



Supported Rent Supplement Program (SRSP)

Frequently Asked Questions

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1. What is the Supported Rent Supplement Program?

- The Supported Rent Supplement Program (SRSP), announced under the Provincial Homelessness Strategy, aims to reduce and prevent homelessness through a coordinated network of services. It is in conjunction with the Canada-British Columbia Housing Benefit (CBCHB).
- SRSP Provides support services to vulnerable populations receiving rent supplements under the Canada-BC Housing Benefit (CBCHB) with the aim of strengthening their personal wellbeing and enabling them to transition to, and remain in, stable market housing. These support services are administered and delivered 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 provides support services to identified CBCHB recipients to strengthen their personal wellbeing and enable them to transition to, and remain in, stable market housing.

3. What kinds of services will be provided under the SRSP?

- BC Housing is partnering with cross-sector agencies to ensure services are delivered in a thoughtful and integrated fashion to address the complex 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 include:
 - Indigenous cultural supports and other culturally appropriate services
 - Housing supports
 - 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.
- Other aspects of the program including clinical supports and navigation services will be delivered by the Ministries of Health (MoH) and Social Development and Poverty Reduction (SDPR).
- Through the Request for Proposal (RFP) process, successful non-profit housing and service providers entered into two agreements with BC Housing:
 - Supported Rent Supplement Program (SRSP) Agreement for the provision of supports and services concurrently with Housing Benefits; and
 - Canada-British Columbia Housing Benefit (CBCHB) Agreement for the provision of Housing Benefits to eligible households.

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5. What outcomes does the SRSP hope to achieve?

- Increased availability and accessibility of supports for vulnerable individuals or households.
- 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 vulnerable individuals or households to maintain housing in the private market and further their personal goals.
- Reduced eviction rates with onsite supports.

6. Who is eligible for the SRSP?

- Individuals/households must be eligible for the CBCHB.
- Individuals/households must have a moderate level of health, social and community support needs.
- Individuals/households must 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.

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 good outcomes for participants and on-going improvement of this program.

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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 eligible recipients (if not determined through the Coordinated Access and Assessment Table) 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 their 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 and compliance with any relevant provincial and federal legislation
- 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 receive more than \$500 in a tax year.

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

- The support services and housing benefit will be portable within British Columbia, giving recipients the choice and greater flexibility to re-locate, subject to BC Housing's review of continued program eligibility and service availability. Considerations include:
 - Can the health authority and other existing partners continue to support the recipient in the destination community? If not, is there an SRSP provider in the destination community with any availability?

10. What does SRSP subsidy consist of, and how is it calculated?

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

11. What does CBCHB subsidy consist of, and how is it calculated?

- CBCHB subsidy consists of:
 - Rent supplement, up to \$600 per recipient 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 \$600 per month; HC calculates the correct benefit amount accordingly, and this is then factored into the periodic reconciliation/adjustment.
- For the program launch, to avoid large subsidy surpluses – given the anticipation that there would be some delays in rolling the program out – providers' estimated CBCHB subsidies were set at 25% of the full recipient count; as such, initial monthly CBCHB subsidies may be less than what is stated in the CBCHB agreements. As the program grows, and more recipients are selected, monthly amounts will be adjusted to reflect the increase.
- The administration fee received under CBCHB is distinct and in addition to the administration funding under SRSP.

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

- Housing Connections is used 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, so 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 various partners which may include non-profit housing and service providers, health authorities, and Ministry of Social Development and Poverty Reduction.
- Through CAA, eligible clients are matched to housing and supports (including SRSP).

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 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 no-subsidy housing project.

16. Can recipients move into a private market unit with a rent above the stated rent ceilings 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 gets them the highest benefit amount.

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)