context to the homelessness situation in the City of Langley can be found in two companion documents: the Social Services Inventory and the Context Briefing Report. Key indicators from these reports have informed this Plan and include the following:

- Homelessness is growing in Langley. Less than 20 people experiencing homelessness were counted in 2002, compared to 92 people in 2014.

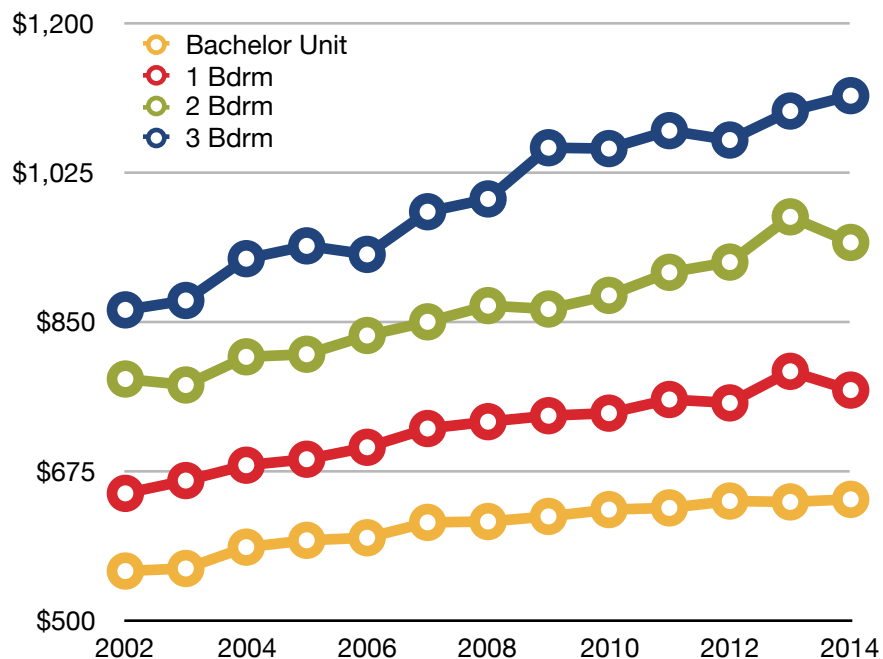
Total number of Persons Experiencing Homelessness at One Point in Time (*Metro Vancouver Homelessness Count, 2014*)



- Of persons experiencing homelessness in Langley, 43% have lived in the Langleys (both the City and the Township) for less than 1 year.
- Homelessness is not isolated to Langley, and occurs throughout Metro Vancouver and the Fraser Valley. The existing and future homeless populations are fluid between regional boundaries.
- In Metro Vancouver, about 34% of persons experiencing homelessness report a mental health issue, and 15% identified mental health issues as a barrier to obtaining housing.
- In Langley, youth represent 22% of persons experiencing homelessness.
- Seniors are a growing segment of persons accessing services, and represent 15% of persons experiencing homelessness in Langley.

- Aboriginal individuals make up 6% of Langley’s total population, but represent 15 of the 92 people (16%) experiencing homelessness in Langley. Of those 15 Aboriginal persons experiencing homelessness, only 2 accessed a shelter.
- More than 700 unique men and women access the Langley Gateway of Hope’s emergency shelter services annually.
- In 2014, 42% of City of Langley calls to Bylaws Department involved persons experiencing homelessness.
- Langley RCMP has observed a 269% increase in calls related to persons experiencing homelessness, ranging from Bylaw related calls to unspecified assistance, from 131 calls in 2012 to 483 calls in 2014.
- Agencies directly in contact with persons experiencing homelessness reported challenges with securing housing for clients given limited options of finding affordable housing with integrated supports.
- While vacancy rates are near balanced for one and two bedroom rental units in Langley, the average rental prices are not affordable to vulnerable and at-risk groups who are unable to work, receiving income assistance or disability assistance. The rental prices have increased in Langley for the past several years, while income assistance and disability rates have not changed in BC since 2007.

Average Rents, October 2002 to October 2015 (CMHC, Market Rental Reports, 2002 - 2014)



- Low-income households and vulnerable populations cannot afford to purchase market condominium units nor afford the average rents in local apartment buildings. The influx of new residential supply has been a mismatch to the most vulnerable populations in Langley who are in need of low end of market rental housing.

- The incremental erosion of older purpose built rental stock through redevelopment is a challenge in Langley. New units are less affordable compared to older rental stock, and redevelopment is occurring without mechanisms to support tenants being displaced. The redevelopment of old rental stock puts added pressure on vulnerable households and those at-risk of homelessness and, if continued, could make homelessness in Langley worse in the future.

Langley's Social Services Responding to the Challenge

Langley's social services sector plays a significant role in the community. These organizations lead the way on creating positive social impact, and are vehicles to engaging with the broader community. Contributions made to non-profits largely come from donations of money and time (volunteers), making them a natural network for community interaction and participation.

Many persons experiencing homelessness in Langley have moved on to stable and healthy living as the result of being supported by the Langley social services sector. Other vulnerable populations are supported every day by community based agencies, many of whom have been prevented from experiencing homelessness because of the services provided by these integral community services. By providing services to clients in need, the social services sector creates significant community and public benefits in Langley.

While success has been achieved, major barriers to delivering services in Langley are present:

- Since 2008, the total number of "available" social services for vulnerable populations in Langley has grown from 32 to 67 services. However, not all of these services are physically located in Langley. Some services offered to Langley clients are provided by organizations located in Surrey, Vancouver and Abbotsford. The physical locations of these services creates a barrier for vulnerable populations who may not have access to a vehicle or transit.
- Although Aboriginal households represent a disproportionate number of individuals experiencing homelessness in Langley, there is a limited number of Langley service providers who offer an Indigenous lens or culturally-appropriate services.
- Some existing services in Langley have policies and protocols that intentionally or unintentionally exclude marginalized populations from accessing services. A more inclusive approach to service delivery was identified as a need in Langley, and extending to the broader community, local government and other agencies, in order to effectively connect vulnerable populations to services.
- Although existing community based agencies are committed to providing quality services, some have limited capacity and resources to fully implement the services required to meet the needs of vulnerable populations in Langley.

Social service organizations in Langley are not alone. Across Canada, a significant portion of non-profit and charity organizations report problems fulfilling their mission due to limited resources, capacity issues and increasing demand for services¹. And with the growing number of persons experiencing homelessness in Langley, and vulnerable populations at-risk, these pressures are surmounting to unsustainable levels.

The collective strength of Langley's social services sector was identified as an asset that should be leveraged to address homelessness, but requires greater level of partnership, collaboration and resources from the City, Province and other agencies in order to improve service delivery in Langley.

¹ *Cornerstones of Community: Highlights of the National Survey of Nonprofit and Voluntary Organizations, Statistics Canada, 2005*

The Vision

The Vision of the Langley Homelessness Strategic Plan is:

“To address and prevent homelessness through inclusive approaches of providing housing and services that meet the needs of vulnerable populations.”

Nineteen Strategies to Address and Prevent Homelessness

In order to achieve the vision of the City and Task Force, nineteen strategies were developed within four focus areas. The focus areas are:

- Collaboration and Capacity Building;
- Housing;
- Homelessness Prevention; and,
- Inclusive Community and Services.

The nineteen strategies to address and prevent homelessness in Langley are outlined below.

Collaboration and Capacity Building Strategies:

1. Form a Homelessness Action Table, Sub-Committee to the Public Safety Advisory Committee
2. Form a Homelessness Integration Team (“HIT”)
3. Create a Partnership Agreement Between the City of Langley and the Township of Langley
4. Form a Fraser Valley Homelessness Table

Housing Strategies:

5. Support the Feasibility Study for a Permanent Supportive Housing Project
6. Increase the Number of Rent Supplements in Langley
7. Support the Feasibility of Developing a Youth Safe House
8. Explore the Formulation of a Standards of Maintenance Bylaw
9. Support Private Market Rental Landlords to House At-Risk Groups
10. Support Integrated Intervention Approaches in Housing and Health

Homelessness Prevention Strategies:

11. Explore Establishing a Rent Bank
12. Support the Retention of Rental Housing and Facilitate Inclusive Approaches to Residential Redevelopment
13. Advocate for an Increase in Social Assistance

Inclusive Community and Services Strategies:

14. Provide Information and Resources through City Communication Channels
15. Facilitate Access to Aboriginal and Culturally-Appropriate Services

16. Improve Access to Social Services
17. Facilitate Access to Mental Health and Brain Injury Support Services
18. Improve Access to Day-time Drop-in Services
19. Engage and Educate the Broader Public on Homelessness

In the following report, each strategy has a brief description of the actions and intended target group (specific population experiencing homelessness or at-risk of homelessness). Each action identifies a lead organization, as well as a list of other organizations that could provide support.

Roles

The City of Langley is a small, compact community of 25,000 people; surrounded by the Township of Langley which has another 100,000 residents. And the Langleys are growing. The Province is forecasting an additional 108,000 residents in the Langleys by 2036². As the population grows, the social complexities and challenges increase, including issues related to health, social services, housing and homelessness. While there is already a need to serve today's population, it is anticipated that the need will grow in the future.

Growth can place added pressures on social services, and community based agencies may experience difficulty keeping up with increased demand. In 2009, the City of Langley provided city-owned land for the Gateway of Hope for the development of a temporary shelter accommodation for persons experiencing homelessness. The shelter is already at capacity, and the limited affordable and supportive housing in Langley makes it difficult for shelter users to exist the shelter system.

Although the community is committed to taking action on homelessness, agencies may experience difficulty meeting demand for their services. The City is also committed to addressing homelessness and has demonstrated support for homelessness solutions, including contributing land to the Gateway of Hope emergency shelter. However, the City has limited infrastructure and resources to respond to the growing challenge of homelessness in Langley, and cannot undertake solutions alone. The City and social service agencies require partners to achieve successful outcomes.

Each partner has a role to play in responding to and preventing homelessness in Langley. This includes the Province/BC Housing as a primary funder, the municipality as a facilitator and supporter, and community based agencies and non-profit societies as organizations to deliver services to vulnerable populations. Collaboration between these partners is essential for implementing strategies of this Homelessness Strategic Plan.

- **City of Langley:** The role of the City of Langley is to demonstrate leadership on social, housing and homelessness issues and to support initiatives aligned with this Plan. Within the purview of municipal powers through the Local Government Act and Community Charter, the City has the opportunity to make land use and planning decisions and to be a facilitator of specific strategies outlined in this Plan. The City can advocate for high priority projects, including advocating for funding and support from all levels of government, the non-profit sector and private sector.
- **Township of Langley:** While the Langley Homelessness Strategic Plan is the City's Plan, homelessness is fluid between the City and the Township, as well as regionally throughout both Metro Vancouver and the Fraser Valley. This Plan contains many strategies that would benefit both the City and the Township, such as the development of a permanent supportive housing project. The

² Population Forecast by Age Cohort for the Langley School District Area, Township of Langley, 2011

Township's role could include coordinating with the City of Langley on specific strategies outlined in this Plan, and supporting and advocating for projects of mutual interest.

- **BC Housing:** The role of BC Housing is to work in partnership with private and non-profit sectors, Fraser Health, the City of Langley and community groups to develop a range of housing options in the Langley. BC Housing is the primary funder anticipated to facilitate initiatives responding to homelessness.
- **Fraser Health:** The role of Fraser Health is to work in partnership with the City of Langley, BC Housing and non-profit organizations to provide health services to vulnerable populations. Specific strategies identify Fraser Health as a key contributor, including facilitating access to mental health and brain injury support services in Langley.
- **Ministry of Health:** The role of the Ministry of Health is to work in partnership with Fraser Health, BC Housing, the City of Langley and non-profit organizations to provide health services to vulnerable populations, particularly services related to mental health and substance use issues.
- **Ministry of Children and Family Development:** The role of MCFD is to work in partnership with the City of Langley, BC Housing, Fraser Health and non-profit organizations to provide services to children, youth and families in Langley. Specific strategies identify MCFD as a key contributor, such as supporting the development of a youth safe house in Langley.
- **Homelessness Action Table Sub-Committee:** As a sub-committee to the City of Langley's Public Safety Advisory Committee (PSAC), this group, consisting of community-based agencies, will discuss homelessness related issues in Langley, make recommendations on actions, and review progress. The primary role of the sub-committee will be taking responsibility for ongoing implementation and monitoring of this Plan and the Plan's outcomes. The sub-committee will work closely with the Homelessness Integration Team and City staff and have opportunities to make recommendations to City Council.
- **Homelessness Integration Team:** As a complementary group to the PSAC and the Homelessness Action Table Sub-Committee, "HIT" will be a group of community based agencies that meets regularly to discuss client-specific issues as well as local issues that impact clients. The role of HIT is to collectively identify client-specific barriers to success and identify solutions to respond. HIT will work closely with the Homelessness Action Table sub-committee on progress, outcomes, challenges and opportunities.

Reach of the Plan

The Langley Homelessness Strategic Plan provides a framework to guide decisions about homelessness issues. As a tool, the Plan identifies areas of concern and focuses on priorities in order to steer the community in a cohesive direction towards addressing and preventing homelessness in Langley.

Strategies outlined in this Plan focus on Langley's most urgent homelessness issues, and those within the City's jurisdiction to implement or support. For strategies outside the City's purview, the municipality can be an advocate to those organizations that are able to effect change.

On its own, the Plan is not enough to address and prevent homelessness in Langley. The Plan requires support and action by contributors in all sectors of the community in order to effectively make change. Implementation largely depends on the capacity of key contributors, and the availability of funding and other resources where required. While some strategies may be achieved by approaching community projects and initiatives with a social lens, some will require the direction of Council and the commitment of neighbouring partners, such as the Township of Langley, to make progress. Collaboration with other

partner agencies and service providers will also be required to achieve the anticipated outcomes of this Plan.

Implementing all strategies of this Plan could make a significant impact on reducing the total number of persons experiencing homelessness in Langley and prevent a number of people from becoming homeless. However, there will always be vulnerable and at-risk households who may experience a crisis and will require support finding housing and other services.

The Homelessness Strategic Plan requires continued effort, meaningful dialogue, and commitment from the City and all its partners to implement strategies and actions to address and prevent homelessness and create a more inclusive community.

Collaboration and Capacity Building Strategies

The Challenge:

There are several, well established community based agencies delivering social services to vulnerable populations in the City of Langley. While many agencies have experienced success with connecting clients to services and housing, a fragmented approach to the delivery of services can occur as a result of limited resources, time and capacity. Within Langley, there is an opportunity to improve the effectiveness of social service delivery by channeling resources of multiple community based agencies into integrated community teams.

Objectives:

- **Foster collaboration and partnership between community based agencies in Langley and improve outcomes of service delivery;**
- **Establish a constructive role at the City of Langley to bridge municipal initiatives and decision-making with social services delivery by community based agencies; and,**
- **Facilitate a coordinated approach to planning and decision-making, including strengthening partnership between the City of Langley and the Township of Langley.**

Strategies:

1 Form a Homelessness Action Table, Sub-Committee to the Public Safety Advisory Committee

“Get an organized body to connect, integrate and collaborate all stakeholders to a directed approach to service the community”

- Stakeholder Workshop Participant (2015)

The City of Langley is establishing a Public Safety Advisory Committee (PSAC) starting in January, 2016. Key objectives of the PSAC is to implement the strategies outlined in the Crime Prevention Strategic Plan and the Homelessness Strategic Plan.

This strategy proposes to form a sub-committee to the PSAC in order to create a forum dedicated to discussing homelessness issues in Langley and making recommendations on actions aligned with the Homelessness Strategic Plan. Specifically, the Homelessness Action Table sub-committee would be responsible for implementing a large portion of strategies in the Homelessness Strategic Plan, as well as track and report on progress, and advocate for projects and funding.

The sub-committee would report to the PSAC, which has authority to make recommendations to City Council in order to make decisions at the municipal level. This authority provides the Homelessness Action Table sub-committee with greater influence to create change compared to a stand-alone community-broad committee that would not have the same level of authority. As an

official committee of the City, the Homelessness Action Table sub-committee will be able to maintain a record of agendas and meeting minutes available to the broader public, and will have additional supports and resources to implement the Homelessness Strategic Plan.

With no more than 10 to 12 members, the sub-committee should be representative of community agencies serving vulnerable populations, including one agency that is focused on Aboriginal issues. Such representatives may already be collaborating on the existing Langley Homelessness Action Committee. As such, forming the PSAC sub-committee may involve transitioning members from the Langley Homelessness Action Committee into the Homelessness Action Table sub-committee. Terms of Reference would be required to formalize roles, relationships and responsibilities.

Overall, the Homelessness Action Table sub-committee provides an opportunity to facilitate collaboration and partnership between community based agencies and the City in implementing Langley’s Homelessness Strategic Plan.

Lead Organization: Homelessness Action Table Sub-Committee.

Other Key Contributors/Support: City of Langley, Social Service Providers, Housing Providers, RCMP, BC Housing, Fraser Health, School District, Private Landlords, BC Non-Profit Housing Association, Ministry of Children and Family Development, Financial Lenders/Credit Unions, Federal Government/HPS, Ministry of Social Development and Social Innovation, Other Private Sector Partners

ACTION		KEY CONTRIBUTORS
1-A	Create Terms of Reference for the Homelessness Action Table Sub-Committee	City of Langley
1-B	Identify Homelessness Action Table Sub-Committee members	City of Langley
1-C	Prepare a Monitoring Tracking Form for the Homelessness Strategic Plan implementation and monitoring	Homelessness Action Table Sub-Committee

2 Form a Homelessness Integration Team (“HIT”)

“Increase communication between social agencies to work more effectively”

- Stakeholder Workshop Participant (2015)

There are many community based agencies in Langley working directly with clients experiencing homelessness and/or other complex issues. Through the process of preparing the Homelessness Strategic Plan, it was identified that coordinating these efforts between multiple agencies could strengthen the quality of services being delivered in Langley and build capacity in the social services sector.

Within this context, this strategy proposes to form a client-centric Homelessness Integration Team (“HIT”) comprised of community based agencies that directly interacts and provides services to vulnerable populations. As a complementary team to the Public Safety Advisory Committee and the Homelessness Action Table sub-committee, HIT would include multiple agencies providing coordinated and collaborative services to vulnerable populations. Together, these agencies will identify client-specific barriers to success and collectively identify solutions to respond.

This strategy fosters collaboration and partnership between community based agencies. HIT would require a partnership agreement to be established between participating organizations, as well as creating and signing confidentiality agreements to protect client information. Participating members may consider using BC Housing’s Vulnerability Assessment Tool (VAT) or other client assessment tools.

Members of HIT should include representatives of organizations that provide direct services to vulnerable populations, including a mental health care worker, and meet on a frequent basis (e.g. weekly or bi-weekly). HIT would provide occasional updates to the PSAC Homelessness Action Table sub-committee and communicate and coordinate with PSAC as needed.

As an extension of this strategy, HIT could collaborate with the RCMP and Bylaw officers to respond to police/Bylaw calls related to persons experiencing homelessness.

Lead Organization: Homelessness Integration Team

Other Key Contributors/Support: City of Langley, Social Service Providers, Housing Providers, RCMP, BC Housing, Fraser Health, Ministry of Children and Family Development

	ACTION	KEY CONTRIBUTORS
2-A	Identify Homelessness Integration Team members	City of Langley
2-B	Establish a partnership agreement between all Homelessness Integration Team members	Homelessness Integration Team
2-C	Create and sign confidentiality agreement to protect client information	Homelessness Integration Team
2-D	Consider the use of BC Housing’s Vulnerability Assessment Tool, or equivalent tool, and receive training if required	BC Housing, Homelessness Integration Team

3 Create a Partnership Agreement Between the City of Langley and the Township of Langley

“The Township and the City should partner to lead and direct stakeholders, resources and efforts”

- Stakeholder Workshop Participant (2015)

The Langley Homelessness Strategic Plan contains many strategies that would benefit both the City and the Township, such as developing a 40-unit permanent supportive housing project. It would be beneficial to both the City and the Township to formalize a partnership to coordinate support and advocacy for projects of mutual interest.

Lead Organization: City of Langley, Township of Langley

Other Key Contributors/Support: Homelessness Action Table Sub-Committee

	ACTION	KEY CONTRIBUTORS
3-A	Prepare a partnership agreement between the City of Langley and the Township of Langley, outlining projects of mutual interest and key areas of collaboration in addressing and preventing homelessness	City of Langley, Township of Langley

4 Form a Fraser Valley Homelessness Table

“Homelessness in the Valley is different than Vancouver, and our communities need to work together to find localized solutions”

- Langley Homelessness Task Force (2016)

Homelessness is not isolated to Langley, and occurs throughout Metro Vancouver and the Fraser Valley regions. Persons experiencing homelessness are fluid between communities, and solutions require collaboration between neighbouring municipalities and social service agencies.

