

Acknowledgements

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Executive Summary

The Community Plan for Homelessness and Housing Security has been prepared by a steering committee for the Affordable Housing Action Committee (AHAC), a community-based group that was formed just over a year ago by Peterborough city and county councils to advise them on all matters related to affordable housing.

This community plan is at once a modest and an ambitious endeavor. It is modest because it does little to address the root causes of homelessness and housing insecurity. We address the need for policy changes at the local and provincial level in Ontario Works (OW) and the Ontario Disability Support Program (ODSP). But we have left the supply side of the affordable housing equation to another plan, the strategic plan for permanent affordable housing that is currently being developed by another AHAC committee.

The Community Plan for Homelessness and Housing Insecurity is ambitious because we hope to accomplish so much with so few resources. Until recently, homelessness and widespread housing insecurity was seen as a big city problem. Research conducted over the past two years clearly demonstrates that the problem is prevalent and urgent in Peterborough city and county.

Here is a recent day at the Housing Resource Centre in downtown Peterborough: a family with two children owe hydro arrears and are about to be disconnected; one child has asthma so they've brought his respirator into the waiting room to plug it in while they wait to get help. There is a homeless family with two little girls waiting to get into the temporary family shelter. "Donald" is here and is literally homeless again; his belongings are outside his old place on a porch. "Stuart" and his disabled son are waiting to see a worker because they cannot get a response from anyone in the ODSP office regarding Community Start Up Benefits and they have to move the next day or lose their belongings. And there are several people waiting for intake.

These are real people. Some of them live in the city and some live in the county. Overall, between 30 and 40 percent of Housing Resource Centre clients are county residents. The challenge in this community plan has been to find ways of addressing a big city problem with the resources available in a small city and county.

We have taken the following approaches:

- strategic use of federal and provincial homelessness funds to address the need for coordination of outreach, to start up shelters for families and people who require minimal barrier shelters (with relaxed rules), to operate a warming room until a minimal barrier shelter is developed, and to sustain the Emergency Assistance Fund while we search for other ways of helping people to retain their housing.
- a funding strategy that uses small amounts of municipal and federal Human Resources and Development (HRDC) dollars to leverage other potential sources of funding for agencies that are struggling to address a growing problem with inadequate and unsustainable funds.

- a clearly-defined role for municipal government in alleviating the local crisis in affordability by strengthening the Housing Resource Centre and by supporting other agencies and groups through the funding strategy described above.
- affirmation of AHAC's role as a planning and coordinating body, with the necessary revisions to AHAC's structure to help it fulfill that role.
- a commitment in general to reliance on existing infrastructure, where possible; to a coordinated response; and to consolidating funds for maximum effectiveness.

The priorities for funding and action that are outlined in the community plan are based on an extensive research and consultation process. They are organized in terms of a continuum of supports and services that begins where it should, with prevention, then goes on to outreach, emergency shelter and transitional and supportive housing. We view this plan as the beginning of a process that will help to alleviate suffering and hardship. A great deal more needs to be done.

We recommend:

Prevention

that the Housing Resource Centre receive funding increments of 30 percent (based on the housing funding model used by Joint Services Steering Committee) each year for the next three years.

that the directors of the Department of Planning and Development Services and the Social Services Department meet as soon as possible with the AHAC Executive to determine appropriate support for AHAC and its Sub-committees for the coming year.

that the Affordable Housing Action Committee (AHAC) make advocacy with the provincial government for changes in ODSP and OW and public education about the need for these changes a priority in the coming year.

that AHAC and the Department of Social Services work together to maximize the funds available to individuals in need, including Discretionary Benefits and the Emergency Fund, in order to reduce the likelihood of homelessness and increase people's ability to access affordable housing.

that AHAC support the review of the National Child Benefit that is to be undertaken by the Department of Social Services, considering alternatives for these funds to directly and indirectly reduce homelessness and housing insecurity in low-income families.

that the Emergency Assistance Fund receive \$40,000 in each of Years Two and Three from the federal Supporting Community Partnerships Initiative (SCPI).

that AHAC, through its Services Sub-committee, work with local institutions to ensure comprehensive discharge planning for people who are at risk of becoming homeless, and that AHAC establish this as a priority for the coming year.

Outreach

that City and County Councils consolidate funds from the Provincial Homelessness Initiatives Fund (PHIF) and Off the Street and into Shelter Fund (OSIS), a total of \$100,000, and that a Request for Proposal (RFP) be issued, soliciting proposals from an agency or agencies, to ensure the provision of integrated, comprehensive, outreach services, and that preference be given to the agency or agencies who demonstrate the ability to develop the necessary partnerships to accomplish this goal.

that the Service Manager seek Redirection funds from the province, if these are judged to be appropriate for our community, and that Brock Mission be encouraged to apply for these funds to offset the loss of PHIF.

Emergency Shelter

that the Warming Room initiative receive \$70,000 in Year Two from SCPI, and that the Canadian Mental Health Association, with assistance from AHAC's Out of the Cold Committee chaired by Councillor Henry Clarke, operate the room nightly from November 1, 2001 to March 31, 2002.

that \$70,000 of Year 3 SCPI funds be made available as start-up funds for a minimal barrier shelter for people who are hard to house, and that an RFP be issued for this purpose as soon as these funds are available, in April 2002.

that if surplus funds are available from the Warming Room initiative, they be re-allocated to the Minimal Barrier Shelter initiative.

that a Family Shelter initiative receive \$40,000 in each of Years Two and Three from SCPI, and that an RFP process be utilized to identify an operator.

that funding for emergency shelters be a priority for the funding strategies described in this plan.

that AHAC, through its Services Sub-committee, work to establish models for county-based emergency accommodations, and that AHAC establish this as a priority.

Transitional and Supportive Housing

that transitional and supportive housing be identified as a priority for the funding strategies described in this plan.

Funding Strategies

that AHAC work closely with the Peterborough Affordable Housing Foundation to develop sources of funds to address homelessness and housing insecurity, including launching a public education and fundraising campaign to raise awareness of issues identified in the Community Plan and raise funds to address these issues.

that AHAC create a Funding Sub-committee to assist in the task of recommending the allocation of local funds available to address homelessness and housing insecurity.

that the Funding Sub-Committee of AHAC be supported by a Community Development Officer (CDO), as described in this Plan, to assist in the work required to identify and access potential sources of funds.

Implementation of Community Plan

that a three year staff position of Community Development Officer (CDO) be established to support the implementation of the Community Plan, and that funding for this staff position be made available from:

- AHAC project funds \$10,000 per year for 3 years
- City/ County of Peterborough \$20,000 per year for 3 years (according to the housing funding model of Joint Services Committee)
- HRDC planning funds \$20,000 per year for 2 years.

that the Community Development Officer be managed by a community agency, preferably the Peterborough Social Planning Council (PSPC).

that an Assistant for the Community Development Officer be hired through an HRDC grant to support the work of implementing the Community Plan.

that the mandate of AHAC's Services Sub-committee be revised to include responsibility for implementing, evaluating and monitoring the Community Plan, and that its membership be changed to involve members of the current Services Sub-committee and members of the Community Plan Steering Committee.

Section 1.0 Context and Background

1.1 Introduction

The Community Plan reflects the needs, priorities and direction this community has identified in response to the burgeoning homelessness crisis. It offers a set of immediate actions that address the needs of people who are homeless or at risk of losing their housing. It also details some of the long-term work necessary to ensure that Peterborough City and County implement policies and establish comprehensive support systems to deal with homelessness and its accompanying factors, poverty and marginalization.

This plan is the culmination of an extensive community discussion and consultation process, which has taken place throughout the last three years. It draws on the work and experience of individuals and groups affected by and involved in combating homelessness throughout the Greater Peterborough Area; an area which includes the City of Peterborough and Peterborough County. The County is composed of eight, recently amalgamated townships: Galway/Cavendish/Harvey, North Kawartha, Smith/Ennismore/Lakefield, Douro/Dummer, Belmont/Havelock/Methuen, Cavan/Millbrook/North Monaghan, Otonabee/South Monaghan, and Asphodel/Norwood.

The plan's mandate extends both to the City of Peterborough (population 74,000) and the County of Peterborough (population 65,000) that surrounds it because it is impossible to separate their issues. County residents who are homeless often seek services in the city, particularly emergency shelters, and some city-based agencies operate satellite programs for county residents.

1.2 The Planning Body

The Peterborough Affordable Housing Action Committee (AHAC) is a community-based entity that was established in June, 2000 "to ensure, through active community participation, the ongoing availability of affordable, accessible, appropriate, and well-maintained housing in order to eliminate homelessness and housing insecurity in Peterborough City and County, and to advise city and county governments on all affordable housing issues."

Thanks to the Federal Government's extension of its Supporting Community Partnerships Initiative (SCPI) program to smaller urban areas, AHAC was able to obtain the necessary resources to undertake a research and planning process leading to this plan. This included the establishment of a volunteer Steering Committee mandated by AHAC and a contract with the Peterborough Social Planning Council (PSPC) to provide staffing and resources.

The need for this community to generate a comprehensive homelessness action plan has been known for some time. This plan is more than a proposal for funds. It is this community's proposal for a wide-ranging programme to address homelessness and includes action on all the categories in the continuum of supports: prevention, outreach, emergency shelter, transitional housing, supportive housing and permanent housing.

AHAC's Supply Sub-committee is working on a plan for permanent housing scheduled for completion in early 2002. Combined, the two plans comprise AHAC's recommendations to Councils for local initiatives for the next three years.

1.3 The Homelessness Problem in Peterborough: a Time for Action

Most people's knowledge of the homelessness problem is derived from reports by the national media, which frequently present news 'events' like deaths of homeless people or overcrowded shelters, often in large urban centres. Although such reports have, in general, increased awareness of the issue, they do little to contextualize the situation. By highlighting literal homelessness or 'rooflessness', the analysis of the issue fails to recognize that there are larger numbers of people who are at risk of losing their housing or are living in unsafe situations because they cannot afford a decent home.

