Joint Services Steering Committee Meeting Agenda

June 14, 2018
3:45 p.m.
Council Chambers, City Hall

1. Call to Order

2. Confirmation of Minutes
   2.a February 8, 2018

3. Disclosure of Interest

4. Minutes For Information
   4.a Age-friendly Peterborough Advisory Committee Minutes
      January 10, 2018

5. Reports
   5.a PCCP 2017 Year End Performance Report
   5.b 10-year Housing and Homelessness Plan: 2017 Progress Report
        Report IPSHDJSSC18-002
   5.c Community Wellbeing Plan Update
        Report CSSSJSSC18-007
   5.d Amending Agreement Between City and County of Peterborough for
        Consolidated Municipal Services
        Report CAOJSSC18-001
   5.e Portable Housing Benefit - Special Priority Policy program
        Report IPSHDJSSC18-003
   5.f Age-friendly Peterborough Advisory Committee Update
        Report CSSSJSSC18-005
<table>
<thead>
<tr>
<th></th>
<th>Title</th>
<th>Pages</th>
</tr>
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<tbody>
<tr>
<td>5.g</td>
<td>Revisions to the Age-friendly Peterborough Advisory Committee Terms of Reference Report CSSSJSSC18-006</td>
<td>78 - 90</td>
</tr>
<tr>
<td>5.h</td>
<td>Community Based Early Years and Child Care Capital Funding Report CSSSJSSC18-002</td>
<td>91 - 93</td>
</tr>
<tr>
<td>5.i</td>
<td>Homelessness System Update Report CSSSJSSC18-003</td>
<td>94 - 120</td>
</tr>
<tr>
<td>5.j</td>
<td>Downloading of Prosecution of Part III Offences to Municipalities Report CLSPOAJSSC18-001</td>
<td>121 - 125</td>
</tr>
</tbody>
</table>

6. **Other Business**

7. **Next Meeting - September 6, 2018**

8. **Adjournment**
Joint Services Steering Committee Minutes
February 8, 2018

Present
Councillor Baldwin
Councillor Beamer
Councillor Clarke
Councillor Riel
Councillor Gerow
Councillor McFadden
Councillor Smith
Warden Taylor

Staff
Alan Seabrooke, Chief Administrative Officer, City of Peterborough
Sandra Clancy, Director of Corporate Services, City of Peterborough
Patricia Lester, City Solicitor and Director of Legal Services, City of Peterborough
Ken Doherty, Director of Community Services, City of Peterborough
Jeffrey Humble, Director, Planning and Development Services, City of Peterborough
John Kennedy, City Clerk, City of Peterborough
Mike Gannon, Division Manager, Social Services, City of Peterborough
Dorothy Olver, Social Services Program Manager, City of Peterborough
Rebecca Morgan Quin, Manager, Housing, City of Peterborough
Randy Mellow, Chief of Paramedics, County of Peterborough
Trena DeBruijn, Treasurer, County of Peterborough

The Joint Services Steering Committee meeting was called to order at 3:45 p.m. in the Council Chambers, by John Kennedy, City Clerk.

Election of Officers
Moved by Councillor Baldwin
Seconded by Councillor Smith

That Councillor Beamer be appointed as Chair of the Joint Services Steering Committee for 2018.

Carried

Councillor Beamer assumed the Chair.
Moved by Councillor Clarke
Seconded by Councillor Baldwin

**That Councillor Gerow be appointed Vice Chair of the Joint Services Steering Committee for 2018.**

Carried

**Confirmation of Minutes**

Moved by Councillor Clarke
Seconded by Councillor Gerow

**That the minutes of the meeting of October 26, 2017 be approved.**

Carried

**Disclosure of Interest**

There were no disclosures of Pecuniary Interest.

**Minutes for Information**

**Affordable Housing Action Committee (AHAC) - June 8, 2017**

Moved by Warden Taylor
Seconded by Councillor Clarke

**That the minutes from the June 8, 2017 affordable Housing Action Committee be approved.**

Carried

**Age-friendly Peterborough Advisory Committee - October 16, 2017**

Moved by Warden Taylor
Seconded by Councillor Clarke

**That the minutes from the October 16, 2017 Age Friendly Peterborough advisory Committee be approved.**

Carried
Changes to the Child and Family Services Act  
Report CSSSJSSC18-001

Stephen Martyn, Director of Services from Kawartha Haliburton Children’s Aid Society, provided a presentation.

Moved by Warden Taylor  
Seconded by Councillor Clarke

That the Joint Services Steering Committee endorse the recommendations outlined in Report CSSSJSSC18-001 dated February 8, 2018 of the Director of Community Services, as follows:

a) That Report CSSSJSSC18-001, an overview of the changes to the Child and Family Services Act be received for information.

b) That the presentation by a staff member of the Kawartha Haliburton Children’s Aid Society be received for information.

Carried

10-year Housing and Homelessness Plan: Five Year Review  
Report PLHDJSSC18-001

Rebecca Morgan Quin, Manager of Housing, City of Peterborough, provided a presentation.

Moved by Councillor Clarke  
Seconded by Councillor Riel

That Joint Services Steering Committee endorse the recommendation outlined in Report PLHDJSSC18-001 dated February 8, 2018, of the Director, Planning and Development Services, as follows:

That the Five-Year Review process for the 10-year Housing and Homelessness Plan with proposed changes to the committee structure and presentation be received for information.

Carried

Other Business

There were no items of Other Business.

Next Meeting

The Chair indicated that the next meeting will be on Thursday, June 14, 2018.
Adjournment

Moved by Councillor Gerow  
Seconded by Councillor Baldwin

That the meeting of Joint Services Steering Committee adjourn at 4:25 p.m.
Carried

John Kennedy, City Clerk

Councillor Beamer, Chair
Minutes of a Meeting of the Age-friendly Peterborough Advisory Committee held on January 10, 2018 in the Auditorium, Community Services Office.

Present:
Ann MacLeod – Chair
Arnold Taylor
Danielle Belair
Karl Moher
Keith Riel
Kerri Davies
Mark Skinner

Regrets:
Alan Cavell
Dawn Berry-Merriam

Guests:
Claire Hanlon – Vice Chair, Basic Needs Working Group

Staff:
Chris Kawalec, Community Development Program Manager
Sylvia Dick, Age-friendly Associate
Gloria Bray, Social Services Admin Assistant

1. Minutes and Agenda

Claire Hanlon attended the meeting as Vice Chair of the Basic Needs Working Group in Alan’s absence.

Committee agreed that the items in the minutes be numbered to follow the agenda numbering.

Minutes – October 16, 2017

Moved by Karl Moher
That the minutes of the Age-friendly Peterborough Advisory Committee held on October 16, 2017 be approved.

“CARRIED”

Consent Agenda

No items were passed as part of the Consent Agenda

2. Disclosure of Pecuniary Interest

There were no disclosures of interest.

3. Community Development Program Manager Report AFPAC18-001
   Status Report of the Age-friendly Plan and Working Group Activities

Moved by Danielle Belaire

That Ann MacLeod be appointed Chair of the Age-friendly Peterborough Advisory Committee for 2018.

“CARRIED”

Moved by Karl Moher

That Kerri Davies be appointed Vice-Chair of the Age-friendly Peterborough Advisory Committee for 2018.

“CARRIED”

2018 AFPAC Meeting schedule is as follows:

March 28th, 4:00 – 6:00 p.m.
June 13th, 9:00 – 11:00 a.m. (tentative)
October 17th, 4:00 – 6:00 p.m. (tentative)
Moved by Danielle Belaire

That Report AFPAC18-001 be accepted.

“CARRIED”

4. Community Development Program Manager Report AFPAC18-002
United Way Funding of AFP Activities

Motion by Keith Riel

To approve the following five projects and dollar amounts as year-1 recommendations for funding from the United Way:

$ 40,000 Age-friendly Community Report TV Show
$ 10,000 Age-friendly Business Initiative
$ 80,000 Feasibility study re local activity centres
$ 10,000 Age-friendly Coordinator position
$ 5,000 Moving Conversations Walkability Assessments

And that a future request will be made related to the themes of housing and health.

“CARRIED”

5. Community Development Program Manager Report AFPAC18-003
Position Statement on Secondary Suites Policy Review in City of Peterborough

Motion by Keith Riel

Request the Basic Needs Working Group to draft a submission regarding secondary suites policy review for the City of Peterborough and that this draft be circulated to AFPAC for final review.

“CARRIED”
6. Other Business

None

7. Next Meeting

March 28, 2018, 4:00-6:00 p.m.
Auditorium, Community Services, 210 Wolfe Street

8. Adjournment

Motion by Arnold Taylor

That this meeting of the Age-friendly Peterborough Advisory Committee be adjourned at 11:00 a.m.

“CARRIED”

Gloria Bray, Social Services Administrative Assistant

Ann MacLeod, Chair.
The County of Peterborough

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: June 14, 2018

Subject: PCCP 2017 Year End Performance Report
Recommendation: Receive for information

Overview:

The purpose of this report is to provide the Joint Services Steering Committee with an update regarding Paramedic Service call volume and response time statistics for the County and City of Peterborough. This report will serve as a summary of current paramedic system performance as well as anticipated requirements in order to meet future demands.

Background:

The Consolidated Municipal Services Management Agreement (2014-2018) designates responsibility for the operation of the public ambulance service for the City and County of Peterborough to the Corporation of the County of Peterborough. Under the County’s management, land ambulance service is delivered for the County and City by Peterborough County/City Paramedics (PCCP)

PCCP serves a population base of 138,236 and has 3,848 square kilometers of area to cover. At maximum staffing, there are 10 ambulances on the road and the annual on-the-road staffing hours for one year is approximately 68082 for paramedics. There are 5 full time and one seasonal ambulance station located throughout the County and City of Peterborough.

PCCP Administration is responsible for developing deployment plans that establish ambulance placement, staffing and deployment patterns. This deployment plan is issued to the MOHLTC operated Central Ambulance Communications Centre (CACC) which has ultimate control over vehicle dispatch. The CACC maintains and shares data associated with many EMS performance metrics such as call volume and response time statistics. In 2009, PCCP implemented an Electronic Patient Care Report (ePCR) system providing for increased accuracy and reporting of paramedic service performance data.
For the purpose of this Departmental Update, a combination of CACC dispatch and ePCR data will be referenced to report on current PCCP call volume and response times.

Analysis:

Call Volume

In 2017, the number of Emergency/Urgent (Code 4 – Urgent/life threatening) calls dispatched was 18,322 – an increase of 12.2% over 2016 and Prompt (Code 3 – Prompt/Serious) calls was 5,633 an increase of 8.2%. **There was an overall increase of 10.4% for all responses including incident standby calls (Code 8).** (Figure 1)

Note: Total increase in Code 4/Urgent includes additional responses by the Paramedic Response Unit.
In 2016, the County commissioned a 10 Year Facility and Resource Plan which included Call Volume analysis and projection. In this report call volume was projected to increase at a compounding rate of approximately 5% per year. (Figure 2)

Figure 2

Projection Results
In order to meet the projected demand and maintain established performance targets, the report recommended additional resources as described in Figure 3 which includes additional 24 hours of ambulance coverage per day being added between 2017 and 2020.

Figure 3

<table>
<thead>
<tr>
<th>Additional Resources</th>
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</thead>
<tbody>
<tr>
<td><strong>2017 to 2020</strong></td>
</tr>
<tr>
<td>o +3 ACPS and +7 PCPs and</td>
</tr>
<tr>
<td>o +2 Ambulances</td>
</tr>
<tr>
<td><strong>2020 to 2023</strong></td>
</tr>
<tr>
<td>o +2 ACPS and +7 PCPs and</td>
</tr>
<tr>
<td>o +1 Ambulance</td>
</tr>
<tr>
<td><strong>2023 to 2026</strong></td>
</tr>
<tr>
<td>o +2 ACPS and +8 PCPs and</td>
</tr>
<tr>
<td>o +1 Ambulance</td>
</tr>
</tbody>
</table>

Actual Call Volume increase has surpassed projections. As such, it is the opinion of PCCP Administration that the recommended enhancement will be required in 2019.

