



Council Report

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Date: April 7, 2026
To: Anthony Haddad, City Manager
From: Julie Czeck, General Manager, Public Safety and Partnerships

Subject: Memorandum of Understanding between City of Penticton, RDOS, and United Way BC (UWBC), on behalf of 100 More Homes (100MH)

Staff Recommendation

THAT Council approve the Memorandum of Understanding (MOU) 2026-2028 between the Regional District of Okanagan-Similkameen, the City of Penticton, and United Way BC (UWBC) as the neutral backbone organization of 100 More Homes (100MH) for the term January 1, 2026 to December 31, 2028;

AND THAT Council authorize the Mayor and Corporate Officer to sign the Memorandum of Understanding on behalf of the City of Penticton.

Strategic priority objective

Safe & Resilient: The City of Penticton will enhance and protect the safety of all residents and visitors to Penticton.

Livable & Accessible: The City of Penticton will proactively plan for deliberate growth, focusing on creating an inclusive, healthy, and vibrant community.

Background

100 More Homes (100MH) started in 2016 as “100 Homes,” a small group of local agencies working together to improve housing outcomes in Penticton. Their initial goal was to help 100 residents secure stable housing, something they surpassed by housing 133 people in 18 months. Between 2016 and 2022, with support from United Way British Columbia, the collaboration grew. Partners from government, health care, non-profit organizations, and people with lived experience came together to strengthen services, coordinate efforts, share information, and advocate for better solutions.

In April 2022, the collaboration was formalized through a Council-approved Memorandum of Understanding (MOU) with the City of Penticton. As homelessness increased locally and across the region, 100MH shifted from a grassroots group to a regional systems-planning table. The initiative is

now guided by Co-Chairs, a Steering Committee made up of social-sector Executive Directors, and UWBC, which serves as the backbone organization. Today, 48 organizations participate across 9 action tables demonstrating the initiative's growing regional reach.

In fall 2026, both Penticton City Council and the Regional District of Okanagan-Similkameen endorsed continued and expanded investment in 100MH. This marked a significant commitment to working together as one region.

While Penticton has historically been the hub where many people travel for essential services, the shared goal of the City, RDOS, and 100 MH is to strengthen services in RDOS communities so residents can access support in their own communities. The collective aim is to prevent homelessness wherever possible, and when it does occur, to ensure it is rare, brief, and does not happen again.

RDOS and City staff recognized that separate two-party agreements would not reflect a collaborative regional response to homelessness and housing coordination. UWBC provides the backbone support for 100MH, handling the administrative, data, and facilitation work that keeps all regional action tables moving. For this reason, UWBC was added as a third party to the MOU to ensure clear roles, responsibilities, reporting, and accountability. This means UWBC is responsible for delivering the outputs identified in the agreement on behalf of 100 MH.

MOU Highlights and Key Commitments (Summary)

The three-year (2026–2028) MOU creates a coordinated regional framework between the City of Penticton, RDOS, and UWBC to strengthen homelessness prevention and non-market housing efforts. The full MOU is in Attachment A. The partners described in this MOU will work collaboratively to advance this initiative which includes the following key deliverables.

UWBC (100MH) – Key Commitments & Deliverables

1. Leadership, Coordination & Staffing

UWBC will provide oversight, accountability, and management for the 100MH Strategy Coordinator and any additional staffing required. The UWBC Strategy Coordinator will:

- Convene and coordinate the system of leadership bodies and action tables (Steering Committee, Executive Committee, Housing Action Table, Youth Action Table, Shelter/Supportive Housing/Encampment Table, Community Action Table, and Coordinated Access Table). These tables will shift and evolve based on the expansion of the mandate to include a regional scope.
- Work with City and RDOS staff to identify and advance pathways to improve housing access for vulnerable populations.
- Lead alignment of working group initiatives to expand housing options and system capacity.
- Collect, analyze, and share data to support municipal and regional decision-making.
- Co-lead public engagement and communications activities with City and RDOS staff on joint housing/homelessness issues.
- Support regional homelessness coordination across RDOS communities.
- Deploy additional UWBC staff as needed to deliver on these functions as needed.

