

Supported Rent Supplement Program

Program Framework

2022



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INTRODUCTION

The Supported Rent Supplement Program (SRSP) announced under the Provincial Homelessness Strategy is aimed at reducing and preventing homelessness through a coordinated network of services in conjunction with the Canada-British Columbia Housing Benefit (CBCHB), a federal-provincial cost-matched program directing rent subsidy to tenants. The Joint Provincial Program Framework and Rent Supplement Policy Framework guide the development of the SRSP program under the principles of Portable, Stackable, Targeted, Accessible and Achieves Affordability. This program will be administered by BC Housing, Ministries of Health (MoH), Mental Health and Addictions (MHA), as well as Social Development and Poverty Reduction (SDPR), and delivered through cross-sector providers.

The CBCHB program provides targeted assistance to reduce housing need for selected vulnerable low-income British Columbians. The SRSP provides services to CBCHB recipients to strengthen their personal wellbeing and further their self-reliance, enabling them to transition to, and remain in, stable market housing. The program will provide between 500 and 750 CBCHB recipients with supports in 2022/23 and continue until 2024/25.

PROGRAM PRINCIPLES

The following principles ensure equitable and accountable delivery and management of the Supported Rent Supplement Program (SRSP). They guide the operation of the program and govern BC Housing's interaction with the providers and Clients.

1. Consistency and fairness in service delivery

- a) BC Housing will provide consistent and fair service to all providers and Clients.
- b) The program will integrate with, and be consistent with, other government programs to the greatest extent possible.

2. Services are accessible and Client focused

- a) Services are accessible to anyone who is Experiencing Homelessness or At Risk of Homelessness, regardless of ethno-cultural background, religious beliefs, disability, mental health status, age, gender identity or sexual orientation, marital status, physical conditions, or a pardoned conviction or suspended record.
- b) Services are healing-informed, culturally diverse, and culturally safe and provide the appropriate level of care incorporating lived experiences of the diverse range of Clients served.
- c) Services are provided in ways that recognize the diversity of sexual orientation and gender identities of Clients to create an atmosphere of safety and respect.
- d) Services are provided with acknowledgement to the nature, dynamics and impact of Violence against women and work to create a safe and secure environment.
- e) An atmosphere of dignity, compassion and respect is maintained.
- f) Services are Client-centered and aimed to assist Clients in identifying and pursuing their goals toward housing, wellness and self-reliance. Services include resources and information to Clients on housing, health care, income, employment services, housing and community supports.

- g) Service engagement is based on the willingness of Clients to accept help in obtaining and maintaining housing, wellness and self-reliance. Clients must be given a choice in terms of the services they wish to access.

3. Collaboration among providers and partnered agencies to improve service effectiveness

- a) Service delivery effectiveness is enhanced through open and collaborative working relationships among providers, partner agencies, other government agencies and BC Housing.
- b) Program delivery is responsive to community needs and funding must reflect local needs assessments, strategic plans, best practice research and evidence-based analyses.

A roles and responsibility matrix is included in Appendix A.

4. Operations are transparent and accountable

- a) Providers maintain reliable records and fulfil regular reporting obligations.
- b) Providers adopt written policies and procedures that are responsive to Client needs and communicate their policies and procedures regarding complaints and appeals to all Clients.
- c) Regular program review provides assurance that an adequate quality of service is provided and that services delivered are effective at meeting the program's objectives.
- d) Providers work towards achieving predetermined program goals and targets.
- e) BC Housing regularly reports to the provincial government and the public on the effectiveness of the program. Reporting on the federally funded CBCHB is guided by CMHC's reporting protocol of the program.

5. The service environment is safe, secure and welcoming

- a) The health and safety of staff and residents is of the highest importance. While unlawful discrimination is not tolerated, providers are not expected to deliver services in circumstances where the safety or security of any individual may be threatened.
- b) Providers will have safety protocols in place that provide clear guidance for resident and staff safety. Protocols should be reviewed periodically by the provider.
- c) Providers will adopt practices which ensure the safety and security of women, men, women and children, couples and families, individuals who have been granted a pardoned conviction or suspended record, and individuals of all ethno-cultural backgrounds, religious beliefs, disability, mental health status, age, gender identity or sexual orientation, marital status and physical conditions, as applicable.
- d) Providers will ensure support services and programming are delivered to Clients in a culturally appropriate way and will ensure cultural supports are delivered by staff who identify with the culture of the Client.
- e) An atmosphere of dignity and respect for all residents is maintained.

PROGRAM GOAL, OBJECTIVES, OUTCOMES, MEASURES

Goal

- 1. Provide coordinated and accessible support and services to recipients of Canada-British Columbia Housing Benefit (CBCHB) in market housing.
- 2. Improve housing stability through an integrated service provision approach.
- 3. Promote community and cross-governmental collaboration to address the multi-faceted needs of the target population.



