



Peterborough

10-year housing & homelessness plan

2014-2017

Summary of 20 Commitments and Outcomes:
Supporting Document to the 2017 Progress Report.

Contents

Supporting Document to the 2017 Progress Report

This document is a summary of some of the progress made on the 20 Commitments and Outcomes since 2014. This summary will help prepare City staff to lead the review of the 10-year Housing and Homelessness Plan, to be completed in 2019.

The City remains committed to ongoing collaboration and a coordinated system of housing and homelessness services to make positive change for people in our community. The achievements to date would not have been possible without the depth of community partnerships and integrated services that make up these programs and initiatives.



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Providing People-Centred Service

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| <p>1. Engage Members of the community, including people who use housing and homelessness services.</p> | <p>More people will engage and provide feedback on housing and homelessness related programs and services.</p> | <p>817 people gave feedback on housing and homelessness in various surveys, consultations and meetings. Changes as a result of the feedback included:</p> <ul style="list-style-type: none"> • (2014) Feedback from guests and volunteers of the Warming Room. Feedback was used to improve service the following year. • (2014) A social housing survey was conducted with residents. Results were shared with Social Housing Providers to impact service improvements. • (2015) One to one surveys were completed with shelter residents. Results were used to learn more about their experience with homelessness programs and services. • (2015) The City partnered with Trent Centre for Community Research to conduct a survey on the Home Ownership and Peterborough Renovates programs. Results were used to improve both programs. • (2016) A Point in Time count of homelessness was conducted. Results were used to improve the local understanding of how many residents are struggling with homelessness. • (2017) Throughout the summer and fall City staff actively held community events and meetings to promote awareness of the Community Wellbeing Plan. 106 responses were gathered highlighting Housing as a key issue and will be used to better inform the Housing and Homelessness Plan review in 2018/19. |
| <p>2. Facilitate alignment of policy and strategic plans, among City partners and within municipal departments, using a service system approach.</p> | <p>Families and individuals get assistance through a system of coordinated housing and homelessness services that provides appropriate supports and promotes self-sufficiency.</p> | <ul style="list-style-type: none"> • (2014) The City facilitated a Housing First working group that coordinated the efforts of 9 agencies and service providers. • (2015) 14 community partners participated in a planning session to close gaps in homelessness services. The group developed a Client Services Pathway and a process to help resolve complex situations. • (2016) 13 agencies signed the Housing First Framework. • (2017) A Coordinated Entry System working group was established. • (2014-2017) The Homelessness Coordinated Response Team (HCRT) is comprised of multiple community partners. They supported 460 people with complex challenges to get housed and stabilized. |

| Commitment | Outcome | Where we are at: 2014-2017 |
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| 3. Examine local committees and service provider partnerships to ensure best use of resources. | The collective impact of local committees and service provider partnerships will be strengthened and their work will be closely aligned with the commitments and time-frame of this Plan. | <ul style="list-style-type: none"> • (2014, 2016) Joint meetings held with 3 local housing committees to consult on budget, new program and funding announcements. • (2017) A realignment of 2 housing and homelessness related committees was initiated to support implementation of the Housing and Homelessness Plan. |
| 4. Pursue ways to share service data for effective service planning. | People will benefit from evidence-based services that use a common data system that includes appropriate safe guards with respect to personal privacy and confidentiality. | <ul style="list-style-type: none"> • (2017) A shared database called Homeless Individuals and Families Information System (HIFIS) was implemented and is now being used by all of the local shelters. • This will be accompanied in 2018 by a Data Management staff position. This position will support data collection, analysis and reporting. This will help the City better understand the needs of people using our homelessness system and lead to better service. |
| 5. Review the process of applying for rent geared-to-income (RGI) housing. | People who apply for rent geared-to-income housing can use a simple application process, in person, by mail or using modern technology, and have enough information to make informed choices about their social and market housing options. | <ul style="list-style-type: none"> • (2015) Housing Access Peterborough made improvements to their website including information for each Social Housing Provider on amenities, local schools and community features. • (2015) Housing Access Peterborough made it easier to access and submit applications for Rent Geared-to-Income assistance online. |

Creating Housing Affordability

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| 6. Expand rent supplements. | Low-income households are more stable and secure in their rental housing (i.e. an addition of about 100 households in any given year, receiving rent supplement support). | <ul style="list-style-type: none"> • (2017) A federal-provincial funded rent supplement program was due to expire March 31, 2018, which would result in a loss of rent subsidy for about 115 people. City and County Councils approved a budget increase of \$213,000 to help keep renters housed. • (2017) There was the announcement that Peterborough City and County was successful in securing almost \$1M in Home for Good funding that included 31 rent supplements and supports for youth and people experiencing chronic homelessness. • (2017) City Council approved an extra \$75,000 toward Municipal rent supplements for the homelessness program. • Measurement of commitment will be re-evaluated during the 10-year Housing and Homelessness Plan review. |
| 7. Maximize use of government and private sector resources for new affordable rental housing. | 500 new affordable rental homes created using new and existing resources including senior government funding, municipal incentives, non-profit and private sector equity and publicly-owned land. | <ul style="list-style-type: none"> • (2014) The Affordable Housing Community Improvement Plan program offers incentives to housing developers that can include exemptions and/or refunds of municipal fees as well as grants and property tax incentives. This is in exchange for creating rental units with rents of Average Market Rent (AMR) or lower. • (2014) The Roadmap for Housing Developers was developed by the Affordable Housing Action Committee in partnership with the City's Housing Division. • (2014) The City added a new affordable housing development charge. Funds paid under this charge go towards incentives for building new affordable housing. • (2014-2017) 257 new below market rental units have been created in the City and County of Peterborough. This total represents 51% of the 500 units targeted in the Plan. • An overall total of 744 new below-market rental units have been created in Peterborough City and County since new affordable housing programs began in 2003. |