The City of Langley is uniquely positioned to collaborate with Metro Vancouver communities as well as Fraser Valley communities. As a member municipality of Metro Vancouver, the City is involved in the Regional Growth Strategy and is integral to the regions’ sustainability initiatives including providing solutions to housing and homelessness.

While part of Metro Vancouver, the City of Langley also has close ties to communities of the neighbouring Fraser Valley with many similarities with respect to population, culture, and rural and urban characteristics.

It would be beneficial to the City, the Township and communities in the Fraser Valley to work together to address homelessness issues. As a starting point, the Langleys and Fraser Valley communities could establish a Fraser Valley Homelessness Table. This table would work to discuss issues related to homelessness, identify opportunities for partnership, and support each others' homelessness initiatives.

Lead Organization: City of Langley, Township of Langley

Other Key Contributors/Support: Homelessness Action Table Sub-Committee

ACTION		KEY CONTRIBUTORS
4-A	Initiate and facilitate a meeting between the City of Langley, Township of Langley and other Fraser Valley communities to discuss a future opportunity to form a Fraser Valley Homelessness Table	City of Langley, Township of Langley, City of Abbotsford, City of Maple Ridge, District of Mission, Other Fraser Valley communities
4-B	Create Terms of Reference for the Fraser Valley Homelessness Table	City of Langley, Township of Langley, City of Abbotsford, City of Maple Ridge, District of Mission, Other Fraser Valley communities

Housing Strategies

The Challenge:

Private market rental housing comprises of 35% of the City of Langley's total housing inventory. Although far less in total number of units, the overall percentage of rental housing is considerably high in the City of Langley compared to most neighbouring municipalities (Township, 15%; Surrey, 27%; Delta 19%; Abbotsford 26%; New Westminster 44%).

The private market rental supply plays an important role in the housing continuum; however, it does not meet the needs of the City's most vulnerable and at-risk populations. Specifically, community stakeholders and persons with lived experience identified limited affordable, suitable and inclusive housing as a major barrier to addressing and preventing homelessness in Langley. These housing challenges include:

- **Affordability** - Average rent levels in the City exceed the affordability threshold (within 30% of a household's income) for low income households and are unaffordable to many persons on fixed incomes including disability and shelter rates.
- **Suitability** - Accessibility issues, inappropriate to age/demographic (i.e. seniors, youth), and not having enough bedrooms to accommodate all members of a household (i.e. couples, single parents) are some of the reasons that housing units may not be suitable.
- **Welcoming or Inclusive** - Rental building managers and/or neighbouring tenants may discriminate or may not welcome vulnerable populations.
- **Supportive** - Limited availability of housing with onsite supports or where wrap-around supports are integrated.

In addition, the existing purpose-built rental stock in Langley is incrementally being redeveloped and replaced with condominiums that are owner occupied or rented through the secondary rental market. These units are less affordable and do not meet the needs of low-income households and persons experiencing homelessness in Langley. Redevelopment also increases the number of households at-risk of homelessness due to displacement and reduced housing options.

Objectives:

- **Increase the availability of affordable, suitable and inclusive housing for persons exiting the shelter system and for persons who are being evicted/displaced from their current housing;**
- **Achieve minimum standards of housing conditions with respect to health, structural safety and security; and,**
- **Reduce barriers to accessing housing and shelter accommodation.**

Strategies:

5 Support the Feasibility Study for a Permanent Supportive Housing Project

“I need a place where staff can support me”

- Person with lived experience in Langley (2015)

The City of Langley has made considerable progress with the development of the Gateway of Hope Emergency Shelter (2009), which provides temporary accommodation to persons experiencing homelessness. To complement the shelter, and to address the high urgent needs of vulnerable populations in Langley, a permanent supportive housing project is needed.

Specifically, this strategy proposes to develop up to 40-units of permanent supportive housing project for persons experiencing homelessness in Langley. This project, upon occupancy, could make a significant impact on reducing the total number of persons experiencing homelessness in Langley. This project could provide the opportunity for shelter users to exit the shelter system and into permanent housing with integrated supports, as well as provide housing to other potential eligible applicants in need of permanent supportive housing.

This initiative would require BC Housing’s involvement as a primary funder. Steps to pursue this project would include BC Housing issuing a request for proposals for non-profit housing societies to bid on the operation of the permanent supportive housing project. Input can be obtained on the site, scale, concept and space programming from the Homelessness Action Table sub-committee, the City, and stakeholders, ideally following best practices in supportive housing design and space programming:

- A design that ‘fits’ the neighbourhood with respect to scale and character;
- Design that meets the principles of Crime Prevention through Environmental Design (CPTED), in both the building and outdoor areas, such as sufficient lighting, and defined public and private outdoor spaces;
- Private outdoor space for tenants and staff, removed from the street and preferably at the rear of the building (i.e. “interior courtyard”); and,
- Primarily independent studio apartment units, with designated accessible units and common area facilities.

Permanent Supportive Housing is subsidized housing that provides ongoing supports and services to residents who cannot live independently and who are not expected to become fully self-sufficient. This form of housing may be located in a purpose-designed building or scattered site apartments and does not have a limited length of stay.

The City can play a key role in facilitating the development of the proposed project in Langley. For example, the City could:

- Engage with non-profit housing providers who may be involved in this new project in Langley and provide assistance with navigating municipal planning processes;
- Waive or reduce development cost charges or other development/building permit fees;
- Expedite municipal processes and approvals for the proposed project; and,
- Champion and advocate for the proposed project.

The proposed permanent supportive housing project could be located in either the City or the Township of Langley. The location should be based on the site availability and suitability, and located in close proximity to existing services, social infrastructure and transit.

Developing a permanent supportive housing project takes a considerable amount of time to plan, including consulting with the public. Depending on site selected for the project, a rezoning application may be required and could extend the timeline beyond that shown in Appendix A. Considering obtaining endorsements from neighbouring municipalities, Metro Vancouver, Fraser Health, the social service community, and others will help generate awareness, build momentum and support the City’s objective to develop this critical project for Langley’s most vulnerable homeless population.

Target Group: Episodically Homeless, Chronically Homeless

Lead Organization: BC Housing

Delivery: Non-profit Housing Providers

Other Key Contributors/Support: City of Langley, Social Service Providers, Fraser Health, Metro Vancouver

ACTION		KEY CONTRIBUTORS
5-A	Prepare a Permanent Supportive Housing feasibility study and business plan	BC Housing
5-B	Site selection for a Permanent Supportive Housing project in Langley	BC Housing, City of Langley, Township of Langley, and other potential partners
5-C	Issue an RFP for non-profit housing societies to operate the proposed Permanent Supportive Housing project, and identify housing operator	BC Housing
5-D	Issue an RFP for development consultant team including planning and design	Select non-profit housing provider
5-E	Concept planning, program development, working drawings and permits, community consultation, and potentially rezoning	BC Housing, select non-profit housing provider, City of Langley, Fraser Health, Social Service Providers, Metro Vancouver
5-F	Tendering, construction and occupancy	BC Housing, select non-profit housing provider

6 Increase the Number of Rent Supplements in Langley

“\$375 shelter portion for rent is not enough. Not having housing is a huge barrier to finding employment”

- Person with lived experience in Langley (2015)

“Expand rental supplement program”

- Stakeholder Workshop Participant (2015)

The proposed 40-unit permanent supportive housing project will not house all people experiencing homelessness in Langley and, if realized, will not be available for occupancy for years. In the meantime, and as a complementary program, rent supplements can be used to house low-income households and persons experiencing homelessness, who can live independently, within Langley’s existing private market rental supply.

Specifically, this strategy proposes to increase the number of Homelessness Outreach Program (HOP) rent supplements in Langley to support persons experiencing homelessness and those at-risk of homelessness to access and offset the cost of market rental housing. As a BC Housing program, rent supplements can be used to pay for:

- A portion of rent;
- Damage deposit;
- Storage of client belongings if they are in the process of obtaining stable accommodation;
- An expense that will remove a barrier to housing a client (i.e. haircut, medical expenses);
- Utilities to ensure a client remains housed;
- Transportation of a client to a housing opportunity;
- Moving expenses; and,
- Start-up costs and household supplies (i.e. food, dishes).

This initiative supports the concept of “Housing First” through scattered sites in private market rental units in Langley. The number of rent supplements can be determined by BC Housing in consultation with the Homelessness Action Table sub-committee and the Homelessness Integration Team.

Target Group: Episodically Homeless, Chronically Homeless, Aboriginal, Youth, Seniors, Women, Families

Lead Organization: BC Housing

Delivery: Social Service Providers, Housing Providers

Other Key Contributors/Support: Private Landlords

ACTION		KEY CONTRIBUTORS
6-A	Identify the number of additional HOP rent supplements required in Langley (within the City and/or Township)	BC Housing, Homelessness Action Table sub-committee, Homelessness Integration Team
6-B	Identify service providers and distribute additional HOP rent supplements	BC Housing

7 Support the Feasibility of Developing a Youth Safe House

“We need a local youth safe house”

- Stakeholder Workshop Participant (2015)

In Langley, youth (ages 19 to 24) represent over one in five persons experiencing homelessness. While there are several youth services available in Langley, there is no temporary accommodation for youth, including you under the age of 19. This is a gap along the housing continuum in the City of Langley that has been identified by local stakeholders.

This strategy proposes to support the development of a non-institutional, age-appropriate safe house for youth experiencing homelessness and youth at-risk of homelessness, including youth fleeing violence, runaway youth, unaccompanied youth, youth aging out of care and youth transitioning between foster care/group home living. This initiative, likely small in scale (i.e. 6 to 10 beds) would involve the development of a Youth House Feasibility Study and Business Plan, examining opportunities for developing a purpose-built youth safe house or acquisition/renovation of an existing building. A non-profit organization would need to be identified to take on a lead role of pursuing the initiative and ultimately operating the youth safe house.

The proposed youth safe house could be located in either the City or the Township of Langley. The targeted age group can be determined during the feasibility study. The location should be based on the site availability and suitability, and located in close proximity to existing services, social infrastructure and transit.

Target Group: Youth

Lead Organization: Non-Profit Housing Operator

Other Key Contributors/Support: Ministry of Children and Family Development, BC Housing, City of Langley, Social Service Providers, RCMP, School District

	ACTION	KEY CONTRIBUTORS
7-A	Identify housing provider to operate Youth Safe House	Homelessness Action Table Sub-Committee
7-B	Prepare a Youth Safe House feasibility study and business plan, including exploring the option of acquiring/renovating an existing building to accommodate youth	Homelessness Action Table Sub-Committee, Non-Profit Housing Operator
7-C	Site selection for Youth Safe House	BC Housing, Homelessness Action Table Sub-Committee, City of Langley, Township of Langley
7-D	Planning and community consultation	BC Housing, select housing operator
7-E	Construction/renovation and occupancy	BC Housing, select housing operator

8 Explore the Formulation of a Standards of Maintenance Bylaw

“A rental agreement doesn’t really count if you have nowhere else to go and the landlord knows it”

- Person with lived experience in Langley (2015)

The condition of rental housing is an important aspect of addressing and preventing homelessness in Langley. Housing that is in poor condition, unsafe or in need of major repair may not be livable and can contribute to people finding themselves without a home.

To support healthy and safe living conditions for all residents in Langley, and to support housing retention, this strategy proposes to explore creating a Standards of Maintenance Bylaw. This Bylaw can provide the City of Langley with powers to enforce basic levels of minimum standards of conditions/repair and safety for rental accommodation including apartment buildings, secondary suites, rented houses and rented condominiums. Housing that contains mold, insufficient insulation, no heating, faulty wiring and plumbing and poorly secured locks would be considered inadequate.

While largely led and enforced by the City, rental units and buildings in poor condition can be reported by tenants, community organizations, advocates and the public for inspection. The City has the authority to give warnings and fines to rental property owners who do not comply with the regulations.

There are several neighbouring municipalities that have Standards of Maintenance Bylaws that can be reviewed by the City of Langley, including the City of Surrey, City of Maple Ridge, City of New Westminster, the Corporation of Delta, City of Richmond and several others. Information regarding acceptable standards should be circulated to landlords/property owners and tenants upon adoption of a Standards of Maintenance Bylaw.

Target Group: Tenants of rental housing

Lead Organization: City of Langley

Other Key Contributors: Homelessness Action Table Sub-Committee, Fraser Health, BC Housing, Social Service Providers, Housing Providers, RCMP, Private Landlords, the Public

City of North Vancouver Rental Premises Standards of Maintenance Bylaw No. 7931:

This Bylaw outlines the obligations of a rental unit owner to maintain their building(s) to minimum standards and to help ensure existing rental stock is maintained and preserved. Specific provisions includes basic maintenance of foundations, exterior doors and windows, roofing and other building components with structural integrity. Requirements for plumbing, lighting, ventilation and pest control are also listed. The City Building Inspector may order any persons to comply with the regulations. All provisions listed within the bylaw must be adhered to, in avoidance of financial penalty. The bylaw outlines protocol for repeated nuisances, warnings and fees.

ACTION		KEY CONTRIBUTORS
8-A	Review the Provincial Guidelines and examples of Standards of Maintenance Bylaws from neighbouring communities (http://www.housing.gov.bc.ca/pub/htmldocs/pub_guide.htm)	City of Langley
8-B	Prepare a Council Report considering a Standards of Maintenance Bylaw, including estimated increase in staff time and related administrative costs	City of Langley
8-C	Subject to Council approval, prepare and adopt a Standards of Maintenance Bylaw	City of Langley
8-D	Circulate information about basic standards of maintenance to landlords and tenants and provide information about the rights and responsibilities of both tenants and landlords	Homelessness Action Plan sub-committee, City of Langley

9 Support Private Market Rental Landlords to House At-Risk Groups

“Scatter low cost housing throughout the community”

- Seeking Stakeholder Workshop Participant (2015)

“Hard to get work with no fixed address”

- Person with lived experience in Langley (2015)

The existing housing supply in Langley could be leveraged to house some persons experiencing homelessness, or those at-risk, who are able to live independently without onsite supports. With the help of rent supplements to offset the cost of private market rents (Strategy 5), this strategy aims to support landlords to make their units available to rent supplement recipients.

Specifically, this strategy aims to engage with Langley’s private market landlords to identify ways they can be supported in order to house at-risk households in their buildings. As part of this strategy, and building on existing relationships with landlords, a “friendly landlord” database can be established and adapted on a regular basis. This database should include landlords throughout the Langleys. Fundamentally, this strategy supports the concept of “Housing First” through scattered sites within Langley’s existing housing stock.

To support this strategy, consider assembling an education tool for landlords that includes resources related to dispute resolution and mediation. Upon establishing relationships with private landlords, continually engage and support landlords to address challenges related to homelessness, including strategizing on preventing evictions.

In order to encourage partnership and involvement of private sector landlords, consider hosting recognition events to draw attention to success stories and build positive relationships with new and existing landlords who are housing vulnerable populations.

Target Group: Persons experiencing homelessness or at-risk of homelessness

Lead Organization: Homelessness Action Table Sub-Committee, Homelessness Integration Team

Other Key Contributors: Private Landlords, Social Service Providers, Housing Providers, RCMP, Fraser Health, BC Housing, City of Langley

ACTION		KEY CONTRIBUTORS
9-A	Facilitate a targeted engagement session with private market landlords to identify challenges and opportunities to housing vulnerable populations	Homelessness Action Table Sub-Committee
9-B	Create a “friendly landlord” database	Homelessness Action Table Sub-Committee

ACTION		KEY CONTRIBUTORS
9-C	Prepare / assemble educational tool for landlords that includes resources related to dispute resolution and mediation	Homelessness Action Table Sub-Committee
9-D	With the help of outreach workers/ Homelessness Integration Team, connect clients on the streets, in shelters, and precariously housed to units / friendly landlords	Homelessness Integration Team, Private Landlords
9-E	Undertake home visits / check-ins to ensure housing can be retained	Homelessness Integration Team
9-F	Continually engage and support private landlords to address challenges, including strategizing on preventing evictions	Homelessness Integration Team, Private Landlords
9-G	Host Recognition Event for landlords participating in housing vulnerable populations	City of Langley

10 Support Integrated Intervention Approaches in Health and Housing

“After 42 days in hospital everything crumbled”

- *Person with lived experience in Langley (2015)*

“Need bed bug services and funding to deal with hoarding”

- *Stakeholder Workshop Participant (2015)*

Health issues can contribute to the risk of becoming homeless, such as mental health issues, physical challenges, and unforeseen health crisis. The condition of housing can be a factor, such as dampness, poor heating/ventilation and mold which can lead to illnesses, especially for seniors, children/youth, expecting mothers and people with compromised immune systems. In Langley, reports of hoarding and bed bugs have been identified as contributing factors of becoming homeless, especially for seniors on fixed income who find themselves becoming homeless for the first time in their lives.

Interviews with persons with lived experience in Langley revealed that their experience of homelessness was often triggered by a health-related event. For some, being hospitalized in conjunction with losing employment resulted in losing their housing. Upon discharge, there were no supports to assist them with finding new housing.

Health should therefore be an integral component of the response to homelessness in Langley. This includes the health and safety of housing, discharge practices from hospitals and other facilities, and supports for people experiencing a health-related crisis.

In partnership with agencies such as Fraser Health, this strategy aims to facilitate better integration between health and housing services. This includes employing teams to address issues related to hoarding, bed bugs and other health and housing related issues and supporting these efforts by making information and training available to social service providers, housing providers, outreach teams and other teams (e.g. Homelessness Integration Team).

In addition, actions should be taken to formalize and coordinate discharge planning from hospitals and correctional facilities in order to connect persons with secure, safe and appropriate housing and to avoid temporary street homelessness. This may include incorporating best practices in discharge planning³, such as:

- Support services and housing resources;
- Information sharing agreements between health facilities and community based agencies; and,
- Early identification of discharge needs (i.e. upon intake).

Target Group: Aboriginal, Youth, Seniors, Women, Families, Episodically Homeless, Chronically Homelessness, Formerly Hospitalized, Formerly Incarcerated

Lead Organization: Fraser Health, Homelessness Action Table Sub-Committee, Homelessness Integration Team

Other Key Contributors: Private Landlords, Social Service Providers, Housing Providers, RCMP, BC Housing, City of Langley

ACTION		KEY CONTRIBUTORS
10-A	Review best practices on integrating health services and resources in the shelters and housing for at-risk populations; research best practices on discharge planning policies and procedures (i.e. Preventing Homelessness through Mental Health Discharge Planning - Best Practices in BC http://homelesshub.ca/resource/preventing-homelessness-through-mental-health-discharge-planning-best-practices-and)	Fraser Health, Homelessness Action Table Sub-Committee
10-B	Review and update discharge planning policies and procedures for vulnerable patients	Fraser Health
10-C	Review and update policies and procedures to intervene in hoarding and bed bug infestation situations	Fraser Health, City of Langley, BC Housing

³ *Preventing Homelessness through Mental Health Discharge Planning: Best Practices and Community Partnerships in BC - Volume I - Overview and Cross Case Analysis, M. Thompson Consulting, 2014*

ACTION		KEY CONTRIBUTORS
10-D	Identify staffing and resource gaps to employ best practices in discharge planning, hoarding and bed bug intervention	Fraser Health
10-E	Advocate for additional funding/resources where required to support discharge planning, hoarding and bed bug intervention	Fraser Health, Homelessness Action Table Sub-Committee

Homelessness Prevention Strategies

The Challenge:

Responding to homelessness is often reactionary, with efforts geared towards helping individuals who are currently experiencing homelessness - either living on the streets or staying at emergency shelters. Without a home, it is far more difficult to resolve other issues, such as mental health, addictions or unemployment.

Diverting individuals from entering into the shelter system, and preventing individuals from experiencing homelessness in the first place, is a critical component to breaking the cycle of homelessness. Preventing homelessness is especially important for persons who have never experienced homelessness, particularly youth and newly at-risk seniors. Unfortunately, in Langley, the number of youth and seniors experiencing homelessness is growing. Youth represent 22% of persons experiencing homelessness in Langley, and seniors account for 16%. As such, prevention is at the forefront of Langley's Homelessness Strategic Plan in order to sustainably address homelessness today and in the future.