Understanding homelessness in its entirety, not only in its most visible form, is therefore vital to understanding responses such as the recommendations contained in this plan. Seeing housing security along a continuum is a helpful concept. It recognizes that during a person's life, many factors influence their capacity to retain housing and that a person may fluctuate between states of housing security, to housing insecurity, to literal homelessness. Housing security can be influenced by the access that a person's housing allows to services and family, the amount of personal safety it provides, or at its most basic level, a person's ability to pay for housing.

During the 1999 Peterborough Homelessness Forum, a definition was developed which expands the focus of the issue:

Homelessness and housing insecurity includes those who are "visible" on the streets or staying in our local shelters; those who live in unsafe, overcrowded, illegal, temporary or transient accommodation; those at imminent risk of losing their housing; and, those who need to migrate in and out of the area searching for housing.

The local picture for Peterborough is worse than most people would guess. In 1999, the "Where's Home?" (1) report, an Ontario-wide study on housing needs published by the Ontario Non-Profit Housing Association (ONPHA), pointed out that Peterborough had "the most serious affordability problem in all the municipalities examined". A recent update from ONPHA confirms that Peterborough vacancy rates continue to decrease while average rents are steadily increasing.

"Crisis of Affordability" (2), a research study issued by the PSPC in 2000, expanded on those findings, revealing the impact that homelessness and housing insecurity has on a significant number of people in Peterborough city and county. The PSPC's report consisted of data collected from 206 randomly selected, primarily low-income respondents who were accessing services at 18 agencies and government departments in the city and county. It characterized the extent of the problem as "surprising and appalling", and that local research indicates, "nearly 9 in 10 people living on low incomes are one cheque away from losing their homes and 4 in 10 have already experienced homelessness". These are some of the report's findings:

Among those surveyed who were homeless:

- There were as many people staying temporarily with family and friends or living “on the street” as there were staying in shelters in Peterborough.
- Nearly half were homeless for the first time in their lives.
- Nine families, with a total of eighteen children (aged 19 or younger), were homeless at the time of the survey.
- The most common reasons leading to homelessness were inability to afford the cost of housing, spousal abuse, conflict or differences within households and marital breakdown.

Among those surveyed who were housed:

- 21% of county-based respondents and 40% of city-based respondents had been homeless at least once in the past three years.
- Sixty percent of respondents with low incomes pay more than 50% of their income on housing (making it more difficult or sometimes impossible to afford necessities such as food, clothing, telephone, transportation, medicine or personal care items).
- 70% of all respondents could not pay one month’s housing costs with their savings.
- The groups found to be at greatest risk of homelessness were youth, lone parents, single adults, households with health issues and persons receiving social assistance and other forms of transfer payments

The most effective means of addressing homelessness is to increase the availability of affordable housing with the support of all levels of government. At their meeting in London in late August 2001, the federal, provincial and territorial Ministers of Housing appear to have agreed that their previous "do nothing" stance was unacceptable. But only minimal steps were taken toward a new national housing program. It is important that continued pressure be applied to senior levels of government to build on this at the Ministers' next meeting in November 2001, and that they continue to be challenged to put into action plans which will ensure that all Canadians have access to good quality, affordable housing. At the same time, the task for communities across Canada, ours included, is to find local solutions to the lack of affordable housing. In this plan we propose solutions that cover the whole continuum of housing needs.

Throughout the process of preparing this community plan, we have obtained input from various sectors involved in the search for solutions: community agencies serving the homeless and housing insecure, churches and faith-based organizations, concerned individuals, citizens’ coalitions, housing providers, and government representatives.

These stakeholders realize how serious the situation has become and how deeply it affects the lives of people in our community, and they are feeling frustration, desperation, and a sense of urgency to act. They are excited about this plan and expect that its adoption by city and county Councils will set in motion a process to strategically mobilize the community in order to reduce homelessness and housing insecurity.

Section 2.0 The Planning Process

2.1 Objectives

The Affordable Housing Action Committee (AHAC) developed a set of objectives for the plan. These objectives represent our vision for this community and provide a long-term framework for the ongoing task of eliminating homelessness in Peterborough City and County. They are organized in terms of the continuum of supports and services that we will use throughout this plan.

Our vision for the future of Peterborough city and county:

Prevention

- there is a range of prevention services, resources and supports, including:
 - maintenance of property standards
 - mechanisms to increase housing retention and reduce evictions
 - energy that is affordable to people with low incomes
 - increased employment opportunities for people with low incomes
 - emergency financial assistance for people lacking financial resources
- monitoring of Ontario Works (OW) and Ontario Disabilities Support Program (ODSP) to ensure recipients receive the maximum available level of mandatory and discretionary benefits
- there are fewer evictions
- there is ongoing access to case management and support services for people with chronic disabilities to ensure long-term housing stability
- there are opportunities for community education and advocacy to inform and mobilize the community on causes of homelessness and housing insecurity, housing retention and lack of resources

Outreach

- there is a coordinated system of outreach that is seamless, accessible 24/7, comprehensive, and user-responsive
- the outreach system is adequately resourced
- there is ongoing evaluation of outreach
- there is equitable access to outreach for people living in rural areas

Emergency Housing

- appropriate emergency shelter and support services are available to anyone in need

Transitional Housing

- there is adequate supply, range and variety of appropriate transitional housing with supports and services

- there is adequate transitional housing to meet the needs of people with special needs, including people being discharged from institutions, people who have experienced abuse and people who have substance abuse problems, regardless of residency

Supportive Housing

- there is sufficient supportive housing providing appropriate care for those who cannot live independently

2.2 Research and Planning Process

2.2.1 Background Activities and Key Events

A public forum on Homelessness and Housing Insecurity was held in 1999, leading to the creation of the Task Force on Homelessness and Housing Insecurity. The Task Force consisted of a coordinating committee and workgroups, which developed a set of short-term proposals for short-term, achievable initiatives. One key recommendation was the creation of a planning body and that has been accomplished through the creation of AHAC. Other recommendations in that report are addressed in this plan.

In 2000, City Council created AHAC by combining the roles and tasks of three groups: the Task Force on Homelessness and Housing Insecurity, the Peterborough Housing Advisory Committee, and the Mayor's Committee on Homelessness. Four Sub-committees assisted AHAC's work: Supply, Policy and Issues, Services, and Social Housing Transition.

AHAC assumed the role of planning body for Peterborough city and county under the Federal Supporting Community Partnerships Initiative (SCPI) program, and submitted a proposal to Human Resources Development Canada (HRDC) for Urgent Needs funding. An extensive summary of the planning process to this point is contained in the "Community Planning Project Proposal: Supporting Community Partnerships Initiative"(3), which was submitted by AHAC to HRDC. This resulted in funding to the plan.

2.2.2 Community Plan Research, Consultation and Planning Process

A needs, assets and gaps survey was designed building on the data collected in the "Mapping Capacity and Coordination of Housing and Related Services"(4) document developed by the Task Force on Homelessness and Housing Insecurity in 1999. Questionnaires were distributed to 31 agencies/programs in the area (see appendix A for details). The surveys were sent to two types of agencies/programs: those that provide an essential service to the homeless or housing insecure and those which provide a community service which is often utilized by, but is not primarily designed for the homeless or housing insecure. These two types of agencies/programs were categorized as 'Essential Services' or 'First Contact Agencies', respectively.

With most of the surveys returned, focus groups to draw experiential, first hand information from homeless or housing insecure individuals began. Six organizations/groups were approached to act as host to these focus groups; three of these agreed to assist our research: the Housing Resource Centre (HRC), the Peterborough Family Resource Centre (PFRC) and the YWCA.

The Needs, Assets and Gaps Survey received responses from eight Essential Service and twelve First Contact agencies/programs. The process also took account of experiential data drawn from two homelessness/housing insecure services consumer focus groups and a meeting with the members of the Peterborough Coalition Against Poverty who shared their analysis and perspectives on homelessness with our research staff.

On June 20th, we held a Community Consultation meeting, attended by 90 people. The event was widely promoted to ensure a maximum level of event awareness throughout the community. This included paid advertisements in both local papers, public service announcements throughout local media, radio interviews, mass-mailings and mass-faxing of notices throughout the city and county. Special care was taken to ensure that city and county decision makers were aware of the event.

During the consultation, presentations were made regarding SCPI, the community planning process, our vision for this community, and an update on the available community assets and existing gaps. This was done to ensure the public present at the meeting had a common set of facts. The larger part of the meeting was dedicated to brainstorming, discussing, and prioritizing potential solutions. The list of combined solutions was expansive, ranging in nature from policy recommendations to system design initiatives and from support services and funding issues to advocacy and political awareness raising activities.

The recommendations and the analysis collected at the Community Consultation of June 20th were integrated with the data collected throughout the Community Needs, Assets and Gaps Survey. Combined and summarized, this body of information forms the assessment of Need, Assets, and Gaps found in Tables 2-1, 2-2 and 3-1 of this report.

Work to determine a community plan implementation strategy and to ensure the existence of a plan for adequate and sustainable funding was completed (see section 4.0).

2.3 Summary of Community Needs, Assets and Gaps

In the following pages, Tables 2-1 and 2-2 present the community's priority needs, grouped in categories along the continuum, and rank ordered within each grouping. The 'number of mentions' refers to the amount of times each need was identified throughout our research and consultation process.

The information contained in these summaries combines the knowledge, experience, and analyses of individuals and groups who possess a well-developed, in-depth and

personal understanding of the issue from a variety of perspectives. As previously described, our information was collected through the following means: a community agency/program survey that was completed by Executive Directors or Senior Managers; a series of focus groups composed of individuals that have experienced homelessness or housing insecurity and have made use of community support services in moments of need; and the June 20th Community Consultation, attended by various representative sectors of the community, during which individuals were asked to brainstorm needs and agree on priorities in small groups.

Table 2-1 is a summary of community needs and their relative priority based on respondent statements. It is a brief summary of the subsequent table (Table 2-2) where each need is expanded upon through the identification of their corresponding assets and gaps.