**Ambulance Offload Delay Pressures (Figure 4)**

Peterborough County/City Paramedics continue to work together with Peterborough Regional Health Centre (PRHC) to reduce patient offload delays. The hospital is funded by the Ministry of Health for one 24 hour registered nurse who oversees the triaging and placement of patients who is brought in by ambulance within the emergency department.

Following the introduction of the Offload Nurse Program, some improvements were experienced in length of Offload Delays. Despite those efforts however, increased patient visits to the emergency room by both walk in patients and patients arriving by ambulance results in cumulative lost hours in hospital being similar to previous levels.

On average PCCP delivers approximately 40 patients per day to PRHC emergency room.

Ambulance Offload delay time means all minutes >30 minutes in the Offload phase of patient transfer. Calculation = Time Arrive Hospital to Offload Time less 30 minutes.
As demonstrated in Figure 4, the cumulative hours of ambulance offload delay rose sharply in 2017 to a total in excess of 1,024 hours.

In addition to loss of ambulance availability, this equates to approximately $102,200 in wages and benefits lost to ambulance offload.
Ambulance Availability Levels

Figure 5 below demonstrates an analysis of the number of minutes that PCCP deployed resources (ambulances) were available to respond to 911 calls broken down by number of ambulances available.

In 2017, the maximum number of regularly deployed ambulances totalled 9 during daytime hours and 6 during night shifts.

Where the graphs indicate negative available units, this represents demand for service that exceeds the deployed number of ambulance. i.e. more calls for service than ambulances available. In those occurrences, the additional calls were serviced either by “upstaffed units” called in on overtime or service was provided by another neighboring municipal ambulance service.

Figure 5

Figure 5 demonstrates that in 2017 for a period of 61 hours and 39 minutes, full deployed resource levels were committed to responses. In the previous year, the total time at full resource deployment was 32 hours 59 minutes.

Utilizing data derived from an analytics component of the ePCR system, the number of ambulance response requests within the City and County that exceeded the deployed resources has been calculated and analyzed. These data are represented graphically in Figure 6 by graphically displaying “Number of Next Code 4 Calls” (calls exceeding resource levels) and the “Next Call Service ID” (what ambulance service provided response)
As is demonstrated by Figure 6, in 2017 there was 150 calls for service that occurred when all available regularly deployed PCCP resources where already committed to calls (Zero Deployed Resource Availability).

The 150 calls for service which exceeded deployment capacity were serviced by the following:

- 137 by PCCP
- 7 by Northumberland
- 4 by City of Kawartha Lakes
- 2 by Hastings County

This data demonstrates demand for ambulance service is frequently exceeding PCCP deployed resources. Further it demonstrates that heavy reliance on overtime staffing (upstaffing) is required to attempt to meet demands and there appears to be an increasing need for reliance on cross-border response to meet the community needs.

Figure 6
Response Time Performance:

Figure 7 below depicts County and City response times to specific patient acuity (CTAS) levels. Despite a significant increase in call volume, PCCP was successful in achieving all 6 targets included in the new provincially mandated and Council approved response time plan in 2017. Implementation of the Paramedic Response Unit (PRU) and deployment strategies focused on the City’s west side can be attributed to these improvements.

Rising call volumes and subsequent increase in “zero ambulance availability” have necessitated reassigning the PRU deployment (single medic 24x7) to a 12 hour staffed ambulance. While this change is expected to improve ambulance availability, there will be an expected deterioration of response time performance in 2018

Financial Impact

Immediate financial impact associated with this report have been considered and accounted for within the 2018 PCCP operating budget. Those costs include items such as:

- Wages for upstaffing (calling in additional staff) at times of peak call volume,
- Meals for paramedics while on extended offload delay
- Costs of increasing volume of medical supplies
- Increasing vehicle costs due to call volume increase
It is further anticipated that the 2019 PCCP operating budget will have to include increased staffing as mentioned above and in the 10 Year Plan, to staff an additional 24 hour ambulance.

Due to the expected timing for approval of the County 2019 budget, it is anticipated that the new positions would be hired with a start date of approximately April 1, 2019. The estimated cost for wages and benefits, related to the proposed service expansion, would approximate $900,000 in 2019 (full year cost is estimated as $1,200,000).

Further, it is anticipated that other ancillary costs for things such as paramedic expenses, administrative expenses, vehicle fuel and insurance and patient care items will increase as well (related to the hiring of new staff and another vehicle being added to the fleet). It is anticipated that this will result in a further budget increase of approximately $110,000 for 2019.

In addition to the operating expenses outlined above, in order to proceed with the service expansion we will require the purchase of one additional ambulance vehicle. In order to prepare for inevitable enhancements, the PCCP Capital Asset plan has provision for 2 additional ambulance vehicles scheduled to be added to the fleet in 2020. The proposed addition of a 24 hour ambulance only in 2019 would allow for a reduction to one additional vehicle (in 2020) however that purchase would be necessary in 2019.

The anticipated capital cost to purchase and equip the new ambulance is estimated as $222,000 for 2019. This includes the cost of the vehicle, stretcher and other required equipment.

As the Ministry of Health and Long Term Care (“Ministry”) bases their annual funding on the prior years budget, staff understand that they will not contribute funding towards the service expansion in the first year of introduction (i.e. 2019). Therefore, it is expected that the City and the County will share the full cost of the service expansion in 2019.

The preliminary estimated budget impact on the City and County for 2019, is as follows:

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Total Estimated 2019 Expense $</th>
<th>City Impact 2019 Budget $</th>
<th>County Impact 2019 Budget $</th>
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<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$900,000</td>
<td>$527,580</td>
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<td>Paramedic Costs</td>
<td>$20,000</td>
<td>$11,725</td>
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<td>Administrative Costs</td>
<td>$30,000</td>
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<td>Vehicle/Insurance</td>
<td>$28,500</td>
<td>$16,706</td>
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<tr>
<td>Patient Care</td>
<td>$31,500</td>
<td>$18,465</td>
<td>$13,035</td>
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<td>Capital</td>
<td>$222,000</td>
<td>$130,136</td>
<td>$91,864</td>
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<tr>
<td>Total</td>
<td>$1,232,000</td>
<td>$722,197</td>
<td>$509,803</td>
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It is expected that the Ministry of Health and Long Term Care will begin contributing their share (approximately 50%) of operating and annual amortization expenses in 2020. However, as the 2019 budget will only incorporate expenses for the period from April 2019 to December 2019, the 2020 funding allocation from the Ministry will not be based upon a full year. The 2020 budget will include full expenses for salaries and benefits (and other ancillary costs), however, the Ministry will not be fully contributing towards the expansion costs until 2021.

It is important to note that the Ministry will only fund operating expenditures on an annual basis and will not fund capital purchases, however, they will fund annual amortization expenses (the County budget process does not fund amortization, but does fund contribution to reserves for asset replacement).

Based upon the 2019 budget, it is anticipated that the Ministry funding will increase by approximately $517,950 in 2020.

Based on the above, the impact on 2020 is forecasted as follows:

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Total Estimated 2020 Expense $</th>
<th>Estimated 2020 Ministry Expense $</th>
<th>City Impact 2020 Budget $</th>
<th>County Impact 2020 Budget $</th>
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<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
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<td>$450,000</td>
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<tr>
<td>Paramedic Costs</td>
<td>$20,000</td>
<td>$10,000</td>
<td>$5,862</td>
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<td>Administrative Costs</td>
<td>$30,000</td>
<td>$15,000</td>
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<td>$6,207</td>
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<td>Vehicle/Insurance</td>
<td>$36,500</td>
<td>$14,250</td>
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<td>Patient Care</td>
<td>$31,500</td>
<td>$15,750</td>
<td>$9,233</td>
<td>$6,517</td>
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<td>Amortization</td>
<td>$44,400</td>
<td>$12,950</td>
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<tr>
<td>Asset Replacement</td>
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<td>$26,027</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$1,406,800</strong></td>
<td><strong>$517,950</strong></td>
<td><strong>$504,608</strong></td>
<td><strong>$354,791</strong></td>
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In 2020, it is anticipated that the City and County budget impacts will reduce by approximately $217,589 and $155,012, respectively, over the 2019 budget.
The impact on the 2021 is forecasted as follows:

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Total Estimated 2021 Expense $</th>
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<td>Vehicle/Insurance</td>
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<td>Patient Care</td>
<td>$31,500</td>
<td>$15,750</td>
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<td>$6,517</td>
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<tr>
<td>Amortization</td>
<td>$44,400</td>
<td>$22,200</td>
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<tr>
<td>Asset Replacement</td>
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<td>$22,200</td>
<td>$26,027</td>
<td>$18,372</td>
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<tr>
<td><strong>Total</strong></td>
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<td><strong>$681,200</strong></td>
<td><strong>$412,333</strong></td>
<td><strong>$291,066</strong></td>
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**Anticipated Impacts on Local and/or First Nations Communities**

As outlined within this report, Paramedic Services deliver to the City and County are directly affected by demand for service and external pressures such as offload delay. This report and the recommendations within are intended to inform and assist the County in meeting its mandate to provide Paramedic Services meeting the needs of the local and First Nations Communities.

**Link to County of Peterborough Strategic Plan Priorities**

- Collaboration Shared Services
- Improved Essential Infrastructure
- Financial Sustainability and Fiscal Responsibility

**In consultation with:**

1. CAO Troy Speck
2. Finance

**Communication Completed/required:**

N/A

**Attachments**

None
Respectfully Submitted,
Original Signed by
Randy Mellow
Chief of Paramedics

For more information, please contact
Randy Mellow, Chief of Paramedics
rmellow@ptbocounty.ca
(705) 743-5263
To: Members of the Joint Services Steering Committee

From: W. H. Jackson
Commissioner of Infrastructure and Planning Services

Meeting Date: June 14, 2018

Subject: Report IPSHDJSSC18-002
10-year Housing and Homelessness Plan: 2017 Progress Report

Purpose

A report to present the 2017 Progress Report on the 10-year Housing and Homelessness Plan for the City and County of Peterborough.

Recommendation

That Joint Services Steering Committee endorse the recommendation outlined in Report IPSHDJSSC18-002 dated June 14, 2018, of the Commissioner of Infrastructure and Planning Services, as follows:

That the 10-year Housing and Homelessness Plan: 2017 Progress Report and presentation be received for information.

Budget and Financial Implications

There are no budget or financial implications as a result of this report.

Background

The Housing Services Act 2011, requires the City of Peterborough, as Service Manager to the City and County of Peterborough, to have a 10-year Housing and Homelessness Plan, and to report annually on the progress made towards targets included in the plan.
The City of Peterborough’s 10-year Housing and Homelessness Plan (the Plan) was launched in 2014.

The 2017 Progress Report, attached as Appendix A, provides a snapshot of housing and homelessness statistics from 2017 and changes from previous years. It shows challenges, progress and a look ahead to the future.

Appendix B is a summary of 2014-2017 progress made in the 20 Commitments and Outcomes of the Housing and Homelessness Plan and is a supporting document to the 2017 Progress Report. This summary of progress will be helpful for the five-year review of the Housing and Homelessness Plan in 2018/19.

Staff will be in attendance at the June 14, 2018 Joint Services Steering Committee meeting to provide a brief overview of the Progress Report 2017.

**Highlights**

The Progress Report highlights progress made in 2017 including:

- 128 low income households received a municipal rent supplement to help pay their rent;
- 6 renter households received assistance to buy a home;
- 19 new affordable rental apartments were in development;
- 45 low-income homeowners got help for necessary repairs, upgrades and accessibility modifications;
- There were 3,395 issuances of the Housing Stability Fund to help pay for rent and utility arrears, last month’s rent and other housing costs;
- 238 unique individuals were supported through the Homelessness Coordinated Response Team;
- 4% more shelter beds were used in 2017 than 2016;
- Social Services secured almost $1 million in new “Home for Good” funding for homelessness supports in partnership with community agencies; and
- As a result of the Home for Good funding, there are 31 new units of supportive housing for vulnerable populations experiencing homelessness.
Distribution

The Progress Report 2017 will be available to the public through the City website, presented to County Council and the Homelessness Support Services Coordinating Committee, and submitted to the Ministry of Housing through the Eastern Municipal Services Office.

