

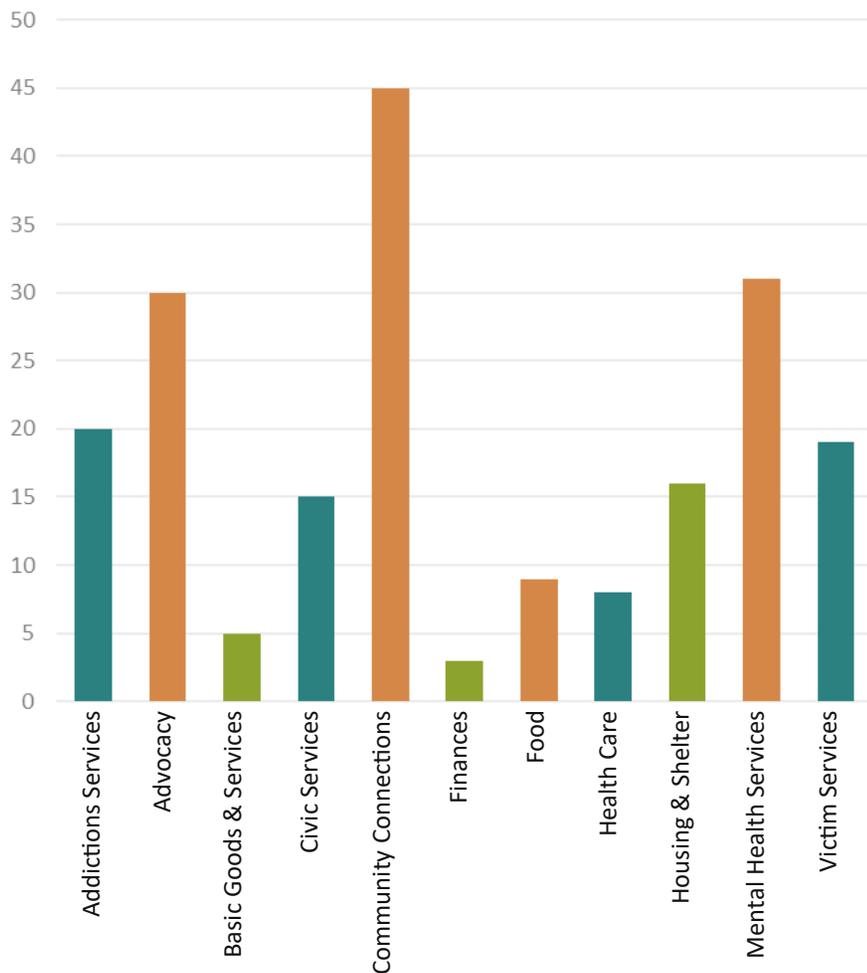


Mapping Metro Vancouver to Support Housing First Implementation

Langley

(Includes City of Langley and Township of Langley)

In 2016, homelessness service providers across Metro Vancouver met to discuss the availability and operation of the system of community resources necessary to support Housing First implementation. This resource provides a summary of the findings of each of the discussions in Langley.



Analysis compared the number of resources in each category to the number of households in the community that pay more than 30% of their income in rent. ¹

Areas of More Support Compared to Metro Vancouver

- Addiction Services
- Food
- Civic Services
- Housing and Shelter
- Community Connections Services

Areas of Less Support Compared to Metro Vancouver

Finances

- Areas of strength for the community generally aligned with feedback from the community except for Housing and Shelter.
- The majority of Housing & Shelter resources provide temporary accommodation. The identified housing is targeted to women and families.
- While some strong addictions support is available, individuals still need to leave the community for detox and residential treatment services.
- The majority of food resources were food banks with limited community meals identified.

¹Explanation of the definitions of the resource categories and discussion on the analysis methodology may be found at housingfirstsupport.ca.

Resource information based on available bc211 data as of October 2016. Resources may fall into more than one category and are reported in each category.

Langley

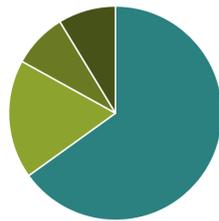
Community Statistics²

City of Langley

Households: 11,315

Renter Households: 3,950

Rent >30% Income: 1,920



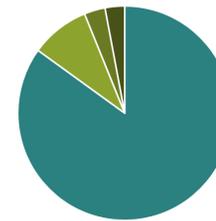
- Non-Renter Households
- Renter Households Paying Less than 30% Income
- Renter Households Paying Between 30% to 50% Income
- Renter Households Paying More than 50% Income

Township of Langley

Households: 37,235

Renter Households: 5,600

Rent >30% Income: 2,280



²Data obtained from the Rental Housing Index, October 2016: rentalhousingindex.ca.

Community Overview

The system of resources in Langley can be described as striving for efficiency and connectedness. Often there is only one or two organizations providing a specific resource. Organizations work to ensure that there is limited duplication of services and that they are working in a complimentary fashion. Organizations are often co-located which further enhances collaboration. As a smaller community, Langley is reliant on surrounding communities for some required services and also balances the navigation of service delivery between the two municipalities—the City of Langley and the Township of Langley.

Factors for Success

- Effective partnership between the shelter and outreach program to facilitate transition to housing—individuals can be continuously supported from homelessness to permanent housing between the two organizations.
- Organizations know each other well; staff can contact each other to find needed referral information.
- The community has some 'alternate access' routes for services such as addictions counselling and mental health intake.
- Community connections have been built with medical practitioners and the RCMP through a liaison officer.
- Community support is found with support from and connections to community libraries, access to low cost recreation, animal protection, and faith groups.

Langley

Areas of Challenge

- The co-location of low income housing and concentration of services can make it challenging for individuals to leave the area—this may hinder the ability to develop new social supports that encourage the pursuit of healthy goals.
- Langley residents must navigate the impacts of municipal boundaries when accessing services, including outside of Langley, where they may receive lower priority.
- Transit impacts the ability for individuals to access services, including decision to move further away or access services in other communities.
- Connections between services are very dependent on individuals and can be disrupted with the absence or change of a staff member.
- Services consistently experience more demand than capacity and so individuals often face wait lists or limited availability of service.
- Sharing housing with another person is often necessary to find affordable housing but this can contribute to loss of housing.
- Supported housing is available to specific demographic groups but is not available for all groups who may benefit.

Potential Action Areas to Support Housing First Implementation

- Leverage organization inter-connectedness by developing a combined case management table. While consent, confidentiality and privacy must be managed, successful models exist within other communities.
- Develop a shuttle program that assists individuals to move further away from services. Staff the shuttle with case management staff to provide an alternate connection point with individuals.
- Develop community liaison navigators who build relationships with key support resources and assist individuals in quickly navigating the systems.
- Develop landlord procurement positions who specialize in finding housing, building relationships with landlords and supporting tenancies.
- Develop community engagement programs that encourage financial support of rent supplement programs and providing meaningful participation and recognition to supporters.
- Develop partnerships with local colleges to assist in grant writing for programming.
- Create arrangements with organizations in larger communities where required resources are found to expedite connections to services.

What other communities can learn from Langley: effective coordination of transition out of homelessness when shelter and outreach are delivered by different organizations

This project was a partnership between the Greater Vancouver Shelter Strategy, Simon Fraser University's Gerontology Research Centre and bc211.