Objectives:

- **Improve access to support services aimed at preventing people from experiencing homelessness;**
- **Prevent eviction and housing loss through early detection and intervention; and,**
- **Divert individuals from entering into the shelter system, especially for first time / episodically homeless individuals and families.**

Strategies:

11 Explore Establishing a Rent Bank

“Need an assistance program to retain housing and intervene before people become homeless”

- Seeking Stakeholder Workshop Participant (2015)

For some individuals, a personal crisis or temporary circumstance may result in an eviction from their rental unit. For low-income households and those who do not have family or other supports, these households may become homeless, often for the first time. A solution to preventing eviction and subsequent homelessness is to financially assist a household during their temporary crisis.

One mechanism to deliver financial assistance is through a rent bank. A rent bank is a financial assistance program that can make funds available to households who are at-risk of economic eviction. Typically, funds can be used to cover the cost of rent and utility bills. Rent bank loans are

expected to be repaid by the clients (although repayment rates are generally very high, most rent banks have a contingency on unpaid loans).

Rent banks are most often administered by a non-profit organization, with support from financial lenders and municipal governments. Rent bank staff intake and approve loans, provide assistance with personal budgeting/financial literacy and negotiate with landlords. Examples from BC and across Canada have demonstrated rent banks as being cost-effective, with high levels of client and landlord satisfaction and contributing to overall housing stability in a community.

This strategy aims to explore the opportunity of establishing a rent bank in Langley to provide temporary financial assistance to renters at-risk of economic eviction. This strategy would involve preparing a Rent Bank Business Plan, identifying potential government partnerships, such as the City of Langley and the Township of Langley, identifying potential funding partners (i.e. United Way, Vancity, or other financial lender), and identifying a potential service provider to administer the rent bank program.

Steps leading up to rolling out the rent bank include establishing eligibility requirements for clients in need of financial assistance. Ideally, the rent bank would be made available to eligible applicants in both the City of Langley and the Township of Langley. It may be worth considering advocating for creating a regional rent bank in Metro Vancouver and/or the Fraser Valley. Alternatively, it may be worthwhile to explore an expansion of the Surrey Rent Bank to Langley residents.

As a starting point, a Langley-specific rent bank program could be introduced through a time limited pilot project and evaluated.

Target Group: Renters at-risk of eviction

Lead Organization: Homelessness Action Table Sub-Committee

Other Key Contributors: City of Langley, Township of Langley Financial Lenders/Credit Unions, Social Service Providers, Private Landlords, Other Private Sector Partnerships

Surrey Rent Bank:

The Surrey Rent Bank is managed by Sources Community Service Society, a non-profit organization. Launched in 2010, the program started with \$120,000 in operating funds and \$40,000 for loans. In the first year of operation, the Surrey Rent Bank provided 70 loans, preventing approximately 180 people from economic eviction. The loans averaged \$850 each. The rent bank serves clients who live in Surrey and White Rock.

	ACTION	KEY CONTRIBUTORS
11-A	Undertake research on rent bank approaches for Langley, and consider all options available. Prepare a Rent Bank business plan	Homelessness Action Table Sub-Committee, City of Langley, Township of Langley, Financial Lenders
11-B	Identify funding partners (i.e. United Way, Vancity, other financial lenders) and a service provider to administer the program	Homelessness Action Table Sub-Committee, City of Langley, Township of Langley, Financial Lenders

ACTION		KEY CONTRIBUTORS
11-C	Establish eligibility requirements and roll out rent bank program through pilot project	Homelessness Action Table Sub-Committee, Financial Lenders, Select Non-Profit Administrator

12 Support the Retention of Rental Housing and Facilitate Inclusive Approaches to Residential Redevelopment

“Keep at-risk housed. Prevent homeless population from doubling”

- Stakeholder Workshop Participant (2015)

“Make affordable housing a provision for developers”

- Stakeholder Workshop Participant (2015)

There has been incremental erosion of older purpose built rental stock through redevelopment in Langley. This has been a challenge for low-income households because:

- New units are less affordable compared to the older purpose built rental supply; and,
- The redevelopment of the older rental stock puts added pressure to vulnerable households and those at-risk of homelessness and, if continued, could make the issue of homelessness in Langley worse in the future.

Although it is important to retain the existing purpose built rental stock, some of these buildings may be in poor or unsafe condition. When rental properties reach the end of their economic life and maintenance or upgrades are no longer feasible, then redeveloping is appropriate. In these cases, measures could be implemented to protect the tenants who are displaced and to protect the affordable rental stock. The City should require development applicants to follow the Tenant Relocation Policy (Affordable Housing Strategy, 2009).

This strategy has several components and actions. First, consider preparing a tenant relocation plan template to assist property owners/developers with the tenant relocation process. Second, consider researching and preparing a rental replacement policy to protect the loss of rental housing in general. In Langley, bachelor units have a vacancy rate of 1.2%, one and two bedroom units have vacancy rates of 1.9% and 1.1% respectively, and 3+ bedroom units have a vacancy rate of 0%⁴. Given low vacancy rates, it is appropriate for a rental replacement policy to be implemented. This may include a 1 to 0.5 rental replacement ratio, where every rental unit “lost” at least 0.5 units must

⁴ The companion document ‘Context Report’ originally sites vacancy rates as being 6% for bachelor units, 2.6% for one bedroom units, 2.5% for two bedroom units. These statistics were based on the 2014 CMHC Market Report. Since then, the 2015 CMHC Market Report was released and revealed a significant drop in the vacancy rate for rental units in Langley.

be redeveloped. Future rental units can be secured through a housing agreement. Cash in-lieu may also be considered by the City in selected circumstances.

Other actions include exploring opportunities to incorporate purpose-built rental units and affordable housing into new construction and redevelopment projects.

This strategy could be an initiative of mutual interest for the City and the Township. It is suggested that similar measures of retaining and redeveloping the rental stock be considered by the Township.

Target Group: Renters at-risk of displacement

Lead Organization: City of Langley

Other Key Contributors: Homelessness Action Table

	ACTION	KEY CONTRIBUTORS
12-A	Review examples of tenant relocation plan templates from neighbouring communities	City of Langley
12-B	Prepare a tenant relocation plan template	City of Langley
12-C	Review examples Rental Replacement Policies from neighbouring communities and Prepare a Council Report	City of Langley
12-D	Subject to Council approval, prepare and adopt a Rental Replacement Policy	City of Langley
12-E	Engage with private developers to discuss options for integrating affordable housing and purpose-built rental units in new construction and redevelopment projects	City of Langley
12-F	Prepare policy and regulatory options to incorporate affordable housing and purpose-built rental units in new construction and redevelopment projects (i.e. density bonusing, development cost waivers, or other incentives)	City of Langley

13 Advocate for an Increase in Social Assistance

“Find sustainable funding”

- Stakeholder Workshop Participant (2015)

Homelessness prevention, and other strategies in this Plan, require financial resources in order to be implemented. While some current funding could be reallocated upon review, there are strategies

outlined in this Plan that will require new funding be made available. This requires generating awareness about the needs and the strategies.

This strategy calls for continued advocacy to senior levels of government to fund initiatives aimed at addressing and preventing homelessness in Langley, such as funding for rent supplements, outreach teams, permanent supportive housing and increases to shelter rates.

Advocacy by the City of Langley can demonstrate leadership and commitment to addressing and preventing homelessness. Advocacy can be effective through a wide range of methods, including:

- Preparing letters and resolutions to other levels of government. Letters prepared by the City of Langley can be enhanced by supporting letters from other agencies and service providers in the community; and,
- Participating directly in regional and national conversations on homelessness.

The City of Langley may consider coordinating with the Township of Langley and other communities when advocating for funding from senior government for projects of mutual interest.

Target Group: Persons experiencing homelessness or at-risk of homelessness

Lead Organization: Homelessness Action Table Sub-Committee, City of Langley, Township of Langley

Other Key Contributors: Social Service Providers, Housing Providers

ACTION		KEY CONTRIBUTORS
13-A	Identify projects and services of mutual interest that are underserved/underfunded to be the focus of funding advocacy efforts	City of Langley, Township of Langley
13-B	Prepare letters to Provincial and Federal governments outlining community needs in Langley and request financial support	City of Langley, Township of Langley
13-C	Prepare a resolution to the UBCM for services in need of Provincial funding	City of Langley, Township of Langley
13-D	Apply to be a member of the Greater Vancouver Regional Steering Committee on Homelessness, and advocate for regional solutions to homelessness and represent the interests and needs in Langley	City of Langley, Township of Langley
13-E	Engage and discuss homelessness issues in Langley with local MP and MLA	City of Langley, Township of Langley
13-F	When and where applicable, participate or support the Federation of Canadian Municipalities' efforts to address housing affordability issues, community social issues and homelessness at a national level	City of Langley, Township of Langley

Inclusive Community and Services Strategies

The Challenge:

Langley's social service organizations have a variety of mandates and approaches to service delivery, generally aimed at assisting individuals during difficult times, connecting them to suitable services, programs and housing. However, some social services in Langley may not be known to vulnerable populations in need of services. Other times, organizations may have an approach to service delivery that may unintentionally create access barriers for vulnerable residents.

In addition, non-social service organizations and the public can affect the issue of homelessness in either a positive or negative way. Misconceptions of people who are experiencing homelessness and the language used to describe persons experiencing homelessness can shape the response and attitude towards solutions and actions. Discrimination can limit access to services and housing. It is important to correct misconceptions and negative attitudes where they exist in Langley, and foster greater sensitivity to those experiencing homelessness in order to implement the strategies of this Plan.

By way of this Plan, there is an opportunity to recognize the challenges facing persons experiencing homelessness and to adapt or adopt approaches for more inclusive service delivery. This opportunity extends beyond community based agencies to the local government, RCMP and other organizations that interact with or make decisions that can affect persons experiencing homelessness and other vulnerable populations.

Objectives:

- **Improve access to information, social services and housing in Langley;**
- **Increase understanding of circumstances facing persons experiencing homelessness through education and awareness; and,**
- **Continually identify gaps and shortfalls in service delivery in Langley and identify responses.**

Strategies:

14 Provide Information and Resources through City Communication Channels

“Build momentum”

- Stakeholder Workshop Participant (2015)

The City of Langley has an established “ear to the ground” with the broader community. There is an opportunity to address issues related to homelessness by providing information and resources through the City's communication channels.

This strategy can include creating a dedicated web page for information and resources related to housing and social services. Webpage information can include the Social Services Inventory as a directory to social services and housing for vulnerable populations in Langley. Other communication channels may include the City’s e-newsletter, annual reports, and civic and consultation events.

One action area could include preparing a series of short articles about the homelessness issues in Langley and the City’s Plans to address issues. The articles can include information on how the public can help and support the City’s strategies. The articles can be delivered in the local newspaper for a broad audience reach.

Target Group: Aboriginal, Youth, Seniors, Women, Families, Mental Health, Addictions, Episodically Homeless, Chronically Homelessness, Formerly Hospitalized, Formerly Incarcerated

Lead Organization: City of Langley

Other Key Contributors/Support: Homelessness Integration Team, Social Service Providers, Housing Providers, Fraser Health, BC Housing, City of Langley

ACTION		KEY CONTRIBUTORS
14-A	Create web page on City of Langley’s municipal website, dedicated to social services, housing and homelessness information	City of Langley
14-B	Prepare a series of articles on homelessness in the City’s e-newsletter and local newspapers (e.g. Langley Times) to discuss the issues, strategies and priorities	City of Langley
14-C	Identify opportunities to integrate homelessness related information/Plan strategies and priorities into civic events and community consultation activities	City of Langley

15 Facilitate Access to Aboriginal and Culturally-Appropriate Services

“Need to create culturally-appropriate welcoming space within existing social services and enable at-risk Aboriginal households to stay with family, like multi-generational housing”

- Stakeholder Workshop Participant (2015)

“Somewhere that lets a person work on their spirit. Need more cultural services, less government services”

- Person with lived experience in Langley (2015)

In Langley, Aboriginal individuals make up 6% of the total City population, but represent 16% of people experiencing homelessness in Langley (15 out of 92 people). Of those 15 Aboriginal persons experiencing homelessness, only 2 accessed a shelter.

Beyond these statistics, little is known about the current vulnerability and homelessness issues specific to Aboriginal households in Langley. Generally, research on homelessness indicates that Aboriginal households are more likely to be at-risk of homelessness compared to other populations:

- Aboriginal households are more likely to experience homelessness than their non-Aboriginal counterparts by a factor of 10⁵.
- Studies indicate that Aboriginal households experiencing homelessness are less likely to access a traditional emergency shelter, and more likely to access culturally-appropriate social services and shelters such as an Aboriginal Friendship Centre and/or healing lodge. The closest Aboriginal Friendship Centre is located in Surrey.

There are currently limited Aboriginal service providers serving the Langley area, and more effort is required to establish relationships and learn about this issue before taking action.

Within this context, this strategy aims to engage with Aboriginal service providers and agencies serving the Langley area or region to establish relationships and protocol for improving service delivery to Aboriginal households. Subsequently, community-based agencies can work collaboratively to provide social services with an Indigenous lens, connecting Aboriginal residents with culturally-appropriate services and housing.

As a starting point, this strategy may involve “rotating” an Aboriginal Outreach Worker into existing services and/or the Homelessness Integration Team.

Target Group: Aboriginal persons or households

Lead Organization: Homelessness Action Table sub-committee

Other Key Contributors/Support: Homelessness Integration Team, Social Service Providers, Housing Providers, RCMP, Fraser Health, BC Housing, City of Langley

	ACTION	KEY CONTRIBUTORS
15-A	Engage with Aboriginal service providers and agencies from throughout the region to establish relationships and identify linkages to services in Langley	Homelessness Action Table Sub-Committee
15-B	Engage in dialogue with Aboriginal service providers and agencies to identify service and housing needs for Aboriginal Households in Langley	Homelessness Action Table Sub-Committee

⁵ *Feeling Home: Culturally Responsive Approaches to Aboriginal Homelessness, SPARC BC, Centre for Native Policy and Research, 2011*

16 Improve Access to Social Services

“As a native individual, it’s hard to sit through biblical parts of programs”

- Person with lived experience in Langley (2015)

Some social service agencies in Langley may have an approach to service delivery that unintentionally creates access barriers for vulnerable residents. This creates challenges to addressing and preventing homelessness in Langley.

This strategy aims to establish inclusive approaches to social service delivery in Langley to prevent discrimination against vulnerable populations and reduce barriers to accessing services. This strategy involves encouraging existing service providers to participate in inclusivity training and adopting inclusive service delivery guidelines and/or accreditation, policies and procedures.

Target Group: Aboriginal, Youth, LGBT2Q, Seniors, Women, Families, Mental Health, Addictions, Episodically Homeless, Chronically Homelessness, Formerly Hospitalized, Formerly Incarcerated

Lead Organization: Homelessness Action Table Sub-Committee

Other Key Contributors/Support: Homelessness Integration Team, Social Service Providers, Housing Providers, RCMP, Fraser Health, BC Housing, City of Langley, School District

ACTION		KEY CONTRIBUTORS
16-A	Identify suitable training opportunities and provide information and encourage local service providers to participate	Homelessness Action Table Sub-Committee, Social Service Providers, Housing Providers, BC Housing
16-B	Encourage local agencies to review internal organizational policies/procedures and update where needed to reduce barriers and increase access to services	Social Service Providers, Housing Providers, BC Housing
16-C	Review staffing capacity and resources, identify gaps in ability to deliver services and advocate for additional funding/resources where required	Social Service Providers, Housing Providers, Homelessness Action Table Sub-Committee

17 Facilitate Access to Mental Health and Brain Injury Support Services in Langley

“There’s an increased percentage of the homeless who have a brain injury, but it looks like a mental health issue”

- Stakeholder Workshop Participant (2015)

Persons experiencing homelessness who have a mental health issue experience greater barriers to improving their situation and getting housed. They also tend to remain homeless for longer periods of time. They are more vulnerable, and their mental health issue can impair their ability to be resilient and resourceful.

Currently, mental health services in Langley provided by the Langley Mental Health Centre (located in the Township), as well as 18 inpatient psychiatric beds at Langley Memorial Hospital. The community has identified a need for additional mental health services in Langley.

This strategy aims to create opportunities to address mental health service gaps in Langley. For example, having a mental health outreach worker on the proposed Homelessness Integration Team would help to connect persons with mental health issues who are on the streets or in shelters to access services where required.

There is also an opportunity for the City and other organizations to advocate for improved and expanded mental health care facilities in the region. This includes supporting regional initiatives such as the proposed renewal of Riverview Lands in Coquitlam.

In addition to mental health issues, there is currently no office or drop-in centre for persons with acquired brain injury in Langley. This has been identified as a service gap in Langley. This strategy includes actions to attract a brain injury outreach worker to service the Langley area, and potentially establish an office for brain injury clients for better access to services. As a starting point, social service providers and community support workers currently serving clients with brain injury could identify the specific service needs and gaps.

Target Group: Persons with Acquired Brain Injury, Persons with Mental Health Issues

Lead Organization: Homelessness Integration Team and Homelessness Action Table Sub-Committee, Fraser Health

Other Key Contributors/Support: Social Service Providers, Housing Providers, BC Housing

ACTION		KEY CONTRIBUTORS
17-A	Engage with social service providers and community support workers currently serving clients with brain injury to identify potential service and space needs	Homelessness Action Table Sub-Committee

ACTION		KEY CONTRIBUTORS
17-B	Advocate for increased funding in mental health care and related housing and services	City of Langley, Township of Langley, Fraser Health
17-C	Support regional initiatives to develop mental health care facilities, such as Riverview Lands	City of Langley, Township of Langley, Fraser Health

18 Improve Access to Day-time Drop-in Services

“There is a need for day use facilities”

- Stakeholder Workshop Participant (2015)

“I need a locker and better access to showers”

- Person with lived experience in Langley (2015)

Day time space for persons experiencing homelessness or at-risk of homelessness is critical for connecting people to services and supports and providing resources that may otherwise not be available to them. This includes providing access to phones, storage, washroom, showers, as well as a safe and inclusive space for client engagement. Some drop-in services are available in Langley, but are reported to be limited for a variety of reasons.

Target Group: Persons experiencing homelessness or at-risk of homelessness

Lead Organization: Homelessness Action Table Sub-Committee

Other Key Contributors/Support: Homelessness Integration Team, Social Service Providers, Housing Providers, RCMP, Fraser Health, BC Housing, City of Langley

ACTION		KEY CONTRIBUTORS
18-A	Identify capacity and resource gaps in existing drop-in service spaces	Homelessness Action Table Sub-Committee
18-B	Identify current services or programs that could be expanded or enhanced to provide better access to drop-in services in Langley	Homelessness Action Table Sub-Committee
18-C	Advocate for additional funding/resources where required to enhance or improve access to drop-in services	Homelessness Action Table Sub-Committee

19 Engage and Educate the Broader Public on Homelessness

“Need greater awareness of the abuse homeless people go through from the general public”

- *Person with lived experience in Langley (2015)*

“Educate the public about what to do when they engage with people who are obviously experiencing a mental health crisis”

- *Stakeholder Workshop Participant (2015)*

“People are targeting the homeless. Things are being thrown at homeless individuals”

- *Person with lived experience in Langley (2015)*

A key component of this Plan is generating awareness and education of the broader Langley community in order to garner support to implement the strategies. The community at-large needs to better understand the issues, the City’s commitment and priorities, and find ways they can be involved. The intention is to break down misconceptions, create empathy, find new volunteers and partners, and find local champions and advocates to support initiatives that will address and prevent homelessness in Langley, such as the proposed permanent supportive housing project. In essence, this strategy aims to foster a community culture of inclusiveness and volunteerism.

Engaging and educating the broader Langley public on homelessness would be a pivotal starting point. This can include initiating a homelessness education and awareness campaign, and providing opportunities for community dialogue and learning such as forums and information sessions. These events could be an excellent opportunity for partnership between the City and the Township. As a starting point, hosting events could be aligned with Metro Vancouver’s Homelessness Action Week which typically runs in October.

To demonstrate leadership, sensitivity training at the local government level for staff and Council can be considered, helping to provide a more inclusive lens to public service and decision-making.