Objectives

- 1. Employ a coordinated support model for eligible CBCHB recipients with moderate support needs in market rentals based on individual health, financial, social and cultural needs.
- 2. Increase housing stability for people At Risk of Homelessness and prevent and reduce chronic Homelessness and loss of housing through an integrated service delivery model

Outcomes

- 1. Increased availability and accessibility of supports for vulnerable individuals or households.
- 2. Households are supported to move from temporary housing or precarious housing situations, including being Homeless or At Risk of Homelessness, to market housing under an individualized services model.
- 3. Greater ability for vulnerable individuals or households to maintain housing in the private market and further their personal goals.

Measures

- 1. Funding allocated and expensed
- 2. Number of households served in each vulnerable population.
- 3. Number of Clients who first obtained housing, leave the program and total Clients served
- 4. Number of months individual households remained housed under the CBCHB program
- 5. Reasons for households leaving the SRSP and where they move to

ELIGIBILITY

1. In receipt of, or eligible for, the CBCHB with a moderate level of health, social and community support needs.
2. Fall within a vulnerable population, including:
 - People Experiencing Homelessness or At Risk of Homelessness, including those sheltering outdoors, in encampments, in emergency shelters, Single Room Occupancies (SROs), supportive recovery houses, leaving correctional or treatment facilities with no return address, moving between temporary housing, supportive housing or do not have their own rooms or options for self-isolation;
 - Women and children experiencing or At Risk of Violence;
 - Indigenous peoples;
 - People with disabilities;
 - People dealing with mental health and addiction issues;
 - Veterans;
 - Racialized communities;
 - Newcomers and refugees;
 - Youth leaving care or At Risk of Homelessness.

KEY PROGRAM ELEMENTS

Service Provision

BC Housing partners with cross-sector agencies to ensure services are delivered in a systemic and coordinated fashion addressing the complex needs of Clients in a culturally appropriate, trauma and healing informed manner to meet unique and intersecting Client needs. Services will be guided by the Joint Provincial Program framework and include:

1. Indigenous cultural supports and other culturally appropriate services
2. Housing supports
3. Social, emotional & community supports
4. Personal living supports
5. Food security supports

Portability

The support services will be portable within British Columbia, giving Clients the choice and greater flexibility to re-locate, subject to BC Housing's review of continued program eligibility and service availability.

Agreements

The Provider will enter into a Support Rent Supplement Program (SRSP) support services agreement with BC Housing for the provision of the supports and services concurrently into the Canada British Columbia Housing Benefit (CBCHB) Agreement for the provision of the Housing Benefit.

Subsidy Calculation

Program funding allocation will consider the local demand for services and compliance with program guidelines. BC Housing will administer funds for eligible services directly to the provider in accordance with their support services agreement.

ROLES AND RESPONSIBILITIES

BC Housing

BC Housing is responsible for:

1. Administering the support services subsidy in accordance with the program delivery model;
2. Funding service providers to provide services and administrative support;
3. Developing province-wide standards and guidelines with providers
4. Ensuring the integrity of the data collected and report on program related metrics
5. Approving and reviewing annual operating budgets and expenditures
6. Monitoring and evaluating services regularly
7. Ensuring coordinated access and eligibility assessment in partnership with health authorities, SDPR and other relevant agencies
8. Coordinating supports and roles with health authorities, SDPR and other ministry supports to ensure gaps are met and overlap is avoided
9. BC Housing will be a member of the implementation and monitoring committee

Providers

Providers are responsible for delivering the services in accordance with the Support Rent Supplement Program (SRSP) support services agreement. Their role includes:

1. Identifying and selecting eligible Clients to support the efficient allocation of available funds
2. Providing clear guidelines and expectations to Clients
3. Being culturally aware, sensitive, and respectful of diversity, and embracing a spirit of flexibility in their approach to meeting the needs of their Clients
4. Entering program related data into a database required by BC Housing in a timely and consistent manner
5. Notifying Clients of any changes to their services
6. Coordinating with BC Housing, SDPR, Health Authorities, community level coordinating tables and other ministry supports to ensure smooth transitions between housing programs and services and compliance to any relevant Provincial and Federal legislation

Clients

Clients are responsible for:

1. Submitting supporting documentation as required
2. Advising the service provider when changes occur that may impact eligibility and/or service delivery

MONITORING AND REPORTING

BC Housing is responsible for monitoring the effectiveness of the SRSP and reporting on a number of outputs that directly relate to services provided, as agreed with the Province. BC Housing regularly reports to the provincial government and the public on the program.