Submitted by,

W. H. Jackson, P. Eng.
Commissioner of Infrastructure and Planning Services

Contact Names
Rebecca Morgan Quin
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Fax: 705-742-5218
E-Mail: RMorgan-Quin@peterborough.ca

Dorothy Olver, Program Manager, Homelessness and Addiction Services
Social Services Division
Phone: 705-748-8830 Ext. 3635
Toll Free: 1-855-738-3755 Ext. 3635
Fax: 705-876-4610
E-Mail: DOlver@peterborough.ca

Attachment
Appendix A – 10-year Housing and Homelessness Plan Progress Report 2017
Appendix B – Summary of 20 Commitments and Outcomes, 2014-2017
Peterborough
10-year housing & homelessness plan
2017
Progress Report
Joint Message from the Mayor of the City of Peterborough and the Warden of the County of Peterborough

Our communities are working together to help our families, friends, neighbours and co-workers find and maintain housing that is safe, secure, appropriate and affordable. We have a vision to end long-term homelessness and ensure all residents have quality housing they can afford. We have a plan to realize that vision. The 10-year Housing and Homelessness Plan was created with guidance from the people of our communities, including residents with lived experience, as well as representatives from community organizations and support services. Housing is essential to the quality of life that we enjoy in Peterborough County and City and to the economy of our region.

The 2017 Progress Report is the fourth annual report on the 10-year Housing and Homelessness Plan (the Plan) for Peterborough. Again this year there is a Highlights page that captures progress on key commitments. Recognizing that there are still many people struggling to have stable housing, there has been a section related to Peterborough City and County Challenges added. This provides a snapshot of some local obstacles related to housing stability. It shows some of the challenges faced by renters, including the low availability of rental units and the high costs of housing.

Federal, Provincial and municipal governments are working together to help residents have a place to call home. The National Housing Strategy, announced in November 2017, provides a strategic direction for the federal government to stay involved in creating housing solutions. This strategy will help inform the 5-year review of Peterborough’s Plan beginning in 2018.

We encourage you to get involved in the review process and stay connected. More information about the review will be available through 2018 and 2019. Updates are posted at www.peterborough.ca/housingandhomelessnessplan. Together, we’re building complete communities. It’s what we do for each other that will define the future of our communities.

Sincerely,

Daryl Bennett
Mayor, City of Peterborough

Sincerely,

Joe Taylor
Warden, Peterborough County
About this Report

This is the fourth progress report on the City of Peterborough’s 10-year Housing and Homelessness Plan. This report is a look back at what has changed in the City and County since 2014. Understanding these changes will help City staff to review and re-write the Housing and Homelessness Plan to be released in 2019.

This report provides a snapshot of housing and homelessness statistics from 2017 and changes from previous years. It shows challenges, progress, and a look ahead to the future. 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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The Plan and this Progress Report are organized under the 4 themes of the 10-year Housing and Homelessness Plan.

Reviewing the Plan: We Need Your Input

The City, as Service Manager for the City and County of Peterborough, is preparing for the 5-year review. City staff will be reaching out to community members for input into the 5-year review of the 10-year Housing and Homelessness Plan in 2018. The information in this report, along with input gathered from consultations on Official Plans, Age-friendly Plan and Community Wellbeing Plan will help lay the foundation for new targets, renewed commitments, and more measurable outcomes. Community input is key to achieving the vision of the plan: ending long-term homelessness and ensuring quality housing that all residents in the Peterborough region can afford.

If you would like to provide written input or take part in consultations on the 5-year review of the Plan, please contact the Housing Division at housing@peterborough.ca. Updates will be posted at www.peterborough.ca/housingandhomelessnessplan.
Progress Report 2017: Highlights and Key Statistics

Providing People-Centred Service

- 28 people responded to a municipal rent supplement program survey about their quality of life.
- 106 people identified housing as a key issue in the Community Wellbeing Plan feedback sessions.

Creating Housing Affordability

- 128 low-income households are getting a municipal rent supplement to help pay their rent.
- 19 new affordable rental apartments in development.

- 6 renter households got help to buy a home.
- 45 low-income homeowners got help for necessary repairs, upgrades and accessibility modifications.

Preventing Homelessness and Promoting Housing Stability

- Housing Stability Fund: 3,395 issuances to help pay for rent and utility arrears, last month’s rent and other housing costs.
- Homelessness Coordinated Response Team (HCRT): 238 individuals were supported through HCRT.
- 4% more shelter beds used in 2017 than 2016.

Transitioning Out of Homelessness

- New “Home for Good” Funding: $1M, including 31 units of supportive housing for vulnerable populations experiencing homelessness.
- 6 renter households got help to buy a home.
- 31 units of supportive housing for vulnerable populations experiencing homelessness.
This is Chris

At 16 years old Chris had feelings of depression and thoughts of suicide. Chris started drinking alcohol and using drugs to cope.

Chris lived with family in Peterborough County, but there was a lot of conflict about their gender identity. Chris decided to leave home.

A friend let Chris couch-surf at their house while trying to go to school. Chris eventually went to the YES Shelter for Youth and Families for help.

The YES Outreach Worker supported Chris to reconnect with family. Chris was not allowed to move home because of addiction and mental health concerns.

Due to Chris’s high level of need the FourCAST Intensive Case Manager at the YES Shelter reached out to the Homelessness Coordinated Response Team (HCRT).

Wrap-around supports through the Housing First program helped Chris to:

- Get a monthly income through Ontario Works;
- Get a trustee to help manage finances;
- Find a safe and secure apartment that’s affordable because of the rent supplement;
- Develop skills to successfully live independently;
- Take part in supports for depression and addiction, including medical help when needed;
- Develop a safety plan for thoughts of suicide (which includes calling the free Four County Crisis phone line through Canadian Mental Health Association-HKPR); and
- Connect with the Gender Journeys group.

Chris is now going to school at the YES Carriage House Classroom and looking for a job. Work to build relationships with family members is ongoing. Chris has met some understanding friends and is feeling hopeful and confident about the future. Chris’ goal is to be a Peer Support Worker to help others in Peterborough County.

Note: The events in this story are fictional but based on elements of stories told to support workers in Peterborough City and County. Any similarity to any person is coincidental. The accompanying photo is a stock photo.
## Providing People-Centred Service

### Increasing Need for Senior’s Housing

22% of Peterborough residents were seniors (65+) in 2016. This is the 2nd highest demographic in Ontario and 4th highest in Canada.

Seniors are projected to represent 25% of Peterborough’s population by 2020.

## Long Wait for Rent Geared-to-Income (RGI) Housing

<table>
<thead>
<tr>
<th>Type</th>
<th>Bachelor</th>
<th>1-Bedroom</th>
<th>1-Bedroom (Senior)</th>
<th>2-Bedroom</th>
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<tbody>
<tr>
<td>Wait Time</td>
<td>8 to 10 years</td>
<td>9 to 11 years</td>
<td>4 to 5 years</td>
<td>4 to 5 years</td>
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## Creating Housing Affordability

### High Competition for Rental

Few available rental units and high rental costs lead to competition in the rental market. This can result in an increasing number of vulnerable tenants finding a hard time securing housing. With fewer units available to rent, rents may increase.

A healthy vacancy rate is around 4%.

Peterborough has one of the lowest rental turnover rates in Ontario.

### Vacancy Rates are Very Low

- **2014:** 2.9% vacancy rate
- **2017:** 1% vacancy rate (dropped from 2.9% to 1% since 2014)

### Housing Costs are High

**2017 Average Market Rent (monthly):**
- Bachelor: $691
- 1 Bedroom: $834
- 2 Bedroom: $980

### Difficult to Buy a Home

- Average resale price increased by over $100,000 since 2014
- **2017:** $387,528
- **2014:** $280,848

### Demand is Greater than the Supply of Social Housing Units

- **2017:** 1,833 social housing units
- **2017:** 1,526 eligible applicants

The number of people on the wait list for rent geared-to-income (RGI) housing has remained steady around 1,500.
Household Income

The median household income in Peterborough is lower than both Provincial and National averages.

$58,127

Peterborough median household income
22% less than Ontario ($16,160)
17% less than Canada ($12,209)

Landlord Eviction Applications

The annual number of applications filed for “Eviction for Non-Payment of Rent” in the City and County has increased by 100 people between 2014 and 2017.

Emergency Shelter Usage

10% Increase in emergency shelter use since 2014.

Warming Room

The Warming Room is a minimal-barrier program that serves people who cannot or will not stay at emergency shelters. The average number of unique guests has more than doubled since 2014.

Due to the low vacancy rate and shelters being full, the Warming Room was extended to 12 months of the year, beginning October 2017. At that time the maximum number of beds was considered to be 25.

Average Number of Overnight Guests Using the Warming Room Each Night

76% 2014
79% 2015
82% 2016
86% 2017

Preventing Homelessness and Promoting Housing Stability
Providing People-Centred Service

Many households including families are now living in safe and affordable housing.

An average of 165 new households have moved into rent geared-to-income (RGI) housing each year since 2014.

About 33 households were people fleeing domestic violence.

Creating Housing Affordability

Affordable Housing

744 affordable units created since 2004. Rents range from 60-100% of average market rent.

Rent Supplements

487 households received a rent supplement in 2017.

Homeownership Program

118 renter households have received help to purchase a home in the City and County of Peterborough since 2008.

Rent supplements, social and affordable housing helps:

- seniors,
- people with disabilities,
- people experiencing chronic homelessness,
- indigenous peoples,
- survivors of domestic violence and human trafficking,
- mother-led families,
- people with mental health and addiction concerns,
- children and youth,
- people leaving Provincially funded institutions,
- immigrants and refugees
- and other people with low incomes.

Peterborough Renovates Program

212 low-income homeowners have received help with necessary repairs, upgrades and accessibility in Peterborough City and County since 2012.
Preventing Homelessness and Promoting Housing Stability

Housing Stability Fund (HSF)
The HSF program helps people with low incomes who are experiencing homelessness and those at-risk of homelessness. HSF can help with:
- rent arrears
- utility arrears
- last month’s rent and
- other approved housing costs.

More Municipal Funding for Rent Supplements

$213,000

In 2017, Council approved more municipal funding to help keep renters housed when a Federal-Provincial funded program ends March 31, 2018.

Transitioning Out of Homelessness

Homelessness Coordinated Response Team (HCRT)

HCRT was awarded with a Local Municipal Champion Award in 2016 from the Ontario Municipal Social Services Association (OMSSA).

28 youth were helped by a Youth Housing Support Worker to secure and maintain housing in the past 6 months. Funding is from the Federal Homelessness Partnering Strategy (HPS) program delivered locally through the United Way of Peterborough and District.

Research indicates that resolving youth homelessness will prevent individuals from experiencing episodes of homelessness throughout the rest of their lives.

Unique individuals at risk of homelessness were supported through HCRT in 2017.

238 unique individuals at risk of homelessness were supported through HCRT in 2017.

Prioritize and Coordinate Supports for People Experiencing Homelessness

A common assessment tool (SPDAT) and a new shared database (HIFIS) between the Social Services Division and local shelters is helping people in the homelessness system.
Providing People-Centred Service: New apartments are being built including senior’s units.

Peterborough Housing Corporation (PHC) McRae Phase 1 Project

- 34 Affordable Rental Units at 80-90% of Average Market Rent
- 49 Daycare Spaces

Havelock Affordable Housing and Assisted Living Project for Seniors

- PHC has partnered with the Township of Havelock-Belmont-Methuen and other stakeholders to create a 32-unit affordable housing and assisted living project.

- 32 New Units
- Including 12 Affordable Units at 80% of Average Market Rent

Creating Housing Affordability

People can find and afford housing easier due to positive changes to the local housing picture.

Canada Mortgage and Housing Corporation is predicting average resale house prices in Peterborough to stabilize or even start going down in 2018 to $373-386,000.

The City’s Planning Division is consulting 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.
New programs and funding to help prevent homelessness and promote housing stability makes good sense.

at least

$1.40 Return GDP for every dollar invested in housing

Homeward Bound Program: McRae Building Project
estimated

$6.58 Return GDP for every dollar invested

Preventing Homelessness and Promoting Housing Stability

National Housing Strategy

In the National Housing Strategy announcement the Federal Government has committed to:

- Cut chronic homelessness in half by 2028
- Remove 530,000 families from Housing Need
- Invest in the construction of up to 100,000 affordable homes

Homelessness Partnering Strategy

The Homelessness Partnering Strategy (HPS) will release a new program and direction in 2018-2019. HPS is a unique community-based program aimed at preventing and reducing homelessness. Locally, the United Way administers HPS funding for 3 projects related to homelessness.