Target Group: Community at-large, City Staff, Council

Lead Organization: Homelessness Action Table Sub-Committee, City of Langley

Other Key Contributors/Support: Township of Langley, Homelessness Integration Team, Social Service Providers, Housing Providers, RCMP, BC Non-Profit Housing Association, Fraser Health, BC Housing, School District, Other Private Sector Partnerships

ACTION		KEY CONTRIBUTORS
19-A	Prepare a community education and awareness campaign program on homelessness, including bolstering volunteer recruitment, and roll out program	Homelessness Action Table Sub-Committee, City of Langley
19-B	Host a Forum on best practices in responding to homelessness (e.g. Housing First). Consider hosting as an annual event	Homelessness Action Table Sub-Committee, City of Langley, Township of Langley
19-C	Identify inclusivity and sensitivity training opportunities	City of Langley
19-D	Consider participating in inclusivity and sensitivity training for select City staff (e.g. Bylaw enforcement) and City Council	City of Langley

City of New Westminster Council Training:

The City of New Westminster has ambition to be a more dementia friendly city. As part of this ambition, City Council participated in dementia friends training conducted by the Alzheimer Society of BC in 2015. Council is now better equipped to make decisions with a dementia friendly lens.

A similar approach could benefit the City of Langley’s Council by participating in inclusivity and sensitivity training. This can provide Council members with the tools to help review projects/ applications with an inclusive lens towards supporting the most vulnerable residents in Langley.

Implementation

Progress Updates

An annual report to Council should be prepared, outlining achievements to date and progress on the actions associated with Langley’s Homelessness Strategic Plan. As the data becomes available, progress reports should also provide updates on a set of key homelessness indicators. The progress report can be prepared by the City with support from the Homelessness Action Table Sub-Committee.

Increasing Capacity

For Strategies where the City of Langley is taking a lead role, considerable staff time may be involved with research, writing Council reports, attending sub-committee meetings, and liaising with the social services sector and other community agencies. For this reason, the City may consider the potential of retaining additional resources. The potential additional resources could include overseeing the Homelessness Strategic Plan implementation, as well as the implementation of related city initiatives (i.e. Social Plan, Affordable Housing Strategy), and establishing a key city contact for social service organizations.

Schedule of Strategies

A general timeline (attached as Appendix A) is proposed for the implementation of Langley’s Homelessness Strategic Plan. This timeline takes into consideration the complexity and availability of resources associated with each of the action items. Short term priorities identified for the first two years after this Plan is adopted are considered immediate items because they are either urgent or relatively simple to achieve. Medium term items will be prioritized in the coming three to five years, while longer term items will take longer than five years to be initiated or implemented.

Priorities

A set of priorities have been identified for implementing this Plan, based on urgency of needs and projects that could have the greatest impact on addressing and preventing homelessness in Langley. They are:

Priorities	KEY CONTRIBUTORS
Create a Partnership Agreement Between the City of Langley and the Township of Langley	City of Langley, Township of Langley
Form a Homelessness Action Table	City of Langley, Langley Homelessness Task Force, Homelessness Action Table Sub-Committee
Form a Homelessness Integration Team	Langley Homelessness Task Force, Homelessness Integration Team

Priorities	KEY CONTRIBUTORS
Increase the Number of Rent Supplements in Langley	BC Housing, Homelessness Action Table sub-committee, Homelessness Integration Team
Support Integrated Intervention Approaches to Health and Housing	Fraser Health, Homelessness Action Table Sub-Committee
Form a Fraser Valley Homelessness Table	City of Langley, Township of Langley, City of Abbotsford, City of Maple Ridge, District of Mission, Other Fraser Valley communities

Appendix A: Schedule of Strategies

City of Langley Homelessness Strategic Plan: Schedule of Strategies

		Schedule																							
		2016				2017				2018				2019				2020				2021			
STRATEGY		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Form a Homelessness Action Table, Sub-Committee to the Public Safety Advisory Committee	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
	1-A: Create a Terms of Reference for the Homelessness Action Table Sub-Committee		█																						
	1-B: Identify Homelessness Action Table Sub-Committee members		█																						
	1-C: Prepare a Monitoring Tracking Form for the Homelessness Strategy Plan implementation and monitoring			█																					
2	Form a Homelessness Integration Team ("HIT")	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
	2-A: Identify Homelessness Integration Team members	█																							
	2-B: Establish a partnership agreement between all Homelessness Integration Team members		█																						
	2-C: Create and sign confidentiality agreements to protect client information			█																					
	2-D: Consider the use of BC Housing's Vulnerability Assessment Tool, or equivalent tool, and receive training if required				█	█	█	█																	
3	Create a Partnership Agreement Between the City of Langley and the Township of Langley	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
	3-A: Prepare a partnership agreement between the City of Langley and the Township of Langley, outlining projects of mutual interest and key areas to collaboration in addressing and preventing		█	█																					
4	Form a Fraser Valley Homelessness Table		█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
	4-A: Initiate and facilitate a meeting between the City of Langley, Township of Langley and other Fraser Valley communities to discuss a future opportunity to form a Fraser Valley Homelessness Table		█	█																					
	4-B: Create Terms of Reference for the Fraser Valley Homelessness Table			█																					
5	Support the Feasibility Study for a Permanent Supportive Housing Project	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
	5-A: Prepare a Permanent Supportive Housing feasibility study and business plan		█	█	█																				
	5-B: Site selection for a Permanent Supportive Housing project in Langley					█	█	█																	

City of Langley Homelessness Strategic Plan: Schedule of Strategies

		Schedule																								
		2016				2017				2018				2019				2020				2021				
STRATEGY		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
	11-A: Undertake research on rent bank approaches for Langley, and consider all options available. Prepare a Rent Bank Business Plan					■	■	■																		
	11-B: Identify funding partners (i.e. United Way, Vancity, other financial lenders) and service provider to administer the program												■	■												
	11-C: Establish eligibility requirements and roll out rent bank program through pilot project													■	■	■	■	■	■	■	■	■	■	■	■	
12	Support the Retention of Rental Housing and Encourage Inclusive Approaches to Residential Redevelopment	■	■	■	■	■	■	■	■	■	■	■	■													
	12-A: Review examples of tenant relocation plan templates from neighbouring communities		■	■	■																					
	12-B: Prepare a tenant relocation plan template					■	■	■	■																	
	12-C: Review examples of Rental Replacement Policies from neighbouring communities and Prepare a Council Report		■	■	■																					
	12-D: Subject to Council approval, prepare and adopt a Rental Replacement Policy					■	■	■	■																	
	12-E: Engage with private developers to discuss options for integrating affordable housing and purpose-built rental units in new construction and redevelopment projects					■	■	■	■																	
	12-F: Prepare policy and regulatory options to incorporate affordable housing and purpose-built rental units in new construction and redevelopment projects (i.e. density bonus, development cost waivers, or other incentives)									■	■	■	■													
13	Advocate for an Increase in Social Assistance	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		
	13-A: Identify projects and services of mutual interest that are underserved/underfunded to be the focus of funding advocacy efforts		■																							
	13-B: Prepare letters to Provincial and Federal governments outlining community needs in Langley and request financial support			■																						
	13-C: Prepare a resolution to the UBCM for services in need of Provincial funding			■																						
	13-D: Apply to be a member of the Greater Vancouver Regional Steering Committee on Homelessness, and advocate for regional solutions to homelessness and represent the interests and needs in Langley				■																					
	13-E: Engage and discuss homelessness issues in Langley with local MP and MLA					■	■																			

Appendix B: Social Services Inventory



CITY OF LANGLEY
SOCIAL SERVICES INVENTORY
JULY 2015

CITY OF
LANGLEY



TABLE OF CONTENTS

Introduction	1
Social Services Inventory	1
Social Services - Based in Langley	1
Social Services - Outside Langley	11
Representation of Social Services in Langley	16
Langley Social Services - Count	16
Distribution of Social Services	17
Major Organizations	19
Organizational Changes and Discontinued Services	19
New Services	20

Introduction

In an effort to address and prevent homelessness, the City of Langley has engaged CitySpaces Consulting to undertake a community-wide Homelessness Strategic Plan (HSP). This Plan will assess the prevalence of homelessness within the City of Langley and identify methods to reduce and mitigate future homelessness through the provision of social services.

The formation of the Langley Homelessness Task Force (LHTF) is an essential component to the HSP. The LHTF is composed of local service providers, businesses, BC Housing, Fraser Health, the RCMP, various municipal departments, and City Councillors. One Councillor represents the Township of Langley.

In preparation for the HSP, a complete inventory of community organizations providing social services within the City of Langley has been undertaken. Originally prepared in 2008 by SPARC BC, this inventory has been updated to include new services and highlights where services are no longer available.

Completed to provide an at-a-glance reference for service providers and Langley residents, this inventory also provides an opportunity to identify gaps in services, capacity issues and potential areas of service duplication. This initial step will inform the HSP and provide an opportunity to better serve vulnerable populations within the City of Langley.

Social Services Inventory

The following tables present a broad range of social services that are available to Langley residents, particularly low-income households, special needs groups, and those who are homeless or at-risk of homelessness. These services include: free meals for low-income families, rehabilitation programs for people living with addictions, after school programs for youth, and many other services. Recognizing that persons experiencing homelessness and those at-risk of homelessness may seek services across municipal boundaries (depending on needs and service availability), organizations located within both the City and Township of Langley have been included.

Social Services - Based in Langley

The first table outlines social services located within the City and the Township of Langley. Services located within the Township are marked with an asterisk*. Three broad categories organizes the services based on primary service delivery: housing, health, and other community social services. Many organizations provide services across categories.

Table 1: Langley Social Services Inventory - Services Based in Langley

HOUSING			
ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
Ishtar Transition Housing Society*	Provides services to assist women and families fleeing violence. Programs include supporting women, children who witness abuse, community based victim services, stage one emergency housing (12 beds), and community outreach.	Abuse / Violence	Phone: 604-534-1011 101 - 6350 203 rd St Langley (City and Township), BC V2Y 1L9
Langley Lions Senior Citizens Housing Society	Provides 625 affordable housing units to seniors and persons with disabilities.	Low-Income Seniors	Phone: 604-530-7171 5464 203 rd St Langley (City), BC V3A 0A4
Salvation Army - Gateway of Hope	Provides an emergency shelter (30 beds), supportive transitional housing (25 beds), thrift store, community meal centre, cook training, extreme weather response, family services, and the opportunities program.	Homeless / At-Risk	Phone: 604-514-7375 5787 Langley Bypass Langley (City), BC V3A 0A9
Wagner Hills Ministries*	Dedicated to men; provides healing from harmful dependencies in a Christian community farm setting. Does not accept persons on methadone maintenance or using nicotine.	Men with Addictions	Phone: 604-856-9432 8061 264 th St Langley (Township), BC V1M 3M3
Wagner Hills Ministries - Campbell Valley House of Hope	Dedicated to women; provides healing from harmful dependencies in a Christian community farm setting.	Women with Addictions	Phone: 604-530-6228 460 - 216 th St Langley (Township) V2Z 1R6

West Fraser Housing Society	Collaborates with Stepping Stone Community Services Society to operate 33 units of affordable housing: 16 for people with low to moderate income, and 17 for adults with mental health issues.	Low-Income, Mental Health Issues	Phone: 604-530-0062 20101 Michaud Cres Langley (City), BC V3A 8L9
YWCA Fraser Gardens	Provides 20 safe, affordable housing units for low-income single mothers with on-site support.	Low-Income Single Mothers	Phone: 604-514-1255 20750 Fraser Hwy Langley (City), BC V3A 4G6

COMMUNITY HEALTH SERVICES

ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
Autism Community Training (ACT) - Pacific Developmental Pathways Ltd.*	Pathways programs operate in the communities of Langley, Abbotsford, and Chilliwack. Each participant has their own individualized program. The organization provides a variety of services for adults including: supported employment, education, community based recreation and leisure opportunities, life skills, and interpersonal relationships.	Autism	Phone: 604-533-3604 109-20434 64 th Ave Langley (Township), BC V2Y 1N4
Focus Foundation of BC - Youth Futures Langley	Addiction and mental health program for youth ages 13 to 19. It is co-located with the Whytecliff Agile Learning Centre.	Youth with Addictions	Phone: 604-532-1268 20561 Logan Ave Langley (City), BC V3A 7R3
Langley Association for Community Living*	Serves children with special needs and adults with developmental disabilities.	Adults with Developmental Disabilities / Children with Special Needs	Phone: 604-534-8611 23535 44 th Ave Langley (Township), BC V2Z 2V2

Langley Community Services Society	Services include: settlement and integration, counselling, family support, substance use, information and referral.	All	Phone: 604 534 7921 5339 207 th St Langley (City), BC V3A 2E6
Langley Division of Family Practice	A non-profit society that collaborates with health care stakeholders and community to improve patient care. Langley Division of Family Practice has partnered with St. Luke's Clinic, Gateway of Hope and Starting Point Homeless Outreach Services office to provide a nurse practitioner to vulnerable populations in Langley, including the homeless.	All, Vulnerable Populations, Homeless	5171 221A St Langley (City), BC V2Y 0A2
Langley Home Health	Services Include: <ul style="list-style-type: none"> • In-home health care support, residential care, and special support • Case management services to eligible adults with ongoing health challenges who require assistance to remain independent • Occupational and physio therapists for in-home consultations and interventions • Consultation to caregivers of adults with developmental disabilities • Nursing support 	All	Phone: 604-532-6500 101-20651 56 th Ave Langley (City), BC V3A 3Y9
Langley Memorial Hospital*	Full general hospital with emergency unit, medical, surgical, critical care, psychiatric, maternity and pediatric care areas. Contains general adult inpatient psychiatric units (18 beds).	All, Adults with Mental Health Issues	Phone: 604-534-4121 22051 Fraser Hwy Langley (Township), BC V3A 4H4
Langley Mental Health Centre - Fraser Health	Provides Community Mental Health Services to adults and older adults. Provides assessment screening, consultation, referrals, supportive services, group and individual treatment. Works in partnership with contracted community partners to provide a specialized regional Community Residential Program.	Adults with Mental Health Issues	Phone: 604-514-7940 305-20300 Fraser Hwy Langley (City), BC V3A 4E6
Options for Sexual Health (Opt) Langley Clinic	Provides reproductive health services for people of all ages. Fees are charged for people without BC Medical Services Plan coverage.	All	Phone: 604-530-8155 5339 207 th St Langley (City), BC V3A 2E6

Youth Forensic Psychiatric Services - Langley Outpatient Clinic (MCFD)	<p>Provides court-ordered and court-related assessment and treatment services for youth, including:</p> <ul style="list-style-type: none"> • Assessments or consultations of youth referred by a Youth Probation Officer • General and specialized mental health services for youth in the community or remanded or sentenced to custody • Specialized outpatient programs dealing with sexual and violent offences • Community treatment and supervision of youth with conditional discharge from the BC Board of Review • Local community consultation and training 	Youth	<p>Phone: 604 532-4966</p> <p>5714 Glover Rd Langley (City), BC V3A 4H8</p>
--	--	-------	---

OTHER COMMUNITY SOCIAL SERVICES

ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
Big Brothers Big Sisters of Langley	Matches adults ages 18+ with children ages 6 to 14 for the purpose of establishing a caring, one-to-one friendship. Partners with Canadian Tire Jumpstart to provide financial assistance to children and youth to access sports.	Youth and Adults	<p>Phone: 604-530-5055</p> <p>201-20538 Fraser Hwy Langley (City), BC V3A 4G2</p>
Brookwood Baptist Church*	Offers free monthly community dinners for people on fixed income around the third Friday of each month. Dinners are held at the Douglas Park Recreation Centre.	Low / Fixed income	<p>Phone: 604-530-5440</p> <p>20581 36th Ave Langley (Township), BC V3A 6K1</p>
Centre for Child Development	Provides comprehensive therapeutic services for children and youth with special needs, and provides support to their families. Serves Delta, Langley, Surrey, and White Rock.	Children and Youth	<p>Phone: 604-533-3088</p> <p>205-20644 Eastleigh Cres Langley (City), BC V3A 4C4</p>
Christian Life Assembly (CLA)	Provides a Recovery Church program for persons living with addictions, and a Uturn program to help people experiencing life challenges. Also has a drop-in centre.	Persons with Addictions, All	<p>Phone: 604-530-7344</p> <p>21277 56th Ave Langley (City), BC V2Y 1M3</p>

City of Langley - Leisure Access Grant Program	Provides grants to covers a percentage of recreation/leisure programs for individuals in need.	Low-income individuals	Phone: 604-514-2800 20550 Douglas Crescent Langley (City), BC V3A 4B3
Community Justice Initiatives Association	Provides conflict resolution services in settings such as the criminal justice system, organizations, schools, businesses, and for private individuals. Focuses on youth.	At-Risk Youth, All	Phone: (604) 534-5515 101 - 20678 Eastleigh Cres Langley (City), BC V3A 4C4
Employment Services Centre - Langley	Provides job search services for eligible individuals who are seeking employment. Helps clients develop an employment plan. Assists with exploring career options, job searches, planning for education and training, accessing training funds, learning about starting a business, and resume writing.	All	Phone: 778-726-0288 101-20316 56 th Ave Langley (City), BC V3A 3Y7
Encompass Support Services Society (ESS)	Offers a wide range of community-based services for families, children and youth. Services include community outreach for families and children under the age of 6; on-site childcare for parents returning to school; family drop-in; young parent support; parent and child educational programming; counseling and mediation for families and youth experiencing parent-youth conflict; sexual abuse counseling for children and youth; outreach for street-involved youth and at-risk youth; support youth transitioning to independence; and youth justice support services.	Families, Children and Youth	Phone: 604-534-2171 20618 Eastleigh Cres Langley (City), BC V3A 4C4
Fraser Valley Food Network - Harvest Box	Provides low-cost produce to individuals and families.	All	Phone: (604) 514-2865 20550 Douglas Cres Langley (City), BC V3A 4B4
Friends Langley Vineyard	A faith-based organization that provides free clothing on Wednesdays.	All	Phone: 604-530-8463 5708 Glover Rd Langley (City), BC V3A 4H8

Immigrant Services Society of BC - Langley	Provides support services for immigrants and refugees including career services, settlement services, and language courses.	New Immigrants and Refugees	Phone: 604-510-5136 204-20621 Logan Ave Langley (City), BC V3A 7R3
KidSports Langley	Provides funding for registration fees for children and youth living in low-income households.	Children and Youth	242 - 7888 200 th St Langley (Township), BC V2Y 3J4
Kimz Angels	Provides supplies such as furniture, clothing, food, diapers and toys to at-risk mothers and children, through a mobile truck. No physical office.	At-Risk Moms, Low-Income Households	n/a
Langley Boys and Girls Club	Provides after-school and evening social and recreation activities on a drop-in basis for children and youth ages 6 to 18. Low-income families eligible for subsidy.	Children and Youth	Phone: 604-533-8552 5409A-206 th St Langley (City), BC V3A 2C5
Langley Bus Co-op	Two buses serving seniors and other specialized groups who need transportation.	Seniors, Disabilities, Organized Groups	Phone: 604-440-6222 20605 51B Ave Langley (City), BC V3A 9H1
Langley Child Development Centre*	Programs to support children and youth who have special needs to achieve their physical, intellectual and emotional potential.	Children and Youth with Disabilities / Special Needs	Phone: 604-534-1155 #203-5171 221A St Langley (Township), BC V2Y 0A2
Langley Employment & Income Assistance Office	A Ministry of Social Development program to assist individuals to achieve their social and economic potential.	All	Phone: 604 664-0135 5753 Glover Rd Langley (City), BC V3A 8H4

Langley Family Justice Centre*	Free services to families experiencing a separation or divorce. Services include information, short-term counseling, mediation, and referrals to community services.	Families	Phone: 604-501-3100 120-20434 64th Ave Langley (Township), BC V2Y 1N4
Langley Food Bank	Distributes food, clothing, and other basic necessities to Langley residents.	All	Phone: 604-533-0671 5768 203 rd St Langley (City), BC V3A 1W3
Langley Meals on Wheels*	Volunteers deliver low-cost meals to seniors, persons with disabilities, the chronically ill, and convalescents who are unable to prepare adequate meals in their own homes. Located in the Seniors Centre.	Seniors, Disabilities, Chronically Ill, Convalescent	Phone: 604-533-1679 20414 Douglas Crescent Langley, BC V4A 4B4
Langley Seniors Resources Society	Provides services to frail elders to enhance independence and quality of life. Programs include information and referral, a telephone reassurance line, housing counselling, transportation and shopping assistance, shop-by-phone, social tea, and peer counselling support.	Seniors	Phone: 604-530-3020 20605 51B Ave Langley (City), BC V3A 9H1
Langley Service Canada Centre*	Provides access to federal programs, for social insurance, employment insurance, record of employment, and pension. Also provides access to a job bank and labour market information.	All	Phone: +1 800-622-6232 8747 204 th St #102 Langley (Township), BC V1M 2Y5
Langley Youth and Family Services	Provides free counseling and intervention for children and youth up to age 17 to prevent anti-social behaviour and conflict with the law. Jointly operated by Langley City and Langley Township.	Child and Youth	Phone: 604-514-2900 5569 204 th St Langley (City), BC V3A 1Z4

