

Housing & Homeless Services Network

Agenda

Wednesday, March 10, 2010
Metro Hall, Room 308

9:00 – 9:15 a.m. Coffee and Networking

9:15 – 11:00 a.m.

- 1. Economic Stimulus Funding, Affordable Housing Office, Simon Liston**
- 2. Employment Services, Toronto Employment and Social Services, Patrick Chartrand**
- 3. At Home/ Chez Soi Project, Mental Health Commission of Canada, Kate Mason**
- 4. “Housing as a Human Right” Campaign, Affordable Housing Office, Gil Hardy**
- 5. New Business/Announcements**

Future agenda items:

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Housing & Homeless Services Network

Minutes

Wednesday, February 10, 2010
Metro Hall, Room 308

Attending: Elizabeth Agoston, Sharon Alleyne, Rob Aversa, Randy Baronosky, Tammy Bays, LaToya Beckford, Richard Belaire, Marek Bero, Alice Broughton, Lorraine Clarke, Michele Connell, Geordie Dent, Troy Ford, Janet Huynh, Laura Jeschkeit, Ashley Lawrence, Mark Maclean, Lara McLennan-Ben, Carol-Anne McLoughlin, Shannon McGillivray, John Methven, Catherine Mifflin, Steve Milne, Toby Mullally, Esther Mwangi, Kim Nagus, Amber Neumann, Tsering Palmo, Fanny Paz, Scott Pennington, Morag Perkins, Heath Priston, Margaret Riddell, Mark Roininen, Fati Saliu-Ediagbonya, Vicki Sanders, Tanya Simpson, Renée Shentow, Tracey Smith, Laurel Stroz, Jennifer Sylvester, Alfred Tam, Irwin Wesley, Katherine White, Allison Wilson, Fanny Wong

1. Elizabeth Zeigler assumed the Chair and called the first session of the 2010 Housing and Homeless Services Network meeting to order. As the January session of HHSN was cancelled, minutes of the meeting held on December 09, 2009 were approved as circulated.
2. **Out of the Cold, Shannon McGillivray, Dixon Hall, 416-699-6682 (OOTC)**

The Out of the Cold program is a volunteer initiative that consists of congregations from faith groups, community members and advocates who provide safe refuge, hospitality and emergency shelter to the homeless community throughout the City of Toronto.

The Out of the Cold program was originally started by a private group of volunteers. In 2003, Dixon Hall was contracted by the City to manage the service. The program supports a core group of about 100 overnight stays, and an average of 682 overnights per week. The dinner programs serve three times the number of overnights. The programs are available to people who are housed and people who are homeless: that the dinner program provides a good, nutritious meal, of particular value to those who are precariously housed.

The program relies on the support of volunteers, who are from a diverse array of faith communities throughout the city.

For more information, see www.ootc.ca.

3. **Homelessness In Canada Research, Bri Trupuc, Charity Intelligence, 905-833-0075**

Charity Intelligence (CI) is a non-profit organization. Its mission is to provide research and analysis of Canada's charities to enable donors and funders to make informed and effective giving decisions based on results. CI:

- recommends charities that they deem to meet the highest standards in effectiveness
- provides donors with tools they can use to analyse charities and
- prepares commissioned research reports to aid funders.

Core research is done May-September of each year, and recent sector research reports include education (2008) and homelessness (2009).

For more information, please see: www.charityintelligence.ca.

4. Social Housing Access Study, Scott Pennington, Social Housing, 416-338-4885

This study is being undertaken to assist Shelter, Support and Housing Administration to conduct a comprehensive review of the social housing waiting list system in Toronto. The purpose is to evaluate the effectiveness of the social housing waiting list in meeting the needs of applicants, housing providers and the broader community. The findings will be used to develop policy options regarding access to social housing.

This study will identify issues, challenges and best practices from other jurisdictions as well as gather information about the current housing access system in Toronto, its operation and the households presently being served. This study is being undertaken as part of Housing Opportunities Toronto: An Affordable Housing Action Plan 2010-2020 in efforts to transform the social housing waiting list system into a “proactive social housing access system.” (recommendation 22).

The goal of the study is to determine if the social housing waiting list system is meeting goals established by City Council. The objectives are to

- Evaluate the impact of local rules, policies and procedures (including centralized waiting list system administration) on applicants, housing providers, residents and Housing Connections
- Identify key characteristics of applicants who have applied to the centralized waiting list
- Identify characteristics of households disadvantaged by the local rules, policies and procedures
- Identify the population groups in the broader community that would benefit from access to social housing that may not have already applied
- Evaluating the admin costs for housing providers and housing connections
- Identify successes as well as gaps, limitations, and barriers
- Evaluate the effectiveness of meeting the City’s goals for access, and
- Identify opportunities for legislative changes to the Social Housing Reform Act in response to the study findings.

A report, tentatively titled "Access to Affordable Housing in Toronto: A Review Framework" will be completed by mid-April. This document will assist a working group to make recommendations regarding Toronto’s centralized waiting list and other issues directly related to the access system.

For more information contact Scott at spennin@toronto.ca.

5. Community Partnership Strategy, Sarah Rix, Social Development, 416-392-8944

The Community Partnership Strategy is an assessment tool for analysing the community based service system in the city’s social planning neighbourhoods. It will allow the City to assess and monitor the strength of the community based service system in neighbourhoods and establish appropriate service levels for community based supports.

