

Supported Rent Supplement Program

Frequently Asked Questions

From: Ministry of Housing and Municipal Affairs, Ministry of Health, and the BC Housing Supportive Housing & Programs Team

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1. What is the Supported Rent Supplement Program?

- The Supported Rent Supplement Program (SRSP), announced under the Provincial Homelessness Strategy, [Belonging in BC](#),¹ is part of the Budget 2022 commitment to new initiatives to help prevent and reduce chronic homelessness in the province.
- The SRSP is intended for people experiencing or at risk of homelessness that require increased support to access and retain market rental housing. The program pairs the monthly Canada-BC Housing Benefit (CBCHB), a federally funded rental supplement (up to \$600 per month for a single person) with wraparound supports, including health, social, and cultural supports.
 - The intention of the SRSP is to provide coordinated, accessible support and services in market rental housing and improve housing stability using an integrated service provision approach through a coordinated cross-government and non-profit sector network.

2. How does SRSP relate to the Canada-BC Housing Benefit program?

- The Canada-British Columbia Housing Benefit (CBCHB) is a federal-provincial cost-matched program directing rent subsidy to tenants. The CBCHB program provides targeted assistance to reduce housing need for selected vulnerable low-income British Columbians.
- The SRSP pairs the monthly CBCHB with wraparound supports including health, social, and cultural supports.

3. What kinds of wraparound supports are provided under the SRSP?

- BC Housing is partnering with cross-sector agencies to ensure supports are delivered in a thoughtful and integrated way to address the needs of recipients in a culturally appropriate, trauma and healing informed manner to meet unique and intersecting recipient needs. Services will be guided by the [Joint Provincial Program framework](#) and the [Integrated Support Framework](#)² (ISF) and include:
 - Indigenous cultural supports and other culturally appropriate services
 - Housing supports
 - Clinical health supports (including physical, mental health, and substance use care)
 - Social, emotional, and community supports
 - Personal living supports
 - Food security supports

4. How is SRSP being delivered?

- BC Housing is funding non-profit partners to administer the rental supplements and deliver non-clinical supports.
- Through the Request for Proposal (RFP) process, successful non-profit housing and service providers entered into two agreements with BC Housing:
 - Canada-British Columbia Housing Benefit (CBCHB) Agreement for the provision of Housing Benefits to eligible households; and
 - Supported Rent Supplement Program (SRSP) Agreement for the provision of supports and services concurrently with Housing Benefits.
- Health Authority partners will plan and deliver clinical health services to support the SRSP through an interdisciplinary, person-centered approach.
- Social Development and Poverty Reduction staff will provide recipients with navigation support to access the supports and services they need.

5. What outcomes does the SRSP hope to achieve?

- The central goal of the SRSP is to reduce and prevent homelessness by supporting access to private market housing with a rent supplement and by increasing housing stability through wraparound supports.
 - Individuals or 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.
 - Greater ability for individuals or households to maintain housing in the private market and further their personal goals with the assistance of clinical and non-clinical supports.
 - Reduced eviction rates.
 - Reduced reliance on emergency health services and increased attachment to primary care.

6. Who is eligible for the SRSP?

- Individuals/households must meet all eligibility criteria for the CBCHB, including falling within one of the identified priority groups below:
 - 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.
- Individuals/households must have a moderate level of health, social and community support needs.

7. What is BC Housing's role in the SRSP?

- BC Housing is responsible for:
 - Funding service providers to deliver non-clinical support services
 - Ongoing management of operating agreement and system setup
 - Delivering the CBCHB Housing Benefits as per the agreement signed with successful proponents
 - Developing province-wide standards and guidelines with rent supplements and non-clinical service providers
 - Ensuring the integrity of the data collected by providers and BC Housing and reporting on program related metrics
 - Approving and reviewing annual operating budgets and expenditures
 - Monitoring and evaluating services regularly
 - Ensuring the coordinated access process is used to allocate the SRSP in communities with an existing coordinated access table
 - Coordinating local community partners to deliver the SRSP supports, including Health Authorities, SDPR, non-profits, and other ministry partners.
 - Identifying, addressing and/or escalating any service or program gaps to local and provincial partners to support positive outcomes for participants and ongoing improvement of this program.