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| 8. Support affordable housing in municipal planning documents. | New residential development applications received by the City and Townships propose a higher portion of affordable housing than in previous years and more property owners develop second units/garden suites. | <ul style="list-style-type: none"> (2017) The City's Planning Division consulted with the community about changes to the Zoning By-law that will make it easier for Peterborough residents to create rental apartments in their home and on their property. If approved, this will have the potential to add much-needed rental stock to the community. |
| 9. Provide loans and grants to low and moderate-income homeowners for necessary repairs, accessibility and energy efficiency upgrades to their homes. | 200 low and moderate-income homeowners have access to grants and loans to complete necessary repairs, energy efficiency and accessibility upgrades. | <ul style="list-style-type: none"> (2014-2017) 129 households received Peterborough Renovates assistance. 4 years into the Plan, the goal is 65% complete. |



| Commitment | Outcome | Where We Are At: 2014-2017 |
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| 10. Develop a long-term strategy for existing social and rent geared-to-income (RGI) housing. | A Strategic Plan for Social Housing that guides decisions about the future of existing social housing and is supported by the City, County, non-profit, co-operative and aboriginal housing stakeholders. | <ul style="list-style-type: none"> • (2014) The City-County Joint Services Steering Committee received information on End of Operating Agreements, including strategic planning issues and recommendations. • (2015) Completion of a Social Housing Provider stakeholder session about strategic planning. • (2016) Development of Peterborough Housing Corporation's Draft Capital Financing and Community Revitalization Plan. • (2016) Strategic Planning Guide developed. • (2016) Framework for a renewed agreement established with Kinsmen Garden Court. • (2016) Provided a Strategic Planning Information Session to Social Housing Providers with a presentation by Housing Services Corporation. • (2017) Housing Division continues to facilitate ongoing strategic planning meetings with Social Housing Providers. |
| 11. Ensure necessary repairs to rental properties. | 200 households (including those from a Single Room Occupancy Pilot Project) living in rental units in older housing stock, will have improved living conditions. | <ul style="list-style-type: none"> • Commitment will be re-evaluated during the Housing and Homelessness Plan review. |
| 12. Provide resources for affordable home ownership assistance. | 100 renter households become homeowners with the help of a homeownership assistance loan program. | <ul style="list-style-type: none"> • (2014-2017) 64 people received down payment assistance through the Homeownership Assistance Loan Program. Affordable homes were purchased in both the City and County of Peterborough. • 4 years into the Plan, the goal is 64% complete. |

Preventing Homelessness and Promoting Housing Stability

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| <p>13. Maintain and enhance housing stability.</p> | <p>Low-income tenants have access to financial and other supports when their housing stability is at risk, to prevent eviction and homelessness.</p> | <ul style="list-style-type: none"> • (2013-2017) 17,757 issuances through Social Services and the Housing Resource Centre that included payment of rent arrears, utility arrears, last month's rent and other housing costs. • (2014) In response to local advocacy, \$1.5 million one year funding was allocated through the provincial Community Homelessness Prevention Initiative (CHPI) to help people in the Peterborough region. CHPI funds help people at-risk of homelessness and those experiencing homelessness to find and keep appropriate housing. • (2015) Through a pilot project, Peterborough Housing Corporation, the John Howard Society and Peterborough Police came together to create an independent community mediation program. • The Housing First approach uses wrap-around supports that include Intensive Case Managers, Housing Support Workers and Trustee Services. The Home for Good funding approval (2017) also includes an outreach Registered Nurse. • The Housing Resource Centre continues to help people find and keep housing and prevent homelessness. |
| <p>14. Improve discharge planning from institutions, specifically hospital and correctional facilities.</p> | <p>People who are moving from institutions into the community will receive necessary services and supports to stabilize their housing and prevent re-admissions to institutions.</p> | <ul style="list-style-type: none"> • (2014) City staff worked on the Health Links initiative with community partners and the Central East Local Health Integrated Network (CE-LHIN). This initiative coordinated supports for people whose mental health, addictions or behaviour compromised their housing. The goal was to put the right supports in place in the community upon discharge from hospital. • (2014) City staff met with correctional facility staff to improve discharge planning processes from the Central East Correctional Centre (CECC). This included the development of a screening tool and guidelines for coordinating supports between CECC and Homelessness Coordinated Response Team (HCRT) before an individual was discharged. • (2017) CECC and Peterborough Regional Health Centre (PRHC) joined the HCRT; CECC attends meetings on case-by-case basis and PRHC has become a more regular member. |