The Community Partnership Strategy was developed with the assistance of three different reference groups:

- A staff reference group with representatives from nineteen divisions and special project offices, four ABCs and the Toronto District School Board;
- A community reference group with representatives from seven different community based organizations and networks; and
- A funder reference group with eight governmental and nongovernmental funders in Toronto.

During 2009, the reference groups assisted in developing a draft Strategy. The draft Strategy was discussed at five public consultation sessions during November 2009. Approximately 220 representatives from community organizations attended, along with City staff and representatives of other funders. Based on the results of the consultation sessions and the advice of the reference groups, the Strategy was finalised.

The Strategy describes the community based service system in neighbourhoods in terms of six distinct components:

- *Organizations* – community based non-profit organizations. This component excludes non-profit organizations with mandates prescribed by the federal, provincial or municipal governments, such as hospitals, schools and school boards, and City ABCs and crown corporations. It includes those faith-based organizations that provide community services that are clearly demarcated from their faith services at both the service and budget level.
- *Services* – services provided by the community based sector. This component excludes services provided by the private and public sectors, and by excluded non-profit organizations such as hospitals and City ABCs, and faith services.
- *Space* – indoor and outdoor spaces available to support the community based service system.
- *Connections* – links among the community based sector and with the community, the private sector, public sector and faith communities. This component includes links such as partnerships, communications, and joint programming.
- *Resources* – the inputs to the community based service system required to support its functioning. This component includes financial resources, staff and volunteers.
- *Governance* – the engagement, leadership, decision-making and accountability processes required to ensure the community based service system is community owned.

The Strategy includes five categories of measures that the City can use to assess and monitor the strength of the community based service system in neighbourhoods:

- *Quantifiers* – measures that indicate the size and scope of a component and the overall system, such as the number of organizations, the number of services, and the number of spaces.
- *Accessibility* – measures that indicate the accessibility of a component and the overall system in areas such as physical access, language, culture, and hours of operation.
- *Adaptability* – measures that indicate the ability of a component and the overall system to both proactively and reactively address change.
- *Effectiveness* – measures that indicate whether the most effective use is being made of a component and the overall system.
- *Equity* – measures that indicate whether a component and the overall system are being used in a way that reflects community needs and priorities.

The Community Partnership Strategy provides the City with a tool to assess and monitor the strength of the community based service system at the *system level* in neighbourhoods. It provides a means for understanding the way the full range of community based organizations and services work together to support residents in their neighbourhoods.

The Strategy was presented to Community Development and Recreation Committee on February 3, 2010. A copy of the Staff Report, including background documents and recommendations, is available at:

<http://www.toronto.ca/legdocs/mmis/2010/cd/bgrd/backgroundfile-26583.pdf>

6. Renaming the Alternative Housing and Services Committee, Tracey Smith, SSHA, 416-397-4830

Shelter, Support & Housing Administration staff surveyed members of the Alternative Housing & Services (AHS) Committee membership in December 2009 to get feedback on a new name for the Committee that more accurately reflects its purpose. The results indicate that the majority prefer the proposed name “Housing and Homeless Services Network”. All notices and minutes will reflect the new name, Housing and Homeless Services Network, effective February 10, 2010.

7. New Business/Announcements

• **Native Child and Family Services, Irwin Wesley, 416-969-8510**

There is a new housing program at Anishnawbe Health. Please contact Anishnawbe Health Toronto at 416-360-0486 for more information.

• **Resources Exist for Networking and Training (RENT), EYET, Janet Huynh, 416-686-3390 x29336**

RENT is hosting a Housing Sector Forum on February 25 from 9:30 a.m. -12:30 p.m. at 947 Queen St. E. This Forum welcomes representatives from the Housing Help Network. Come learn about the network’s vital role and contributions, and have your chance to discuss and provide feedback on important housing issues.

RENT is hosting a session “Housing Options & Challenges for People Living with HIV/AIDS”, on March 23 from 9:30 a.m. – 12:30 p.m. The workshop will be co-led by Susan Clancy, Director, Fife House Community Programs and Kevin Leal, Coordinator, Homeless Outreach Program. It will explore how housing workers can support people with HIV/AIDS to secure appropriate housing.

Tammy Bays is RENT’s new Outreach Facilitator. She provides support to housing workers, landlords and Toronto residents. She can visit agencies to discuss issues such as talking to clients, services available at the East York Housing Help Centre and RENT and how to get the most out of www.landlordconnect.ca. She can be reached at outreach@housingworkers.ca or tammy@eyetsrp.ca / 647-258-9969.

• **Invisible City, Michele Connell, SSHA, 416-397-4164**

Invisible City traces three years in the challenging lives of two teenage boys living in Canada’s largest social housing project, Regent Park in Toronto. A project of the National Film Board of Canada, Industry Pictures and Shine Films, it is directed by Oscar nominee

Hubert Davis. It won the Best Canadian Feature award at the 2009 Hot Docs Canadian International Documentary Festival. The film is currently showing at the Royal Cinema and can be seen on TVO February 10 at 10 p.m. and Sunday, Feb 14th at 10:45 p.m.

- **Street Outreach Services (SOS), Kim Nagus, 416-926-0744 x227**
SOS is showing “Men for Sale”, a youth documentary on sex trade workers, Friday, February 12th, at 6:30 p.m.

Next Meeting:

**Wednesday, March 10, 2010
9:15 am
Room 309, Metro Hall
55 John Street**