**Table 2-1
Summary of Needs and Priorities (2 pages)**

NEEDS BY CATEGORY	Number of mentions
Prevention	
Affordable Housing	Total 26
Enhanced Role for Housing Resource Centre	Total 20
Changes in ODSP Changes in Ontario Works	Total 19
Coordination of Services	Total 17
“One-Stop-Shop”	Total 14
Increase Promotion of Supports to the Homeless and Housing Insecure	Total 14
Enhance Emergency Financial Assistance	Total 11
Enhance Supports to the Mentally Ill	Total 9
Enhance Prevention Services	Total 7
Increase Income Security	Total 5
Enhance Financial Services	Total 5
Implement Comprehensive Discharge Planning	Total 4
More Public Education	Total 4
Change Tenant Protection Act	Total 4
Enhance Access to Medical Services	Total 3
Enforce Property Standards and Maintain Rental Stock	Total 3
Enhance Employment Assistance Services	Total 2
Enhance Tenant Legal Rights Enforcement	Total 2
Enhance Family Counselling Services	Total 1
“One-Stop-Shop” for Mental Health Services	Total 1
Housing Dispute Centre	Total 1
Outreach	
Coordination of Outreach	Total 16
County-City Transportation	Total 5
Enhance Funding to Telecare	Total 1
Mental Health Outreach	Total 1

Table 2-1
Summary of Needs and Priorities (continued from previous page)

NEEDS BY CATEGORY	Number of mentions
Emergency Shelter	
Emergency Shelter Facilities and Services for the Hard to House	Total 31
Youth Shelter	Total 8
Family Shelter	Total 5
County Emergency Shelters	Total 3
Enhance Funding to Existing Shelters	Total 1
Access to Personal Care Facilities	Total 1
Transitional Housing	
For Youth, with Related Services	Total 2
Increased Transitional Housing with Supports	Total 2
Men's Halfway House	Total 1
Supportive Housing	
For the Mentally Ill	Total 5
Housing with Supports	Total 4
For Seniors	Total 3
Miscellaneous	
Greater Inclusivity in Existing Services	Total 6
More Funding Stability	Total 4
Assistance with Moving	Total 3
Disabled Accessibility	Total 2
Affordable Rooming Houses	Total 1

The following table (Table 2-2) is the complete summary of community needs, assets, and gaps as identified throughout our research and consultation process. The needs highlighted in Table 2-1 were drawn from this table's left column.

Table 2-2
Community Needs, Assets, and Gaps (7 pages)

1. PREVENTION		
All the measures required to help people retain affordable, accessible, appropriate and well maintained housing.		
COMMUNITY NEEDS	ASSETS	GAPS
Affordable Housing (26 mentions)	- 2171 Social Housing Units.	<ul style="list-style-type: none"> - Acute shortage of decent, affordable rental stock, especially in the county. - Lack of sufficient affordable housing (for those on Social Assistance, the mentally ill, the disabled, those living on fixed or low-incomes). - All non-profits and co-operatives have long waiting lists for people requiring subsidy. - Lack sufficient resources for the Peterborough Housing Development Corporation to renovate enough county and city housing to meet the need.

1. PREVENTION (continued)		
COMMUNITY NEEDS	ASSETS	GAPS
Enhanced Role for Housing Resource Centre (HRC) (20 mentions)	- HRC	- Lacks sufficient stable funds to meet the community's growing demand for housing support services, including: assistance in finding and maintaining housing, advocacy with landlords and social services, follow-up and ongoing support. - Lacks extended office hours, sufficient staff and resources to comprehensively assist people in need, sufficient listings from private sector landlords, funding for transportation to the county (to provide services), and sufficient resources for its Housing Retention Program (too narrow and under-resourced, presently 14 hrs/wk provided to 2 communities only).
Changes in Ontario Works (OW)	- basic allowances and mandatory benefits available through the municipality - Discretionary Benefits	- Shelter and living allowances unrealistically low - Perception that availability of discretionary benefits (and sometimes mandatory benefits) is not made known to some applicants/recipients - "Claw back" of National Child Benefit Supplement (NCB)
Changes in Ontario Disability Support Program (ODSP) (19 combined mentions – re: Changes in OW and ODSP)	- Available through the province - A stable income source	- ODSP does not assign specific caseworkers to clients - Access to ODSP is long and difficult; frequent refusals - Direct payment of rent option by ODSP not available
Coordination of Services (17 mentions)	- Community Plan process.	- Lack a coordinated system/protocol where various service providers can be brought together in the agreement of who would do what in response to individuals in need. - System is fragmented; even agencies may not know what supports are available. - Many people feel frustrated when they go to various agencies, as they must tell their stories over and over.
"One-Stop-Shop" (14 mentions)		- Lack "One-Stop" place for services with 24/7 phone line and response capability, ensuring a full complement of services along the continuum.

1. PREVENTION (continued)		
COMMUNITY NEEDS	ASSETS	GAPS
Increase Promotion of Support Services to the Homeless and Housing Insecure (14 mentions)		<ul style="list-style-type: none"> - Lack information throughout the county and city on services that are available. - Lack effective distribution of information to all community service agencies and to individuals in need through agencies or at points of likely contact (i.e. police, food-bank).
Enhance Emergency Financial Assistance (11 mentions)	<ul style="list-style-type: none"> - Emergency Funds available for the present year. - Services available through HRC, Salvation Army, Share the Warmth, area churches and various Social Services programs. 	<ul style="list-style-type: none"> - Not enough funding to meet need. - Lacks sustainability plan. - Selected county access (at satellite HRC locations). - No 24/7 access. - Lacks coordinated access.
Enhance Supports to the Mentally Ill (9 mentions)	<ul style="list-style-type: none"> - Available through the Canadian Mental Health Association (CMHA), Schizophrenia Clinic, Schizophrenia Society, Peterborough Regional Health Centre (PRHC). 	<ul style="list-style-type: none"> - Lack sufficient mental health services. - Hospital under-staffed and under-funded - unable to provide appropriate care for the mentally ill. - No 24/7 support services for the mentally ill. - Lack sufficient services for mentally ill individuals who do not want and/or qualify for services at CMHA. - Few resources available for agencies supporting those individuals around other issues (e.g. anger, substance abuse) to access appropriate housing.
Enhance Prevention Services (7 mentions)	<ul style="list-style-type: none"> - Available through several community agencies including: Credit Counselling, HRC, CMHA, and John Howard Society. 	<ul style="list-style-type: none"> - Lack sufficient services in: credit counselling, emergency financial aid, housing retention workers, crisis support, and skill training.
Increase Income Security (5 mentions)		<ul style="list-style-type: none"> - Inadequate job availability and incomes to afford suitable housing.
Enhance Financial Services (5 mentions)	<ul style="list-style-type: none"> - Available through Credit Counselling, CMHA, and Salvation Army. 	<ul style="list-style-type: none"> - A lack of sufficient private trustee and money management programs.
Implement Comprehensive Discharge Planning (4 mentions)	<ul style="list-style-type: none"> - Some discharge planning done at hospital and local jails. 	<ul style="list-style-type: none"> - No consistent protocol to ensure housing and supports are in place prior to discharge from jail/hospital.

1. PREVENTION (continued)		
COMMUNITY NEEDS	ASSETS	GAPS
More Public Education (4 mentions)		<ul style="list-style-type: none"> - Public education to reduce stigma associated with homelessness-prone populations (low-income people, people on social assistance, the mentally ill, at risk youth). - Public education/awareness that homelessness exists, its causes, and what people in the community can do to help.
Change Tenant Protection Act (4 mentions)		<ul style="list-style-type: none"> - Landlords demand last month's rent deposit. - Rent control legislation eliminated by Provincial government.
Enhance Access to Medical Services (3 mentions)	<ul style="list-style-type: none"> - Available through family physicians and Peterborough Regional Health Centre. 	<ul style="list-style-type: none"> - Shortage of medical doctors/family physicians. - Existing practice of selecting who to accept as a patient, leaving the "difficult to serve" without care. - Difficult access to medical care at hospital.
Enforce Property Standards and Maintain Rental Stock (3 mentions)	<ul style="list-style-type: none"> - Municipal property standard by-laws exist. 	<ul style="list-style-type: none"> - Overall, property standards violations seem to be unreported and/or not enforced. - Lack a proactive enforcement and repairs effort to maintain housing standards. - Tenants fear reporting substandard housing.
Enhance Employment Assistance Services (2 mentions)	<ul style="list-style-type: none"> - Available through OW, Employment Resource Centre and Employment Planning and Counselling. - Clothes available through Elizabeth Fry and St. Vincent de Paul. 	<ul style="list-style-type: none"> - Lack sufficient employment-related services. - Lack sufficient places to get clothes for a job interview.
Enhance Tenant Legal Rights Enforcement (2 mentions)	<ul style="list-style-type: none"> - Services available through the Peterborough Community Legal Centre (PCLC). 	<ul style="list-style-type: none"> - Lack sufficient enforcement of housing discrimination and tenant rights with landlords.
Enhance Family Counselling Services (1 mention)	<ul style="list-style-type: none"> - Available through Peterborough Youth Services (PYS) and Community Counselling and Resource Centre (CCRC). 	<ul style="list-style-type: none"> - Lack sufficient family counselling services.
"One-Stop-Shop" for Mental Health Services (1 mention)		<ul style="list-style-type: none"> - Lack a central mental health centre/ "one-stop" service.
Housing Dispute Centre (1 mention)		<ul style="list-style-type: none"> - Lack a Housing Dispute Resolution Centre for people living together and neighbours.

2. OUTREACH

Out of office interventions provided to people living on the street who need shelter, people living in shelters who need permanent housing, and people in permanent housing who need support, for up to three months, to retain their housing. Services can include crisis intervention, access to emergency financial assistance, referrals, short-term planning and follow-up or accompaniment to other institutions.

COMMUNITY NEEDS	ASSETS	GAPS
Coordination of Outreach (16 mentions)	- AHAC to pursue coordination of outreach services.	- Lack sufficient county presence. - Limited hours on the street, not available 24/7. - Lack community-based outreach that is responsive to the needs being presented. - Lack Mobile Response Unit with trained individuals.
County-City Transportation (5 mentions)	- Daily bus service from Lakefield to Peterborough. - Project Wheels (presently not funded)	- Lack transportation services into city from county when homeless/in housing crisis.
Enhance Funding to Telecare (1 mention)		- 1-800 number lacks co-ordination and resources to advertise, provide training and follow-up.
Mental Health Outreach (1 mention)		- Community based outreach

3. EMERGENCY SHELTER

Housing intended for very short tenures of a few days up to six months, usually available on an emergency basis. Accommodations and facilities are basic and services are directed towards addressing crisis situations.

