Putting Housing First: Progress and Achievements on British Columbia’s Provincial Housing Strategy 2006-2008

March 2009
MESSAGE FROM THE MINISTER

Housing is among the most basic human needs. Having stable, affordable housing improves our health, strengthens our sense of community and allows us to concentrate on improving our lives in other ways. Housing is the cornerstone of healthy communities and healthy lives.

Since we launched Housing Matters BC two years ago, we have had enormous success in addressing the housing challenges faced by some British Columbians. By supporting the Province’s comprehensive housing strategy with the highest housing budget in the history of B.C., we are helping more than 85,000 individuals and families.

For some families, the support is as simple as monthly cash assistance to help them with the cost of their housing. For others, more complex assistance is needed. We’re providing housing with a range of support services to make sure those with complex needs – the homeless, those living with mental illness and addiction, women fleeing abuse, and seniors – are all supported as they regain and maintain their independence.

HOMELESSNESS INTERVENTION PROJECT

The Province recently launched the Homelessness Intervention Project to reduce homelessness and improve the way housing services are delivered. The project brings together all provincial and community social housing, health services, support services and income assistance. The Minister of Housing and Social Development is leading this project to ensure that services for homeless individuals with severe mental illness and/or addictions are delivered in an organized, fiscally responsible and timely manner to reduce chronic homelessness. The project has begun with five communities: Victoria, Kelowna, Prince George, Surrey and Vancouver.

This report outlines the achievements we’ve made in just two years. It also reaffirms our commitment to reduce homelessness and ensure a supply of appropriate, affordable housing. Despite increasingly tough economic times around the globe, we continue to make housing a priority, investing in programs that improve the lives of those most in need. Through strong leadership, innovation, and partnerships with local governments, First Nations and community organizations, we’re making sure every British Columbian has a place to call home.

Rich Coleman
Minister of Housing and Social Development
INTRODUCTION

The Province developed Housing Matters BC to help improve the lives of British Columbians facing housing challenges. Housing Matters BC provides a comprehensive strategy for reducing homelessness and ensuring British Columbians have access to safe and affordable housing.

The strategy addresses the full housing continuum from homelessness to homeownership, with a main focus on ensuring those most in need of help have improved access to housing and supports.

Homeless people, those at risk of homelessness who struggle with mental illness or addictions, seniors, women fleeing abuse and low-income families receive priority access to provincial programs and services. Housing Matters BC ensures those in a housing crisis get the help they need quickly.

This year, the housing strategy is supported with an investment of more than $400 million—the highest housing budget in B.C.’s history. Funding is used to provide programs and services to more than 85,000 households in communities all over B.C. The Province is making the most of available resources by providing a range of housing services designed to assist people whether they need a high level of support to escape homelessness or by providing property transfer tax exemptions to help make home ownership more affordable.

In June of 2008, the Ministry of Housing and Social Development was formed. By integrating housing, services for those with disabilities, and employment and income assistance under one roof, the Province is delivering on its ongoing commitment to build the best system of support in Canada for persons with disabilities, those with special needs, women and children fleeing violence, children at risk, working families and seniors.

Housing Matters BC has dramatically improved the way housing assistance is provided in B.C., ensuring all British Columbians have access to safe, appropriate and affordable housing.

THE SIX STRATEGIES OF HOUSING MATTERS BC:

1. The homeless have access to stable housing with integrated support services.

2. B.C.’s most vulnerable citizens receive priority for assistance.

3. Aboriginal housing need is addressed.

4. Low-income households have improved access to affordable rental housing.

5. Homeownership is supported as an avenue to self-sufficiency.

6. B.C.’s housing and building regulatory system is safe, stable and efficient.
Strategy 1

THE HOMELESS HAVE ACCESS TO STABLE HOUSING WITH INTEGRATED SUPPORT SERVICES

Taking steps to end homelessness is quite simply the right thing to do. It also makes financial sense. Each homeless person uses an estimated $55,000 in services including emergency services, health care, social services and involvement with the justice system. In comparison, it costs an estimated $37,000 to connect homeless people with housing and appropriate supports.

PREMIER'S TASK FORCE ON HOMELESSNESS

The Premier’s Task Force on Homelessness, Mental Illness and Addictions brings together the Province and local governments to develop innovative strategies to help people with addictions and mental illness move from temporary accommodation to stable housing where their needs can be better met.