Transitioning Out of Homelessness

New Brock Mission Shelter

30 Shelter Beds
15 Single Room Occupancy Units with Affordable Rent

Supports through Home for Good funding will help the 15 men in rental units to stay housed.

2016 Point in Time Count

Key highlights of what we learned:

- 64% experienced homelessness before the age of 26.
- 23% of participants identified as Aboriginal.
- 54% spent six months or more homeless in 2015-2016.

Participants identified the top 3 reasons for homelessness as:
1. Family breakdown
2. Addiction/Mental Health
3. Unsafe Housing

2018 ICountPtbo

Is a combined Point in Time and Registry Week approach. This means a more comprehensive survey to better understand the needs of people experiencing homelessness. The 2018 count invites people to share their name. The goal is to know people experiencing homelessness in our community by name and help them connect to available resources and support services as quickly as possible.
2017 Progress Report

For more information:
City of Peterborough
500 George St. North
Peterborough, ON K9H 3R9
705-742-7777
www.peterborough.ca
Summary of 20 Commitments and Outcomes:
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.

3 Providing People Centred Service

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## Providing People-Centred Service

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<th>Where we are at: 2014-2017</th>
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<tbody>
<tr>
<td>1. Engage Members of the community, including people who use housing and homelessness services.</td>
<td>More people will engage and provide feedback on housing and homelessness related programs and services.</td>
<td>817 people gave feedback on housing and homelessness in various surveys, consultations and meetings. Changes as a result of the feedback included:</td>
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<td>• (2014) Feedback from guests and volunteers of the Warming Room. Feedback was used to improve service the following year.</td>
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<td>• (2014) A social housing survey was conducted with residents. Results were shared with Social Housing Providers to impact service improvements.</td>
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<td>• (2015) One to one surveys were completed with shelter residents. Results were used to learn more about their experience with homelessness programs and services.</td>
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<td>• (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.</td>
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<td>• (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.</td>
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<td>• (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.</td>
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<td>2. Facilitate alignment of policy and strategic plans, among City partners and within municipal departments, using a service system approach.</td>
<td>Families and individuals get assistance through a system of coordinated housing and homelessness services that provides appropriate supports and promotes self-sufficiency.</td>
<td>• (2014) The City facilitated a Housing First working group that coordinated the efforts of 9 agencies and service providers.</td>
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<td>• (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.</td>
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<td>• (2016) 13 agencies signed the Housing First Framework.</td>
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<td>• (2017) A Coordinated Entry System working group was established.</td>
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<td>• (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.</td>
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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. | • (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. | • (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. | • (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

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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). | • (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. | • (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. |
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<td>8. Support affordable housing in municipal planning documents.</td>
<td>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.</td>
<td>• (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.</td>
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| 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. | • (2014-2017) 129 households received Peterborough Renovates assistance.  
• 4 years into the Plan, the goal is 65% complete. |
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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. | • (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) 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. | • 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. | • (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

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| 13. Maintain and enhance housing stability. | Low-income tenants have access to financial and other supports when their housing stability is at risk, to prevent eviction and homelessness. | • (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. |
| 14. Improve discharge planning from institutions, specifically hospital and correctional facilities. | 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. | • (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. |
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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. | • (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. | • (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

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| 17. Develop and implement a ‘Housing First’ program model. | People who have experienced long-term homelessness are appropriately housed and supported using a “Housing First” model that is locally relevant. | • (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. | Men experiencing homelessness will have improved physical space, enhanced services, with the potential for semi-independent living in a safe and supportive environment. | • (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. |</p>
<table>
<thead>
<tr>
<th>Commitment</th>
<th>Outcome</th>
<th>Where We Are At: 2014-2017</th>
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</table>
| 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. | • (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. | • (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. |
Peterborough
10-year housing & homelessness plan

For more information:
City of Peterborough
500 George St. North
Peterborough, ON K9H 3R9
705-742-7777
www.peterborough.ca
To: Members of the Joint Services Steering Committee
From: Allan Seabrooke, Commissioner of Community Services
Meeting Date: June 14, 2018
Subject: Report CSSSJSSC18-007
Community Wellbeing Plan Update

Purpose

A report to provide an update to the Joint Services Steering Committee related to the Community Wellbeing Plan resident engagement, the results and next steps.

Recommendation

That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC18-007 dated June 14, 2018 of the Commissioner of Community Services, as follows:

That the presentation and update on the Community Wellbeing Plan be received for information.

Budget and Financial Implications

There are no direct budget or financial implications resulting from the endorsement of the recommendation of this report.

There are, however, current municipal initiatives and projects funded in the 2018 City and County budgets and that will form part of the 2019 budget that align with themes and priorities that participants in the engagement process have identified.
Future budgets will identify funding for initiatives that Council approves through the annual budget process.

**Background**

On June 8, 2017 the Director of Community Services provided Report CSSSJSSC17-004 Community Wellbeing Plan Process to Joint Services Steering Committee. This report outlined the governance structure, the community engagement training, and initial community engagement strategy.

On October 26, 2017 the Director of Community Services provided Report CSSSJSSC17-008, including a presentation of the progress to date. This presentation outlined the results of the community survey and the identification of three key areas of focus:

- democratic engagement
- living standards
- healthy populations

It also outlined next steps in the engagement strategy to gather ideas related to potential activities in these focus areas.

**Community Engagement**

Since January 2018, the Community Wellbeing Plan team has presented to all 8 townships and hosted 4 workshops which generated over 170 action ideas. These ideas were further refined and prioritized through 2 additional meetings in February and March. The results of the meetings were the identification of 7 key themes:

1. Climate change/environment
2. Democratic and community engagement
3. Good jobs
4. Healthy communities
5. Housing
6. Income and poverty
7. Transportation

For any of the themes or ideas to make it into the Plan, they will need to be considered against 8 previously established criteria:

- Alignment with strategic frameworks
- Community impact
- Importance to community members
- Feasibility – staff, resources, cost, time
✓ Readiness
✓ Partners – who is working on this?
✓ Ability to move an area of focus forward
✓ Based on evidence of importance through research

The themes, ideas and criteria were reviewed by staff, the Project and Steering team as well as the Advisory Network.

The community input has been gathered using many different engagement methods. To make sure that the community had an opportunity to comment on the compilation work, before the activities are finalized, two meetings were held in May. An Open House was held in Douro and a Town Hall meeting was held in the City to report back to the public and provide an opportunity for final comments. The community was provided an overview of the process to date including a summary of the community identified themes and draft priority areas for consideration. The information has also been provided online. The community response to the open house and town hall was positive.

Principles

In addition to action ideas, the community has provided input on the principles of the Community Wellbeing Plan. Based on discussions that have taken place throughout the process, the existing Guiding Principles for the Advisory Network have been revised and redeveloped as a set of Guiding Principles for the overall plan. They are attached as Appendix B. The principles were available for public comment in May. They will serve as guides to facilitate Plan decision-making, priority-setting, implementation, and evaluation. The Principles will help to:

- Ensure alignment with Plan objectives and priorities
- Guide activities within those priorities
- Evaluate Plan progress at key points in time.

Ideally, these Principles will be embraced by each of the communities involved in the development of this Plan and used as benchmarks to measure success in community well-being activities.

Next steps

There are many organizations and committees across the Peterborough area that work on community well being. The key is to ensure all parties connect with each other and work as effectively as possible in support of the community. The City and County of Peterborough have taken a lead role in this aspect on the establishment of a Community Wellbeing Plan.

With the completion of the community engagement phase of the Plan, the study team will now shift focus to refine principles based on the 8 criteria; document current
projects, activities and plans that support and reinforce direction; and determine where
gaps may exist, considering all organizations involved in community wellbeing.

The final step in the process is to make recommendations for Council’s consideration on
future direction and priorities to continue to improve the quality of life for residents.

A final report and the accompanying recommendations will be presented to Council in
2019.

Summary

The community engagement phase for developing the Community Wellbeing Plan is
complete. The engagement resulted in the identification of 7 key themes and issues.
These themes and issues will now be examined by the Community Wellbeing Team. Recommendations for Council consideration on future directions and priorities will be
presented in 2019.

Submitted by,

Allan Seabrooke
Commissioner of Community Services

Ellen Armstrong
Manager of Social Services

Contact Name:
Nancy Fischer
Sr. Program Analyst
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Toll Free: 1-855-738-3755
Fax: 705-876-4610
E-Mail: nfischer@peterborough.ca

Attachments:
Appendix A – Community Wellbeing Plan Presentation for Joint Services June 14, 2018
Appendix B – Community Wellbeing Plan Guiding Principles
Goals

1. Make recommendations for Council’s consideration related to the priorities to improve the quality of life for people that live in Peterborough City, County and Curve Lake
2. To continue to improve community engagement between residents and local government
3. To provide a framework for progress reports and outcome measurements of wellbeing

Thanks to all who made this possible

✓ The Advisory Network
✓ Steering committee
✓ Project team
✓ Students
✓ Residents
The engagement

9 pop ups – 567 people
11 meetings - 162 surveys
4 workshops – 170 ideas
20 + stakeholder interviews

11,000 Twitter impressions
19,000 Facebook views
Almost 2000 web hits
132 email subscribers
Survey results

Areas of focus

Strength

Importance

What people are talking about!

- Engagement: 150
- Housing: 106
- Health: 81
- Employment: 73
- Income: 61
- Environment: 54
- Transportation: 50
- Downtown: 38
- Land Use: 38
- Recreation & Sports: 29

Leisure and Culture

Heritage sites
Cultural organizations
Community Vitality
Vibrant communities Engaged volunteers

Education
Licensed childcare spaces
High school and college graduation

Opportunities – Living Standards
Drinking water for all
Employment
Food security
Housing
Income
Opportunities – Healthy Populations

More adults are physically active. Fewer youth are meeting the recommended amounts of physical activity – 53% compared to 60% Ontario and Canada.

1 in 5 people have a mental illness/year.
By age 40 – 1 in 2 have had a mental illness.

Opportunities for engagement

- Democratic engagement was the most popular theme in the survey with 150 comments.
- Residents want to have a voice and expect transparent and accountable local government.

Voter turnout in Federal election

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>71.6%</td>
<td>Peterborough-Kawartha</td>
</tr>
<tr>
<td>71.3%</td>
<td>Northumberland-Peterborough South</td>
</tr>
<tr>
<td>68.3%</td>
<td>Canada</td>
</tr>
<tr>
<td>67.8%</td>
<td>Ontario</td>
</tr>
<tr>
<td>67.6%</td>
<td>Haliburton-Kawartha-Lakes-Stock</td>
</tr>
</tbody>
</table>

4 workshops - 170 ideas
8 criteria for an idea to be included in the plan

1. Alignment with strategic frameworks
2. Community impact
3. Importance to community members
4. Feasibility – staff, resources, cost, time
5. Readiness
6. Partners – who is working on this?
7. Ability to move an area of focus forward
8. Based on evidence of importance - research

Wrap up

Plan Process

950 surveys
170 ideas
7 themes
We are here!
What we learned from participants in the engagement

✓ Improvements in the quality of life must be available to all
✓ The City, County, Townships, private sector and the business community must work together to enhance the quality of life in Peterborough.
✓ Take action

@ www.peterborough.ca/ptbowellbeing
✉ ptbowellbeing@peterborough.ca
📞 705-742-7777 Ext. 1477
🐦 #PtboWellbeing
Our Guiding Principles

- **Accountability & Transparency** - Ensure accountability and transparency throughout all phases of Plan development and implementation.
- **Alignment** - Ensure the Plan and activities align with and support existing priorities, without duplicating efforts.
- **Collaboration** - Ensure comprehensive collaboration and involvement of others to achieve a diverse and representative voice throughout the Plan and its implementation.
- **Empowerment** - Foster a shared sense of Plan ownership and build individual and community capacity to take charge of their own well-being.
- **Inclusiveness & Belonging** - Foster inclusiveness and belonging within the Plan and its implementation, to cultivate a sense of connection and build mutual trust, respect, and resiliency within the community.
- **Innovation** - Approach Plan development and implementation with an innovative and progressive mindset to leave behind outdated patterns and be open to embracing positive change.
- **Responsiveness** - Ensure a responsive approach to Plan development and implementation through openness and timely responses to the input of others.
- **Vibrancy** - Ensure the Plan and activities help to build a vibrant community full of energy and life.
To: Members of the Joint Services Steering Committee

From: Sandra Clancy
Chief Administrative Officer, City of Peterborough

Troy Speck
Chief Administrative Officer, County of Peterborough

Meeting Date: June 14, 2018

Subject: Report CAOJSSC18-001
Amending Agreement Between City and County of Peterborough for Consolidated Municipal Services

Purpose

A report to recommend approval of an amending agreement between the City and County of Peterborough for consolidated municipal services for 2019 based on the same cost sharing formulas as the current agreement.