COMMUNITY NEEDS	ASSETS	GAPS
Emergency Shelter Facilities and Services for the Hard to House (31 mentions)	- AHAC studying of models for "Out of Harm's Way" Project. - Warming Room was open this winter (Jan-Mar 2001) on Cold Weather Advisory nights. - 4 detox beds planned for new Peterborough Regional Hospital	- Lack of 24/7 accessible, safe shelter and crisis intervention services for individuals with an apparent mental illness, substance abuse problem, or who have been 'black-listed' from using existing shelters. - Lack a 365/7, 6 pm to 9 am Drop-In Room for homeless people to escape the elements. - Lack Drop-In Room county presence. - Present practice of opening Warming Room on severe weather nights inadequate. - Lack of detox facilities (beds and programs). - Lack sufficient access to addiction-related supports, medical intervention, and mental health intervention.

3. EMERGENCY SHELTER (continued)		
COMMUNITY NEEDS	ASSETS	GAPS
Youth Shelter (8 mentions)	- Temporary youth shelter and support workers available through Youth Emergency Shelter.	- Lack permanent youth shelter (for those unable to use existing shelters) with supports to find housing.
Family Shelter (5 mentions)	- Temporary family shelter operated by HRC.	- Existing shelters cannot accommodate male-led or two-parent families with children. - Lack a permanent family shelter.
County Emergency Shelters (3 mentions)	- Buckhorn Rural Outreach project (for victims of violence and those who become temporarily homeless through crisis).	- Lack county overnight crisis shelters. - Lack permanent provisions for people outside of the city limits to access emergency housing.
Enhance Funding to Existing Shelters (1 mention)	- 'Permanent' shelters for homeless men, women, women with children. Temporary shelters for male-led families/families and youth.	- YWCA, Brock Mission and Cameron House are under-resourced.
Access to Personal Care Facilities (1 mention)		- Lack an area where the unsheltered homeless could have access to washrooms and shower.

4. TRANSITIONAL HOUSING		
A combination of housing and services intended to facilitate self-reliance and self-sufficiency. This housing is available to clients for up to three years.		
COMMUNITY NEEDS	ASSETS	GAPS
For Youth, with Related Services (2 mentions)	- PYS offers counselling for youth (up to 16 years of age).	- Lack short-term programs for youth at risk to develop life skills.
Increased Transitional Housing with Supports (2 mentions)	- Available through various community organizations serving: people with developmental disabilities, mental illnesses, women (and their children) escaping abuse, female offenders on temporary absence, and refugees. - 6 beds available for men overcoming addictions at Ozanam.	- Long waiting lists for all transitional housing - Community has identified the need for more transitional housing
Men's Halfway House (1 mention)	- Edmison House (not locally controlled, Federal).	- Brock Mission, the only resource for men upon release from prison is not always appropriate.

5. SUPPORTIVE HOUSING

Public or non-profit owned housing with some form of care component, intended for people who cannot live independently. The tenure may be long-term.

COMMUNITY NEEDS	ASSETS	GAPS
For the Mentally Ill (5 mentions)	- CMHA has 40 units.	- CMHA supportive housing has long waiting list (3 years average). - Lack of respite for caregivers who are ageing, burning out, and are unable to provide emotional, social and financial support.
Housing with Supports (4 mentions)	- Available through various community organizations serving: people with physical disabilities, mental illnesses, and developmental disabilities.	- Long waiting lists for supportive housing. - Lack sufficient supportive housing for young people, people with mental illnesses, and seniors.
For Seniors (3 mentions)	- PDACL allocates roughly 15% of its units to seniors.	- Lack sufficient supportive housing (i.e. Boarding Home with housekeeper or Personal Support Worker) for seniors needing help with meals and medication. - We will be facing an increasing number of elderly people that do not wish to live in an institutional setting.

6. MISCELLANEOUS

Over-riding items that apply to one or all of the continuum categories.

COMMUNITY NEEDS	ASSETS	GAPS
Greater Inclusivity in Existing Services (6 mentions)		- Services are not all inclusive; if people do not fall into designated, identifiable needs groups or are unable to comply with established procedures, they are often left to their own devices. - Language and eligibility criteria surrounding services can be restrictive and intimidating to people.
More Funding Stability (4 mentions)	- Community Plan - Plan for adequate and sustainable funding	- A more stable funding commitment, involving all levels of government is needed to adequately resource programs.
Assistance with Moving (3 mentions)		- Lack affordable or free moving services for people on low-incomes.
Disabled Accessibility (2 mentions)	- Minor accessibility measures at some agencies and housing.	- Organizations that serve or house people who are homeless are not fully accessible to people with disabilities (i.e. there may be a ramp, but there is a lip at the door, or the door is too small to accommodate a large wheelchair, etc).
Affordable Rooming Houses (1 mention)		- Lack affordable boarding/rooming houses.

Section 3.0 Priorities for Local Action

3.1 Introduction

In this section, we identify priorities for local action based on the information on community needs, assets and gaps presented in Tables 2-1 and 2-2. That material has been summarized in Table 3-1, Priority Needs, which ranks the needs without regard to where they fall on the continuum. This table includes only those needs that were identified three or more times by survey respondents, focus groups, or groups at the June 20th consultations.

**Table 3-1
Priority Needs**

COMMUNITY NEEDS	Number of mentions
Emergency Shelter Facilities and Services for the Hard to House	Total 31
Affordable Housing	Total 26
Enhanced Role for Housing Resource Centre	Total 20
Changes in ODSP Changes in OW	Combined Total 19
Coordination of Services	Total 17
Coordination of Outreach	Total 16
“One-Stop-Shop”	Total 14
Increase Promotion of Support Services to the Homeless and Housing Insecure	Total 14
Enhance Emergency Financial Assistance	Total 11
Enhance Supports to the Mentally Ill	Total 9
Youth Shelter	Total 8
Enhance Prevention Services	Total 7
Greater Inclusivity in Existing Services	Total 6
Supportive Housing for the Mentally Ill	Total 5
Increase Income Security	Total 5
Enhance Financial Services	Total 5
County-City Transportation	Total 5
Family Shelter	Total 5
Implement Comprehensive Discharge Planning	Total 4
Housing with Supports	Total 4
More Public Education	Total 4
Change Landlord-Tenant Act	Total 4
More Funding Stability	Total 4
Enhance Access to Medical Services	Total 3
Enforce Property Standards and Maintain Rental Stock	Total 3
Assistance with Moving	Total 3
County Emergency Shelters	Total 3
Supportive Housing for Seniors	Total 3

In recommending particular needs for funding or some other type of action, we have been guided by the results of our research and consultation, as displayed in this table, and also by the objectives outlined in Section 2.1. But it has also been necessary to take account of the nature of the different funding sources available and our ability to address these needs with the resources available.

3.2 Prevention

3.2.1 Affordable Housing

An adequate supply of affordable, accessible, appropriate and well-maintained housing would obviously prevent homelessness and housing insecurity. It is significant that participants in the survey, focus groups and consultation insisted on pointing that out, even though we had defined that fundamental problem as being outside the scope of this plan.

Several specific gaps were identified and these are described in Table 2-2. These needs will be addressed in a strategic plan for permanent affordable housing that is being prepared by AHAC's Supply Subcommittee. Titled "Peterborough Taking Charge: A Strategic Plan for the Supply of Affordable Housing"(5), that plan together with this plan, comprise AHAC's response to the crisis of affordability that exists in Peterborough city and county.

3.2.2 Housing Resource Centre

The Housing Resource Centre provides all kinds of help in resolving problems like disputes, hydro, storage, moving. They do this by providing resources, information and advocacy ... They listen to what you need and help you figure out your priorities, who to talk to, what you're entitled to, where to go for other help and support around obtaining housing ... There's not enough workers to spend the right amount of time with people ... It's not easy if you live in the county and have no transportation ... It's only by talking to workers at places like HRC that you can find out, otherwise, people just assume they can't get help ... (focus group participants)

There is overwhelming support for an enhanced role for the Housing Resource Centre (HRC) and for stable and increased funding to make that possible. This measure would address several of the needs that are ranked highly in Table 3-1:

- enhanced role for HRC
- enhanced prevention services
- increased promotion of services to the homeless and housing insecure
- coordination of services
- one-stop shopping

The HRC currently attempts to provide a wide range of services, including the housing registry, the emergency fund, housing support, information and referral, Share the Warmth, off-site services, housing retention, outreach, community development, service coordination and special projects (see appendix B for details). There is increasing demand for all of these services and waiting lists for some. Staffing levels and space

are widely acknowledged to be inadequate. Last year, 4,728 clients were served and of these, 30 to 40 percent were county residents.

The majority of the agencies who completed our survey volunteered the information that they depend on the HRC. Most of these agencies identified the need for increased levels of service and increased funding. Focus group respondents spoke to the value of housing retention and housing support workers and the need for stable funding for them. Participants in the consultation spoke out strongly for enhanced prevention-related services and also for “one-stop” access to a wider range of housing services, and more after-hours services.

While other agencies also provide prevention-related services and both promotion and coordination of services require a range of approaches, there is no question that an enhanced role for the HRC would have significant impact. And if “one-stop” access to services is ever to become a reality in Peterborough city and county, the HRC must have stable and increased funding.

The vision that many of our respondents have for the HRC is a central location that provides direct access to most, if not all, the services that people need to prevent homelessness, as well as after hours service and satellite offices at strategic locations in the county. They visualize staff of other essential agencies working on-site at HRC as well as an expanded range of programs offered directly by HRC.

Funding for the current incarnation of the HRC was announced at the Forum on Homelessness and Housing Insecurity in April, 1999. Following withdrawal of provincial funding from the HRC some months before and its temporary closure, the municipalities (city and county) assumed responsibility for core funding. It was increased from \$70,000 to \$95,000 for the current year.

Because the municipalities have clearly expressed their wish for the HRC to play a key role in preventing homeless and housing insecurity; because the HRC has demonstrated its ability to play this role, albeit with limitations due to funding constraints; and because this role is widely acknowledged in the community,

we recommend that The Housing Resource Centre receive funding increments of 30 percent (based on the housing funding model used by Joint Services Steering Committee) each year for the next three years.