Legal Services Society (LSS)	Serves the interests of people with low incomes, providing legal aid.	Low-Income	Phone: 604-532-8898 206-20641 Logan Ave Langley (City), BC V3A 7R3
Lifeline Outreach Society*	Offers the Blue Bus Program, a mobile soup kitchen and food bank which distributes clothing, groceries, and hot meals on Sundays; alternating between Aldergrove and Abbotsford.	Homeless / At-Risk	Phone: 604-728-7551 Unit 12-26157 Fraser Hwy Langley (Township), BC V4W 2W8
Ministry of Children and Family Development (MCFD) - Langley*	Central intake, information, and service office for Langley. Provides information, assesses needs, and assists callers in connecting with family services, mental health services for children and youth, child protection services, and youth and probation services.	Children and Youth	Phone: 604-514-2711 120-20434 64 th Ave Langley (Township), BC V2Y 1N4
Pacific Community Resources	Provides alternate education, employment, addiction counselling and prevention services, housing support, and cultural enrichment for children, youth, adults and families.	All	Phone: 604-533-7101 20622 Eastleigh Cres Langley (City), BC V3A 4C4
Pucks Powerplay Foundation	Provides access to sports and afterschool programming for marginalized youth from low-income households, limited transportation and recent resettlement/new Canadians.	Youth	Phone: 604-280-2322 21642 Murrays Crescent Langley (Township), BC V3A 9B2
Sources Food Bank	A low-barrier food bank	Low-income, At-risk Individuals and Families	Phone: 604-530-2929 5673 200 th Street Langley (City), BC (United Church of Langley) V3A 1M7
Southgate Church	Offers a drop-in for youth ages 13 to 18 with music and socializing on Fridays. From September to June, offers a drop-in for seniors over 55 on Tuesdays.	All	Phone: 604-532-7769 120-5501 204 th St Langley (City), BC V3A 5N8

Starting Point	Provides services for homeless and those at-risk of homelessness, including housing search assistance, applying for funding, housing applications, tenancy support and homeless outreach. Starting Point is a partnership between Stepping Stone Community Services Society and Encompass Support Services Society.	At-Risk Youth, Homeless, At-Risk of Homelessness	Phone: 20626 Eastleigh Crescent Langley (City), BC V3A 4C4
Stepping Stone Community Services Society	Provides programs, outreach and housing for people in Langley experiencing mental health issues, homelessness, at-risk of homelessness and poverty.	Low-income/ Mental Health Issues, Homeless, At-Risk	Phone: 604-530-5033 20101 Michaud Cres Langley (City), BC V3A 8L9
United Churches of Langley*	Services offered in Fort Langley and Langley City include: 200 th street drop-in, Sources Food Bank, social lunch, 12 step support groups, and other initiatives.	Homeless, At-Risk	Phone: 604-530-2929 5673 200 th Street Langley (City), BC V3A 1M7
Young Life of Canada*	Offers weekly meetings and weekend camps for youth.	Youth	Phone: 604-881-6023 120-9440 202 nd St Langley (Township), BC V1M 4A6
You Gotta Have Friends	Offers programs for isolated/lonely residents to connect with other members of the community, creating and improving social relationships. Also includes drop-in coffee, community events, and referrals.	All	Phone: 604-533-6546 20510 Fraser Highway Langley (City), BC V3A 4G3
Xyolhemeylh Child and Family Services (Fraser Valley Aboriginal Children and Family Services)	A non-profit Aboriginal child welfare agency providing culturally appropriate and holistic services through prevention, community development and child welfare programs to Aboriginal children, youth and their families residing through the Fraser Valley.	Aboriginal Children, Youth and Families	Phone: 604.533.8826 102 - 20621 Logan Ave Langley (City), BC V3A 7R3

Source: Multiple Sources, Compiled by CitySpaces Consulting

Social Services - Outside Langley

There are several national, provincial, and regional organizations that offer programs and services to the residents of Langley. Listed in the table below are service providers that do not maintain an office or branch location within the City, but include Langley within their current service boundaries and/or were included within the original 2008 Social Services Inventory. This table is not comprehensive of all regional services.

Table 2: Langley Social Services Inventory - Services Based Outside of Langley

HOUSING			
ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
Awakenings Recovery Homes Inc.	Faith based recovery home for women struggling with addiction (12 beds).	Women with Addictions	Phone: (604) 376-3457 14887 Fraser Hwy Surrey, BC V3R 3N6
Habitat Housing Society	Sister society of OPTIONS, established in response to the growing need for affordable housing in the region. Participates in developing affordable housing in Langley, North Delta, Surrey, and White Rock.	Low-Income Families, Mental Health Disabilities	Phone: 604-590-7368 13520 78 th Ave Surrey, BC V3W 8J6
Lookout Emergency Aid Society	Provides outreach housing and support services to adults with low or no income who have few, if any, housing or support options. Nearest shelter located in Surrey. Provides mobile harm reduction services in Langley.	Low-Income, At-Risk	Phone: 604-589-8678 10667 135A St Surrey, BC V3T 4E3
Tenant Resource and Advisory Society (TRAC)	Advances the rights of tenants and helps to secure safe, affordable housing. Provides legal education and information, and publications and educational materials about residential tenancy law. Operates Tenant Hotline, providing information on tenants' rights in the areas of evictions, repairs, security deposits, rent increases, and arbitration hearings.	Tenants	Phone: 604-255-3099 Tenant Hotline: 604-255-0546

The 5 and 2 Ministries	A faith-based organization that provides support and services to individuals experiencing poverty and homelessness. Provides limited street-level services in Langley.	At-risk, Vulnerable	Phone: 604.613.4432 1 - 2220 McKenzie Road Abbotsford, BC V2S 0E2
Union Gospel Mission	Connects people who are homeless to housing, income assistance, and community-based support services. An estimated 48 rent supplements are given monthly in Langley.	Homeless	Phone: 604-253-3323 601 East Hastings St Vancouver, BC V6A 1J7
VisionQuest Recovery Society - Hope House	Serves as the intake point for all new male clients struggling with addiction. It is an administrative centre and flagship facility for counselling and programs: education, intervention, and treatment plans.	Men with Addictions	Phone: 604-946-1841 7551 Vantage Way Delta, BC V4G 1C9

COMMUNITY HEALTH SERVICES

ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
British Columbia Schizophrenia Society - Fraser Valley Central (Maple Ridge, Pitt Meadows, and Langley)	Support network for persons with schizophrenia; educates the public, raises funds for research and advocates for better services for people with schizophrenia and other serious and persistent mental illnesses.	Schizophrenia	Phone: (604) 270-7841 6011 Westminster Hwy Richmond, BC V7C 4R9
Burden Bearers of Canada - Coastal Counseling Services	Registered clinical counsellors provide individual, couple and family counseling. Sliding scale fee. Serves Coquitlam, Delta, Langley, New Westminister, Richmond, Surrey, and Vancouver.	All	Phone: 604-584-4112 9815 140 th St Surrey, BC V3T 4M4

Early Psychosis Intervention (EPI) Program - Fraser South	Provides assessment for community based treatment and case management for early identification and treatment of psychotic conditions. Program bridges youth and adult mental health services. Provides education and is involved in research studies. Serves Delta, Langley, Surrey, and White Rock. A collaborative initiative with MCFD Child and Youth Mental Health.	Youth and Young Adults	Phone: 604-538-4278 15521 Russell Ave White Rock, BC V4B 2R4
Drug Rehab Institute - Langley Branch	A hotline referral service for drug addiction. Certified councilors assist individuals in finding appropriate treatment/treatment centre.	Addictions	Phone: 877-909-3636
LDR Holistic Treatment Inc.	Having recently closed its residential addictions treatment home in Langley, LDR Holistic Treatment Inc provides outpatient intervention, assessment, counseling and personal development services from its head office in Surrey.	Addictions	Phone: 1 877-529-3293 19140 28 th Ave Surrey, BC V3S 6M3
Your Pregnancy Options	Your Pregnancy Options (formerly known as The Fraser Valley Pregnancy Centre) is a non-denominational Christian organization that provides support to people in the community facing unplanned pregnancy. Provides free pregnancy tests, peer counseling, community referrals, and supplies to support youth, women, and men.	Pregnancy - All	Phone: 604-856-9151 32920 Ventura Ave Abbotsford, BC V2S 6J3

OTHER COMMUNITY SOCIAL SERVICES

ORGANIZATION	DESCRIPTION / SERVICES	TARGET POPULATION	CONTACT INFORMATION
Alcohol and Drug Information and Referral Service	Confidential, multilingual, free service offering information, options and supports for alcohol and drug users, and to friends/family members of users. Provides referral services to counselling and treatment services across BC.	Substance users and/or friends/family of users	Phone: 604-660-9382 or 1-800-663-1441
Atira - Aboriginal Women's Outreach	Outreach and support services are available to First Nations and Metis women and their children who are, or have been, impacted by violence and are living in the Surrey, Delta, White Rock and Langley areas.	Aboriginal Women	Phone: 604-584-7597 13733 92 nd Ave, Surrey, BC V3V 1H9

BC 211	Confidential, multilingual telephone and texting service available in Metro Vancouver, Fraser Valley, Squamish-Lillooet and Sunshine Coast Regional Districts. Provides free information and referral to a full range of community, social, and government services, and operates 24 hours/day, 7 days/week. Has a designated shelter and street help line to assist people who are affected by homelessness in Metro Vancouver and the Fraser Valley.	All, Homeless	Phone: 211
The Children's Foundation Cedarwood Family Support Program	Offers parenting training, counselling, and support to families of children under age 13 with moderate to severe behaviour problems. Referral through MCFD. Serves Delta, Langley, Surrey, and White Rock.	Families	Phone: 604-586-3351 10453 Whalley Blvd Surrey, BC V3T 5B1
Greater Vancouver Youth for Christ - Youth Unlimited	Offers recreational activities, small and large group interaction, and support services for teenagers who are school-oriented, and for those who are in conflict with parents, the school system, and/or the law. Also support programs for single moms and new parents.	Youth, Single Mothers, New Parents	Phone: 604-590-3759 12975-84 th Ave Surrey, BC V3W 1B3
Kids Up Front Foundation	Provides financial assistance for children and youth to access sports	Children, Youth	Phone: 604-266-5437 530 - 425 Carrall Street Vancouver, BC V6B 6E3
PLEA - Kidstart Mentoring Program	Provides volunteer mentoring services to vulnerable youth. Serves Burnaby, Coquitlam, Langley, Maple Ridge, New Westminster, the North Shore, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, and Vancouver.	Youth	Phone: 604-375-5437 2104 Alberta St Vancouver, BC V5Y 3K3
Seniors Services Society	Offers housing services to lower mainland seniors, including housing information counselling, help with filling in applications for housing, and outreach. Also publishes the BC-wide 'Seniors Housing Directory'.	Seniors	Phone: 604-520-6621 750 Carnarvon St New Westminster, BC V3M 1E7

VictimLINK	Provides 24-hour toll-free, multilingual assistance seven days a week to people in BC and the Yukon who have been victims of family and sexual violence, and all other crimes. Provides information and referral regarding victim services, transition houses, counselling resources, and community services.	Victims, All	Phone: 1-800-563-0808
Youth Resource Centre (YRC)	Offers free programs to youth in Abbotsford and Langley. Most services are outreach based. Individualized services tailored for each youth and family depending on needs and goals.	Youth and Families	Phone: 604-870-4972 2420 Montrose Ave Abbotsford, BC V2S 3S9

Source: Multiple Sources, Compiled by CitySpaces Consulting

Representation of Social Services in Langley

The table below provides an at-a-glance count of the services offered to Langley residents, grouped by service type and/or target population. Providers have been counted within all categories in which they provide programming and/or outreach.

Langley Social Services - Count

Table 3: Total Services - Count

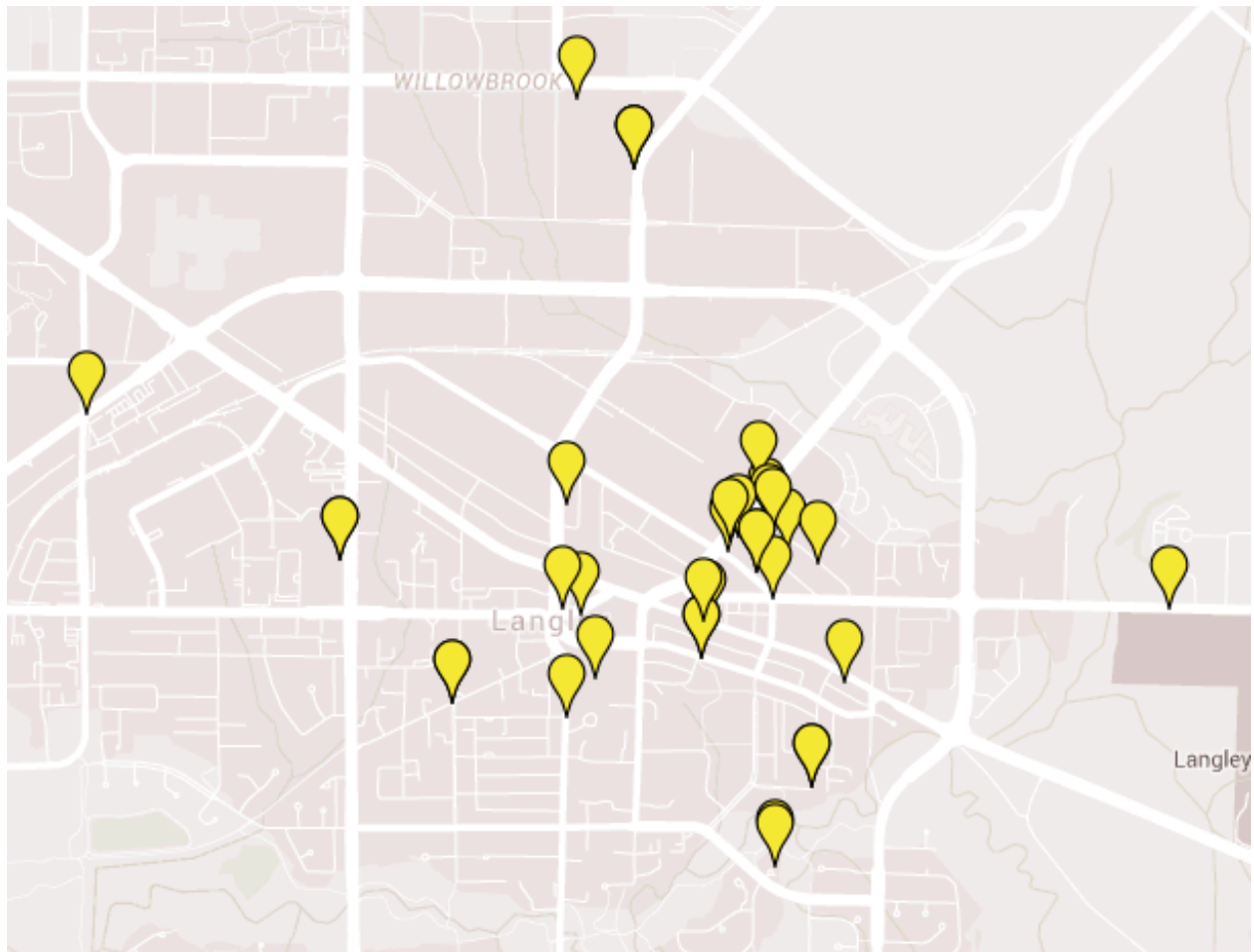
Service / Target Population	Within Langley (City & Township)	Outside Langley	Total
Aboriginal Specific Services	1	1	2
Abuse / Violence	1	2	3
Addictions Services	4	4	8
Clerical / Legal Assistance	2	1	3
Community / Family Services	8	3	11
Cultural / Immigration Services	2	0	2
Developmental Disability	3	0	3
Emergency Shelter / Housing	2	1	3
Employment Services	6	1	7
Health Visits / Programming	2	0	2
Homelessness	5	3	8
Housing Placement / Support	3	3	6
Low-Cost / Free Food Outlet	7	0	7
Mentorship Programming	2	1	3
Pregnancy and Sexual Health	1	1	2
Psychiatric / Mental Health	5	2	7
Senior Specific Resources	4	1	5
Single Mothers	1	0	1
Social / Free Meals	6	2	8
Supportive / Affordable Housing	5	2	7
Youth Specific Services	14	5	19

Source: Multiple Sources, Compiled by CitySpaces Consulting

Distribution of Social Services

Three maps were generated to help illustrate the distribution of social services, which serve residents in Langley. Figure 1 illustrates social services that are physically located within the City of Langley. Figure 2 illustrates social services that are physically located within both the City and the Township of Langley. Figure 3 illustrates social services that serve Langley residents found both within and outside the Langleys' municipal boundaries. The maps demonstrate there are service providers as far as Abbotsford and Vancouver serving vulnerable and at-risk residents in Langley.

Figure 1: Distribution of Social Services within the City of Langley






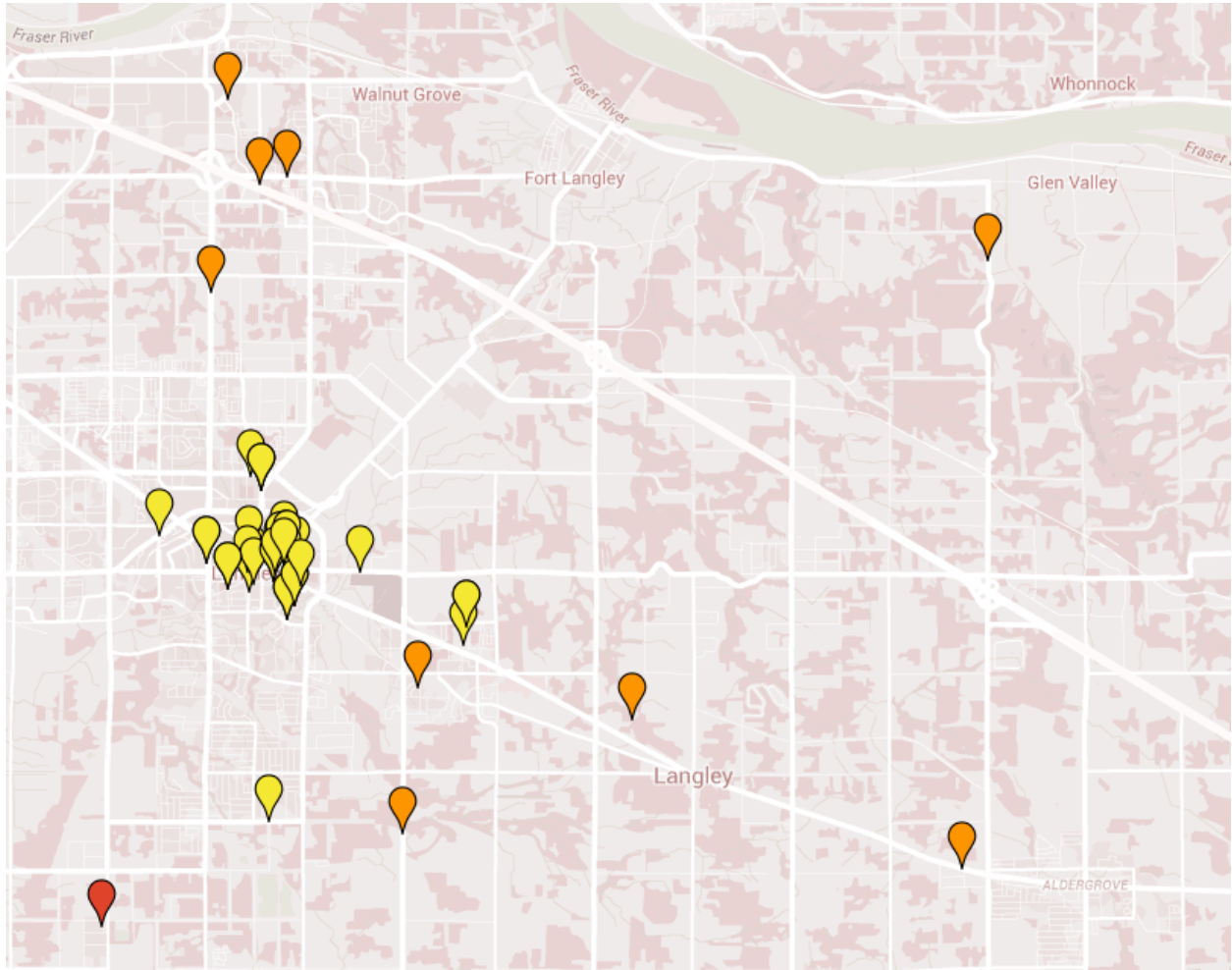
-  Social service located in City of Langley
-  Social service located in Township of Langley
-  Social service located outside of the Langleys