The Task Force led to the creation of the Provincial Homelessness Initiative which will provide more than 4,100 emergency shelter beds and housing units with support services for the high-needs group of homeless people who frequent shelters. This is part of B.C.'s shift to Housing First – providing priority housing to homeless people, regardless of barriers such as addictions, and then providing support services to help them regain their independence.

EMERGENCY SHELTERS

Those in immediate housing need now have improved access to emergency shelters and support services. Shelters provide for their clients' basic needs of shelter, food and hygiene and also offer a gateway to more permanent housing and support services, helping individuals re-stabilize their lives.

Cold/wet weather emergency shelter beds have been converted to year-round shelter beds and significant investments mean those shelters are now open 24-hours a day, seven days a week. Being open during the day enables shelters to help their clients connect to services and re-establish their lives, including employment and life skills programs, counselling, addictions treatment and mental health services.

Since some homeless people choose not to use shelters, BC Housing also funds eight drop-in centres that provide a variety of support services.

Housing Fact

The Province now funds more than 1,500 permanent shelter beds at 59 shelters across B.C. Another 1,100 beds are available during extreme weather conditions.
REACHING OUT

Those who are homeless often also face mental health and addictions challenges that can make it difficult for them to access the help that is available. Homeless Outreach workers seek out people who are homeless and connect them with housing, income assistance, health and addictions services and other supports to help them regain their independence.

The first outreach workers were so successful that the program has rapidly expanded to include 42 Homeless Outreach teams in 48 communities. Aboriginal Homeless Outreach teams are operating in eight communities. The Province is also providing $5 million over the next four years to fund rent supplements, which will be used to place homeless people in affordable housing in the private rental market.

Housing Fact

Housing Outreach Teams have helped more than 4,600 homeless people find stable homes and connect to support services as they regain independence. An estimated 80 per cent of them remain housed.

Many income assistance clients are unsure about their housing rights and responsibilities. The Housing Integrated Task Team was established to: ensure clients receive the full housing benefit they are entitled to; uncover cases of fraud or misuse of shelter allowance funds by unscrupulous landlords; and monitor building safety.

To ensure people with mental health challenges remain housed and to reduce the strain on emergency services dealing with mental health crises, the Province created Assertive Community Treatment Teams. These teams reach out to people living with severe mental illness to help them improve their mental health, manage other health problems and prevent hospitalization. A small group of professionals such as a psychiatrist, nurse, counsellors and outreach workers provide 24-hour emergency care and continuing follow-up services. Clients receive the individualized care they require to follow through on treatment plans and services.

SUPPORTIVE HOUSING

Moving from the streets to a home can be a huge adjustment for many people. The Province supports a Housing First approach -- provide housing to those who need it with the supports they need to remain housed. This helps prevent people from cycling back into homelessness.

The Province has invested nearly $130 million to purchase 45 apartment buildings, townhouse buildings and single room occupancy hotels around B.C., protecting and upgrading approximately 2,000 units of affordable housing for those who need it most. Buildings have been purchased in Vancouver, New Westminster, Victoria, Kamloops, Burnaby, Surrey, Quesnel, Port Alberni, Prince George, Penticton, Williams Lake, Mission, Logan Lake, Nanaimo, Abbotsford and Osoyoos. Most of these buildings faced conversion to more expensive forms of housing or other uses.

Newly bought buildings are first renovated to bring them up to health and safety standards. Through partnerships with community non-profit agencies, the Province provides a range of supports to residents including: health care, meals, counselling and other life skills assistance they may need. Today there are more than 4,400 supportive housing units across B.C.

WORKING TOGETHER WITH LOCAL GOVERNMENTS

The Province has forged strong partnerships with local governments that recognize communities play an important role in addressing homelessness and creating new affordable supported housing options.

To fast-track the development of supportive housing throughout B.C., the Province is contributing more than $10 million to fund pre-development costs, such as architectural, geotechnical and environmental plans. Memoranda of Understanding have been signed with Vancouver, Victoria, Kelowna, Surrey, Abbotsford, Nanaimo, Maple Ridge and Campbell River to create about 1,900 new social and supportive housing units and shelter beds.