We are aware that the HRC will not be able to meet everyone’s expectations for enhanced services for some time. The first increment may allow the program to put its current operations on a sounder footing and to compensate for the loss of SCPI funding for the Emergency Fund Administrator position. The second and third increments may allow it to expand service to the county, and to move toward “one-stop” access to a wider range of services and after-hours service. These increments will not obviate the need for the HRC to continue to seek other sources of funding but a larger core will provide the stability it needs to meet many of the needs we have identified.

3.2.3 Coordination of Services

An enhanced role for the Housing Resource Centre will contribute greatly to the coordination of services for people in Peterborough city and county who are homeless or housing insecure. The recommendation in Section 3.3 for coordination of outreach and the fund allocation process that we recommend in Section 5 will also help insofar as they direct available funds more strategically. Beyond these specific measures, though, is the need for the Affordable Housing Action Committee (AHAC) to play a strong role in planning and program development. This will require support from the Departments of Planning and Development Services and Social Services. Accordingly,

we recommend that the directors of the Department of Planning and Development Services and the Social Services Department meet as soon as possible with the AHAC Executive to determine appropriate support for AHAC and its Sub-committees for the coming year.

3.2.4 Adequate Income

3.2.4.1 Introduction

It is clear that people become homeless or housing insecure because there is not enough affordable housing and/or because their incomes are inadequate. Several needs related to adequate income were identified in our research (see Tables 2-1, 2-2 and 3-1):

- increased income security
- change ODSP/Ontario Works
- enhance Emergency financial assistance
- enhance financial services
- more public education

We will focus in this section on specific measures that can be taken at the local level to address these needs.

3.2.4.2 Disability Support and Ontario Works

Several issues with respect to the Ontario Disability Support Program (ODSP) and Ontario Works (OW) are listed in Table 2-1. Some involve benefit levels, a provincial responsibility, and others involve local implementation of these programs, a municipal responsibility. Public education about the need for changes in these programs is also necessary.

We recommend that the Affordable Housing Action Committee (AHAC) make advocacy with the provincial government for changes in ODSP and OW and public education about the need for these changes a priority in the coming year.

OW discretionary benefits will be discussed in the next section.

3.2.4.3 Emergency Financial Assistance

Because of the inadequacies of OW and ODSP and to some extent because of the clawback of the National Child Benefit (NCB), the need for emergency financial assistance has grown dramatically in Peterborough city and county in recent years. Several sources of emergency financial assistance are listed in Table 2-2. We will focus on two: Discretionary Benefits (DB) that are available under specified circumstances to OW and ODSP recipients, and the Emergency Fund (EF), which is available under specified circumstances to OW and ODSP recipients, the working poor, and people who have no income at all.

Approximately \$2.4 million is budgeted for the current year by the municipalities for Discretionary Benefits for purposes ranging from vision care to what we think of as “emergency financial assistance” to prevent homelessness: rent arrears, rent deposits, initial heat or utility deposits, disconnection of service or pending eviction, etc. Last winter, the City and County of Peterborough approved a somewhat expanded Discretionary Benefits policy and budget. The province subsequently changed its regulations, effectively placing a cap on DB that restricted Peterborough’s ability to continue its expanded program. The cost of Discretionary Benefits is split 80:20 between the province and the municipalities.

Approximately \$100,000 will have been spent by the end of this year by the HRC’s Emergency Fund. The Emergency Fund has been funded to date by the Provincial Homelessness Initiative Fund (PHIF), the federal Supporting Community Partnerships Initiative (SCPI) and by the municipalities.

Both DB and EF have eligibility requirements that define who is eligible, for what purpose, and how many times applicants can access specific benefits. It is important that these criteria continue to be reviewed on a regular basis, given that tenants living on extremely low incomes in Peterborough face repeated housing crises due to the poor condition and high cost of much rental housing.

More significant is the fact that Discretionary Benefits are funded under the Ontario Works Act to assist with the extraordinary needs of OW and ODSP recipients. The term “discretionary” refers only to municipalities’ decision whether or not to offer Discretionary Benefits. At the present time, the primary source of emergency financial assistance for the so-called working poor in Peterborough is the Emergency Fund.

Other gaps in the two programs were identified by participants in the agency survey and the consultation (see Table 2-2). While it is clear the two programs have helped many people retain their housing, it is time to review their effectiveness.

We recommend that AHAC and the Department of Social Services work together to maximize the funds available to individuals in need, including Discretionary Benefits and the Emergency Fund, in order to reduce the likelihood of homelessness and increase people’s ability to access affordable housing.

The situation would be eased somewhat for many residents of the city and county if some way could be found to direct some portion of the funds clawed back from the

National Child Benefit to low income families. One of the messages we heard in focus groups and the consultation was that the clawback should be reversed. We think this is unlikely to happen in the near future and that a more pragmatic strategy is to use the funds more strategically locally.

Our research on adequate and sustainable funding suggests there may be precedents in other jurisdictions to return NCB to families from whom it has been clawed back (see background paper "Research into Sustainability of Funds for Homelessness and Housing Insecurity"(7)). It may also be possible to use more of the NCB funds that are allocated to local agencies and groups to reduce homelessness and housing insecurity. This would seem to be consistent with federal principles that NCB funds be used to decrease child poverty and to strengthen families' attachment to the workforce.

We recommend that AHAC support the review of the National Child Benefit that is to be undertaken by the Department of Social Services, considering alternatives for these funds to directly and indirectly reduce homelessness and housing insecurity in low-income families.

Meanwhile, we expect the Emergency Fund will continue to meet many people's need for emergency financial assistance in order to retain their housing or, in the case of people who are already literally homeless, to provide emergency shelter for them when nothing else is available.

We recommend that the Emergency Assistance Fund receive \$40,000 in each of Years Two and Three from SCPI.

This will effectively provide \$80,000 for the Emergency Fund for the period Jan 1, 2002 – Mar 31 2003, inasmuch as Year Two ends March 31, 2002. Once allocated, SCPI funds may be carried forward from Year Two into Year Three. We expect that some of the pressure on the EF will be reduced by continued funding for a family shelter (see section 3.4.3), through changes in Discretionary Benefits policies, and eventually through the Energy Plan that will be developed this fall by AHAC's Policy and Issues Subcommittee. Energy costs were a significant drain on the Emergency Fund last winter, and the Energy Plan is meant to address the issue for low-income residents of the city and county.

3.2.4.4 Enhance Financial Services

Trustee and money management programs were not listed among the highest priorities, probably because most of the participants in the survey, focus groups and consultations realize that inadequate income is a more fundamental issue. Nonetheless, the programs offered by Credit Counselling Service, Canadian Mental Health Association and the Salvation Army are not sufficient to meet the need. We support these agencies in their continued efforts to expand their programs

3.2.5 Enhanced Supports to People with a Mental Illness

People who suffer from serious mental illness are particularly vulnerable to homelessness and housing insecurity. The significant gaps in supports for them that are described in Table 2-2 require provincial action, but it is important to acknowledge in this plan that provincial inaction contributes significantly to a growing local problem. There is little we can do with local resources to prevent people who lack the supports they need from becoming homeless. That is why we must recommend that SCPI funds be used for emergency shelter for people who are “hard-to-house” and for improved outreach services (see section 3.3 below). And we continue to support the efforts of the CMHA, the PRHC and the Schizophrenia Society to secure adequate supports for local residents who suffer from serious mental illness.

3.2.6 Comprehensive Discharge Planning

Some of our agency respondents have suggested that a few cases of homelessness could be prevented if local hospitals and jails were able to ensure that housing and supports became a consistent part of discharge planning.

We recommend that AHAC, through its Services Sub-committee, work with local institutions to ensure comprehensive discharge planning for people who are at risk of becoming homeless, and that AHAC establish this as a priority for the coming year.

3.2.7 Enforce Property Standards and Maintain Rental Stock

The term “affordable housing” is a convenient abbreviation. What we really wish for every resident of Peterborough city and county is housing that is affordable, accessible, appropriate and well-maintained. Often, people who live on low incomes must trade affordability for the other attributes. Better enforcement of property standards and improved maintenance of rental housing stock would contribute to housing security for many low-income residents. We expect these issues will be addressed in the strategic plan for permanent housing that is being prepared by AHAC’s Supply Subcommittee.

3.3 Outreach

In April of this year, AHAC released a study on the state of outreach, titled “Homelessness Outreach Services in Peterborough City and County”(6). This report concluded that our present outreach system is too fractured to expect true cooperation between service providers and recommended the creation of a centralized and comprehensive homelessness outreach service.

The report found that at present, there is inconsistent communication amongst outreach providers. Agencies bid for small pockets of funding, leading some agencies to see others as competition. Organizations with different mandates will approach their work with differing perspectives that can prevent cooperation. There is also a critical gap in after-hours homelessness outreach presence. Most agencies openly advocate that this

community should coordinate the provision of outreach services, and AHAC, acting on this direction, has identified the coordination of outreach as a priority.

The presence of a consistent, responsive, and coordinated outreach service is needed to ensure that we offer a reliable service in this community. At present, outreach services are offered through various agencies with little formal cooperation occurring to ensure there are no gaps in the response system. Clearly, consolidation of the funds used to provide outreach services would allow for a more strategic direction of resources.

We recommend that City and County Councils consolidate funds from the Provincial Homelessness Initiatives Fund (PHIF) and Off the Street and into Shelter Fund (OSIS), a total of \$100,000, and that a Request for Proposal (RFP) be issued, soliciting proposals from an agency or agencies, to ensure the provision of integrated, comprehensive, outreach services, and that preference be given to the agency or agencies who demonstrate the ability to develop the necessary partnerships to accomplish this goal.

This agency or agencies will be responsible for providing outreach services and may contract for services with other agencies as appropriate; for ensuring that outreach services are coordinated in the city and county; and for actively seeking additional funds so that comprehensive outreach services exist. The Community Development Officer, a new position described in Section 5, will assist with the latter. It is anticipated that funding will be on-going for as long as PHIF and OSIS funds are available, subject to periodic reviews of the lead agency's effectiveness in coordinating outreach.