Recommendation

That the Joint Services Steering Committee approve the recommendation outlined in Report CAOJSSC18-001, dated June 14, 2018, of the Chief Administrative Officers from the City and County of Peterborough, as follows:

That Joint Services Steering Committee approve an amending agreement between the City and County of Peterborough for consolidated municipal services, that extends the current agreement for one year until December 31, 2019 and maintains the existing cost sharing formulas.
Budget and Financial Implications

The 2018 gross operating budget, of the services that fall within the scope of the Consolidated Municipal Services Management Agreement (CMSM), were $105.4M and $26.6M net expenditures with the City’s share being $16.1M and the County’s share being $10.5M.

Background

In 1998, City and County Councils approved a CMSM agreement between the parties respecting the provincial delegation that the City would be the Service Delivery Manager of Provincial Offences, Ontario Works, Child Care and Social Housing and the County would be the Service Delivery Manager for Land Ambulance, now termed Paramedic Services. The CMSM agreement set out how the various services would be cost shared and established a Joint Services Steering Committee. The term of the original agreement was for the five-year period 1999-2003. The agreement has been extended for further four year terms since the initial agreement with the formulas for cost sharing remaining the same throughout.

Status Quo Recommended

The existing agreement expires December 31, 2018. Based on the timing of the municipal election this fall and the current level of comfort both municipalities have with their respective roles, staff recommend an amending agreement to extend the term for one year until December 31, 2019 that maintains the existing cost sharing formulas for all of the services being delivered. This approach will provide staff at both the City and County sufficient time to do a fulsome review of the present agreement. The amending agreement has several minor housekeeping changes to reflect changes that occurred between 2014-2018 necessitating wording changes (Appendix A).

Summary

Staff are recommending an amending agreement for consolidated municipal services to extend the agreement for one year until December 31, 2019. The amendment has several minor housekeeping changes, and it maintains the existing cost sharing formulas for all of the services being delivered.
Submitted by,

Sandra Clancy  
Chief Administrative Officer  
City of Peterborough

Troy Speck  
Chief Administrative Officer  
County of Peterborough

Appendix A – Amending Agreement Between the City and County of Peterborough

Contact Name:  
Sandra Clancy  
Chief Administrative Officer  
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E-Mail: sclancy@peterborough.ca

Troy Speck  
Chief Administrative Officer  
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Toll Free: 1-800-710-9586 Ext. 2100  
Fax: 705-876-1730  
E-Mail: tspeck@ptbocounty.ca
This Amending Agreement made this 31st day of December, 2018

Between:

The Corporation of the City of Peterborough
(hereinafter called the "City")

-and-

The Corporation of the County of Peterborough
(hereinafter called the "County")

Whereas the City and the County entered into a Consolidated Municipal Service Management Agreement on May 29, 1998, as amended in 2008 and 2013;

And Whereas the parties wish to amend the 2013 Consolidated Municipal Service Management Agreement (the "Agreement");

Now Therefore in consideration of the mutual covenants herein contained and the provision of other good and valuable consideration (the receipt and adequacy of which is acknowledged) the parties hereto have agreed as follows:

1. References to “Land Ambulance Services” shall be deleted in their entirety and replaced with “Paramedic Services”, where applicable, throughout the Agreement.

2. Section 3.0 shall be amended by deleting the references to “Affordable Housing Action Committee” and replacing with “Housing and Homelessness Advisory Committee”.

3. Section 5.1 of the Agreement shall be deleted in its entirety and replaced with the following:

   5.1 The term of this agreement will be January 1, 2019 to December 31, 2019.

4. A new Section 4 shall be inserted as follows and the remaining sections of the Agreement shall be renumbered accordingly:

   “4. AGE-FRIENDLY PETERBOROUGH ADVISORY COMMITTEE

   4.1 The Age-Friendly Peterborough Advisory Committee is considered to be an Advisory Committee to the Joint Services Steering Committee.

   4.2 Staff Members from the City and/or County will support the advisory committees and report regularly to Joint Services.”
4.3 Recommendations can be submitted to the Joint Services Steering Committee by Age-Friendly Peterborough Advisory Committee through a covering report prepared by the City Commissioner of Community Services.

4.4 Minutes of the Age-Friendly Peterborough Advisory Committee will be placed on the Joint Services agenda as an information item.

5. Schedule A of the Agreement shall be deleted in its entirety and replaced with Schedule A attached.

6. **Continuation of Terms and Provisions**

   All other respects of the Agreement remain in full force and effect according to all of the terms and conditions thereof, except as modified or amended by this Amending Agreement.

**In Witness Whereof** the parties hereto have hereunto affixed their corporate seals attested to by the hands of their respective proper signing officers in that behalf duly authorized.

**The Corporation of the City of Peterborough**
Per:

Daryl Bennett, Mayor

John Kennedy, Clerk

**The County of Peterborough**
Per:

Joe Taylor, Warden

Lynn Fawn, Acting Clerk

We have the authority to bind the corporation
## Schedule A
### To Consolidated Municipal Service Management Agreement
### Covering the period January 1, 2019 to December 31, 2019

<table>
<thead>
<tr>
<th>Ref</th>
<th>Description</th>
<th>Allocation Basis</th>
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<tr>
<td>C1</td>
<td></td>
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### City Provided Services
#### Provincial Offences

| 1.0 | POA | Previous Year Weighted Assessment 2 |

#### Social Services

| 2.0 | Ontario Works - Administration and Employment, Addiction | Budgeted OW Caseload Split |
| 3.0 | Ontario Works - Mandatory Benefits | Actual Costs Incurred 1 |
| 4.0 | Ontario Works - Discretionary Benefits | Actual Costs Incurred 1 |
| 5.0 | Homemakers and Nurses | Actual Costs Incurred 1 |
| 6.0 | Homelessness - including Emergency Shelters and Housing Stabilization (eg, rent supplements and housing stability fund) | Net municipal cost beyond the 100% Provincial Funding allocation is shared as follows: County portion is capped at $204,000; City funds remaining balance. |
| 7.0 | Children’s Services | Budgeted Formal Child Care Spaces |
| 8.0 | Community Development Program | Shared 50% County, 50% City 1 |

### Housing

| 9.0 | Housing | Previous Year Weighted Assessment 2 |

### County Provided Service
#### Paramedic Services

| 11.0 | Paramedic Services | Population (Based on latest available Census) - 2019 allocation based on 2016 Census: City = 81,032 County = 57,204 Total = 138,236 |

### Notes

1. Budgeted allocation based on estimated cost to be incurred by each municipality. Actual allocation based on costs incurred for year.

2. Previous year’s weighted assessment is used rather than current year’s because current year’s is not typically established until tax ratios are established which can be as late as April 30 of the current year.
To: Members of the Joint Services Steering Committee

From: W. H. Jackson
Commissioner of Infrastructure and Planning Services

Meeting Date: June 14, 2018

Subject: Report IPSHDJSSC18-003
Portable Housing Benefit – Special Priority Policy program

Purpose

A report to provide information on the Portable Housing Benefit – Special Priority Policy Program.

Recommendation

That the Joint Services Steering Committee approve the recommendation outlined in Report IPSHDJSSC18-003 dated June 14, 2018, of the Commissioner of Infrastructure and Planning Services, as follows:

That the report on the Portable Housing Benefit for Special Priority Policy program be received for information.

Budget and Financial Implications

There are no budget or financial implications as a result of this report. The Portable Housing Benefit for Special Priority Policy program is 100% provincially-funded.
Background

Special Priority Policy

Under the Housing Services Act, 2011, households who are fleeing family violence, or who are victims of human trafficking may be eligible for the Special Priority Policy (SPP) on the centralized waiting list for Rent Geared to Income (RGI) housing. When an RGI unit becomes available that is appropriate to their household size, Special Priority Policy households are offered the opportunity ahead of other applicants.

Portable Housing Benefit – Special Priority Policy program

In November 2017, the Ministry of Housing committed $30 million over the next three years to support up to 3,000 survivors of domestic violence and human trafficking in all service areas across the Province on an ongoing basis. Beginning in July 2018, the new Portable Housing Benefit-Special Priority Policy (PHB-SPP) program will be available to SPP applicants across the Province, starting with participants in a pilot program and rolling out to applicants in other service areas on a first-come, first-served basis.

The Ministry’s anticipated outcomes for the PHB-SPP program include:

• Receiving housing assistance more quickly than households in the SPP category who are waiting for RGI assistance;
• Having more choice of suitable housing (types, quality, locations, etc.);
• Having a reduced rent burden (lower percentage of income spent on shelter costs);
• Being less likely to return to an emergency shelter;
• Improved household financial well-being; and
• Improved quality of life.

Program Design and Eligibility

Applicants for RGI who are eligible for the Special Priority Policy may choose to participate in the PHB-SPP. The PHB-SPP is paid directly to eligible applicants by the Ministry of Finance and is not tied to a specific tenancy or cost of accommodation. It is 100 per cent provincially-funded and delivered and is fully portable across the province. If successful, applicants for the program must remove their name from the Centralized Waiting List for social housing.
The amount of the PHB-SPP is roughly the difference between 30 per cent of monthly Adjusted Family Net Income (based on the most recent Canada Revenue Agency notice of assessment) and 80 per cent of the Canada Mortgage and Housing Corporation (CMHC) average market rent for the area where the recipient lives. For example, if a household paid $1,000 in rent, and monthly income of $1,750 they would receive a $265 monthly benefit. This would reduce their rental costs to $735, or 42% of their monthly income.

In addition to the ongoing monthly benefit, applicants may be entitled to first and last months’ rent to secure accommodation.

Roles and Responsibilities

Housing Access Peterborough (HAP) has delegated responsibility for the administration of the waiting list for social housing, which includes determining eligibility for Special Priority Policy. HAP will administer applications for the PHB-SPP, including identifying eligible applicants who are interested in the program, assisting applicants to apply, calculating the potential benefit and reporting quarterly to the province. The Ministry will provide a $250 administrative fee for each successful applicant.

The Ministry of Housing will approve applicants for the benefit, calculate benefit amounts and make payments directly to applicants. Once enrolled, the Ministry will provide information and support through Service Ontario.

Needs Assessment

Special Priority households only make up 2% of the households on the Centralized Waiting List, but they represent approximately 20% of those who get housed in Rent Geared to Income housing. At the end of April 2018, there were approximately 33 applicants on the RGI waiting list who are eligible for Special Priority Policy and would be eligible for the PHB-SPP. The majority of these households are waiting for one-bedroom units. Increasing housing options for Special Priority households may increase movement on the RGI waiting list, but Peterborough’s low vacancy rate may be an obstacle for applicants who wish to use the benefit locally.

Timeline and Next Steps

HAP staff have contacted Special Priority Policy applicants on the centralized waiting list to provide information and application forms. Any new applicants for SPP will have the option of applying for the PHB-SPP as an alternative to waiting on the Centralized Waitlist for RGI housing. The Ministry of Finance will start receiving and approving applications in June 2018. First payments to applicants will begin in July, 2018.
Information sessions have been held with agencies that assist households to navigate the Special Priority Policy process, including the Housing Resource Centre, the YWCA Peterborough Haliburton and Victim Services for both Peterborough Police Service and the Ontario Provincial Police (Peterborough-Northumberland).