SUPPORTIVE HOUSING PROPERTY TAX RELIEF

Property taxes on supportive housing facilities have been reduced to a nominal amount – leaving more money for improvements to services and the facilities.

Burnaby Centre for Mental Health and Addictions

People battling a wide range of mental health and addictions issues now have access to a comprehensive treatment option through the Burnaby Centre for Mental Health and Addictions. The first treatment centre of its kind in the province, the 100-bed centre provides on-site medical, nursing and psychiatric care along with addictions care, counselling and trauma support. Intensive treatment will help clients who are currently homeless and those at risk of homelessness to re-establish their health in a stable environment. Clients will stay an average of six to eight months, depending on their needs. Comprehensive discharge planning will ensure clients can continue their treatment in the community once they leave.
Housing Matters BC assists low-income people with special housing needs – the most vulnerable of our citizens and those who may not be able to afford the cost of housing on their own. The Province provides this assistance through a range of subsidized housing options including public, non-profit and co-operative housing, as well as rent supplements for people living in market housing.

Priority access is given to those who are homeless or at risk of homelessness, people with mental or physical disabilities, women and children fleeing abusive relationships, and those living in severely inadequate housing. This approach ensures British Columbians most in need of housing receive help when and where they need it most.

**WOMEN AND CHILDREN’S REFUGE FROM ABUSE**

Transition houses in B.C. offer refuge to women and children experiencing abuse in their homes. There are 63 provincially funded transition houses, all of which now provide 24-hour staffing and support. Women and children who leave their homes as a result of abuse now have immediate access to services.

Women and children staying in transition homes also receive priority access to social housing through the Priority Placement Program. A counsellor connects women with support programs, checks in regularly to ensure their safety and provides referrals to help them build new healthy lives.

**HOUSING SUPPORTS FOR SENIORS**

There are more than 550,000 seniors over age 65 living in B.C. and by 2031 that number will increase to 1.4 million. Today’s seniors are living longer, healthier lives and they want to maintain their quality of life in the communities they call home.

Independent Living BC provides a middle option for seniors who require some support, but do not need 24-hour institutional care. Assisted living apartments are self-contained and wheelchair accessible. Residents receive hospitality and personal care services such as meals, housekeeping, laundry, recreational opportunities, help with medications and a 24-hour response system.

To help seniors in social housing remain in their homes longer and live independently, social housing units are being renovated to accommodate those with disabilities as well as being upgraded to supportive living. In total, about 900 units will be upgraded to seniors supportive housing.
Independent Living

When Lou and Lida, who both use motorized wheelchairs, were looking to move after 40 years in their single family home, they felt fortunate to find a Langley assisted living residence. “We just needed something to take some of the workload away,” says Lou. “We had looked at an extended care building, and it was just too restrictive.”

Lou and Lida’s assisted living apartment, in a building funded by Independent Living BC, provides them with meals and other supports. Otherwise, they feel pretty independent. And that’s exactly what they were looking for. “We are quite happy here,” says Lou. “We feel very fortunate. Life is good.”

Housing Fact

More than 4,500 Independent Living BC and Seniors’ Supportive Housing units have been completed, with another 575 under construction or in development. In total the Province, through BC Housing, helps nearly 50,000 B.C. seniors each year.

COMMUNITY LIVING BC

Approximately 12,000 adults with developmental disabilities currently receive a range of housing support services through Community Living B.C., using either residential or family and day support services, or both. About half of the individuals that CLBC supports live at home and use services such as daytime care or respite care. Supports are provided for adults who can live independently but require caregiver assistance for things such as meals, life skills training, self-care needs and access to other community resources. Other options include home sharing where an agency owns and supports the home for several people with disabilities or a fully staffed residential option.

HELPING YOUNG ADULTS LIVE INDEPENDENTLY

Young people ages 19 to 24 often face challenges as they attempt to live on their own for the first time. For those who have grown up in government care, it can be even more daunting. A new $5-million program helps these youth with their new responsibilities. The Agreements with Young Adults program provides a social worker to help them develop a comprehensive plan for housing, income and education, and provides additional funds to support those needs.