One final consideration is that the Brock Mission now receives PHIF funds in the amount of \$27,000. The consolidation of PHIF and OSIS funds for the purpose of coordinating outreach could result in these funds being directed elsewhere. However, we are also aware that the Province has made funds available for a new program called Redirection, redirecting people from emergency shelter into permanent housing. This is precisely how Brock has been using PHIF funds. In order to ensure that Brock Mission's level of service is not negatively affected,

we recommend that the municipality seek Redirection funds from the Province, if these are judged to be appropriate for our community, and that Brock Mission be encouraged to apply for these funds to offset the loss of PHIF.

3.4 Emergency Shelter

3.4.1 Introduction

Three new type of shelters have been piloted in our community with the use of Year One SCPI funds: the overnight Warming Room that was opened last winter for people who are hard-to-house, the temporary family shelter operated by the Housing Resource Centre, and an emergency unit for youth. The latter was intended as a minimal response to needs of youth while a permanent shelter is being developed. These three initiatives have resulted from gaps in the local shelter system where no emergency

housing existed for people who are hard to house, for male-led families or families with children, and for youth, respectively.

3.4.2 Shelter for People who are Hard to House

Due to the nature of serious mental illness and substance abuse, some people who suffer from these conditions may be hard to house. They require specialized facilities with rules and procedures that are appropriate to their needs. We are proposing a graduated approach to meeting the needs of this population in Peterborough, starting with funding for a Warming Room that will operate every night this winter.

A Warming Room is essential for this community. Last winter's experience in providing this basic service showed that there is a demand for an out-of-the-cold overnight space to be open every night from November to March. Based on the daily cost and experience, the cost to be open every night is \$70,000 for the five-month period. The Warming Room is targeted to people for whom existing shelters are unsuitable because they are hard-to-house but it is open to anyone who cannot find emergency shelter elsewhere.

We recommend that the Warming Room initiative receive \$70,000 in Year Two from SCPI, and that the Canadian Mental Health Association, with assistance from AHAC's Out of the Cold Committee chaired by Councillor Henry Clarke, operate the room nightly from November 1, 2001 to March 31, 2002.

Meanwhile, AHAC's Services subcommittee is currently studying models for a minimal barrier shelter for people who are hard to house, and will continue to work to build the necessary partnerships to develop it.

We recommend \$70,000 of Year 3 SCPI funds be made available as start-up funds for a minimal barrier shelter for people who are hard to house, and that an RFP be issued for this purpose as soon as these funds are available, in April 2002.

If surplus funds are available from the Warming Room initiative, we recommend they be re-allocated to the Minimal Barrier Shelter initiative.

3.4.3 Family Shelter

The Housing Resource Centre's experience in operating the temporary family shelter (funded by Year one SCPI until October 2001) has confirmed the effectiveness, both financial and supportive, of a small shelter staffed by a mentor-family. It has also resulted in significant savings to the Emergency Fund. It is evident that this initiative, which results in better service and is cost effective, is worth continuing. Based on the HRC's experience, we estimate a mentor-family type of facility would cost \$40,000 a year.

We recommend that the Family Shelter initiative receive \$40,000 in each of Years Two and Three from SCPI, and that an RFP process be utilized to identify an operator.

We anticipate that by Year Two, the family shelter will be able to access per diem funding through the emergency hostel program and that by Year Three, it will have secured stable funding from other sources.

3.4.4 Youth Shelter

The Youth Emergency Shelter Board of Directors has been very successful in obtaining capital funding for a youth shelter. The estimated annual operating costs for the shelter and related programs will be \$300,000. Through an extensive fund-raising campaign, YES has been able to raise approximately \$50,000, which is being used as start-up funds (see background paper 7). We believe that a youth shelter is on its way to becoming a reality in Peterborough and are not recommending the use of scarce SCPI funds to support it. Instead, we propose a general approach to the sustainability of emergency shelters (see section 3.4.6 below).

As well, we encourage YES, as a new agency providing specialized youth services, to build links with other youth serving organizations so as to become an integrated part of the continuum of services.

3.4.5 County Shelters

At the present time, county residents requiring emergency shelter must rely on city-based shelters. It is possible that at least some county townships may be able to develop cost-effective, overnight or short-term-stay accommodations for individuals in need. This would provide county residents with a local access while preventing them from becoming disconnected from their communities.

We recommend that AHAC, through its Services Sub-committee, work to establish models for county-based emergency accommodations, and that AHAC establish this as a priority.

3.4.6 Sustainable Emergency Shelters

Sustainable and adequate funding for shelters is a vital necessity to assure our capacity to house our growing homeless population. The amounts and nature of funds presently available to our community seriously limits the scope of improvements that can be made to our shelter system. In Section 4 we outline in detail a plan to seek adequate and sustainable funding. In relation to shelter funding, subsection 4.5 describes our plan for directing community donations to support the work of all shelters.

We recommend that funding for emergency shelters be a priority for the funding strategies described in Section 4.0.

We see these strategies as supporting and complementing existing fundraising efforts such as YES, the Brock Mission and the YWCA's Crossroads shelter. It will be difficult for Peterborough city and county to support five emergency shelters, but there is clearly a need, for the foreseeable future, at least.

3.5 Transitional and Supportive Housing

The survey of the community's existing transitional housing revealed that in all cases there are significant waiting lists for units. In the case of housing for women and children moving from abusive situations through transitional housing to permanent affordable housing, the lack of the latter has come to mean that what was intended as "transitional" has become permanent: people cannot move on. The sole transitional facility for people battling substance abuse has only six beds, all for men, and a waiting list.

The agency survey and the consultation showed a concern for the lack of transitional housing both for people with addiction issues and for people being discharged from institutions, such as hospitals and correctional facilities, with nowhere to live. Some of the latter group require supportive housing but for others the major problem again is the lack of housing which they can afford. The objectives in the plan which refer to transitional housing identify the need for an adequate supply, range and variety of appropriate transitional housing with supports and services, especially for people with special needs, including those being discharged from institutions, those who have experienced abuse and those who have substance abuse problems.

The immediate provision of such housing did not emerge as a high priority during the development of this plan. People recognize that the funds immediately available will not cover the costs of construction or purchase of more facilities. However, there was an overwhelming recognition of the need for more permanent affordable housing, as well as for more transitional housing facilities.

There are long waiting lists for supportive housing, especially for those with mental illnesses or developmental delays. For some people the need for supportive housing may be temporary: they will need to be able to move to an affordable house or apartment. For others this may be a permanent setting and more units must be provided to recognize the fact that there will not be an automatic turn over of units. Agencies surveyed stressed the need for more supportive housing for the mentally ill, youth and seniors.

The objective to ensure appropriate and sufficient supportive housing with a care component for those who cannot live independently can only be met by increasing the supply of such housing and ensuring that the existing units, some of which are in old buildings, can be properly maintained. Supportive housing, like transitional housing, must be tackled at the same time as the provision of permanent housing.

In larger communities, such as Toronto and Hamilton, sufficient federal funds under the SCPI programme are available for transitional and supportive housing. In Peterborough, SCPI funds are not sufficient for this purpose: we have to look for a wide range of other funding to help provide the bricks and mortar. One such approach is proposed in Section 4, a community campaign to educate Peterborough residents about these issues and to raise funds for an Affordable Housing Foundation (see Section 4.0).

We recommend that transitional and supportive housing be identified as a priority for the funding strategies described in this plan.

Section 4.0 Adequate and Sustainable Funding

4.1 Introduction

This section provides information on funds currently used by service providers in Peterborough city and county, analyses the sustainability of these funds including identification of services most vulnerable to funding cuts, suggests potential new sources of funds and a strategy to address the problem of sustainability, and reports on funds available to match Supporting Community Partnerships Initiative (SCPI) funds in Years 2 and 3.

4.2 Urgency

It is crucial that the urgency for adequate and sustainable funding to address issues of homelessness be fully understood. Research for this Plan uncovered desperate needs in the community, needs that are being addressed with inadequate resources. Organizations with mandates to address issues of homelessness and housing insecurity are often operating in a state of crisis and emergency themselves and are unable to provide the full range of needed services.

4.3 Method and Background Report

This research involved surveying eight agencies considered to be ‘essential’ in addressing homelessness and housing insecurity, surveying seven other communities regarding funding to address homelessness and housing insecurity, a literature search, and interviews with community stakeholders.

Details of this research and its findings are in the supporting document “Research into Sustainability of Funds for Homelessness and Housing Insecurity”(7). This document includes findings on:

- types and amounts of funding received by the 8 essential agencies
- funding received by these 8 essential agencies that is time limited, and
- expenditures by the 8 essential agencies according to the continuum of supports and services

This research is a first look at funds available and funds needed. It is limited in that it is based on information provided to us in both survey form and by telephone interview from the agencies noted, and reports on what each agency identified as their funding situation.

It is sufficient, however, to indicate that significant funding issues exist among services aimed at addressing homelessness and housing insecurity. Further study will be needed to gain a more indepth understanding of funding needs and resources.

4.4 Funding Sources

4.4.1 Sustainable Sources of Funds

“Sustainable funds” refers to funds which were defined by the organizations surveyed to have a reasonable expectation that they would be available for more than three years. Although the amount of funding may vary slightly, the agency receiving sustainable funds expects funding to continue as long as performance meets projected targets.

Sustainable sources of funds identified for the eight essential agencies included:

- Attorney General through Legal Aid Ontario
- Ministry of Community & Social Services through Violence Against Women program, per diem for shelter beds, rent supplement, adult residential program, and supported independent living
- Ministry of Health
- Ministry of Municipal Affairs and Housing)
- Some donations and fundraising.

4.4.2 Time-limited, Unsustainable and Inadequate Funding

The findings show that many services are dependent on sources of funding that are identified as time-limited and unsustainable. These funding sources include:

- federal sources (SCPI and Correctional Services Canada),
- provincial sources (PHIF, Ontario Works Enhancement Funds),
- municipal sources (municipal grants)
- United Way and some fundraising

Of the eight essential agencies studied, a total of \$6,569,962 was received in 2001 to address homelessness and housing insecurity. The sources of these funds were:

- 70% provincial
- 19% fundraising and donations
- 5% municipal
- 3% United Way
- 3% federal

Three of the eight agencies studied (Casa Maria, the Community Legal Centre, and Peterborough and District Association for Community Living) identified the funding they receive to address homelessness and housing insecurity as sustainable, in that it is granted on an annual basis with reasonable expectation that it would continue for more than three years. Funding for these 3 agencies was \$2,329,566, or 35% of total funds for homelessness and housing insecurity received by the 8 agencies.