2. Systems Planning & Regional Deliverables

UWBC and 100MH will support coordinated regional systems development through the following initiatives:

Alignment Project

- Implement BC's Tri-Lateral Alignment Project to ensure the region meets provincial minimum standards for homelessness system coordination. The Alignment Project is a coordinated homelessness-system initiative being piloted in 10 communities across British Columbia, including Penticton. It is designed to align the federal *Reaching Home* strategy with BC's *Belonging in BC* plan, creating more consistent processes for accessing housing and supports. Each pilot community partners with BC Housing and a local lead, to strengthen shared roles, responsibilities, and tools that support a more effective regional response. In Penticton, this partnership is through the City, with critical implementation support provided by 100 More Homes as the City's contracted capacity for housing/homelessness initiatives.
- A key component of the project is improving data consistency and service coordination through expanded use of the Homeless Individuals and Families Information System (HIFIS), a standardized data platform used to track service use and support coordinated access. Collectively, the pilots aim to build a clearer, more streamlined, and better-integrated homelessness response system where people can access the right supports through a simplified pathway.

Data & Reporting

- Expand and improve regional data collection, including across all RDOS communities.
- Provide regular reporting to City Council and the RDOS Board to support transparent performance monitoring from all associated 100MH tables.

Social Housing & Infrastructure Plan (SHIP) & Forthcoming Community Safety and Wellbeing Plan (CSWB)

- Continue participating in and supporting implementation of SHIP, with focused attention on housing solutions for youth and seniors.
- Support with the development and implementation of housing & homelessness solutions identified in the forthcoming Community Safety and Wellbeing Plan (CSWB).

Emergency Response

- Coordinate with City staff, sector partners, and UWBC's Emergency Response Team on emergency weather-readiness and rapid response needs.

Regional Homelessness Response

- Conduct Point-in-Time (PiT) counts in every RDOS community over the next three years, and in Penticton in 2027.
- Develop a comprehensive regional inventory of services and gaps.

- Work with RDOS planning staff and 100MH partners to prepare an asset list of properties and partnership opportunities for future housing and homelessness proposals.

3. Community Engagement & Public Education

- Coordinate neighbourhood clean-ups, community forums, and engagement events.
- Deliver at least six neighbourhood forums per year, three in Penticton and three in RDOS communities, focused on housing or homelessness initiatives.

4. Government Relations & Reporting

- UWBC will provide bi-annual updates to City Council and the RDOS Board to demonstrate progress and joint leadership.
- Report on Key Performance Indicators (KPIs) and issue an annual summary report.
- Collaborate with municipal and regional staff on grant applications and advocacy to secure provincial and federal resources for housing and shelter priorities.

Financial Implications

The City of Penticton will contribute \$120,000 annually and the RDOS will contribute \$80,000 annually to support regional homelessness and housing coordination. The City's contribution was incorporated into the 2026-2030 Financial Plan and no further costs are anticipated. The City and RDOS will designate one to two staff liaisons to work with UWBC and participate in joint governance and 100 MH working groups.

Analysis

The transformation of 100MH from a Penticton-focused grassroots initiative into a formalized regional systems-planning body represents a major shift in how the South Okanagan–Similkameen addresses homelessness and non-market housing challenges. This evolution acknowledges that homelessness is a regional issue requiring coordinated, consistent, and evidence-informed approaches.

The 2026–2028 MOU marks this shift by establishing a tri-party governance model that distributes responsibility, enhances accountability, and strengthens cross-community collaboration. Penticton's long-standing role as a service hub is balanced by a commitment to building supports across RDOS communities, ensuring residents can access help closer to home.

The focus on coordinated access, standardized data collection (including HIFIS integration), provincial alignment, and evidence-based interventions ensures decision-making is more coordinated and less fragmented. Bringing UWBC into the agreement as the backbone agency ensures stable administration, data integrity, and coordination of action tables. This structure supports ongoing delivery of complex regional responsibilities, including PiT counts, SHIP implementation, emergency preparedness, and strategic housing planning.

Ultimately, the MOU positions the City, RDOS, and UWBC to move beyond reactive crisis response and toward coordinated, long-term solutions that make homelessness rare, brief, and non-recurring, for Penticton and the entire region.

Attachments

Attachment A – Memorandum of Understanding between City of Penticton, RDOS, and United Way BC (UWBC), on behalf of 100 More Homes (100MH)

Respectfully submitted,

Julie Czeck, General Manager Public Safety and Partnerships

Concurrence

General Manager Corporate Services <i>AMC</i>	City Manager <i>JH</i>
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