Community Justice

People who are homeless face a number of challenges in daily living, many of which may result in minor charges or infractions. Community courts quickly administer justice and solutions for community crime. A pilot project in the Downtown Eastside directs offenders to community supports and services designed to prevent future crimes from occurring. The Downtown Community Court redirects people to independent stable living and reduces costs and overcrowding in the traditional justice system. The Court is a partnership between the Ministries of Housing and Social Development, Health, Attorney General, and Public Safety and Solicitor General as well as various agencies.

In addition, the Prolific Offender Management Pilot uses increased supervision and timely intervention with a small group of prolific offenders to address the issues that fuel criminal activity. This includes referrals to drug treatment programs, mental health professionals and job or housing programs.
More than 28 per cent of Aboriginal households living off reserve in B.C. are in some type of housing need – nearly double the rate of non-Aboriginal households. The Province is closing this gap with initiatives that provide immediate help for those in need and long-term planning to ensure Aboriginal people have access to culturally appropriate housing for generations to come.

**ABORIGINAL HOUSING INITIATIVE**

The Province is working in partnership with Aboriginal people and organizations such as the Aboriginal Housing Management Association to build and manage housing.

More than $50 million has been committed through the Aboriginal Housing Initiative to create safe, secure and culturally appropriate housing for youth, women, elders and those struggling with addictions. Working in partnership with Aboriginal organizations, the Province has completed ten units and more than 200 are under construction or in development.

**ABORIGINAL HOMELESS OUTREACH PROGRAM**

The Homeless Outreach Program has successfully connected homeless people with housing, income assistance and other supports. With $500,000 in funding, the Province created an Aboriginal component to the outreach program. Outreach workers in eight communities work directly with homeless Aboriginal people to help them break the cycle of homelessness and connect with culturally appropriate housing and services.

**FIRST NATIONS HOUSING MOU**

The Province reaffirmed its commitment to closing the Aboriginal housing gap with the signing of an historic Memorandum of Understanding (MOU) with the federal government and the First Nations Leadership Council in May 2008. The MOU commits the parties to work together to develop a comprehensive approach to improve housing for First Nations communities, individuals and families both on and off reserve.

**Housing Fact**

BC Housing and Aboriginal partners are currently developing more than 200 housing units under the Aboriginal Housing Initiative.
PLANNING FOR THE FUTURE

Under the Transformative Change Accord and the Métis Nation Relationship Accord, the Province committed to closing the housing gap between Aboriginal and non-Aboriginal people in British Columbia. As part of this commitment, the Province has undertaken an extensive consultation with Aboriginal groups. The information gathered through this process will be used to guide future work in developing ways to provide safe, affordable and culturally appropriate housing to British Columbia’s Aboriginal people living off-reserve.

Back from the edge

Jenny has faced more than her share of challenges in life, and when she learned she was pregnant – addicted, hungry and staying at a Port Alberni crack house – she reached out for help. A homeless outreach worker connected her with services including income assistance, addictions services, and culturally appropriate housing with M’akola Society, an Aboriginal housing group.

When Jenny had a relapse, her young child was placed in foster care. She entered a treatment centre and then a recovery house, where she now takes part in an addictions program, a self-care group, several workshops and Narcotics Anonymous meetings. Jenny visits her son daily and is working toward overnight visits while making plans for education and employment.
Many low-income families and seniors do not need additional support services to live independently. Their only barrier to affordable housing is a lack of income to meet their rent. To help them with the cost of affordable and appropriate housing, the Province provides a range of rental subsidies that allows them to choose the housing that best suits their needs. The Province is also working closely with local governments to encourage the development of new affordable market rental housing.

**RENTAL ASSISTANCE PROGRAM**

The Rental Assistance Program provides direct cash assistance to help low-income working families with the cost of appropriate rental housing. More than 7,700 families throughout B.C. receive assistance with an average payment of about $350 per month.

The Province has expanded the program to help even more families by: increasing the income ceiling; raising the amount of assistance families receive; and improving access for families with older children still living at home while they attend post-secondary school or families who care for adult children with disabilities. Working families earning up to $35,000 a year can receive direct rent subsidies ranging from $50 up to $875 per month.
coming home

After leaving a bad relationship, Jennifer and her son arrived in Parksville where they camped until they were able to move in temporarily with some relatives. “We loved it here and wanted to stay, but I couldn’t afford a suitable place to live.”

Fortunately, Jennifer heard about the Province’s Rental Assistance Program and, with the money she now receives on a monthly basis, is able to rent a two-bedroom home in a family-oriented neighbourhood where she feels safe.

