



REPORT TO COUNCIL

To: **Mayor and Councillors**

Subject: **United Way Collective Impact Table and Coordinated Access–Homelessness Management Information System (CA-HMIS)**

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From: Francis Cheung, P. Eng.
Chief Administrative Officer

Dena Kae Beno
Manager of Strategic Initiatives and Social Planning

Date: October 15, 2025

RECOMMENDATION:

THAT Council receive the report regarding United Way Collective Impact Table and Coordinated Access–Homelessness Management Information System (CA-HMIS), dated October 15, 2025, from the Chief Administrative Officer and the Manager of Strategic Initiatives and Social Planning for information.

PURPOSE:

The purpose of the report is twofold. The first is to report back on the motion that was passed by City Council on September 29, 2025, regarding United Way Collective Impact Table. The second is to outline the Coordinated Access–Homelessness Management Information System (CA-HMIS), which is a federally funded and Indigenous-led system that coordinates homelessness and housing services across Metro Vancouver, including the Langleys.

POLICY:

Not applicable.

COMMENTS/ANALYSIS:

Background

At the September 29, 2025 Committee of the Whole Meeting, City Council received a presentation from Ms. Naomi Woodland, Director, Community Impact & Investment from United Way on 100 More Homes – Collective Impact. After the presentation, City Council passed the following motion:

1. *THAT staff present back to Council regarding the requirements and need to support a United Way Collective Impact Table in Langley.*
2. *THAT Council consider endorsing the concept of a Collective Impact Table, as presented by United Way, after receiving a report from staff on the first recommendation, particularly regarding its ability to support EWR service delivery.*
3. *THAT Council consider endorsing the creation of a dedicated staff position as part of the financial plan to support the Collective Impact Table initiative, and that the position be considered as part of the 2026 financial plan.*

On October 14, 2025, City Council received a presentation from Mr. Kyle Mellish, Director of Research, Data and Coordinated Systems with Lu'ma Native BCH Housing Society outlining its role as the Greater Vancouver Community Entity (CE) under the Government of Canada's Reaching Home Strategy and Government of Canada, Housing, Infrastructure, and Complete Communities related to the Federal Government's Reaching Home-Homelessness Strategy objectives. The presentation highlighted Lu'ma's oversight of Coordinated Access–Homelessness Management Information System (CA-HMIS), a federally funded and Indigenous-led system that coordinates homelessness and housing services across Metro Vancouver, including the Langleys.

Since 2023, Langley City has undertaken substantial work in systems coordination and community infrastructure development following Council's endorsement of the Shared Outcome Approach to Respond to the Needs of Vulnerable Individuals and Families. This work stems from the 2023 Environmental Scan report to Council and has guided the City's efforts to leverage investment and capacity, resulting in built, social, technological, and communication infrastructure to better support individuals and families experiencing vulnerability.

Analysis

Langley City is participating in a comprehensive, federally funded, and data-informed coordination system that meets the intent and functions of United Way's Collective Impact Table through CA-HMIS. This system, administered by Lu'ma Native Housing Society, provides integrated service coordination, real-time data sharing, and collaborative governance across multiple sectors, including BC Housing, Fraser Health,

the Ministry of Social Development and Poverty Reduction (MSD-PR), and BC Ambulance.

CA-HMIS is a no-cost platform to Langley City, supported by federal funding and Lu'ma's administrative capacity. Langley City staff have strategically invested time to advance community infrastructure development across built, social, technology, and communication systems as part of the Shared Outcome Approach. The City is leveraging federal and Lu'ma resources to enhance systems coordination and socio-technical innovation available to City departments, community partners, and service providers. This enables a shared outcomes approach that supports well-being, access to services, and connection, while informing policy, advocacy, and infrastructure development through evidence-based methods.

This work is being independently monitored and evaluated by the University of the Fraser Valley's Community Health and Social Innovation (CHASI) Data Lab, which provides academic rigour through its role on the Citizens' Assembly Expert Data Panel and its associated service-level review.

United Way's proposed Collective Impact Table would duplicate many of these existing functions already established under CA-HMIS. However, there are opportunities for United Way to contribute to this coordinated effort as a research and funding partner. By working within the existing CA-HMIS framework, United Way could enhance shared outcomes and complement the City's current work without fragmenting existing structures or diverting resources away from the City's integrated systems coordination efforts.

Langley City currently hosts the only Extreme Weather Response (EWR) and Year-Round Shelter in the Langleys and participates in the Langley Shelter Working Group to improve shelter coordination. Staff acknowledge that EWR operations are complex due to intermittent activation, staffing challenges, and varying mandates between host sites and operators. Ongoing collaboration with BC Housing and community partners continues to address these challenges through a sub-regional and equitable resource distribution approach. United Way's participation could best support EWR delivery through partnership under CA-HMIS rather than through an independent table.

BUDGET IMPLICATIONS:

A budget of \$132,000 is required to hire a dedicated staff position to support the Collective Impact Table initiative.

However, staff support additional resources to strengthen the systematic, evidence-based, and data-tested implementation of Coordinated Access, integrate recommendations from the Citizens' Assembly on Community Safety, Well-being, and Resilience, and support the City's Integrated Outcome Framework (IOF) implementation with measurable shared outcomes linked to Langley City's

Performance, Evaluation and Reporting System with a public interface through the Healthy City Data Dashboard. This would also advance system coordination, data integration, and intergovernmental collaboration while reinforcing Langley City's leadership in Indigenous relations and reconciliation.

Either option would require a Service Level Enhancement to be considered by City Council during the 2026 Financial Plan deliberation process.

Description	Budget
Contracted Services	\$2,500
Supplies	\$1,000
Wage Costs	\$85,000
Overhead applied	\$43,350
Total	\$131,850
	Say \$132,000

ALTERNATIVES:

None provided.

SUMMARY:

Langley City's participation in the Coordinated Access–HMIS represents a comprehensive, federally aligned, and Indigenous-led approach to community coordination. The system already encompasses the data-sharing, collaboration, and outcomes-based functions envisioned by a Collective Impact Table.

Staff recommend maintaining the City's leadership role within this framework while inviting United Way to collaborate through funding and research contributions. This will ensure continued alignment with federal and Indigenous priorities, strengthen evidence-based community planning, and sustain progress toward a safer, healthier, and more resilient Langley City.

Respectfully Submitted,



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Chief Administrative Officer

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