Submitted by,

W. H. Jackson, P. Eng.
Commissioner of Infrastructure and Planning Services

Contact Name
Rebecca Morgan Quin
Manager, Housing Division
Phone: 705-742-7777 Extension 1501
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Fax: 705-742-5218
E-Mail: RMorgan-Quin@peterborough.ca
To: Members of the Joint Services Steering Committee
From: Allan Seabrooke, Commissioner of Community Services
Meeting Date: June 14, 2018
Subject: Report CSSSJSSC18-005
Age-friendly Peterborough Advisory Committee Update

Purpose
A report to provide an update on the activities and plans of the Age-friendly Peterborough Advisory Committee (AFPAC).

Recommendation
That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC18-005 dated June 14, 2018, of the Commissioner of Community Services, as follows:

That the update report on the Age-Friendly Peterborough Advisory Committee be received for information.

Budget and Financial Implications
There are no budget or financial implications resulting from the endorsement of the recommendation in the report.

Background
AFPAC was created by City Council on July 31, 2017 through Report CSSS17-006 to implement the Age-friendly Plan in collaboration with local stakeholders. AFPAC replaced the Peterborough Council on Aging which had existing networks of support among local organizations, institutions, municipalities, and volunteers to advance community priorities to support an aging population.
Members of AFPAC have been settling into the new organizational and governance structure while working to initiate the implementation of the Age-friendly Plan. The activities of the AFPAC in early 2018 include:

- Applying for new funding from the United Way of Peterborough and District (UWPD)
- Proceeding with hiring of the new permanent position of Age-friendly Coordinator

The hiring of the Age-friendly Coordinator is underway. Once hired, the capacity of AFPAC to begin implementation of recommendations in the Age-friendly Plan will increase.

**United Way Funding Support**

In late 2017, the UWPD contacted Age-friendly Peterborough with a funding opportunity. The UWPD was bequeathed approximately $375,000 to support seniors in the Peterborough area. Building on the extensive research and community consultation that went into developing the actions and strategies contained in the Age-friendly Plan, the UWPD partnered with Age-friendly Peterborough to assist with the implementation of the Age-friendly Plan.

The funding is expected to cover expenses over the next 3-4 years; however, there is no strict deadline connected to the funding. Currently, $165,000 of the funding has been allocated to four projects being implemented by the AFPAC Working Group as described below. There is $30,000 being allocated to support the salary of the Age-friendly Coordinator position through annual contributions of $10,000 in each of the next 3 years.

This funding will strengthen the partnership between AFPAC and UWPD by working toward the mutual goal of addressing the needs of high risk seniors in the community.

**Working Group Activities**

AFPAC is comprised of four Working Groups that focus on implementing the Age-friendly Plan. Each Working Group has 10 to 20 members. The projects they are working on are as follows.

1. **Basic Needs Working Group**

This Working Group is currently developing a project that examines a combination of health and housing needs of current seniors and our aging population. Key local partners engaged with this project include: Peterborough Public Health, Peterborough Family Health Team, the City's Housing Division, Peterborough Housing Corporation, Peterborough Regional Health Centre, Community Care Peterborough, VON, and local volunteers. The Central East Local Health Integration Network is also being consulted.

This project is of interest to the UWPD and may result in further allocations of funding for implementation.
2. Staying Mobile Working Group

This Working Group piloted two Walkability Assessments in 2017, one on Hunter Street East in Peterborough and a second on Burleigh Street in Apsley. The objectives of these walks were to identify positive features and areas of improvement for older adults using pedestrian infrastructure. A strategy is currently being developed to allow this program to be used by all local municipalities with the support of AFPAC. The UWPD has invested $5,000 in this project.

Rural transportation is a common challenge for many County residents, including older adults. This Working Group contributed to a successful Community Transportation Grant Application submitted by the Township of Selwyn in partnership with Curve Lake First Nation, Community Care Peterborough, and the City of Peterborough. The Township of Selwyn will receive just under $1.5 million over 5 years to develop a transportation service that will connect these communities along with the transportation services offered by Community Care Peterborough to seniors and people with disabilities. The tentative route will have two buses traveling in opposite directions from Curve Lake, to Lakefield, Trent University, Portage Place Mall, Bridgenorth and Ennismore.

3. Building Relationships Working Group

The main goal of this Working Group in 2018 is to implement the Age-friendly Business Strategy that was created in 2017. This Strategy aims to partner with local businesses and provide information and tools to serve the needs of an aging population, such as:

- Customer service training
- Accessibility
- Product placement suggestions
- Furniture and amenities
- Light and sound levels
- Appropriate portion sizing
- Delivery services
- Dementia behaviour recognition

The implementation of this program will be led by the Age-friendly Coordinator who will ensure reliable and consistent assistance to businesses. The UWPD has invested $10,000 to assist with implementing this program.

This Working Group has also partnered to deliver training and workshops in the areas of isolation and elder abuse with organizations that focus on this issue. By engaging with these partners to identify gaps in service and outreach, this Working Group aims to enhance and improve services and programs where appropriate.

4. Learning and Contributing Working Group

This Working Group has several new and existing programs being planned and implemented. The Age-friendly Peterborough Community Report TV show is a new
project that started in 2018. The project will create a series of 10-12 shows showcasing topics that are important to an aging population. Examples of topics being considered include:

- Mobility and Transportation
- Elder Abuse
- Dementia
- Living with Chronic Illness
- Technology
- Healthy Eating

A partnership has been established with YourTV (previously Cogeco) to broadcast the show. The shows will also be available on the Age-friendly Peterborough website, which is currently being developed. The purpose of this project is to provide relevant information on topics that are accessible on television and through online videos. The UWPD invested $40,000 into this project.

The Learning and Contributing Working Group is also working on a Recreation and Leisure Needs Assessment that will determine the future recreation and leisure needs of an aging population in the Peterborough area. This project is being developed in partnership with the three Activity Centres that focus on serving seniors (Mapleridge, Activity Haven, and McDonnel Street), three fitness centres in the City of Peterborough (Peterborough Sport and Wellness Centre, YMCA, and Trent Athletics), the 8 Townships, both First Nations and the City’s Recreation and Social Services Divisions. A consultant will be hired to undertake the work of this project. The UWPD invested $80,000 into this project.

Ongoing projects currently underway include organizing the annual Seniors Showcase and the annual Summit on Aging. The Seniors Showcase will take place on June 20th at the Peterborough Sport and Wellness Centre and is co-hosted with the Greater Peterborough Chamber of Commerce.

The Summit on Aging is taking place on October 25th at Trent University, Gzowski College and is co-hosted with the Trent Centre for Aging and Society. The theme of this year’s event is dementia with the Alzheimer Society and Kawartha Centre taking the lead for organizing the content of the event.

**Awards and Recognition**

Age-friendly Peterborough recently received two awards recognizing the work being done to advance the priorities of an aging population. The first award was the Ontario Age-friendly Community Recognition Award presented by the Ministry of Seniors Affairs. The City of Peterborough, the County of Peterborough, and Curve Lake First Nation each received this award for developing and adopting the Age-friendly Plan.

The second award was received from Sustainable Peterborough. AFPAC was presented with an award in the category of Healthy Communities in recognition of the
actions outlined in the Age-friendly Plan that contribute to a sustainable community for older adults.

Summary

AFPAC is actively implementing the actions outlined in the Age-friendly Plan through partnerships with local organizations, institutions, businesses, municipalities, and volunteers. A new funding partnership with UWPD has been beneficial to this process.

Submitted by,

Allan Seabrooke
Commissioner of Community Services

Ellen Armstrong
Manager of Social Services

Contact Name:

Chris Kawalec
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E-Mail: ckawalec@peterborough.ca
To: Members of the Joint Services Steering Committee

From: Allan Seabrooke, Commissioner of Community Services

Meeting Date: June 14, 2018

Subject: Report CSSSJSSC18-006
Revisions to the Age-friendly Peterborough Advisory Committee Terms of Reference

Purpose

A report to recommend revisions to the Age-friendly Peterborough Advisory Committee (AFPAC) Terms of Reference.

Recommendations

That the Joint Services Steering Committee (JSSC) endorse the recommendations outlined in Report CSSSJSSC18-006 dated June 14, 2018, of the Commissioner of Community Services, as follows:

a) That Curve Lake First Nation and Hiawatha First Nation be added to the AFPAC Terms of Reference as highlighted in Appendix A;

b) That the number of Members on AFPAC be increased by one Member for a total of twelve (12) Members;

c) That the new Member be a Community Seat assigned to Hiawatha First Nation;

d) That the existing First Nation Community Seat be assigned to Curve Lake First Nation;

e) That Councillor Slade McCalip be appointed to AFPAC as a member of Hiawatha First Nation Council; and
f) That Staff be directed to forward an amending report to City, County, and First Nations Councils for approval.

**Budget and Financial Implications**

There are no budget or financial implications to the City or County resulting from the endorsement of the recommendations of Report CSSSJSSC18-006.

**Background**

The original Terms of Reference for AFPAC were approved by City Council on July 31, 2017. These Terms of Reference did not include Curve Lake and Hiawatha First Nations since they had not adopted the Age-friendly Plan or Terms of Reference at that time. As of April 5, 2018, both Curve Lake First Nation and Hiawatha First Nation approved the revised Terms of Reference that include both First Nation governments as shown in Appendix A.

The initial Terms of Reference provided for one Community Seat shared by both First Nations with the City and County of Peterborough each assigned individual Community Seats. At the request of Hiawatha First Nation Chief and Council, dedicated Community Seats are being recommended for Curve Lake First Nation and Hiawatha First Nation. This change enables a “community voice” for both First Nations. By adding one Community Seat, AFPAC would increase to 12 Members. The new structure of AFPAC is shown in Figure 1.

Chart 1: Age-friendly Peterborough Advisory Committee Organization Chart
The new assignment of seats on AFPAC would be as follows:

1. City Councillor          Keith Riel
2. County Councillor       Karl Moher
3. Curve Lake Councillor   Arnold Taylor
4. Hiawatha Councillor     Slade McCalip
5. City Community Seat     Ann MacLeod (Chair)
6. County Community Seat   Kerri Davies (Vice Chair)
7. Curve Lake First Nation Community Seat Vacant
8. Hiawatha First Nation Community Seat Vacant
9. Meeting Basic Needs Working Group Chair Alan Cavell
10. Staying Mobile Working Group Chair Danielle Belair
11. Building Relationships Working Group Chair Dawn Berry Merriam
12. Learning & Contributing Working Group Chair Mark Skinner

Submitted by,

Allan Seabrooke
Commissioner of Community Services

Ellen Armstrong
Manager of Social Services

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Attachment:
Appendix A – AFPAC Revised Terms of Reference
Age-friendly Peterborough Advisory Committee
Terms of Reference
Revised Draft – June 14, 2018

Definitions

Community Development Program Manager – means the City of Peterborough staff person working in the Social Services Division who has the Seniors Portfolio.

Council – means, as the context requires, County Council, City Council, Curve Lake Council and/or Hiawatha Council.

Joint Services Steering Committee (JSSC) – means the six member committee comprised of three members of City Council and three members of County Council. The JSSC is responsible for reviewing and approval of draft annual work plan and budget and recommends approval to the Councils of the City and the County as it relates to programs and services within the Consolidated Municipal Service Management Agreement.

1. Mandate

1.1. Age-friendly Peterborough is an Advisory Committee that will make recommendations to the Joint Services Steering Committee concerning how the Age-friendly Plan and related matters can be implemented.

1.2. Through the Community Development Program Manager (or designate), the Advisory Committee will ensure effective coordination and communication occurs between municipal departments, public and private partner organizations, Councils, and community members and associations in the implementation of Age-friendly Plan activities.

2. Roles and Responsibilities

2.1 Through the Joint Services Steering Committee, the Advisory Committee shall advise City Council and County Council about:
a. Progress toward, or barriers to, achieving the goals of the Age-friendly Peterborough Plan;
b. Existing and proposed plans, policies, and by-laws related to the Age-friendly Peterborough Plan;
c. New and emerging community issues and opportunities that relate to the Age-friendly Peterborough Plan; and,
d. Such other matters for which the Councils may seek its advice.

2.2 Through the Health and Family Services Committee, the Advisory Committee shall advise Curve Lake First Nation Chief and Council about:
   a. Progress toward, or barriers to, achieving the goals of the Age-friendly Peterborough Plan;
   b. Existing and proposed plans, policies, and by-laws related to the Age-friendly Peterborough Plan;
   c. New and emerging community issues and opportunities that relate to the Age-friendly Peterborough Plan; and,
   d. Such other matters for which Chief and Council may seek its advice.