Jennifer recently increased her work hours to full time. She looks forward to the day when she can earn enough money that so she doesn’t need the Rental Assistance Program any more. In the meantime, the extra cash she gets means she can provide her son with a good home and give him a few extra treats.

“The Rental Assistance Program has made a huge difference in our lives,” she said. “We wouldn’t be living in Parksville without it. In fact, I think we might still be in a bad situation in Victoria. I want Dené to continue to grow up in a nice, happy, safe environment.”
Staying Home

Emma is an elderly renter living in the Lower Mainland who would struggle to make ends meet if not for the SAFER program. “Everything is so expensive. Especially the rent,” she says. “I have a small pension and I am all by myself, so it is more pressure on me.”

She says the process of signing up for SAFER was smooth and the benefits make a huge difference. “SAFER is very easy and a wonderful thing,” she says. “People are living a lot easier that way. It makes a very big difference.”

SHELTER AID FOR ELDERLY RENTERS (SAFER)

Seniors have access to rent subsidies through Shelter Aid for Elderly Renters (SAFER), which provides monthly cash payments to more than 15,700 eligible seniors age 60 and over who rent their homes.

SAFER has been expanded and updated to better meet the housing needs of low-income seniors. Changes include increased benefit levels and eligibility, the inclusion of seniors who pay pad rentals for manufactured homes, and increased heat allowance to offset rising utility costs, and the removal of the 10-year Canadian residency requirement.

SHELTER ALLOWANCE INCREASE

The Province provides income assistance, which includes a shelter allowance, to eligible low-income British Columbians. In 2007, the Province increased shelter rates, helping more than 135,000 people with the cost of their housing and ensuring they continue to have access to affordable housing.
FAMILY SELF-SUFFICIENCY

Families in subsidized housing have new opportunities to gain financial skills they need to be able to transition from subsidized housing into rental homes in the private market. The Family Self Sufficiency Program helps families learn to budget and save money towards more independent housing. Piloted in Victoria through the Burnside Gorge Community Association, the program has now been expanded from 38 to 100 families and has been expanded to the Comox Valley.

HOUSING ENDOWMENT FUND

The Province established the $250-million Housing Endowment Fund as a funding source for innovative housing proposals. More than $9 million has been committed to 20 new innovative housing initiatives, including a partnership with Habitat for Humanity to foster home ownership and expand access to affordable housing, and the conversion of a small apartment building in Victoria into homes for low- and moderate-income families. For example, Covenant House temporary youth shelter in Vancouver expanded from 32 to 54 beds with a $5-million investment from the Housing Endowment Fund.

The fund also provided funding for the purchase of four housing units in Sechelt with the Sunshine Coast Association for Community Living. These units will provide homes for people with developmental disabilities and supports will be provided by Community Living BC.

ENCOURAGING NEW RENTAL HOUSING

Local governments have increased flexibility to promote types of affordable housing that are needed in their communities through legislative changes in the Local Government (Green Communities) Statutes Amendment Act. Local governments now have the ability to waive or reduce development cost charges for new rental housing, saving thousands of dollars per unit and encouraging the construction of new affordable housing.
Strategy 5

HOMEOWNERSHIP IS SUPPORTED AS AN AVENUE TO SELF-SUFFICIENCY

The Province is ensuring more people than ever before can become homeowners, improving their financial security and sense of community. A series of tax incentives, a reduction in personal income tax and a range of support programs all help to make home ownership more accessible.

FIRST TIME HOME BUYERS’ PROGRAM
Under the First Time Home Buyers’ Program, British Columbians buying their first home are eligible for an exemption from property transfer tax on homes valued up to $425,000. Improvements to the program mean even more homebuyers will benefit.

- The market value threshold for homes has been increased by more than $100,000 to $425,000.
- Financing requirements were eliminated and greater flexibility on mortgage repayment options was provided.
- Families buying homes from British Columbia affiliates of Habitat for Humanity Canada now have improved access to Property Transfer Tax exemptions.