Figure 2: Distribution of Social Services within the City of Langley and Township of Langley






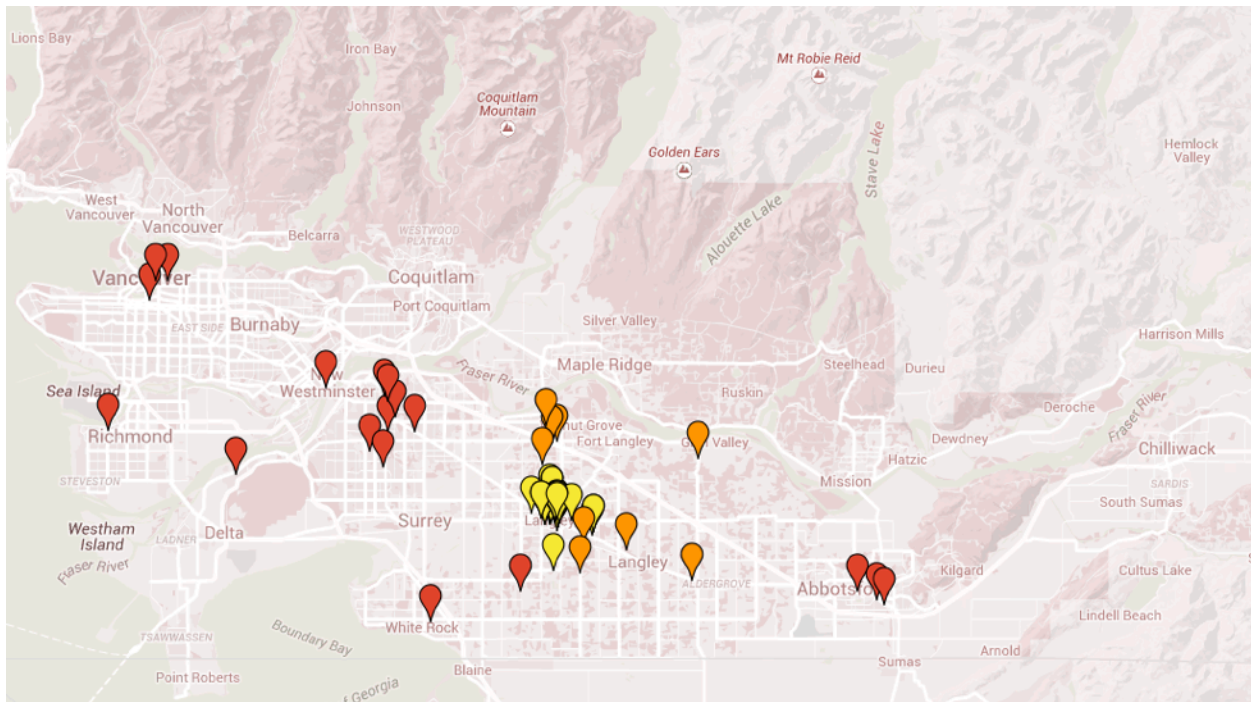



-  Social service located in City of Langley
-  Social service located in Township of Langley
-  Social service located outside of the Langleys

Figure 3: Distribution of Social Services that serve Langley Residents, both within and outside of Langley



-  Social service located in City of Langley
-  Social service located in Township of Langley
-  Social service located outside of the Langleys

Major Organizations

Service providers vary in organizational size and capacity, and all have an important role in responding to and preventing homelessness. However, there are a select number of organizations within the City of Langley that function as hubs for services and referrals. Of note include: Stepping Stone Community Service Society, the Salvation Army, and Pacific Community Resources. These organizations operate several programs within the City, specifically focusing on issues facing those who are homeless and those at-risk of homelessness. Their programs are geared towards serving the most vulnerable, including persons living with addictions, mental health issues, and in need of housing.

Organizational Changes and Discontinued Services

Since 2008, few services have been removed from the inventory. Exceptions include a 16-week program for men with issues related to relationship abuse/violence (offered by Ishtar Transition Housing Society), has been discontinued. Oasis Outreach Society, which collected mislabeled, overstock, aesthetically imperfect and near expiry food and household items for redistribution to people in need through a low cost grocery store, closed in the spring of 2015.

Regarding operational services, the Food Bank recently restructured its sorting and storage area to meet demands and has therefore ended its Free Store Program. Space limitations were a major factor with this decision, as the program was successful and in demand. However, Sources Food Bank opened their 'low-barrier' doors in Langley in July, 2015. Most recently, in late March 2015, Access Youth Outreach Services withdrew their Project Reach Out mobile drop-in centre for youth due to lack of funding. This service will continue to operate in the neighbouring municipalities of Coquitlam, Port Coquitlam and Port Moody.

In 2011, Aldergrove Neighbourhood Services Society merged with Family and Youth Services Society, renamed as Encompass Support Services Society. The merger was a result of previous collaboration to address youth homelessness and an opportunity to improve organizational capacity and service delivery to the community.

In May 2015, St. Josephs Catholic Church announced that it will be closing their Tuesday soup kitchen and Saturday drop-in service. Their outreach services are being reviewed to potentially adapt to the changing needs of their target population: persons experiencing homelessness and those at-risk of homelessness. It is anticipated that the Langley United Church will be closing for renovations, which may result in a temporary closure of their soup kitchen.

New Services

Several new service providers have been established in Langley since 2008. The complete 2008 Inventory consisted of 32 services including services based within and outside of the regional area. Over the past seven years, this inventory has grown to include 75 service providers, many of which offer a variety of programs to a number of sub-population groups within the City.

Trends in service provision include increased programming for youth, seniors and persons living with addictions. There are currently 14 youth-specific programs available in the City of Langley, many of which are provided with family support programming. Senior services have also increased.

Services related to homelessness, addictions and mental health treatment have remained relatively consistent since 2008, with the exception of the development of the Gateway of Hope Shelter.

Appendix C: Context Report



HOMELESSNESS IN THE CITY OF LANGLEY: A CONTEXT BRIEF

JULY 2015

CITY OF
LANGLEY



TABLE OF CONTENTS

Introduction	1
The Langley Homelessness Strategic Plan	1
Purpose of the Context Brief	1
The Housing Continuum	2
Social Services	3
Homelessness Profile	4
Homeless Count	4
Homelessness in Langley	4
Homeless Mobility	5
The Sheltered and Unsheltered Homeless	6
Vulnerable Populations	7
Other Indicators of Homelessness	9
RCMP & Bylaw Enforcement Records	9
Service Provider Records	11
Rental Housing	15
Non-Market Housing Supply	17
The Housing Registry	17
Wait Lists	18
Rent Supplements	19
Homelessness Initiatives	20
2008 Langley Action Plan on Addressing Homelessness	20
Social Services Inventory	22
Regional Planning	22
Next Steps	23
Appendices	24
Appendix A: Key Terms	24
Appendix B: 2008 Action Strategy	27

Introduction

The Langley Homelessness Strategic Plan

The City of Langley is concerned over the growing number of persons experiencing homelessness in the City. In response to this concern, the City of Langley formed the Langley Homelessness Task Force (LHTF) to help identify community-based solutions to address homelessness. Specifically, the Task Force will spearhead a process that will lead to the creation of a Homelessness Strategic Plan (HSP) grounded in the Langley context. The LHTF is comprised of local service providers, businesses, BC Housing, Fraser Health, the RCMP, various municipal departments, City Councillors, and one Councillor representing the Township of Langley. The City of Langley has engaged CitySpaces Consulting to facilitate and undertake the process of preparing the HSP and related materials.

The development of the HSP requires research and identification of issues to help better understand the homelessness situation in the City of Langley. This process involves five key components:

- Preparation of a Social Services Inventory;
- Preparation of a Context Brief;
- Consultation with local stakeholders and a select number of persons currently experiencing homelessness;
- Identification of strategies and solutions suitable to the Langley Context; and,
- Preparation of a Homelessness Strategic Plan.

This document is the Context Brief that outlines some of the key indicators of homelessness in the City of Langley.

Purpose of the Context Brief

The Context Brief is an early deliverable to the HSP, providing baseline information to the LHTF, City staff and consulting team. This baseline information will frame subsequent research and stakeholder consultation, allowing the LHTF, the City and stakeholders to draw from the same information and to establish a shared understanding of homelessness related issues.

'Homelessness' is difficult to unequivocally demonstrate. Persons experiencing homelessness may move frequently, face barriers accessing services, and may be invisible from the perspective of services or government sector. These challenges limit the ability to obtain information and data; however, there are indicators that can help identify the over-arching challenges and gaps of housing and social service delivery in Langley. As such, this Context Brief outlines relevant indicators (where available), summarizing the size and demographic characteristics of persons experiencing homelessness in the City of Langley.

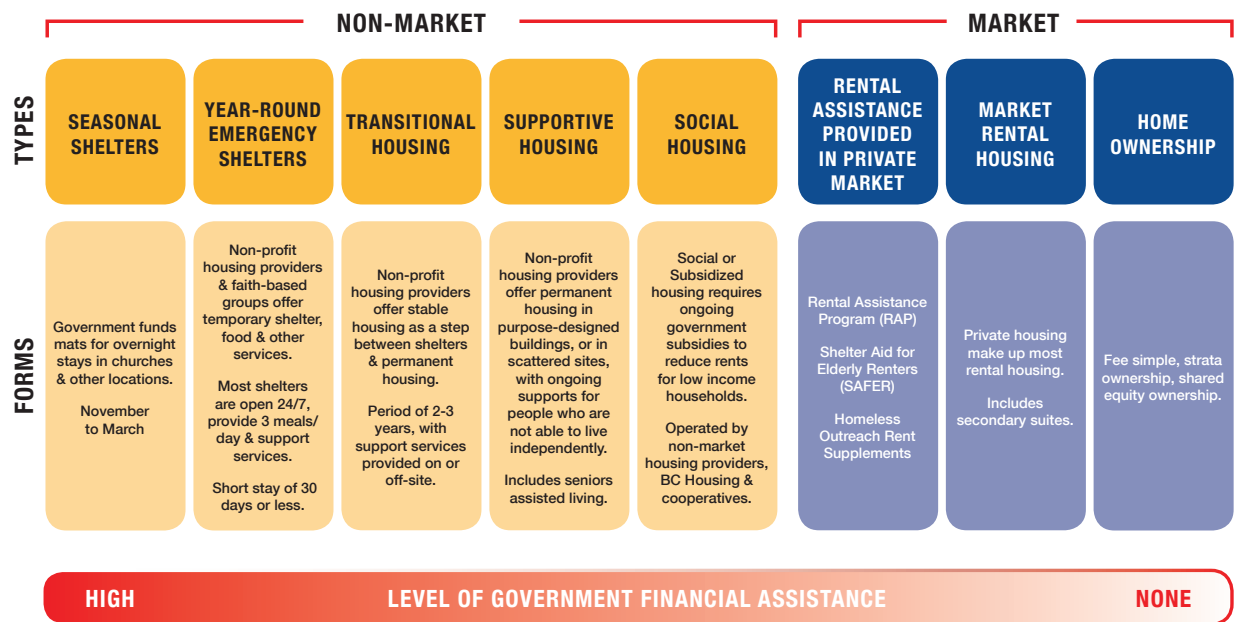
The indicators of homelessness in Langley were derived from information and data obtained from BC Housing, the regional Homeless Count (2014), the RCMP and local service providers. Overall, the Context Brief will inform the LHTF's strategic directions to respond to and prevent homelessness.

The Housing Continuum

The Housing Continuum is a visual concept that illustrates both market and non-market housing. Non-market housing describes housing with below market rents or prices, ranging from emergency shelters through various forms of supportive housing to rent-geared to income (RGI) rentals and housing co-operatives. Non-market housing often requires the most public funding. Moving across the continuum to the right is market rental housing and home ownership.

The mix of market and non-market housing varies between communities, as every community has different needs and socio-economic mix. However, residents of all communities should have the opportunity to move across the housing continuum to find housing that is appropriate and best suited to their needs and circumstances, and housing that meets the standards of adequacy, suitability, and affordability.

Figure 1: The Housing Continuum



Source: CitySpaces Consulting, April 2015

Langley’s Homelessness Strategic Plan primarily focuses on the far left side of the housing continuum (seasonal shelters and year-round emergency shelters), as those are the housing forms that are most commonly offered to persons currently experiencing homelessness (if available). However, as people move across the housing continuum (i.e. from shelter to transitional or supportive housing), they often require supports in order to maintain their housing and to prevent reoccurrence of homelessness. As such, while the Homelessness Strategic Plan may largely focus on shelters, strategic directions (to be identified by the LHTF) are not limited, and can reference any part of the housing continuum as part of a package of solutions.

Social Services

Solutions for responding to and preventing homelessness are found in both *housing* approaches and *services* aimed at supporting vulnerable and at-risk populations. These services are essential for helping to prevent people from becoming homeless and to assist individuals to move towards a desired state of well-being, safety and security. Services can include a broad range of activities such as employment assistance, addictions treatment, early prevention, addressing family breakdown, outreach, and connecting people with affordable housing, among others.

A companion report, entitled *Social Services Inventory*, outlines the services available to persons currently experiencing homelessness, as well as vulnerable and at-risk populations. This inventory can be a reference to the LHTF when exploring strategies and solutions to address homelessness in Langley.



Homelessness Profile

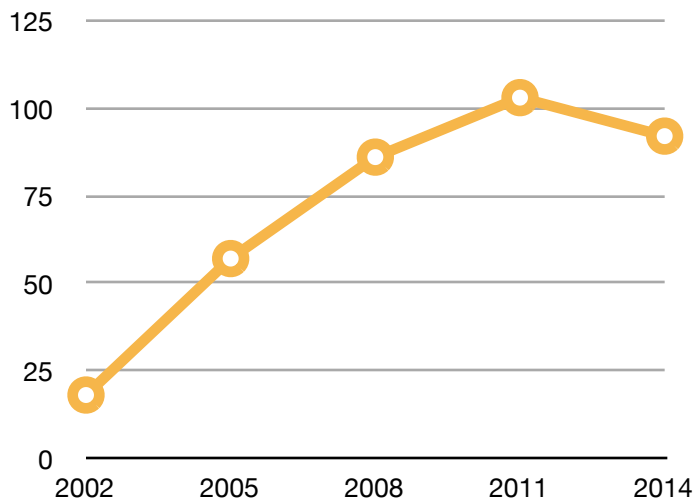
Homeless Count

The regional Homeless Count is an initiative undertaken by the Greater Vancouver Regional Steering Committee on Homelessness (RSCH), which estimates the number of homeless within Greater Vancouver, assesses the homeless demographic profile, and identifies trends over time. The Homeless Count consists of a snapshot of homelessness, with volunteers recording the number of visibly homeless on the streets, in shelters and institutional establishments over a 24-hour period. The count is repeated every three years. The most recent Count occurred in March, 2014 (with a report release date of July, 2014). Note: while the Homeless Count is an indicator of homelessness, it has several limitations and is widely considered to be an underestimate of total homelessness.

The geographic scope of the Count and its sub-regions combine the City and Township of Langley into one division. The following statistics are based within this geographic context.

Homelessness in Langley

Figure 2: Total Counted Homeless in the Langleys, 2014



!

The homeless population in the Langleys has grown, on average, 34% per year, while the general population has grown at a rate of 1.69% per year.

Source: RSCH Homeless Count, July 2014

Homelessness in the City and Township of Langley has increased significantly within the past decade. With fewer than 20 homeless individuals in 2002, the homeless population reached peak levels in 2011 with a recorded 103 individuals living on the streets, spending nights in a shelter, or having no fixed address while in hospital or incarcerated. The years of 2002-2008 saw the greatest period of change, with an increase of close to 400%. Levels remain high through to 2014 with a total of 92 homeless individuals recorded in the last Count.

The growth rate of the homeless population compared to the general population is confounding. The Langleys (both the City and the Township) grew, collectively, from a total population of 110,539 in the 2001 Census, to 129,258 in 2011. The compounded average growth rate of the general population is 1.69%. Comparatively, the homeless population growth rate in the Langleys is, on

average, 34% per year. (Note: the compounded average growth rate was derived from a 10 year period for the population/census data, and a 12 year period for the homeless count data).

In 2014, 75 of the 92 persons counted in Langley completed a voluntary survey specifying demographic attributes including age, Aboriginal identity, and gender. The response rate of 82% has provided valuable data to better understand who is experiencing homelessness in the Langleys.

Homeless Mobility

An influx of persons experiencing homelessness occurred in the year leading up to the Homeless Count of July, 2014. Approximately 43% of those counted had arrived to the area within the previous year, with an additional 20% having arrived in the five years prior. This mobility trend indicates that nearly two-thirds of Langley’s homeless population may be transient.

Table 1: Homeless Mobility in the Langleys, 2014

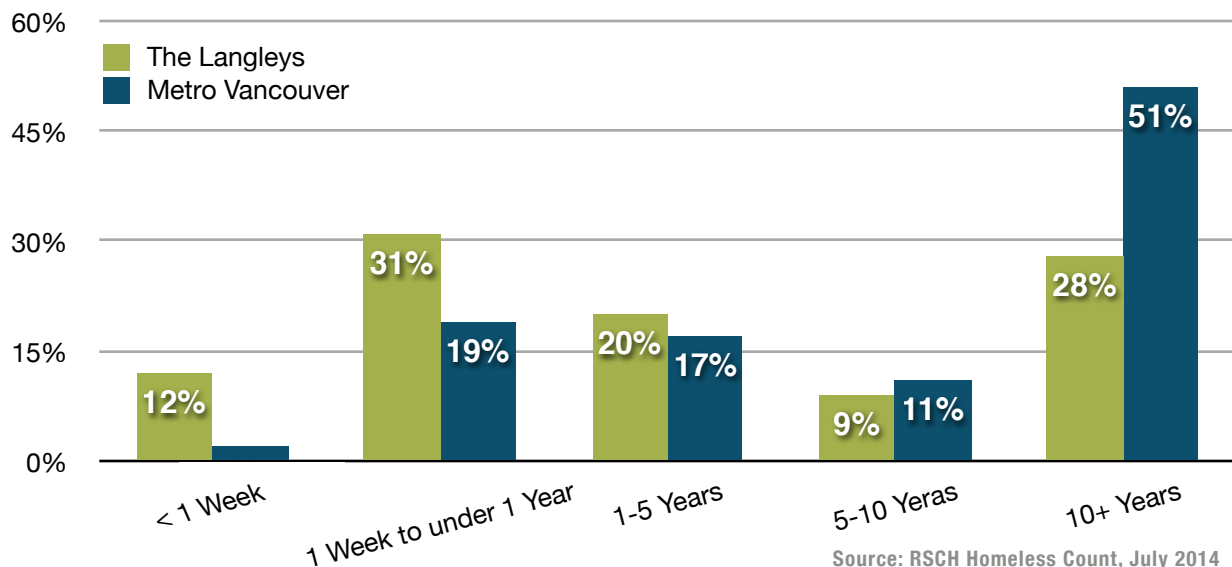
	Amount of time living in the City and Township of Langley					Total
	Less than 1 Week	1 Week to under 1 Year	1 - 5 Years	5 - 10 Years	10 Years or More	
# of Homeless	9	23	15	7	21	75
% Homeless	12%	31%	20%	9%	28%	100%

Source: RSCH Homeless Count, July 2014

Nearly one-third (30%) of those persons experiencing homelessness surveyed had lived in the Langley area for more than 10 years, indicating a split within the homeless population of those who have recently migrated and those who are long-standing residents. Of those who had recently migrated, approximately 50% had come from other communities within the Metro Vancouver region.

Persons experiencing homelessness in Langley have been living in Langley for a short period of time, compared to the region where 51% have been living in their community for 10 years or longer.

