We respectfully ask you to:

- Ensure comments and discussions are respectful;
- Help us ensure that everyone is able to speak and be heard;
- Recognize that the issues are complex and we need thoughtful discussion about how to meet community needs;
- Share your thoughts – join the conversation tonight or through communityrelations@bchousing.org or by completing a comment form.

Please note that this session will be recorded for the purposes of preparing a summary report. Your comments and questions will be made public.
Everyone needs a home.

The Quality Inn hotel is undergoing renovations to provide more supportive housing options for homeless individuals who live in our community. The new proposed supportive housing would provide **49 new supportive housing units** for the community, with space for programming and support services, and **24/7 staffing**.

In addition, an **Intensive Case Management (ICM)** team would operate from this location, to provide clinical support to help stabilize high-need individuals both on-site and throughout the community.

**BC Housing** has purchased and is renovating the building, and would provide operating funding for the supportive housing units, and rent supplements to the Intensive Case Management team.

**BC Housing** works in partnership with the private and nonprofit sectors, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options.

**Fraser Health** will fund the Intensive Case Management (ICM) team, to be located on the top floor of the renovated building. We have contracted Langley Community Services Society to provide the service who will work closely with Stepping Stones Services Society, Salvation Army – The Gateway of Hope, and Encompass Support Services Society. In addition, the team will work closely with BC Housing, following a ‘Housing First’ philosophy that supports people who are homeless to obtain and maintain housing.

**Fraser Health** delivers a wide range of health care services, including mental health care, public health, home and community care, to more than 1.8 million people living in communities stretching from Burnaby to White Rock to Hope.
Community Need

206 Homeless

Shelter – Gateway of Hope
- 32 Permanent shelter beds
- 30 Temporary shelter beds
- 15 Extreme weather response mats

Congregated supportive housing
- 49 New units

Intensive Case Management Team
- 50 New subsidies
  - Scattered rent supplements in the private market
- 30 New subsidies
  - Scattered rent supplements in the private market

Independent Social Housing
Rent Assistance in the Private Market
Private Rental

Outreach
## Services

<table>
<thead>
<tr>
<th>Individual units provide safe, affordable housing</th>
<th>24/7 staffing and support services</th>
<th>Intensive Case Management Team on-site</th>
</tr>
</thead>
<tbody>
<tr>
<td>One meal a day provided</td>
<td>Laundry</td>
<td>Social connection</td>
</tr>
<tr>
<td>Accessible for a diverse group</td>
<td>Connect to local community services</td>
<td>Peer and low-barrier employment opportunities will be explored</td>
</tr>
<tr>
<td>(provide transition for people who are homeless or at risk, from shelter, the street and unstable housing)</td>
<td>Trauma-informed support and care to assist people in stabilizing and creating plans to move from homelessness to successfully housed.</td>
<td>Outreach worker assists with income issues and housing search.</td>
</tr>
<tr>
<td>Referral to healthcare, mental health and substance use services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A Community Advisory Committee will be formed with representation from BC Housing, Stepping Stone Community Services Society, Fraser Health, RCMP, local businesses, community organizations and community members, which meet regularly as a forum to raise and address any community concerns/issues</td>
<td>Good Neighbour initiatives: Management will follow up directly about complaints in a timely manner.</td>
<td></td>
</tr>
</tbody>
</table>
Langley Intensive Case Management (ICM) Team

The Langley ICM team* provides health and social services, focusing on client engagement, housing stability, and brokering services, including provision of and access to health care. They work with clients to create a plan to improve and stabilize their lives. Clients are engaged through multi-disciplinary teams and services are tailored to the needs of clients.

Team includes

- Clinicians/Case managers (4)
- Nurses (2)
- Nurse Practitioner (1 day a week)
- Addiction Specialist (1)
- Psychiatrist (1 day a week)
- Housing Specialist (1)
- Peer Support Worker (1)

Services are provided 7 days a week, 12 hours a day, including:

- Housing brokerage and support
- Substance use counselling and/or access to treatment
- Accessing vocational rehabilitation support
- Supporting and encouraging: healthy lifestyle choices, personal hygiene, short and long-term goal setting and money management
- Provide up to 30 rent supplements
- Life skills support/skill building
- Connecting the person to community resources
- Connecting clients to income assistance services
- Assessing need for and facilitating access to medical care, including primary care (NP/GP), dental care and specialist care
- Grocery shopping with staff
- Social and recreational events
- Transporting/accompanying clients to appointments
- Assisting clients to manage their medication if required

Clients must be:

- 19 years of age or older
- Have problematic substance use or chronic dependence, with or without mental illness, concurrent disorders (substance use and mental illness) or co-existing functional impairment.
- Face complex challenges related to health, housing (e.g. being homeless or unstably housed), and poverty.
- Require more intensive services than are available in the traditional health and substance use system of care and often fall through gaps in health and social systems and have unmet health needs.

* The ICM team has been formed, but needs a permanent operational space. The top floor of the proposed supportive housing building could accommodate the space needed.

Langley Community Services Society – leads program working with 3 partner service providers:
Next Steps

1. BC Housing submits Rezoning Application to the Township of Langley
2. Public Information Meeting
3. First & Second Reading on Rezoning
4. Public Hearing on Rezoning – TBD
5. Third Reading on Rezoning – TBD
6. Final Reading for Rezoning – TBD
7. If Rezoning Application approved, BC Housing submits application for Building Permit and Business License.

This graphic is intended to show the rezoning application process for this project, as understood by BC Housing. The steps that occur after the Public Information Meeting on October 30 are subject to the discretion of the Township of Langley and may be further expanded.
How can I provide input?

Email communityrelations@bchhousing.org
Fill out a comment form
Participate in the Public Hearing
Learn more about the Community Advisory Committee*

* please note that we will be selecting people based on who would be most directly affected.