HOMEOWNER GRANT IMPROVEMENTS
The Homeowner Grant helps to make home ownership more affordable by reducing the amount of property tax eligible British Columbian homeowners pay. The basic grant is $570 and the total for those receiving the additional grant – for seniors, certain veterans and eligible persons with disabilities – is $845. Homeowners with homes valued at up to $1.05 million are eligible to receive the full grant. This threshold is set to ensure that more than 95 per cent of homeowners are eligible for the full grant. The grant is also available to eligible low-income homeowners with homes assessed above the threshold if they would have received the additional grant but for the high value of their home. Homeowners who are temporarily living outside their home for a variety of reasons such as school or due to damage from a fire; or those with disabilities who need to modify their home may also be eligible to claim the grant.

PROPERTY TAX DEFERMENT PROGRAM
Homeowners may also qualify for the Property Tax Deferment Program, which allows eligible homeowners with at least 25 per cent equity in their home to defer their annual property taxes. To help homeowners through the current economic uncertainty, the Province has introduced a temporary Financial Hardship Property Tax Deferment program. Eligible homeowners can defer their 2009 and 2010 property taxes.
By regulating both construction and the landlord/tenant relationship, the Province helps ensure the housing system in B.C. is safe, stable and efficient. The Province has taken significant steps towards a modernized building safety regulatory system, increased consultation with the residential construction industry and a balanced landlord/tenant relationship.

**BETTER ACCESS TO RENTAL INFORMATION**

Landlords and tenants in B.C. now have improved access to information about rental laws and dispute resolution services through the Residential Tenancy Branch. Tenants and landlords can get information about their rights and responsibilities and access dispute resolution in whichever way is most convenient for them.

- In person at offices in Burnaby, Kelowna, Victoria and two offices in Vancouver
- Through the toll-free phone line at 1-800-665-8779
- Online 24 hours a day at www.rto.gov.bc.ca

Along with better access to information, the Residential Tenancy Branch has reduced wait times for service on the phone lines, streamlined the application process, and scheduled dispute resolution hearings faster.

**RESPONDING TO CLIMATE CHANGE**

Improving energy and water efficiency in all buildings is an important part of the Province’s strategy to reduce greenhouse gas emissions in B.C. The first steps in greening the B.C. Building Code ensure that, for the first time, every new building in B.C. will meet standards for energy and water efficiency. The Province continues to work on other steps to reduce the impact of buildings on the environment.

In addition, new housing facilities built by BC Housing meet LEED certification and meet strict energy performance requirements in BC Housing’s High Performance Green House Gas Neutral Strategy.

These measures ensure B.C. is responding to global environmental concerns as a leader in environmental stewardship.
MORE PROTECTION FOR NEW HOME BUYERS

The Province is increasing protection for people buying new homes through new compliance and enforcement tools, strengthening requirements for owner-builders, and developing new professional qualifications for licensed residential builders. Changes to the Homeowner Protection Act mean consumers are now better protected than ever and have access to more information about new homes they are considering buying.

MODERNIZATION OF THE REGULATORY SYSTEM

The Province has improved the way buildings and construction are regulated to respond to an increase in construction, changes in technology, a shortage of skilled trades, and increased liability exposure. This is the first step in the ongoing modernization strategy. It sets the stage for future improvements that will ensure buildings in B.C. continue to be built to high standards for safety and quality.
Ensuring British Columbians have affordable, appropriate housing today and into the future.

Since the release of the provincial housing strategy, we have made significant progress in addressing the housing challenges some British Columbians face.

We also recognize that more remains to be done, especially in the critical areas of housing for people who are homeless, have mental health issues, or substance addictions. The Homelessness Intervention Project brings together all provincial and community social housing, health services, support services and income assistance to reduce homelessness and ensure help is available when and where people need it most.

The Province is also investing in long-term housing solutions. We are building new housing in communities all over B.C. We are partnering with local governments, First Nations and community organizations to make the most of our resources. And we are providing a stable, long-term source of funding for innovative housing programs through the Housing Endowment Fund.

The Province will continue to build upon the progress made since Housing Matters BC was introduced, providing new and expanded programs to reduce homelessness and strengthen the supply of affordable housing.

Thank you

Our partners in housing

No single level of government alone can fully address the housing challenges faced by some British Columbians. The Province works closely with community organizations, local governments and First Nations to plan and deliver housing and support services tailored to each community’s specific needs. The hard work, dedication and expertise of our partners is key to ensuring housing assistance is available to people when and where they need it most.