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| 15. Expand mental health and addictions case planning and outreach. | People, whose mental health, addiction or behaviour compromises their housing, receive services that are coordinated through individualized, multi-agency case planning. | <ul style="list-style-type: none"> • (2015) 14 community partners participated in a planning session to close gaps in homelessness services. They also developed a Client Services Pathway and a process to help resolve complex situations. • (2016) 13 agencies signed onto the Housing First Framework. • (2016) The Homelessness Coordinated Response Team (HCRT) won the Ontario Municipal Social Services Association (OMSSA) Local Municipal Champion Award. The HCRT is a collaborative, case conferencing model of service with the homeless population in Peterborough. Community partners work together to provide wrap-around support to individuals and families dealing with addictions, mental health, brain injury, trauma and homelessness. • (2017) A Coordinated Entry System working group was established. • (2014-2017) HCRT helped 460 people with complex challenges to get housed and stabilized. |
| 16. Pursue collaborative priority-setting among funders in homelessness services. | Priorities among funders of homelessness services are aligned and duplication of services is eliminated. | <ul style="list-style-type: none"> • (2014) The CE-LHIN announced dedicated services and rent supplements for 8 people who are experiencing mental health and addictions challenges. City staff and community agencies collaborated to coordinate use of the funding. • (2015) The City and community partners developed a Housing First funding application that was approved. It included 8 rent supplement units, 1 Intensive Case Manager, 2 Housing Support Workers and the availability of Trustee Services. • (2016) The City attends regular meetings with the CE-LHIN to discuss programs, services and potential funding opportunities. • (2016) The City consulted with community partners to determine the best use of new Federal and Provincial funding. Priorities were established using evidence gathered through the Homelessness Point in Time Count and the Service Prioritization Decision Assistance Tool (SPDAT). • (2017) The City took part in the Federally funded Homelessness Partnering Strategy (HPS) review engagement session with the United Way of Peterborough and District. • (2017) City Council approved an extra \$75,000 for municipal rent supplements in the homelessness program. |

Transitioning Out of Homelessness

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| <p>17. Develop and implement a 'Housing First' program model.</p> | <p>People who have experienced long-term homelessness are appropriately housed and supported using a "Housing First" model that is locally relevant.</p> | <ul style="list-style-type: none"> • (2014) City staff led a working group with 9 service providers to develop a local Housing First model. • (2015) 8 people who were chronically homeless moved to permanent homes with supports using a Housing First model. • (2015) 28 agencies came together to learn about the SPDAT- a tool to help staff prioritize help for people who are homeless or at risk of homelessness • (2016) 13 agencies signed on to Housing First framework. • (2016) The City partnered with the United Way to undertake a Point in Time Count to provide a snapshot of homelessness in the community in order to take an important step to ending chronic homelessness. • (2017) Peterborough City and County successful securing Home for Good funding for 31 Housing First units for youth and people experiencing chronic homelessness. All units include rent supplements and wrap-around supports such as: intensive case management, trustee services, housing supports and outreach by a registered nurse. • (2014-2017) The Warming Room had 743 overnight guests. Due to demand it was extended for 2 months in 2017. The Warming Room is a minimal-barrier, seasonal program that serves many people who can not or will not stay at emergency shelters. |
| <p>18. Enhance Brock Mission facility and services.</p> | <p>Men experiencing homelessness will have improved physical space, enhanced services, with the potential for semi-independent living in a safe and supportive environment.</p> | <ul style="list-style-type: none"> • (2016-2017) Redevelopment of the Brock Mission men's shelter began. It will be replaced by a purpose-built shelter with the addition of 15 single room occupancy units in the same location. |

| Commitment | Outcome | Where We Are At: 2014-2017 |
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| 19. Improve collaboration with private sector landlords. | Private sector landlords with lower-cost rental housing have the support and information they require to improve outcomes for tenants. | <ul style="list-style-type: none"> • (2017) City staff held an information session for Landlords about various housing and homelessness related topics. • Ongoing collaboration between agencies and landlords to find housing options for people needing a place to live. • An identified gap in service with ongoing problem-solving. |
| 20. Enhance supports that prepare people to move out of emergency shelters and to secure and maintain their housing. | People leaving emergency shelters receive the support they need to find and maintain housing, reducing repeat shelter visits. | <ul style="list-style-type: none"> • (2014) City staff collaborated with shelter and community agency staff to make sure people were connected with supports before they left the shelter. • (2014) The City partnered with the Canadian Mental Health Association (CMHA) to offer 23 people a Life Skills program that was aimed at improving housing outcomes for people who are homeless. • (2014-2017) 6 to 7 Municipally funded rent supplements help support the Abbott House transitional housing program through the YES Shelter for Youth and Families. Youth who complete the program who have stayed the entire year will have developed life skills, gained a landlord reference and learned budgeting skills to save money towards their next steps. • (2016) When the Warming Room closed for the season, the City helped support outreach workers to stay connected with 54 guests in their homes on the streets or at meal programs. |



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