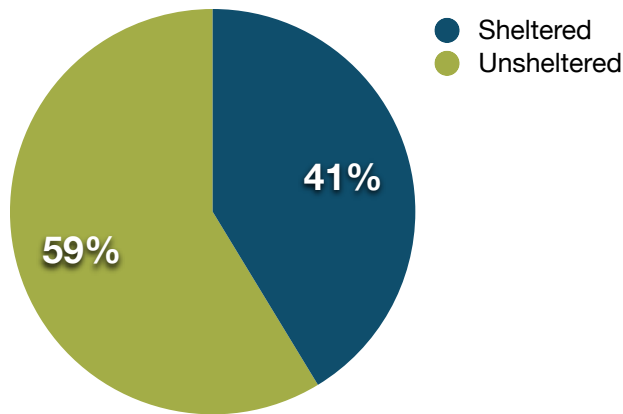
Figure 3: Homeless Mobility in the Langleys and Metro Vancouver, 2014



The Sheltered and Unsheltered Homeless

Results from the 2014 Homeless Count indicate that 59% of the homeless population in Langley remain unsheltered. Living on the streets, these individuals face dangers such as street violence, extreme weather, stress and health hazards.

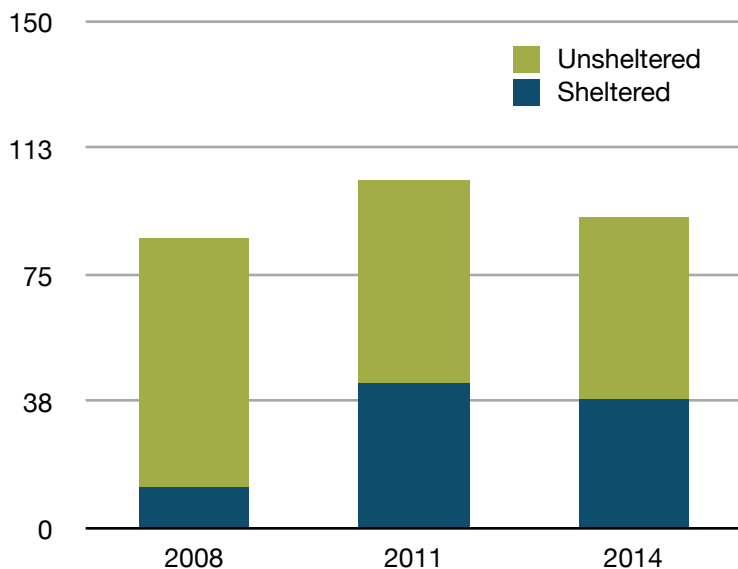
Figure 4: Sheltered vs. Unsheltered Homeless in the Langleys, 2014



Source: RSCH Homeless Count, July 2014

Although a high level of individuals remain unsheltered in Langley, there has been notable improvement within the 2008-2014 timeframe. Despite the overall increase of close to 10% in the number of homeless in the Langleys, the rates of unsheltered homeless have decreased in Langley from 86% (74 individuals) to 59% (54 individuals) over the six year period. This success can be attributed to programs provided by service providers, and notably the opening of the Gateway of Hope in 2008: a 32 bed emergency shelter (+30 extreme weather mats) operated by the Salvation Army.

Figure 5: Sheltered vs. Unsheltered Homeless in the Langleys, 2008-2014



Source: RSCH Homeless Count, July 2014

Vulnerable Populations

Various sub-population groups in Langley may experience challenges and barriers when seeking employment, housing and other services. Vulnerable populations noted in the Homeless Count include children and youth, Aboriginal peoples, women, and seniors. However, women are not reported on the sub-regional level.

Table 2: Sub-populations of Homeless Count in the Langleys, 2014

Population	Count	
	#	%
Child/Youth	20	22%
Aboriginal	15	16%
Senior	14	15%

Source: RSCH Homeless Count, July 2014

Seniors, youth, and self-identified Aboriginal persons account for just over half of the homeless population in the Langleys. Most notably, in 2014, youth under the age of 25 represented over 20% of the homeless population in Langley (1 in 5). Seniors accounted for 15% of the homeless population, and Aboriginal persons accounted for 16% of the homeless population in Langley.

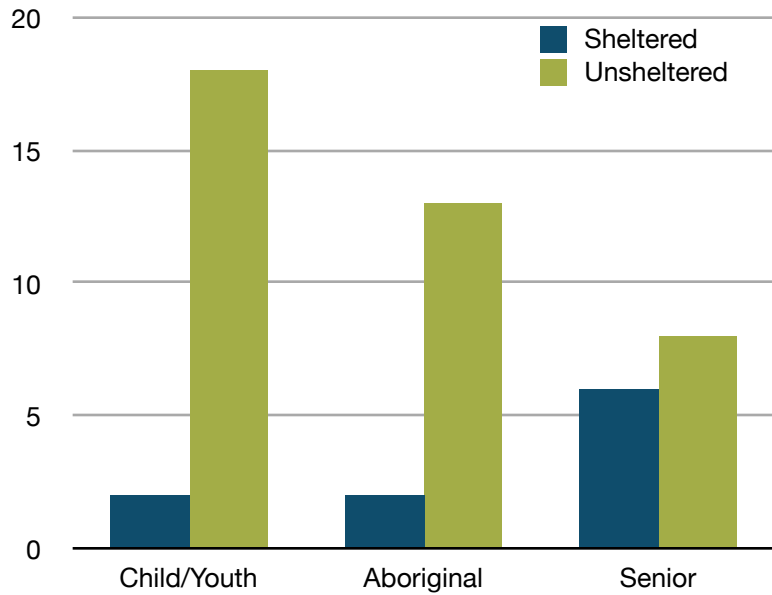
There are other vulnerable groups not represented in the Count, but who may also face challenges related to homelessness and accessing housing and services. These groups may include, but are not limited to, LGBTQ individuals, persons with disabilities, persons with addictions, persons with mental health issues, and new immigrants.

Counting Homeless Women

Women and children are a vulnerable population that is often considered to be under-represented by the Homeless Count. Women are thought to contribute in large part to the hidden homeless population, seeking refuge with friends and family or entering into a relationship for a place to stay. Women are more likely to avoid social services including shelters and institutions if they feel there is a risk of losing custody of their child/children.

While 41% of the total homeless population was sheltered in 2014, this varies significantly between vulnerable populations. Six of the 14 homeless seniors (43%) were sheltered the night of the Homeless Count (2014). Only 2 of the 13 Aboriginal homeless (15%) were sheltered, and only 2 of the 18 homeless youth (11%) were sheltered.

Figure 6: Sheltered vs. Unsheltered Sub-populations in the Langleys, 2014



Q:
What might be the barriers to accessing shelters for Aboriginal persons and youth?

Source: RSCH Homeless Count, July 2014

Note: This data represents a small number of individuals and is merely an indication of the situation facing these groups. To better meet the needs of these sub-groups, particularly youth and Aboriginal persons, there may be a need for specialized training, culturally appropriate housing/shelters and programs.

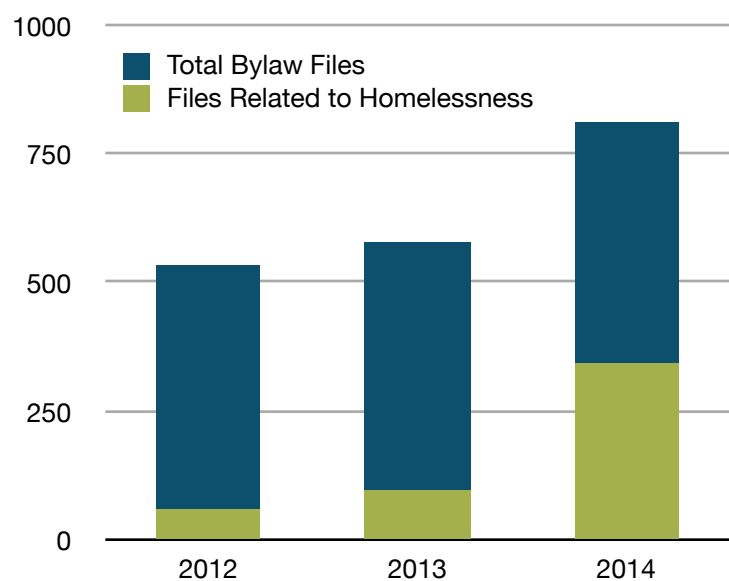
Other Indicators of Homelessness

Alternative methods to monitoring the size and prevalence of the homeless population include RCMP reports and Bylaw Enforcement records. More detailed demographic information can be monitored by service providers at the point of intake for housing and other programming. Each method provides additional insight, adding to the understanding of the homelessness situation in Langley.

RCMP & Bylaw Enforcement Records

The RCMP are the primary point of contact for illegal activities in the City of Langley, responding to calls involving violence, theft and public mis-conduct. Of these calls in 2014, close to 30% were related to Bylaw infringement (unique calls not made directly to the Bylaw Enforcement division). The following figures and tables summarize the RCMP and Bylaw Enforcement response to homelessness in the City of Langley.

Figure 7: Number of Bylaw Files Involving Homelessness in the City of Langley, RCMP 2012-2014



Source: Langley RCMP, April 2015

In 2014, RCMP reports demonstrate that 42% of all calls involving Bylaw infringement were related to homelessness. This is a notable increase from previous years, where 11% of calls in 2012 and 17% of calls in 2013 involved persons experiencing homelessness. The number of calls not involving persons experiencing homelessness have remained consistent over the three year period, with an average of approximately 475.

According to the RCMP data, 42% of Bylaw calls received in 2014 involved persons experiencing homelessness. In addition, 24% of RCMP files regarding trespassing involved persons experiencing homelessness. However, an increase in the total number of calls related to trespassing cannot be attributed to the homeless population alone. Records show an increase of 17 unique non-homeless related cases of trespassing in one year.

Table 3: Langley RCMP File Count, 2012-2014

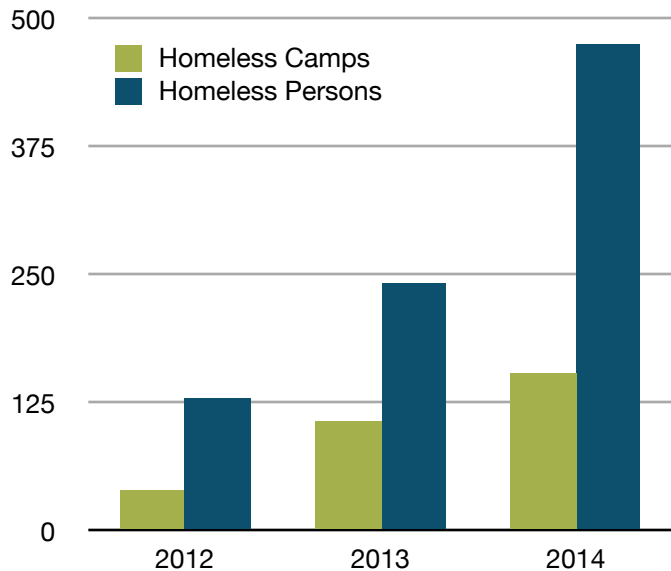
File by Type		2012		2013		2014	
		#	%	#	%	#	%
Bylaws	Homeless Related	60	11%	96	17%	343	42%
	Total	534		577		810	
Mental Health	Homeless Related	0	0%	2	1%	3	1%
	Total	292		241		329	
Unspecified Assistance	Homeless Related	28	5%	26	3%	66	8%
	Total	545		753		792	
Suspect Person / Vehicle	Homeless Related	33	5%	34	3%	48	6%
	Total	729		973		814	
Trespass Act	Homeless Related	2	50%	2	29%	7	24%
	Total	4		7		29	
Safe Streets Act	Homeless Related	8	8%	6	6%	16	13%
	Total	99		96		121	

Source: Langley RCMP, April 2015

Of note, few of the RCMP files related to homelessness are mental health related - only three cases in 2014. The majority of homelessness related files are categorized under Bylaw enforcement, unspecified assistance, or suspicious person/vehicle.

The Langley Bylaw Enforcement Division also maintains an inventory of calls on record, which is unique from RCMP Bylaw files. Dealing specifically with Bylaw infringements, it has been noted by the Bylaw Enforcement Division that between 50-60% of calls involve persons experiencing homelessness. There are seasonal trends, with an increase in total homelessness-related calls during warmer months. The combined RCMP and Langley Bylaw Enforcement Division bylaw calls involving persons experiencing homelessness exceeded 600 in 2014.

Figure 8: Bylaw Enforcement Division - Homelessness Related Calls, 2014



Q:
What might be the mitigation measures to reduce Bylaw calls involving persons experiencing homelessness?

Source: Bylaw Enforcement, April 2015

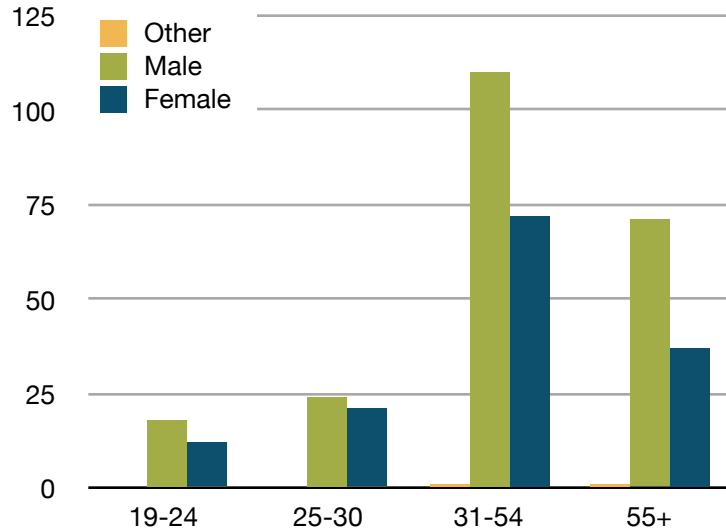
Service Provider Records

There are numerous organizations in Langley that provide important and critical services, programs and housing to persons experiencing homelessness, vulnerable and at-risk groups. A comprehensive list of these organizations can be found in a companion document, the *Social Services Inventory*.

Two organizations that provide outreach and housing services in Langley are Stepping Stone Community Services Society and The Gateway of Hope. As larger organizations within the City, their records provide insight into the local homeless profile.

Stepping Stone has two main streams of service delivery: (i) non-clinical, community-based mental health services; and, (ii) the homeless outreach services. In addition, Stepping Stone has partnered with other agencies in the community to deliver “Starting Point Outreach Services Office”, which has maintained a thorough intake record, including demographic characteristics of their clients. The office also offers a nurse practitioner who engages with vulnerable populations and persons experiencing homelessness. The findings are presented in the following figures and tables.

Figure 9: Starting Point Homeless Outreach Services Office - Age at Intake, March 2015



Source: Stepping Stone Community Services Society, March 2015

The Starting Point Homeless Outreach Services office provided services to a total of 367 unique clients in the calendar year of April 2014 - March 2015. Of these clients, 50% were between the ages of 31 and 54. Eight percent of clients were under the age of 25.

The senior homeless population was the second largest group, accounting for 30% of clients. Stepping Stone, and the Starting Point Homeless Outreach Services, considers persons over the age of 55 years to be seniors, acknowledging that the environmental stress and unsuitable living conditions of homelessness can age individuals much faster.

Table 4: Starting Point Homeless Outreach Services Office - Length of Homelessness at Intake, March 2015

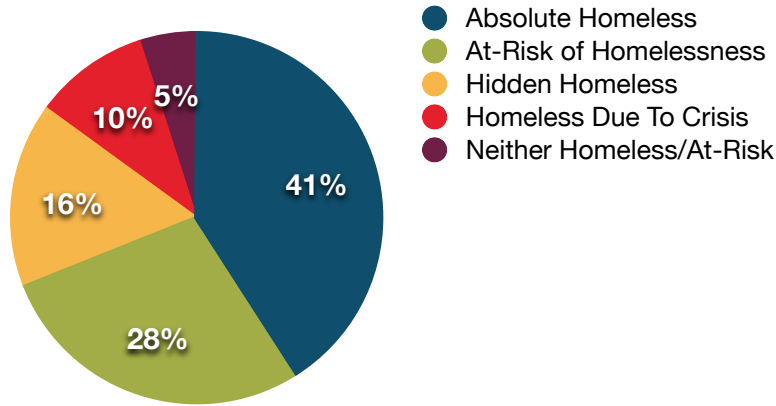
Period of Homelessness (Disclosed by Clients)	Percentage of Clients
Less than 1 month	38%
1-6 months	36%
6-12 months	10%
1-3 years	8%
Over 3 years	8%

Source: Stepping Stone Community Services Society, March 2015

Clients at the Starting Point Homeless Outreach Services disclose the length of time they have been homeless during program intake. Their records indicate that those who have recently become

homeless are the primary users of Stepping Stone services, with 74% of respondents having been homeless for less than six months and 84% having been homeless for less than a year.

Figure 10: Starting Point Homeless Outreach Services Office - Homelessness Status, March 2015

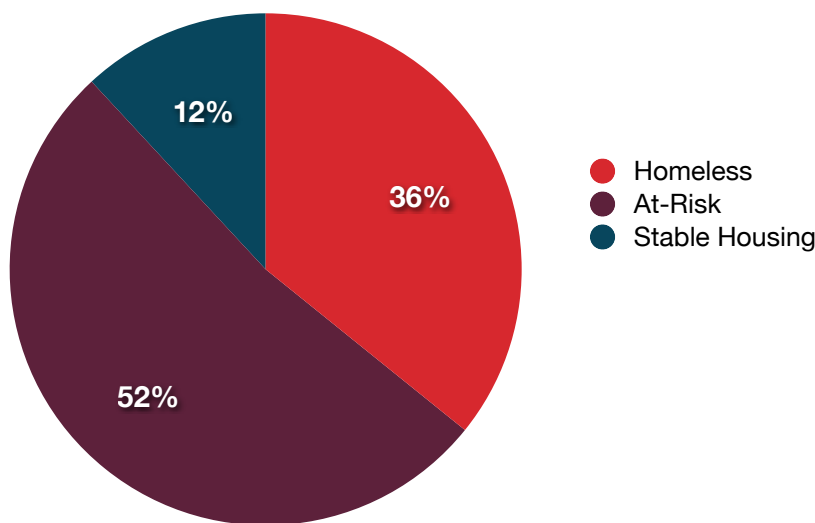


Source: Stepping Stone Community Services Society, March 2015

Approximately 40% of Starting Point clients are considered absolutely homeless - living on the streets or in shelters. An additional 28% of clients are at-risk of homelessness. It is difficult to quantify the number of persons living as hidden homeless, however, 16% of clients of the homeless outreach program are living with friends or are couch-surfing with no fixed address. Grouping those at-risk of homelessness with the hidden homeless, approximately 44% of Stepping Stone clients are reported to be struggling to maintain their housing.

The Homeless Outreach Program also has a nurse practitioner who engages with vulnerable populations. The nurse practitioner visited 191 individuals between April 2014 and March 2015. Of clients visited, 36% were currently experiencing homelessness and 52% were considered at-risk.

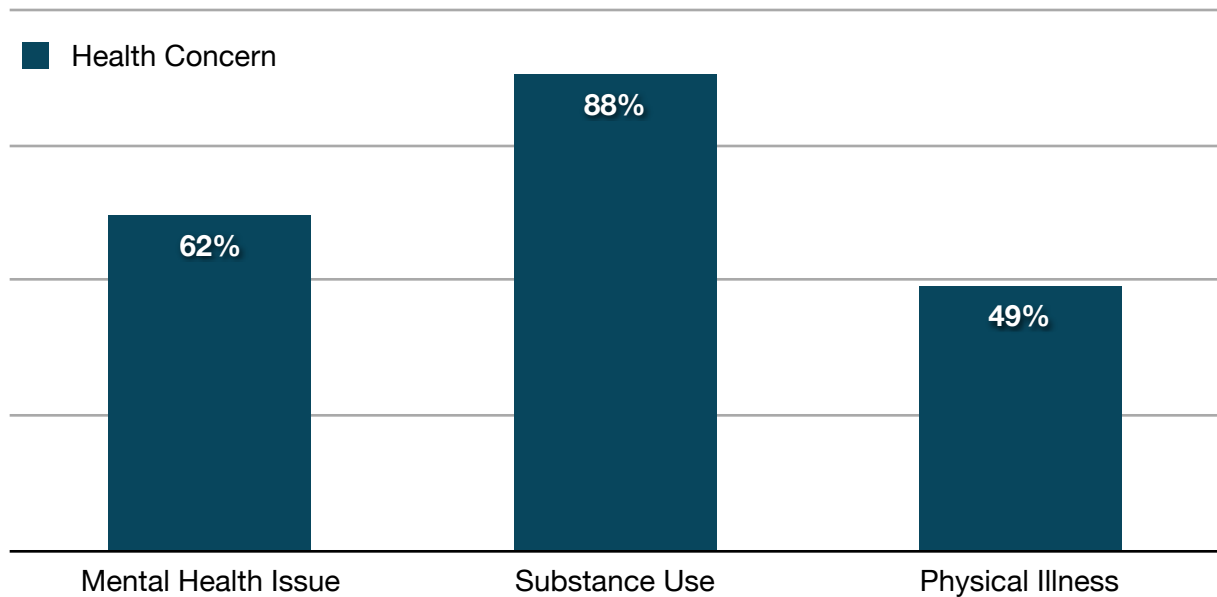
Figure 11: Homeless Outreach Program, Clients Visited by Nurse Practitioner - April 2014 - March 2015



Source: Stepping Stone Community Services Society, March 2015

Clients visited were evenly split between men and women, with the average age ranging from mid-to-late 40s to early 50 years of age. A high proportion of clients visited by the Homeless Outreach Program's nurse practitioner presented concerns related to mental health issues (62%), substance use issues (49%), and physical illness (88%).