2.3 The Advisory Committee shall advise Hiawatha First Nation Chief and Council about:
   a. Progress toward, or barriers to, achieving the goals of the Age-friendly Peterborough Plan;
   b. Existing and proposed plans, policies, and by-laws related to the Age-friendly Peterborough Plan;
   c. New and emerging community issues and opportunities that relate to the Age-friendly Peterborough Plan; and,
   d. Such other matters for which Chief and Band Council may seek its advice.

2.4 The Community Development Program Manager (or designate) shall:
   a. Support the roles and activities of the Advisory Committee and its Working Groups;
   b. Prepare correspondence of the Advisory Committee;
   c. Serve as lead resource for the Councils and their administrator on matters related to the development of age-friendly communities; and,
   d. Deliver at one update annually to each of the Councils, including Township Councils as needed.
2.5 The work of the Advisory Committee will be directed towards developing recommendations to assist each of:

a. Joint Services Steering Committee;
b. City Council;
c. County Council;
d. Curve Lake First Nation Council; and
e. Hiawatha First Nation Council.

to achieve the vision set out in the Age-friendly Peterborough Plan.

2.6 Members of the Advisory Committee agree to uphold the values set out in the Age-friendly Peterborough Plan.

2.7 In its role as steward of the Age-friendly Plan, and through the activities of its Working Groups, the Advisory Committee commits to:

a. Learning from older adults about their experience of aging;
b. Educating the public about diverse experiences of aging and older adulthood;
c. Informing decision-makers on issues related to the aging population and the development of age-friendly communities;
d. Supporting the development of new and enhanced age-friendly programs and initiatives; and,
e. Evaluating and measuring progress towards the goals of the Age-friendly Peterborough Plan.

3. **Advisory Committee Membership**

3.1 The Advisory Committee shall be composed of twelve (12) members, with representation based on the following seats:

a. City Councilor: To be selected at the sole discretion and serve at the pleasure of Peterborough City Council.
b. County Councilor: To be selected at the sole discretion and serve at the pleasure of Peterborough County Council.
c. Curve Lake Councilor: To be selected at the sole discretion of Curve Lake Chief and serve at the pleasure of the Curve Lake Council.

d. Hiawatha Councilor: To be selected at the sole discretion of Hiawatha Chief and serve at the pleasure of the Hiawatha Council.

e. Community Representatives (4 seats): One seat each will be allocated to a community representative from the City of Peterborough, County of Peterborough, Curve Lake First Nation, and Hiawatha First Nations and each person shall serve at the pleasure of the Council which appointed them.

f. Working Group Chairs (4 seats): One seat each will be allocated to the Chairs of the Committee’s four standing Working Groups.

3.2 Each Community Representative will be selected through the process established by their respective Council.

3.3 In addition to the selection criteria set out by a Council, each Council shall give preference to candidates for community representative seats to persons who:

a. Are knowledgeable about the experiences of older adults living in the greater Peterborough area;

b. Have demonstrated previous interest and engagement in the work of the Age-friendly Plan;

c. Contribute to the full participation of groups which are found to be underrepresented including women, persons with disabilities, visible minorities, and aboriginal people; and,

d. Represent diverse stakeholders and sectors.

3.4 The appointment of members to seats allocated to the Working Group Chairs will be determined through the process established by the respective Working Groups’ Terms of Reference.

3.5 No one person shall occupy more than one seat on the Advisory Committee.

3.6 No staff member from the City, County, First Nation or Townships shall occupy a seat on the Advisory Committee.

3.7 The Advisory Committee will actively seek to identify and remove barriers to participation for all members, including:
a. Transportation access;
b. Physical accessibility; and,
c. Accessibility of information and materials.

4. **Terms of Office**

4.1 Community Representative members of the Advisory Committee shall be appointed for a two-year term, beginning on November 30th.

4.2 A Community Representative is eligible to renew their appointment for two additional two-year terms.

4.3 Council members appointed to the Advisory Committee shall serve for the duration of the term of the Council upon which they serve, subject to continuing to hold a seat on that Council.

4.4 Council members of the Advisory Committee shall be eligible to renew their appointment for multiple terms, subject to continuing to hold a seat on that Council.

4.5 Working Group Chair members of the Advisory Committee shall be appointed for a two-year term, beginning on November 30th.

4.6 Working Group Chair members of the Advisory Committee shall be eligible to renew their appointment for one additional two year term.

4.7 The Advisory Committee shall declare a member’s seat vacant and shall provide notice thereof to the Council which appointed the person through the appropriate offices, if a Committee member:

a. Is convicted of an indictable offence;
b. Becomes incapacitated; or,
Appendix A

c. Is absent from the meetings of the Advisory Committee for three (3) consecutive meetings, without leave of absence from the Advisory Committee or without reasons satisfactory to the Advisory Committee.

5. Remuneration

5.1 Members of the Advisory Committee shall serve without remuneration.

5.2 Members may be reimbursed for direct and appropriate expenses incurred in the fulfillment of their Advisory Committee responsibilities with prior approval by the Community Development Program Manager.

6. Officers

6.1 At the first meeting in a new term, the Advisory Committee shall elect from their Members a Chair who shall hold office at the pleasure of the Advisory Committee for a one-year term and is eligible for re-election.

6.2 The Chair shall:
   a. Plan, direct and evaluate all Advisory Committee meetings;
   b. Uphold the vision, mission, and values of the Committee;
   c. Act as the Advisory Committee’s spokesperson for matters relating to policy and governance;
   d. Serve as a signing officer for Advisory Committee minutes and official documents as required;
   e. Maintain regular liaison with the Age-friendly Coordinator and the Community Development Program Manager;
   f. Fulfill other duties and responsibilities as assigned by the Advisory Committee; and,
   g. Ensure that the City’s Procedural By-law is adhered to while conducting meetings.

6.3 In addition to regular meeting attendance, the Chair may be expected to spend approximately five (5) additional hours between meetings supporting agenda setting, minute review, Committee communications, and public appearances.
6.4 The Advisory Committee shall also elect from their number a Vice-Chair who shall have all the powers and duties of the Chair when the Chair is absent or unable to act, and who shall hold office for a one-year term and is eligible for re-election.

7. **Working Groups and Task Forces**

7.1 There will be four standing Working Groups of the Advisory Committee:
   a. Meeting Basic Needs
   b. Staying Mobile
   c. Building Relationships
   d. Learning and Contributing

7.2 The Advisory Committee may also, at its discretion, establish ad-hoc Task Forces on any matters considered by the Committee to require particular study.

7.3 Working Groups and Task Forces shall be governed according to their own respective Terms of Reference, to be approved by the Advisory Committee.

7.4 All Working Groups and Task Forces shall include at least one member of the Committee.

7.5 Working Groups and Task Forces will report regularly and recommend courses of action to the Committee; and otherwise fulfill their respective responsibilities in accordance with their Terms of Reference.

8. **Advisory Committee Meetings**

8.1 The Advisory Committee will hold meetings, at least four (4) times per year in January, April, September, and November, and at such other times as it considers necessary.

8.2 Committee meetings will be held in City, or County, or First Nation meeting rooms.
8.3 All meetings of the Advisory Committee will be held during the work day, at a time determined by the Advisory Committee.

8.4 The November meeting will serve as a general meeting between members of the Advisory Committee, Working Groups, and any active Task Forces.

8.5 The Chair or the Community Development Program Manager may summon a special meeting of the Advisory Committee giving reasonable notice in writing to each member, specifying the purpose for which the meeting is called.

8.6 A majority of members of the Advisory Committee shall constitute a quorum. Where a quorum is not present, the Advisory Committee may conduct the meeting without ratification of motions.

8.7 The meeting of the Advisory Committee shall be open to the public, and shall be conducted in accordance with the City’s Procedural By-law. A meeting, or part of a meeting, may be closed to the public only as specifically permitted by, and in accordance with, the Municipal Act, 2001.

8.8 The agenda for meetings shall be prepared by the Community Development Program Manager (or designate) in consultation with the Committee Chair and should be distributed no less than five days before the meeting.

8.9 Advisory Committee members wishing to raise an item of business at the Advisory Committee meeting shall notify the Chair or Community Development Program Manager prior to the meeting in order for that item to appear on the agenda.

8.10 The Advisory Committee may call upon experts in the field of aging and related sectors to provide advice on matters related to their expertise at meetings from time to time.
9. **Role of other Municipal and First Nation Staff**

9.1 The Community Development Program Manager (or designate) shall coordinate staff and municipal interactions with the Advisory Committee.

9.2 The Community Development Program Manager may attend the Advisory Committee meetings.

9.3 The Community Development Program Manager shall consult with the Advisory Committee Chair on matters relating to the Advisory Committee or its activities.

9.4 Other municipal and First Nation staff may attend the Advisory Committee meetings to provide advice or information as required. Staff will not have voting rights at meetings.

9.5 Prior to presenting recommendations to a Council on any matter which is within the mandate of the Advisory Committee, as set out in these Terms of Reference, all staff should seek advice from the Advisory Committee.

9.6 Decisions of the Advisory Committee shall be communicated to the Manager only by resolution of the Advisory Committee and duly recorded in the minutes.

10. **Resources and Budget**

10.1 The Seniors’ Portfolio line of the Community Development Program budget will constitute the annual operating budget of the Advisory Committee.

10.2 The Advisory Committee will advise on its annual operating budget allocations, with consideration to submitted Working Group requests, at the first meeting of each new year.

10.2 The Advisory Committee may consider ad-hoc budget requests from Working Group Chairs in response to new or emerging opportunities. Such requests will be approved at the sole discretion of the Advisory Committee, and subject to available funds.
10.3 Working Groups are invited to pursue external sources of funding; all external grant applications must be approved in writing by the Chair of the Advisory Committee and Community Development Program Manager.

10.4 The Advisory Committee may submit project-specific budget requests that fall outside the scope of annual Seniors Portfolio budget through the Joint Services Steering Committee; such requests may be endorsed at the discretion of the Joint Services Steering Committee to be considered within the appropriate budget cycles of each Council.

10.5 Additional project-specific budget requests to support age-friendly initiatives may be brought forward through other municipal budgeting processes, at the discretion of the relevant staff.
To: Members of the Joint Services Steering Committee

From: Allan Seabrooke, Commissioner of Community Services

Meeting Date: June 14, 2018

Subject: Report CSSSJSSC18-002
Community-Based Early Years and Child Care Capital Funding

Purpose

A report to provide an update on new provincial Community-Based Early Years and Child Care Capital funding for 2018-2019.

Recommendation

That the Joint Services Steering Committee endorse the recommendation outlined in Report CSSSJSSC18-002, dated June 14, 2018 of the Commissioner of Community Services as follows:

That the report on new capital funding for Early Years and Child Care be received for information.

Budget and Financial Implications

There are no budget or financial implications to the City or County. All new capital funds are 100% provincial funding with funding in the amount of 1.35 million approved in 2018 for two projects that create 64 new licensed child care spaces.
Background

In November, 2017 the Ministry of Education announced details of a new Community-Based Capital funding program for child care and child and family programs (CBCP). The CBCP supports the government’s vision to ensure that all children and families have access to a range of high-quality, affordable child care programs and services that contribute to children’s learning, development and well-being. In 2017, the government committed to help 100,000 more children access affordable, quality licensed child care over five years and as part of this commitment, the government is making new capital investments. Over the next two years the government will provide capital funding for new construction, renovations, retrofits, and additions to support the creation of new licensed child care spaces in community-based facilities for children 0-4 years.

City staff, working in collaboration with community partners submitted a CBCP funding application in January for three capital projects. In April, 2018 the Ministry of Education confirmed approval of funding for the following two projects:

<table>
<thead>
<tr>
<th>Child Care Operator &amp; Location</th>
<th>Expanded Access</th>
<th>Anticipated Opening</th>
<th>Project Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trent Child Care - 832 Charles St, Bridgenorth</td>
<td>15</td>
<td>Sep-18</td>
<td>$200,000</td>
</tr>
<tr>
<td>Compass ELC - 526 McDonnel St, Peterborough</td>
<td>49</td>
<td>Sep-19</td>
<td>$1,150,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>64 spaces</strong></td>
<td></td>
<td><strong>$1,350,000</strong></td>
</tr>
</tbody>
</table>

Funding for both projects will flow to the municipality for payment to the operator in accordance with the terms and conditions set out by the Ministry. The initial cash flow is expected in the spring of 2018 and will be 66 percent of the total project costs. The subsequent cash flow of 34 percent will be flowed once staff receive and submit the project floor plan approval letter issued by the Ministry’s Licensing branch.