The remaining five agencies studied (Brock Mission, Canadian Mental Health Association, Housing Resource Centre, Youth Emergency Shelter and YWCA) identified varying amounts of funding for services that address issues of homelessness and housing insecurity as unsustainable, in that these funds were time-limited without a reasonable expectation that they would continue after 3 years.

Table 4-1 summarizes the degree to which the funding for services to address homelessness and housing insecurity were identified by the agencies as time-limited.

**Table 4-1
Time Limited Funding for Essential Agencies**

Agency	% of total funding to address homelessness and housing insecurity that is time-limited
CMHA Peterborough	9%
Brock Mission	10%
YWCA	10%
Housing Resource Centre	57%
Youth Emergency Shelter	61%

It should be noted that even where agencies said their funding was sustainable, that funding could still be inadequate to meet community needs. Setting the problem of adequate funding aside for the moment, several agencies were found to be highly dependent on time-limited, unsustainable funding. The areas found most vulnerable to funding loss were:

- ongoing sustainable funding to operate the Youth Emergency Shelter
- outreach and supportive services and facilities for the mentally ill and substance abusers, and
- outreach workers for the homeless

These areas were all identified among the priorities reported in section 3.

4.5 Potential Funding Sources

Research for the Community Plan identified a number of potential funding sources and ideas for generating funds. These are described in detail in supporting document 7. A summary list of these potential sources is shown in Table 4-2 (next page).

The priority needs shown in section 3 cannot be met by existing sources of funds. A concerted effort is needed by the community and by individual organizations to access the potential sources of funds shown in Table 4-2 and to identify and seek out other funds to address homelessness and housing insecurity.

Table 4-2
Potential Sources of Funding/Ideas for Funding

The following is a list of possible sources of funding to address issues of homelessness and housing insecurity. More detail on these sources can be found in the background paper, [“Research into Sustainability of Funds for Homelessness and Housing Insecurity”](#)(7).

Federal

- Supporting Community Partnerships Initiative (SCPI)
- Public Works and Government Services – making \$10 million worth of surplus federal properties available – where there is a significant homelessness population and a community plan
- Correctional Services Canada
- Residential Rehabilitation Assistance Program (RRAP) – several programs
- Canada Mortgage and Housing Corporation (CMHC) – Home Adaptations for Seniors’ Independence
- Youth Employment Strategy (YES) – several programs
- National Child Tax Benefit. Used as emergency fund – allocation of funds to families in some communities to alleviate the “depths of poverty”

Provincial

- Social Assistance Discretionary Benefits
- Provincial Homelessness Initiatives Fund (PHIF) – for outreach, help lines, extended 24-hour drop-in
- Off the Street and Into Shelter (OSIS). 80:20 provincial/municipal split – outreach and administrative costs to collect statistics, increase awareness of problem
- Emergency Hostel Redirection Funding – 80:20 provincial/municipal split – to help hostel users obtain appropriate permanent housing

Other Solutions

- Establish a Foundation or Trust – private donations, public funds
- Collaborate – involve private enterprise, faith communities, service clubs, individuals, non-profit organizations, and service providers
- Form umbrella organization to provide a number of services – can better provide a continuum of care
- Form a coalition of funding managed by receiving agencies
- Bring foundation representatives on committee – can contribute their expertise
- Use Ministry of Health to provide outreach services for substance abusers and people with a mental illness
- Raise public awareness of issues related to homelessness
- Use municipal dollars to leverage other government funds
- Use tax and legislated changes to tap into private capital
- Adopt the 1% solution – all levels of government spend 1% more of existing total budgets on housing than they do now
- Place a percentage of revenues received from developers for municipal land into a Trust whose funds are designated exclusively to development of low-income and related housing

A local organization, the Peterborough Affordable Housing Foundation, is currently being formed to raise awareness and generate funds for affordable housing. This group is currently seeking incorporation. It will be important that AHAC work closely with this Foundation to launch education and fundraising campaigns to meet these needs. Funds will be needed for emergency shelters for the hard-to-house, for families and for youth, as well as to develop transitional and supportive housing, and, of course, for permanent affordable housing.

We recommend that AHAC work closely with the Peterborough Affordable Housing Foundation to develop sources of funds to address homelessness and housing insecurity, including launching a public education and fundraising campaign to raise awareness of issues identified in the Community Plan and raise funds to address these issues.

The Funding Sub-committee of AHAC, described in Section 5.0, and the Peterborough Affordable Housing Foundation will require staff assistance to raise needed funds.

We recommend that the Funding Sub-Committee of AHAC be supported by a Community Development Officer (CDO), as described in Section 5 of this Plan, to assist in the work required to identify and access potential sources of funds.

It is anticipated that this person will need to become a local expert on potential funding sources in order to assist community groups and agencies in identifying relevant sources of funds and helping them develop funding proposals.

4.6 Community Contribution - Funds to Match SCPI Funding - Years 2 and 3

The SCPI contribution of \$157,700 in each of Years 2 and 3 will be more than matched locally, by community contributions from provincial and municipal funding, donations, fundraising and United Way. As shown in background document 7, these funds total over \$ 6 million.

Section 5.0 Implementation

5.1 Introduction

This section describes the process for implementing, monitoring, communicating and evaluating Peterborough's Community Plan for Homelessness and Housing Insecurity. It includes the requirements of the federal government's Supporting Community Partnership Initiatives (SCPI) program for allocation of SCPI funding, and goes beyond these requirements to establish processes to fully implement the community plan.

5.2 AHAC's Role in Implementation

Specific responsibilities of AHAC in implementing the Community Plan will be to:

- take a leadership role in promoting implementation of the plan
- make recommendations for the allocation of relevant funds, in accordance with priorities in the Community Plan
- ensure there are adequate, sustainable funding sources to address homelessness and housing insecurity
- review and update priorities in the Community Plan
- monitor and evaluate implementation of the Community Plan, including preparation of an annual report card

5.3 Fund Allocation

In order to recommend the allocation of funds in ways that will best coordinate use of limited funds to address community priorities identified in this plan, fund allocation needs to be carried out through a coordinated process that is "arms length" from any organizations interested in receiving funds.

We recommend that the Affordable Housing Action Committee (AHAC) create a Funding Sub-committee to assist in the task of recommending the allocation of local funds available to address homelessness and housing insecurity.

In the case of provincial/municipal funding programs such as PHIF and OSIS that require approval of city and county councils, AHAC will make recommendations to Joint Services Committee and administration of the funds will be the responsibility of the city Department of Social Services.

In the case of SCPI funds, AHAC will work with Human Resources Development Canada (HRDC) in a "shared model". This model will allow AHAC to recommend allocation of SCPI funds to HRDC, with the support of HRDC in the administration of these funds.

Responsibilities for the Funding Sub-committee are described in Table 5-1 (next page).

Table 5 -1

**Affordable Housing Action Committee (AHAC)
Funding Sub-Committee
Terms of Reference**

Purpose: To ensure that processes are in place to review requests for funding that address issues of homelessness and housing insecurity in Peterborough City and County, to make funding recommendations to AHAC, and to assist community agencies identify new sources of funds.

Responsibilities:

- Become familiar with the requirements and criteria of all relevant funding programs
- Develop funding policies and seek their approval by AHAC.
- Recruit and train review team members
- Develop and implement funding review processes
- Ensure that funding recommendations reflect the priorities in the Community Plan
- Ensure that the requirements of all funding programs, and AHAC funding policies, are adhered to in all funding recommendations
- Recommend funding to AHAC for approval
- Assist community agencies to identify and obtain new sources of funds to address homelessness and housing insecurity

Membership:

- six members, plus the Chair
- Chair and Vice-Chair to be members of AHAC
- members to be knowledgeable about issues related to homelessness and housing insecurity
- membership to exclude individuals directly involved (as a staff member or current volunteer) with any organizations seeking funds through the committee

Staff: Community Development Officer
Social Services Department Support (to be determined)

Through the Funding Sub-committee, AHAC will:

- assume responsibility for duties related to allocating SCPI - Year 2 and Year 3 funds, with administration for this process to be carried out by HRDC, as a “shared model” for the community entity
- assume responsibility for recommending the allocation of specified funds related to homelessness and housing insecurity that are currently managed by the City of Peterborough in its capacity as Service Manager, including Provincial Homelessness Initiative Funds (PHIF), Off the Streets and Into Shelter (OSIS) funds, and other funds determined in consultation with the Social Services Department
- assume duties related to developing “other” sources of funding so that there is adequate, sustainable funding to address homelessness and housing insecurity initiatives

5.3.1 Request for Proposals

Requests for proposals (RFPs) will be tendered by AHAC, through the Funding Sub-committee, with administrative support from the City of Peterborough,.

5.3.2 Assessment of Proposals

The Funding Sub-committee will review all funding proposals, according to the criteria of each funding source, the priorities of the Community Plan and funding policies established by AHAC.

5.3.4 Recommendation and Approval Process

The Funding Sub-committee will review funding requests and make funding recommendations to AHAC, which in turn will make funding recommendations to the appropriate body.

5.4 Staffing Requirements

Implementing the Community Plan will require the assistance of a new position, a Community Development Officer. This is an important role in that it will enable AHAC to undertake the work needed to review and make recommendations on funding proposals and will assist AHAC and the Peterborough Affordable Housing Foundation in seeking out new sources of funds.

The Community Development Officer will provide staff support for the implementation of the Community Plan, including supporting the Funding Sub-committee and AHAC's Services Sub-committees as shown below:

- prepare materials to support the fund allocation process (requests for proposals, application forms, statements of policy and criteria, etc)
- assist organizations interested in applying for funds so that they understand the funding priorities, criteria and procedures
- assist the Funding Sub-committee in training volunteers involved in reviewing applications
- assist community agencies and groups to identify and obtain other sources of funds to address homelessness and housing insecurity
- assist the Peterborough Affordable Housing Foundation to become established as a vehicle for receipt of donations to this campaign
- assist AHAC in working with the Peterborough Affordable Housing Foundation to develop and implement education and fundraising campaigns
- assist the Services Sub-committee in ongoing review and updating of priorities
- assist the Service Sub-committee in implementing, evaluating and monitoring the Community Plan, including preparation of an annual report card

We recommend that a 3 year staff position of Community Development Officer (CDO) be established to support the implementation of the Community Plan, and that funding for this staff position be made available from:

- **AHAC project funds** \$10,000 per year for 3 years
- **City/ County of Peterborough** \$20,000 per year for 3 years
(according to the housing funding model of Joint Services Committee)
- **HRDC planning funds** \$20,000 per year for 2 years.