Figure 12: Homeless Outreach Program Nurse Practitioner Statistics, Client Health Concerns - April 2014 - March 2015



Source: Stepping Stone Community Services Society, March 2015

700+ Unique Men and Women Access Gateway of Hope's Emergency Shelter Services Annually

The Gateway of Hope provides both housing and social services to low-income, at-risk groups and persons experiencing homelessness. They operate 32 emergency shelter beds, 25 transitional housing beds and 30 extreme weather mats. Annually, the emergency shelter services 700+ unique clients (both men and women). In addition, the extreme weather emergency shelter averages 18 sheltered persons over the period of extreme weather events. The drop-in services are widely used, including 45 users per week of their homeless shower program. They also serve anywhere from 80 to upwards of 140 community meals per day to individuals in need.

The Gateway of Hope has experienced success in assisting persons with moving from their transitional housing into more stable housing. Through case planning, and referrals to community services, 70% of their transitional housing clients moved into stable housing in the past 2 years.

Rental Housing

The availability and affordability of housing is one of the key challenges in accessing and maintaining housing for vulnerable and at-risk groups. In the City of Langley, the average rental price for a bachelor apartment is \$640 per month, and \$771 per month for a one-bedroom unit. The vacancy rates are 5.9% and 2.5%, respectively. Three percent (3%) is considered to be a 'balanced' rental market.

Table 5: Rental Market Rent Ranges and Vacancy Rates

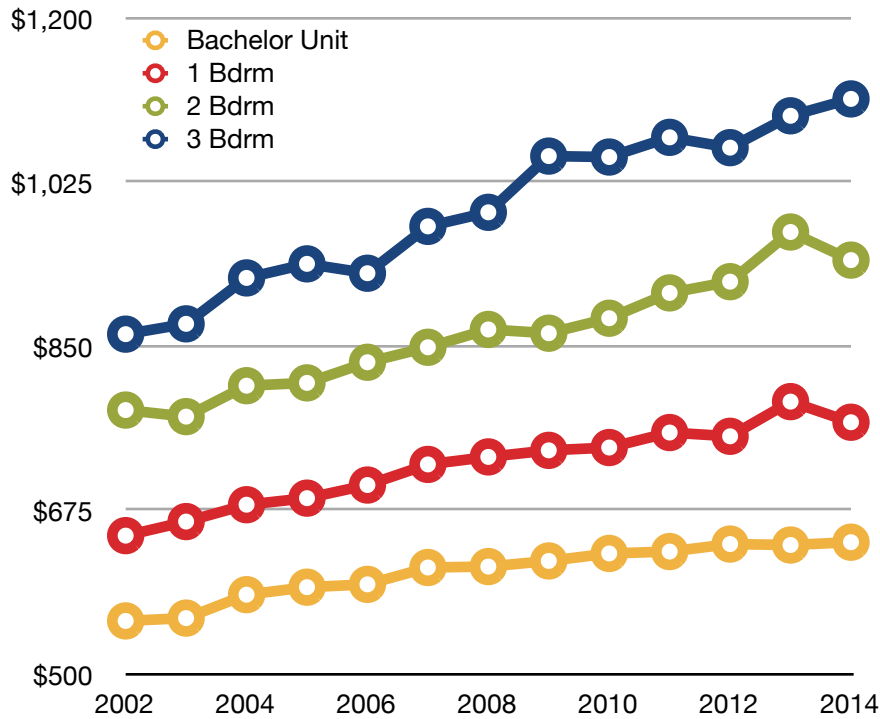
	RENTAL STOCK - APARTMENT (does not include townhomes)		
	# of Units	Vacancy Rate	Average Rents
Bachelor Unit	84	6.0%	\$641
1 Bedroom Unit	946	2.6%	\$769
2 Bedroom Unit	907	2.5%	\$942
3+ Bedroom Unit	52	0.0%	\$1,114

Source: CMHC, Market Rental Report 2014

There appears to be a high vacancy rate in the market rental stock, and moderate availability of units to singles and couples. However, vulnerable and at-risk groups who are unable to work, receiving income assistance, or disability assistance would be challenged to afford market rents with their low-income levels. Vulnerable and at-risk groups earning minimum wage or low-wage would be challenged to afford the average rents, too, unless sharing accommodation with another income earner.

Since 2002, the rental prices in Langley have increased at a moderate rate. The average rental price for a bachelor unit in 2002 was \$557 per month, and is \$641 per month in 2014. For a one bedroom unit, the average price has increased by approximately \$100 per month, from \$648 in 2002, to \$769 in 2014. The largest increase is observed for three bedroom units, which have increased from an average rental price of \$863 per month in 2002, to \$1,114 per month in 2014.

Figure 13: Historical Rental Prices, October 2002 to October 2014



!
 Rental prices have increased in the City at moderate rates, yet income assistance and disability rates have not changed in BC since 2007.

Source: CMHC, Market Rental Reports, 2002 - 2014



Non-Market Housing Supply

The Housing Registry

BC Housing maintains province-wide statistics on non-market housing units and subsidies provided through its program. These statistics are channelled through the Housing Registry: a voluntary comprehensive record of unit stock by subsidy type and wait lists. The registry creates a baseline for the number of individuals and families that are in need of financial assistance in order to meet monthly rent.

Non-market housing projects also exist outside of BC Housing's projects, either privately run or through an alternatively funded non-profit organization. As such, not all units or wait lists are found on the Housing Registry. The following tables cannot therefore be considered complete, but still provide valuable insight into the level of housing subsidy in the City.

Table 6: Non-Market Housing Dedicated to the Homeless in Langley, 2012-2015

Supply / Support	Number of Beds / Units	
	2012	2015
Homeless Sheltered (Emergency Shelter)	30 beds	30 beds
*Homeless Housed	45	45
Homeless Rent Supplements	42	53
Women and Children Fleeing Violence	12	0
**Special Needs / Supportive Housing	44	58

Source: BC Housing, March 2015

*Homeless Housed

BC Housing defines *Homeless Housed* as Housing for clients who are at-risk of homelessness, or formerly homeless for a period of at least 30 days and up to two or three years. This type of housing includes the provision of on- or off-site support services to help clients move towards independence and self-sufficiency.

**Special Needs Housing

BC Housing defines *Special Needs Housing* as housing for clients who need access to affordable housing with support services. These clients include adults with mental and/or physical disabilities or youth.

Between 2012 and 2015, Langley experienced a slight fluctuation in the non-market housing supply dedicated to persons experiencing homelessness. Over the three year period, 14 new special needs units were created, catering to persons with disabilities and youth. There was also an increase in the number of homeless rent supplements, from 42 in 2012 to 53 in 2015. The number of homeless housed has remained constant.

A net loss of 12 units for women and children fleeing violence was recorded over the three year timeframe. This is likely the result of recent challenges experienced by Ishtar Transition House Society, who announced in the Fall of 2014 the closure of their Langley (12-bed) and Aldergrove (10-bed) transitional houses for women and children fleeing domestic violence. However, Ishtar Society has since restructured their organization (board members, etc) and continue to offer 12 beds for women and children fleeing domestic violence. However, BC Housing's March 2015 data did not capture those 12 beds; as such, beds available for women and children fleeing domestic violence are not accurate at this time.

Additional non-market housing is listed on the Housing Registry and is part of the housing continuum. These include housing for low-income families (197 units), independent seniors housing (557 units), and housing for frail seniors (197 units).

Wait Lists

The total number of BC Housing subsidy applicants decreased by 15% between 2012-2015, with the largest decline seen in applications for family housing and housing for persons with disabilities. The only marked increase is the wait list for units dedicated to seniors.

Table 7: Wait List / Active Applications - The Housing Registry, March 2015

Supply / Support	Number of Applications	
	2012	2015
Family	44	26
People with Disabilities	21	16
Seniors	4	21
Wheelchair Modified	5	3
Singles	3	1
Total Applicant Households	77	67

Source: BC Housing, March 2015

Rent Supplements

The rent supplements in Table 8, below, include individuals and families receiving subsidies through BC Housing’s Rental Assistance Program (RAP) and the Shelter Aid for Elderly Renters (SAFER).

The RAP program is a housing subsidy provided to eligible low-income working families with cash assistance to help with monthly rent payments in the private market. The SAFER program is a housing subsidy for low-income seniors to help make private market rents affordable.

Since 2012, the number of RAP recipients increased by three households in the City of Langley. The number of SAFER recipients also grew, from 243 households in 2012 to 275 in 2015.

Table 8: RAP and SAFER Recipients, 2012-2015

Program	Number of Recipients	
	2012	2015
Rental Assistance Program - For Families	114	117
Shelter Aid For Elderly Renters	243	275

Source: BC Housing, March 2015

The RAP and SAFER programs are effective in helping eligible low-income households to off-set the cost of market rental housing. However, many households do not meet the eligibility requirements for a rent supplement. Among requirements for RAP, applicants must have a dependent child/children; must not collect income assistance; and, must not live in subsidized or co-operative housing. Single persons under the age of 60 do not qualify for RAP or SAFER, regardless of income. Eligible households must also reside in the Province of BC for at least 12 months. As such, these subsidies are not available to new immigrants or Canadian-born persons who have recently moved to BC. For persons who have experienced homelessness or have been living in precarious housing situations, they may not have a proof of address or may have a history of no fixed address, leading to challenges when completing application forms.

Homelessness Initiatives

2008 Langley Action Plan on Addressing Homelessness

An Action Strategy for addressing homelessness in Langley was prepared in 2008 by Jim Woodward & Associates Inc. on behalf of the Langley Homelessness Steering Committee.

The Action Strategy consisted of a day workshop with stakeholder participants representing social service organizations, housing providers, municipal and provincial agencies, and local businesses from both the City and the Township of Langley.

The workshop yielded 37 gaps in services to persons experiencing homelessness and those at-risk of homelessness. The table below provides a simplified outline of the gaps/actions listed, as well as an update on the status of each action item. The full 2008 report can be found in Appendix C.

Table 9: Summary of 2008 Gaps and Actions to Address Homelessness in Langley

Prioritized Gaps (2008)	Action (2008)	Responsibility (2008)	Status (2015)
1. There is a need for an adult drop-in centre for the homeless	Explore opportunity to incorporate drop-in Centre with the development of the Gateway of Hope Shelter	Langley Homelessness Steering Committee	Not implemented. United Churches of Langley offers 200th Street Drop-In
2. There is a need for low-barrier supported housing for individuals with complex needs, such as those with mental health and/or addiction concerns, and especially those with concurrent disorder diagnosis	Identify project/model for delivering supportive housing	Langley Homelessness Steering Committee	Ongoing discussion
3. There is a need for affordable sustainable housing	Advocate to provincial and federal government to fund social housing	Langley Homelessness Steering Committee, City of Langley, Township of Langley	Ongoing discussion
4. There is a need for proactive prevention services for those at-risk of homelessness	Research/identify services required to serve homeless/at-risk	Langley Homelessness Steering Committee	Social Services Inventory Update
5. There is a need for more transportation options to enable the homeless to access services	Research/identify gaps in transportation services	Langley Homelessness Steering Committee	n/a

Prioritized Gaps (2008)	Action (2008)	Responsibility (2008)	Status (2015)
6. There is a need for a coordinating entity for resources to the homeless and for those at-risk of homelessness	Research/identify type of entity suitable to Langley	Langley Homelessness Steering Committee	n/a
7. There is a need for a youth safe house	Youth Safe House Needs Assessment	Langley Homelessness Steering Committee	Not implemented
8. There is a need for daytox services in Langley	Daytox Needs Assessment	Langley Homelessness Steering Committee	Outpatient service delivered by Fraser Health
9. There is a need for residential long-term supported recovery housing for those who have completed alcohol/drug rehabilitation	Recovery House Needs Assessment	Langley Homelessness Steering Committee	Temporary (1 year) @ Wagner Hills (men) Campbell Valley House of Hope (women)
10. There is a need for accommodation for clients with mental health issues and/or addictions who are waiting to access a residential program	Mental Health and/or Addictions Temporary Accommodation Needs Assessment	Langley Homelessness Steering Committee	n/a
11. There is a need for outreach workers for youth and women trading sex for shelter	Research/identify outreach worker capacity and training requirements	Langley Homelessness Steering Committee	2 FTE homeless outreach workers provided by Stepping Stone (funded by BC Housing)
12. There is a need for an integrated case management (ICM) system for the homeless	Research/identify ICM model appropriate for Langley	Langley Homelessness Steering Committee	Not implemented

Source: 2008 Langley Action Plan to Address Homelessness, March 2015

The Langley Homelessness Steering Committee is a voluntary group of local stakeholders who continue to meet and discuss issues related to homelessness. The 2008 Langley Action Strategy allocated the responsibility of implementation of these action items largely to this group. Although progress has been made over the past seven years, there are limited resources available to support the Langley Homelessness Steering Committee with the implementation of these actions.

Q:
 What changes or approach might the LHFT want to explore with respect to *implementing* the 2015 Homelessness Strategic Plan?

Social Services Inventory

The first Langley Social Services Inventory was prepared by SPARC BC in 2008, and has been updated as part of the Homelessness Strategic Plan to reflect new services or services that may no longer be available in the community. The Social Services Inventory provides an at-a-glance reference for services providers and Langley residents on the services that are available. It also provides an opportunity to identify potential gaps in services, capacity, and areas of possible service duplication. It is available as a companion document to this Context Brief.

Regional Planning

Homelessness is a challenge not confined to municipal boundaries. Roughly half of persons experiencing homelessness in the Metro Vancouver region have moved between the regional communities within the last five years. There could be a number of factors initiating a move. Sometimes moves occur in search of employment, training, affordable housing, and/or support services, or to be close to family members or friends.

Noting the mobility of persons experiencing homelessness, Metro Vancouver has initiated a Regional Homelessness Plan, first prepared in 2001 and updated in 2003, known as *3 Ways to Home*. This plan has been recently updated (2014), refocusing strategies on three priority areas: Housing First (giving people direct access to permanent housing, along with the services they need and want to maintain their housing); prevention and support (services to prevent housing loss); and capacity building (strengthening the ability of service providers to respond to homelessness).

The purpose of the Metro Vancouver Regional Homelessness Plan is to lead a coordinated response to homelessness in the Metro Vancouver region. As a member municipality, strategies implemented in the City of Langley will influence the overall regional response and solutions to homelessness.

Next Steps

Once the background documents are finalized (Social Services Inventory and Context Brief), the next step in undertaking the Langley Homelessness Strategic Plan will be to engage local stakeholders. This will involve preparing consultation materials; facilitating workshops with the LHTF and community stakeholders; and undertaking interviews with a select number of people currently experiencing homelessness.

Once consultation is complete, the input will be synthesized, and a strategic priorities exercise will be undertaken by the LHTF. The strategic priorities identified by the LHTF will provide the framework for building the Langley Homelessness Strategic Plan.

Appendices

Appendix A: Key Terms

Homelessness:	The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
Homeless Count:	Refers to the point-in-time homeless counts that provide information about people who are identified as homeless during a 24-hour period. These homeless counts have been undertaken in the Metro Vancouver region every three years since 2002 to estimate the number of people who are homeless, obtain a demographic profile of this population, and identify trends compared to previous counts.
Newly Homeless:	People who are homeless for less than one month.
Long-term Homeless:	People who are homeless for one year or more.
Episodically Homeless:	Means people who experienced more than one episode of homelessness within a year.
Hidden Homeless:	People who do not have a regular address of their own where they have security of tenure and who are staying temporarily with another household (often called ‘couch surfing’ and/or ‘no fixed address’).
Absolute Homeless:	An individual or family sleeping outside, in tents, sheds, barns or cars, or in shelters or transition houses or temporarily housed in a motel with a voucher from a government agency.
Chronically Homeless:	An individual who has been homeless for at least 180 days (6 months) of the last year.
Episodically Homeless:	An individual who has been homeless for a minimum of three times for a period of 90 days (3 months) of the last year.
Homeless Housed:	Housing for individuals who are at-risk of homelessness, or formerly homeless for for a period of at least 30 days and up to two or three years. Includes on- or off-site support services to help individuals move towards independence.
Precarious Housing:	An individual or family paying for temporary, insecure or unstable housing, including overcrowded housing or unaffordable rents, given their income.
LGBT2Q:	Individuals who self-identify as lesbian, gay, bisexual, transgender, two-spirited, or gender-queer. Among the sector, there is inconsistent definitions of LGBT2Q.
Housing First:	A model that provides individuals with immediate access to housing coupled with wraparound support services. Offers people choice and direct access to permanent affordable housing, along with the services they need and want to maintain their housing. Participants in the Housing First program do not need to meet any conditions related to substance use or compliance with treatment plans, including medication, to access housing.

Outreach:	Providing services to vulnerable populations who might not otherwise have access to those services.
Housing Continuum:	A visual concept used to describe and categorize different types of housing, from non-market to market housing. Housing continuums are developed to assist with planning and program development and are usually tailored to the community or region in question. On the non-market end of the continuum are emergency services and transitional housing, which often require the most public funding, moving towards supportive and social housing options in the middle of the continuum and then towards independent housing options on the right, where housing is typically provided by the private market.
Emergency Shelter:	Short-stay accommodation for people experiencing homelessness. Includes emergency shelters that provide single or shared bedrooms or dorm-type sleeping arrangements, with varying levels of support to individuals.
Extreme Weather Shelter:	Shelter facilities and services that are operated during extreme weather conditions.
Transitional Housing:	Time-limited housing where people may remain for up to 2 to 3 years (depending on provider/operating agreement). Support services are generally provided to help move people towards independence, such as providing a range of training, practical help with daily living, and counseling. Transitional housing includes second stage housing for women fleeing violence, as well as housing for youth and people with addictions.
Supportive Housing:	Subsidized housing that provides ongoing supports and services to residents who cannot live independently and who are not expected to become fully self-sufficient. This form of housing may be located in a purpose-designed building or scattered site apartments and does not have a limited length of stay.
Safe House:	A secure location where persons are perceived as being in danger. A youth house, for example, provides immediate shelter and services to youth in-need such as youth fleeing domestic and sexual violence, homeless youth and runaway youth.
Rent Geared to Income (RGI):	Households with low to moderate incomes pay 30% of their gross household income towards rent.
Market Rental Housing:	The private rental market provides the majority of rental housing affordable to households with low to moderate incomes. This can include purpose-built rental housing as well as housing supplied through the secondary rental market such as basement suites, rental condominium units, or other investor-owned houses/units.
Non-Market Housing:	Affordable housing that is owned or subsidized by government, a non-profit society, or a housing cooperative; whereby it is not solely market driven.
Adequate Housing:	Dwellings reported by residents as not requiring any major repairs.

Suitable Housing:	Housing that has enough bedrooms for the size and make-up of resident households, according to National Occupancy Standard (NOS) requirements.
Affordable Housing:	Safe, secure, accessible accommodation that allows people to live within their income level. According to Canada Mortgage and Housing Corporation (CMHC), for housing to be affordable, a household should not spend more than 30% of their gross income towards shelter costs. For renters, shelter costs include both rent and utilities.
Assertive Community Treatment (ACT):	The ACT service is a client-centred, recovery-oriented outreach mental health service provided by multi-disciplinary teams that include a psychiatrist, nurse and peer specialist, among others. The ACT team provides comprehensive assessment, treatment, rehabilitation and support activities for adults with serious and persistent mental health issues who have not connected with, or responded well to, traditional outpatient mental health and rehabilitation services. Persons with dementia and individuals with addictions without a mental health issue are not typically treated by ACT teams.
Intensive Case Management (ICM):	The ICM services are provided by teams of case managers who support individuals through a case management approach with the goal to help clients maintain their housing and to achieve optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, and engaging in meaningful activities.

CITY OF
LANGLEY



CITY OF LANGLEY - HOMELESSNESS STRATEGIC PLAN - APRIL 2016
PREPARED BY CITYSPACES CONSULTING