8. What are service providers responsible for?

- Providers are responsible for delivering the services in accordance with the SRSP support services agreement. Their role includes:
 - Identifying and selecting (or collaborating with program partners on selecting) eligible recipients to support the efficient allocation of available funds
 - Providing clear guidelines and expectations to recipients

- Being culturally aware, sensitive, respectful of diversity and embracing a spirit of flexibility in their approach to meeting the needs of recipients
- Entering program related data into a database required by BC Housing in a timely and consistent manner
- Notifying recipients of any changes to their services
- Coordinating with BC Housing, SDPR, Health Authorities, community level coordinating tables, and other ministry supports to ensure smooth transitions between housing programs and services, as well as compliance with any relevant provincial and federal legislation and guidelines
- Issuing a T5007 Statement of Benefits to each recipient of a Housing Benefit:
 - Under the Income Tax Act, a T5007 Statement of Benefits needs to be issued for all social assistance payments if they exceed \$500 in a tax year.
- Health Authorities are responsible for:
 - Planning and delivering clinical health supports to SRSP clients,
 - Engaging in cross-sector program planning for client intake with local CAA partners, and
 - Ensuring that SRSP health program monitoring aligns with provincial reporting expectations.

9. Can recipients in the SRSP move throughout British Columbia?

- The support services and housing benefit are portable within British Columbia, giving recipients the choice and greater flexibility to relocate, subject to BC Housing's review of continued program eligibility and service availability. Considerations include:
 - Can the Health Authority and other partners continue to support the recipient in the destination community? If not, is there an SRSP provider in the destination community with any availability?
 - If an SRSP recipient receiving wraparound health supports relocates to another community, their lead clinician should inform the client that supports may not be exactly replicable in their new community. The Health Authority should make referrals to appropriate health services in their new community and effort should be made by receiving Health Authority teams to provide seamless continuity of supports when feasible.

10. What does BC Housing contracted SRSP service provider funding consist of, and how is it calculated?

- SRSP service provider funding consists of:
 - Staffing
 - Support services
 - Administration
- Each SRSP provider's annual budget is negotiated with their respective BC Housing contact.

11. What does CBCHB funding consist of, and how is it calculated³?

- CBCHB funding consists of:
 - Rent supplement, up to \$600 for an individual per month
 - Administration, \$55 per recipient per month
- CBCHB subsidy is set at an estimated monthly amount based on the recipient count, then reconciled and adjusted periodically based on recipient information entered into Housing Connections (HC).
- Depending on factors like income source, household composition and community, some recipients may be eligible for more or less than the typical supplement amount (\$600 for an individual) per month.
- The \$55 administration fee received under CBCHB is distinct and in addition to the administration funding under SRSP service provider funding.

12. What is the Housing Connections (HC) database?

- Housing Connections is used by service providers to enter recipient information (unit address, monthly rent, household composition, income, and assets) and to calculate their respective benefit amount. Provider access to HC is required to report on a number of outputs and outcomes that directly relate to activities and benefits provided to recipients. HC user access and training are coordinated by each provider's respective BC Housing contact.
- BC Housing uses recipient information recorded in HC to set and adjust the monthly CBCHB funding amount. In order to receive the correct subsidy payments, providers should enter data into HC in a timely manner.

13. How are recipients selected?

- Recipients are selected through the Coordinated Access and Assessment (CAA) table, where applicable. Each SRSP provider's BC Housing contact will connect them with the regional BC Housing CAA team at the respective CAA table.
- The regional BC Housing CAA table includes representatives from BC Housing, Health Authorities, Social Development and Poverty Reduction, and non-profit housing and service providers.
- Local priority populations and entry points to the program are determined collaboratively by the local CAA partners.
- Health Authority representatives may be required to conduct a preliminary assessment of the recipients' support needs. If a person requires a level of care consistent with [Assisted Living](#) or Licensed Care, alternate housing placement should be advised, as the person may require a higher level of care than SRSP provides.
- Once identified and deemed eligible for the program by the CAA table, the individual is referred to the Health Authority for intake.

14. Are there any steps an SRSP provider can take to help secure a rental unit for a recipient?

- SRSP funding can be used, under the Housing Supports category, to help strengthen tenancy skills throughout the recipient's experience of finding, moving into and living in market housing. These supports start once a recipient is accepted into the program (even prior to securing housing), and may include housing coordination, landlord liaison, and tenancy support.
- One occasional practice is for providers to sign as a 'guarantor' on the tenancy. Before a provider opts to do this, however, it is important that they understand and assess the associated risks.

15. If an SRSP service provider owns a unit or a building that is not subsidized, can they house an SRSP client in that building?

- No, an SRSP service provider cannot be both the service provider and the landlord. This is noted in the CBCHB operating agreement.
- However, if another SRSP provider in the community has an available SRSP rental supplement, they can offer it to a tenant in the former provider's non-subsidized housing project.