Funds from AHAC have already been committed for the current year. It is hoped that a funding commitment from AHAC and from the city and county will provide leverage in obtaining future ongoing funding, such as additional funds from HRDC or funding from United Way grants in the 3rd year.

We recommend that the Community Development Officer be managed by a community agency, preferably the Peterborough Social Planning Council (PSPC).

The PSPC is an incorporated organization which has the expertise, experience and objectivity required for this task. It would provide supervision for the CDO, with direction for their work coming from AHAC's Funding and Services Sub-committees. We expect that the CDO will require an Assistant, and because he or she will be hired by a community agency, it will be possible to hire someone through an HRDC grant.

We recommend that an Assistant for the Community Development Officer be hired through an HRDC grant to support the work of implementing the Community Plan.

5.5 Communication Strategy

The Community Plan will be communicated to the community through:

- public presentation of the Plan to both City and County Councils, which will be covered by local media
- a community briefing session to be held with key stakeholders involved in the preparation of the Plan, to be held following approval of the Plan by Joint Services Committee
- public announcement of the Request for Proposals for funding, through advertisement in local media
- promotion of the priorities identified in the plan through efforts to identify and obtain new sources of funding
- regular reports by Funding and Services Sub-committees at AHAC meetings, which are open to the public

5.6 Implementing, Evaluating and Monitoring

AHAC will have overall responsibility for implementing, evaluating and monitoring the Community Plan, including revising the role of the Services Sub-committee so that it can:

- evaluate progress made in reaching the Goals and Objectives of the Community Plan, and make recommendations for the coming year
- assess annual impact in meeting the priorities of the Community Plan and prepare an annual report that includes input from the community and consumer groups
- update the Plan annually
- review of Year 2 and 3 of SCPI funding to assess the extent to which SCPI objectives and the Community Plan priorities are met
- review the use and impact of PHIF funding

We recommend that the mandate of AHAC's Services Sub-committee be revised to assume these responsibilities, and that its membership be changed, to involve members of the current Services Sub-committee and members of the Community Plan Steering Committee.

Immediate action will be needed to implement the recommendations in the Community Plan, as outlined in Table 5-2. This action will require that the Steering Committee continue in existence until December 2001.

**Table 5-2
Workplan for Implementing the Community Plan**

Task	Dates
Community Plan Steering Committee to initiate and carry out process to recommend allocation of PHIF and SCPI -Year 2 funds	Sept.- Dec. 2001
AHAC to approach HRDC for funds for the Community Development Officer (CDO)	Sept. 2001
Community agency to hire CDO	Oct. 2001
Community agency to approach HRDC for funds to hire Assistant	Nov. 2001
AHAC to form Funding Sub-committee	Dec. 2001
AHAC to revise role/membership of Services Sub-committee	Dec. 2001
Funding Sub-committee to begin identifying and seeking funds from other sources	Jan. 2002
Funding Sub-committee to allocate PHIF and SCPI -Year 3 funds, and other funds identified	Apr.-Sept. 2002
AHAC to monitor and evaluate Community Plan - Phase I	by Aug. 2002
AHAC to monitor and evaluate Community Plan - Phase II	by Aug. 2003

Section 6.0 Conclusion

This plan attempts to bring together people, governments and funding in order to find solutions. Expectations for what this plan will achieve are very high, which is appropriate considering that our vision is also large and will require a great amount of work to accomplish. This plan is a starting point, a foundation upon which we can build trust amongst all involved sectors and have some common agreement to guide the difficult work ahead.

In order to meet the vision that we outline in this plan, we will require time, money, ideas, people, commitments and a common trust. We ask Councils to approve this plan, we ask HRDC to support our funding requests, and we ask that the community become informed and involved in the common work of building a community where a decent home for everyone is not just a concept, but a sustainable reality.

List of Referenced Documents

- 1 "Where's Home?: A Picture of Housing Needs in Ontario."
Ontario Non-Profit Housing Association and Co-operative Housing Federation of Canada, 1999.
- 2 "Crisis of Affordability: A Study of Homelessness and Housing Insecurity in Peterborough City and County."
Peterborough Social Planning Council, 2000.
- 3 "Community Planning Project Proposal: Supporting Community Partnerships Initiative."
The Affordable Housing Action Committee, 2000.
- 4 "Mapping Capacity and Coordination of Housing and Related Services on a Continuum of Service Model: A Work in Progress."
The Coordination of Housing and Related Services Committee and Task Force on Homelessness and Housing Insecurity, 1999.
- 5 "Peterborough Taking Charge: A Strategic Plan for the Supply of Affordable Housing."
The Affordable Housing Action Committee, in preparation and due for release next year.
- 6 "Homelessness Outreach Services in Peterborough City and County."
The Affordable Housing Action Committee, 2000.
- 7 "Research into Sustainability of Funds for Homelessness and Housing Insecurity."
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Appendix A

List of Agencies Invited to Participate in Assets and Gaps Survey Process

- 1 Canadian Mental Health Association – Peterborough Branch*
- 2 Casa Maria Refugee House – C/O Sisters of Saint Joseph*
- 3 Credit Counselling Services – C/O Community Counselling and Resource Centre*
- 4 Edmison House*
- 5 Elizabeth Fry Society*
- 6 Housing Resource Centre – C/O Community Counselling and Resource Centre*
- 7 Kawartha Participation Projects*
- 8 Millbrook Correctional Centre, Discharge Planning Department*
- 9 Nijkiwendidaa Kwewag Services Circle
- 10 Ontario Provincial Police
- 11 Parole Office – C/O Correction Service of Canada
- 12 Peterborough and District Association for Community Living*
- 13 Peterborough Coalition Against Poverty*
- 14 Peterborough Community Legal Centre*
- 15 Peterborough Jail
- 16 Peterborough Lakefield Community Police Services*
- 17 Peterborough Native Friendship Centre
- 18 Peterborough Regional Health Centre, Clinical Social Work Department*
- 19 Peterborough Regional Health Centre, Medical Social Work Department*
- 20 Peterborough Youth Emergency Shelter*
- 21 Peterborough Youth Services*
- 22 Probation/Parole Services – C/O Ministry of Correctional Services*
- 23 Saint Vincent De Paul Society
- 24 Schizophrenia Clinic – C/O Peterborough Regional Health Centre
- 25 Schizophrenia Society*
- 26 Telecare Distress Centre of Peterborough*
- 27 The Bridge Youth Drop-In – C/O Kawartha Youth for Christ*
- 28 The Brock Mission*
- 29 The John Howard Society*
- 30 Woodland Residence – C/O Sisters of Saint Joseph*
- 31 YWCA of Peterborough, Victoria & Haliburton*

* indicates a response to the survey

Appendix B

Housing Resource Centre Statistics and Services

Services offered:

- Re-opened in June 1999.
- Housing Registry Listing (lower-income tenants).
- Emergency Fund (people who are homeless or in imminent risk of homelessness).
- Housing Support (people with significant barriers to finding adequate shelter or housing independently – 30 individuals on waiting list with a 4 week average wait).
- Information and Referral (tenants, landlords, or low-income homeowners needing assistance related to their housing).
- Share the Warmth (low-income families or the disabled at risk of utility disconnection).
- Off-site services (people who qualify for any HRC service living in various county locations).
- Housing Retention (people with Rent-Geared-to-Income housing or other housing who are at risk of losing it).
- Outreach (people living on the street, in shelters etc. or those disable/vulnerable/abused who receive services in their homes, or in institutions/shelters, etc. Differs from off-site services in that we may initiate the initial contact or expand our mandate to meet their unique need).
- Community Development (liaison – assisting with/initiating community initiatives).
- Service Coordination (initiate or participate in multi-service collaboration to resolve situations for clients).
- Special Project (e.g. Family Shelter demonstration project).

Current Operating Information:

- Last year serviced 4,728 individuals. Since June 1999, clients increased from 101 per month to 740 per month (13.65% increase).
- Of those serviced, 30 – 40% were county residents.
- At date of closing June 1996, HRC served 2 literally homeless persons. In May 2001, 24 literally homeless were served.
- County satellite office are donated in Buckhorn (Community Centre), Norwood (Council Chambers) and Apsley (Community Care).
- Use Bell Relay Services for Deaf and Hearing Impaired and some capability for sign language on staff; other accessibility features for persons with disabilities and services.
- June 1999 saw 17 clients in crisis/emergency. In May 2001, 47 clients in this situation.
- Emergency Fund: January 2000, 5 clients assisted; July 2001, 32 clients assisted, \$5,789 expended.

Appendix C

AHAC Membership

Katherine Blackwood, Chair	X Property Manager, Kawartha Participation Projects
Melinda Rees, Vice Chair	X Executive Director, Peterborough Community Legal Centre
Henry Clarke	X Councillor, City of Peterborough
Margeree Edwards	X Councillor, City of Peterborough
Brian Fallis	X Councillor, County of Peterborough
Rev. Gordon Finney	X Incumbent, St. John's Anglican Church X Board Member, St. John's Centre
Gail Lyons	X Community Member X Former Social Researcher and Planner
John Martyn	X Community Member X Interim Chair, Affordable Housing Foundation X Member, Kairos Non-Profit Homes X Chair, Peterborough Community Housing Development Corporation
Margaret McCutcheon	X Tenant X Community Member
Rosemary O'Donnell	X Manager, Housing Resource Centre
George Pappas	X Councillor, County of Peterborough
Casey Ready	X Executive Director, Community Counselling and Resource Centre
Peter Robinson	X Project Manager, Peterborough Community Housing Development Corporation
Linda Saunders	X Business Manager, Canadian Mental Health Association – Peterborough Branch