The intent of the reporting and review process is for BC Housing to work in partnership with service providers to identify areas of strength and opportunities to achieve excellence and accountability in the delivery of the program. The cornerstones of review are quality assurance, quality improvement and risk mitigation. Key risks include Client and staff safety. Regular reporting and review help providers and BC Housing to measure progress, work together to better match services to Client needs, support improved service delivery, and demonstrate the effectiveness of the program. Accordingly, the reporting and review tools are designed to open dialogue with service providers to help identify and share practices that are working well, as well as elicit feedback from Clients. Reporting and review processes comply with privacy requirements including the Personal Information Protection Act and the Freedom of Information and Protection of Privacy Act.

Reporting and Review Tools

The reporting and review system is designed in alignment with the Joint Provincial Program Framework to gather quantitative and qualitative information from providers, BC Housing staff and Clients. Several tools are used to elicit a balanced flow of information (**Figure 3**) to support the operational needs of BC Housing and the service provider, monitor program success, identify emerging needs of Client groups, and to shape future program planning. Service providers may voluntarily administer additional tools, such as Client surveys, and may choose to discuss the results with BC Housing.

Figure 3: Reporting and Review Tools

Tool	Frequency	Completed By
Database	Daily	Provider
Financial Review	Annual	BC Housing
Operational Review	As Required	BC Housing

Database Providers report regularly using the Database. BC Housing establishes timelines for data reporting and mandatory fields. Providers are responsible for obtaining Client consent.

Financial Review Providers submit audited financial statements and other supporting documentation to BC Housing to facilitate an annual review of financial operations.

Operational Review Operational reviews occur regularly and determine fulfilment of the terms of the Supported Rent Supplement Program (SRSP) support services agreement. The review includes interviews with the service provider's management, an on-site visit and physical inspection of office and

programming space, and a review of service delivery, policies, procedures and other relevant documents, as requested.

SIGN-OFF

The Program Framework requires final sign-off by BC Housing’s Vice-Presidents of Operations and Strategic Business Operations & Performance.



Dale McMann

Vice President, Operations

BC Housing



Stephanie Allen

Vice President, Strategic Business Operations & Performance

BC Housing

GLOSSARY OF TERMS

At Risk of Homelessness: means individuals and families living in accommodation where tenancy will be terminated within three (3) months of application (e.g., given notice by landlord) and having no other Housing options, or living in time-limited housing designed to help them transition from Homelessness to living in a more permanent form of Housing (e.g., transitional housing or second-stage housing).

At Risk of Violence: means situations where a woman indicates that she and/or her children are at risk of experiencing Violence.

Clients: Individuals who are eligible for services pursuant to the Supported Rent Supplement Program (SRSP).

Indigenous Cultural Support: means a broad range of community-based programs, services and supports that are available to Indigenous Clients in support of their personal objectives. Culturally Appropriate Services are delivered in a way which links an individual with an aspect of their Indigenous culture and are culturally significant for that individual.

Database: means the computer application provided by BC Housing to meet the operational and informational needs of the provider and BC Housing.

Homelessness: refers to a situation where an individual or family is not stably housed or is living in temporary accommodation where they do not have control over the length and conditions of tenure and do not have adequate personal space. This includes living in: public spaces without legal claim (e.g., on the streets, in abandoned buildings or in tent cities); a homeless shelter, a transition house, a public facility or service (e.g., hospital, care facility, rehabilitation or treatment centre, correctional facility) and cannot return to Housing; or where they are financially, sexually, physically or emotionally exploited to maintain their shelter.

Violence: means violence against women and/or their children including physical, emotional, economic, financial, sexual and/or spiritual abuse, including domestic, family or intimate partner violence.

Appendix A – Roles and Responsibility Matrix

R – Responsible	Those who do the work to achieve the task
A – Accountable	Those who are ultimately accountable for the correct completion of the task
C – Consulted	Those whose opinions are sought
I – Informed	Those who are kept up to date on progress
S – Supports	Those who provide support to the groups completing the task, if necessary

Cross-Ministry Collaboration

	MAG-HPPB	BCH	MoH	MHA	SDPR	MCFD	First Nations Health
Cross Ministry Coordination	A/R	C	C	C	C	C	C
ISF Development	A/R	C	C	C	C	C	C
ISF Performance Review	A/R	C	C	C	C	C	C

BCH and Providers Roles and Responsibilities

Tasks	BC Housing	Provider
Annual Budgets Administration	A	R
Support Service Agreement Administration	A	R
Overseeing the Program	R/A	C/I
Program Service Delivery	A/I	R
Monitoring and Evaluating Service Delivery	A/I	R
Provision and Maintenance of Database	A/R	I
Data Collection and reporting	A/R	R
Data Verification	A/R	R
Forming Partnerships with Other Service Providers	C/I	R/A