16. Can recipients move into a private market unit with a rent above the stated rent ceilings⁴ for CBCHB eligibility?

- Yes, a recipient with a market rent greater than the rent ceiling is still eligible for the Housing Benefit but is responsible for paying any overage out of pocket.

17. Which program should a client be directed to if they are eligible for both CBCHB and one of BC Housing's other private market rent supplement programs (i.e., RAP or SAFER)?

- Clients should be directed to the program that best suits their needs. A key difference between the programs may be the rent supplement dollar amount and the availability of wraparound supports through SRSP.

18. Who are the contacts for ongoing program support?

- Housing Connections access issues (login issues, password reset, etc.): hconnections@bchousing.org
- CBCHB inquiries (Housing Connections troubleshooting and support, duplicate matches, transfer subsidy approval requests, etc.): CBCHB_Support@bchousing.org
- SRSP program support: Respective BC Housing contact (Non-Profit Portfolio Manager or Supportive Housing Advisor)

Appendix A: Reference Tables

As of August 1st 2024

I: Household Income Limit

Gross household income must not exceed the CBCHB income limits, as established by BC Housing from time to time.

Household Size ¹	Income Limit	
	Monthly	Annual
Single or Couple without dependents	\$2,666.00	\$31,992.00
Family of 4 or less	\$3,333.33	\$40,000.00
Family of 5 or more	\$3,700.00	\$44,400.00

¹ Family is defined as a household with at least one dependent child.

II: Rent Ceiling

The Adjusted Rent is the amount used to calculate the Housing Benefit and is the lesser of the Rent paid or the Rent Ceiling, based on Core Household size and location in the province.

Household Size ¹	Rent Ceiling (Aug/24)		
	Zone 1	Zone 2	Zone 3
Single or Couple without dependents	\$1,100.00	\$1,066.00	\$1,025.00
Family of 4 or less	\$1,533.00	\$1,404.00	\$1,383.00
Family of 5 or more	\$1,674.00	\$1,532.00	\$1,509.00

¹ Family is defined as a household with at least one dependent child.

Zone 1: Includes the Metro Vancouver Regional District communities: Aldergrove, Anmore, Belcarra, Bowen Island, Burnaby, Coquitlam, Delta, Langley, Lions Bay, North Vancouver, Maple Ridge, New Westminster, Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, West Vancouver, and White Rock.

Zone 2: Includes the following communities: Abbotsford, Agassiz, Central Saanich, Chase, Colwood, Dawson Creek, Esquimalt, Fort St. John, Highlands, Kamloops, Kelowna, Lake Country, Langford, Lantzville, Logan Lake, Metchosin, Mission, Nanaimo, New Songhees, North Saanich, Oak Bay, Peachland,

Penticton, Prince George, Saanich, Saanichton, Sidney, Sooke, Squamish, Terrace, Union Bay, Victoria, View Royal, West Kelowna.

Zone 3: All BC communities not included in Zone 1 or 2.

III: Income Assistance/Disability Assistance Shelter Contribution

Recipients who are in receipt of Income Assistance, their tenant rent contribution will be based on their Income Assistance shelter portion according to their household size.

The Ministry of Social Development and Poverty Reduction (SDPR) has increased the Income Assistance maximum shelter assistance rates effective August 1, 2023. BC Housing has updated Housing Connections to align with the SDPR changes effective August 1, 2024.

New Rates – August 2024		Old Rates Before August 2024	
Household Size*	CBCHB IA/DA Shelter Contribution	Household Size*	CBCHB IA/DA Shelter Contribution
1	500	1	375
2	695	2	570
3	790	3	665
4	840	4	715
5	890	5	765
6	940	6	815
7	990	7	865
*add \$50 for each additional household member above household size 7.			

IV: Minimum Shelter Contribution

For Recipients with no income from Income Assistance or Disability Assistance (employment, pensions, etc.), the Housing Benefit is calculated by subtracting the higher of 30% of the gross monthly household income or the minimum shelter contribution (see table below), from the Adjusted Rent.

Household Size ¹	Minimum Shelter Contribution ³
Single or Couple without dependents	\$375.00
Family of 4 or less	\$715.00
Family of 5 or more	\$765.00

¹ Family is defined as a household with at least one dependent child.

³ Effective May 1, 2022

V: Minimum Housing Benefit

The minimum Housing Benefit is \$25.00 per month for Singles or Couples without children, and \$50.00 for families with dependent children.

Household Size ¹	Minimum Housing Benefit
Single or Couple without dependents	\$25.00
Family of 4 or less	\$50.00
Family of 5 or more	\$50.00

¹ Family is defined as a household with at least one dependent child.