The municipality is responsible for implementing appropriate measures to ensure that the project cost and scope are within the approved funding, and adhere to operational requirements. Projects are required to open no later than December 31, 2020.
Summary

The province has provided an additional investment of $1.35 million in 100% capital funding to the municipality to support the government’s vision to ensure that all children and families have access to a range of high-quality, affordable child care programs and services. This funding will support the creation of 64 new licensed child care spaces in the City and in Selwyn Township. This is welcome news for children and families who rely on high quality, licensed child care services in order to work and go to school.

Submitted by,

Allan Seabrooke
Commissioner of Community Services

Ellen Armstrong
Manager of Social Services

Contact Name:

Sandra Robinson
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To: Members of the Joint Services Steering Committee

From: Allan Seabrooke, Commissioner of Community Services

Meeting Date: June 14, 2018

Subject: Report CSSSJSSC18-003
Homelessness System Update

Purpose

A report to provide an update on homelessness activities, including the 2018 ICountPtbo homeless enumeration.

Recommendation

That the Joint Services Steering Committee endorse Report CSSSJSSC18-003 dated June 14, 2018 of the Commissioner of Community Services, as follows:

That the report on homelessness activities be received for information.

Budget and Financial Implication

There are no budget or financial implications to the City or County resulting from the endorsement of the recommendation in the report.

As stated in Report CSSS17-010 Homelessness Service System Update, the Social Services Division will be initiating a review of existing homelessness programs, funding, and services. That report also provided temporary financial measures to deal with volume and environmental pressures. The review will take place the first quarter of 2019 with a report to Council in late 2019. The future operational and capital costs related to homelessness initiatives that derive from the review of the current system will be considered during future budget deliberations.
Background

In line with the Province’s Long Term Affordable Housing Strategy to end chronic homelessness by 2025 and the vision of the City’s 10 Year Housing and Homelessness Plan (HHP) to eliminate long-term homelessness, the Social Services Division and community partners have been shifting focus from managing the homelessness system to attempting to end chronic homelessness.

Service Manager Authority

The City of Peterborough is the Service Manager responsible for integrated local planning to address housing affordability and the coordination of homelessness services. Evidence-based practices support the idea that strong multi-sectoral partnerships and community-wide collaboration are essential to the successful implementation of strategies to end chronic homelessness.

Initial Steps

The City has engaged community partners in the development of a coordinated homelessness response. Key activities that are ongoing and meet commitments in the 10 Year Housing and Homelessness Plan include:

- Collaborating with key stakeholders
- Determining local needs through homelessness enumerations
- Implementing a common assessment tool across the homelessness system that triages and streams clients to the appropriate services
- Introducing a shared database for emergency shelter operators
- Funding Intensive Case Managers through provincial programs including Housing Now and Home for Good
- Embedding clinical support at each of the emergency shelters
- Introducing case conferencing through the Homelessness Coordinated Response Team (HCRT)
- Increasing rent supplements
- Improving client coordination with justice and health providers

Impacts of Homelessness Enumeration

Since the completion of the Point in Time count in 2016, the province has mandated that Service Managers conduct an enumeration every 2 years starting in 2018. As per report CSSSJSSC17-005 Homelessness Enumeration and Delegation of Authority, Joint Services endorsed conducting the enumeration in March 2018.

The United Way and the City of Peterborough partnered to complete a combined Point in Time and 20,000 Homes count over the course of four days starting March 20, 2018.
The 20,000 Homes count model (a registry week) was used in the 2018 enumeration in conjunction with the Point in Time Count. This model invites people experiencing homelessness to provide their name and complete a more comprehensive survey. It is based on the following principles:

- Knowing every homeless person by name and understanding each person’s needs and preferences
- Implementing Housing First in a way that makes sense for the community
- Using data to track progress and to make decisions to improve the community’s homeless programs and the system as a whole
- Improving housing placements and working toward building a coordinated local system of care focused on ending homelessness
- Learning from other communities across Canada

The 20,000 Homes approach also acknowledges that complex social issues cannot be solved by a single sector. Mobilizing communities around ending chronic homelessness involves:

- Data
- Person-centered services
- Continuous quality improvement
- Creating conditions for groups to innovate collaboratively

The 20,000 Homes initiative is a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada’s most vulnerable homeless people by July 1, 2020.

With the completion of the surveys, the analysis of the homelessness count will provide a better understanding of the nature and extent of homelessness and the characteristics of people experiencing homelessness. The data provides the foundation to support further housing, homelessness and service planning decisions. Joining the 20,000 Homes count will move the community toward a “functional zero” end to homelessness which is defined as a community that:

"has a systematic response in place that ensures homelessness (unsheltered homeless, emergency sheltered homeless, provisionally accommodated or imminent risk of homelessness) is prevented whenever possible or is otherwise a rare, brief and non-recurring experience".
2018 ICountPtbo Highlights

Some key highlights from the enumeration include:

- 364 people were approached (compared to 255 in 2016);
- 200 surveys were completed (compared to 100 in 2016);
- 27% of respondents identified as Indigenous (compared to 23% in 2016);
- 9 respondents identified as Veterans (compared to 6 in 2016 that served in the military);
- 259 people identified as being homeless: 130 in emergency shelter beds, 12 living rough, 94 provisionally housed (couch surfing, hospital, etc) and 23 unknown;
- 60% reported their first experience of homelessness was before the age of 26 (compared to 64% in 2016);
- 94% of respondents reported having an income (compared to 98% in 2016);
- 30% of respondents were involved with the child welfare system; in 2016 34% of respondents indicated they had spent time in foster care/group home environment.

The top three reasons identified for being homeless:

- Family breakdown;
- Unsafe housing;
- Addiction/substance use.

Key enhancements in the completion of the 2018 ICountPtbo homelessness enumeration include:

- The count was conducted over 4 days, expanding on the 24 hour period
- The count included a more comprehensive survey/triage tool
- The Registry Week approach invited people experiencing homelessness to provide their name and location so that people experiencing homelessness can be contacted again and those with the highest level of need can be matched with the right resources as soon as possible
- The 2018 count included County locations

The 2018 count included all shelter locations, the Warming Room, the shelter for domestic violence, 9 street outreach routes, Peterborough Regional Health Centre, 12 service locations in the City and 11 service locations in the County. Additionally, a youth specific magnet event was held and attended by 30-40 individuals.

The success of the homelessness enumeration was due to the participation of over 80 volunteers and professional social service staff.
Work In Progress

Community partners have been working toward the creation of a Coordinated Entry System (CES) and By Name List (BNL) framework since the fall of 2017. This framework and the creation of a coordinated system means that all community entry points into the system understand and share intake processes. Other community organizations that come into contact with individuals experiencing homelessness will also be able to get them to the right place for service more simply. Both the CES and the BNL will result in a better understanding and tracking of people flowing in and out of homelessness.

Understanding local homelessness leads to an organized response and working toward a response based on need.

The Way Forward

Generally homelessness activities can be categorized in three ways:

- Prevention, Shelter Diversion and Support Services
- Emergency Shelters (including motels)
- Stabilization Supports such as permanent and/or supportive housing

The goal is to shift the focus from an emphasis on expensive, short-term, emergency responses to upfront prevention and diversion activities and Housing First activities that stabilize individuals with high acuity such as rent supplements, intensive case management, and trusteeships. This requires an examination of the current system and what is currently funded.

The following chart illustrates the shift in emphasis:
Next Steps

The integration of homelessness services requires a number of key elements:

- Clearly articulated goals around housing placement and housing retention with carefully selected and appropriate data elements and reports
- Examination of resource allocation aligning with the goal of ending chronic homelessness
- Engagement of decision-makers at the system level around strategic planning and the execution by their organizations
- Engagement of all community homelessness staff to work together as a unified collective
- Continuous evaluation of effectiveness of activities with an acknowledgement around the need to evolve and continuously improve
Therefore, the key next steps to review the current system are:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Rationale</th>
<th>Alignment with HHP</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-year review of the 10-year HHP</td>
<td>The province has put into legislation the requirement for a 10-year HHP, including the requirement to review the HHP at least every 5 years.</td>
<td>Legislative requirement.</td>
<td>June 2018-June 2019</td>
</tr>
<tr>
<td>Review of homelessness service system using an expert third party</td>
<td>Examining the current system of services and what is currently funded to ensure maximum use of resources and ensure alignment with funding requirements and the goal to end chronic homelessness.</td>
<td></td>
<td>Winter 2018-2019 Report to Council late 2019</td>
</tr>
<tr>
<td>Conduct further examination of local Shelter Services Capacity</td>
<td>Identifying gaps and capacity issues in the emergency shelter system should be examined to determine potential improvements.</td>
<td><strong>Commitment 3:</strong> Examine local committees and service provider partnerships to ensure best use of resources.</td>
<td>Fall 2018</td>
</tr>
<tr>
<td>Development of alignment among service partners who are part of Peterborough’s Coordinated Entry System and By Name List</td>
<td>Ensuring that all providers within the system have access to the same level of professional development and operate using the same core principles is essential to an effective multi-sectoral response. Systems responses require collaboration and aligned core principles among multiple agencies.</td>
<td><strong>Commitment 2:</strong> Facilitate alignment of policy and strategic plans, among City partners and within municipal departments, using a service system approach.</td>
<td></td>
</tr>
</tbody>
</table>

**Outcome:**
Families and individuals get assistance through a system of coordinated housing and homelessness services that provides appropriate
<table>
<thead>
<tr>
<th>Commitment 14: Expand mental health and addiction case planning and outreach.</th>
<th>Summer 2018 develop the By Name List</th>
<th>Monitoring will be ongoing using real-time data</th>
</tr>
</thead>
<tbody>
<tr>
<td>HHP vision: Enhance community and partner involvement.</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Using the By Name List and common assessment tool data, service providers will be able to measure impact and progress with individuals.</td>
<td>December 2018</td>
<td></td>
</tr>
<tr>
<td>Supports and promotes self-sufficiency.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Indigenous service providers to expand and educate community about services</strong></td>
<td>with representatives of local First Nations and organizations providing support to off-reserve Indigenous residents, to share information about services, housing and other related issues.</td>
<td>in the HHP, but has been acknowledged at the Provincial level as an emerging priority to be addressed in 5 Year Review. Homelessness count 2018: 27% of people surveyed self-identified as Indigenous.</td>
</tr>
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</tr>
<tr>
<td><strong>Build stronger relationships with local landlords</strong></td>
<td>Considering local landlords as key stakeholders in homelessness strategies by engaging and informing them about supports available to them. Applying for Ministry of Housing “Evidence, Innovation and Capacity Building Fund” to bring the RentSmart tenant and landlord education program to the community.</td>
<td><strong>Commitment 19:</strong> Improve collaboration with private sector landlords. <strong>Outcome:</strong> Private landlords that offer lower-cost rental housing have the support and information they require to improve outcomes for tenants.</td>
</tr>
</tbody>
</table>

**Summary**

Ending homelessness requires strong and aligned system-level leadership that ensures that there are efforts across systems and organizations to improve effectiveness and client outcomes. Ending chronic homelessness also requires reliable, real-time data and service providers who are committed to common and systematic approaches to:

- measuring the number of people experiencing homelessness, the level of acuity and the outcomes (simple measurements are: length of time homeless, housing people, maintaining housing, and inflow, outflow and return to homelessness)

- prioritizing individuals with the highest need for the most intensive interventions
• collaborating with partners to ensure that role definition is agreed upon within the system—for example, in Housing First-led systems, shelter activity is focused on getting people housed, while other access points such as drop ins, meal programs, faith community, etc. are the mechanism to identify people to be housed next.

The community has made significant progress in managing homelessness over the past several years. As progress is made and data becomes available, strategies need to become more responsive to deal with increased complexities.

Submitted by,

Allan Seabrooke            Ellen Armstrong
Commissioner of Community Services  Manager of Social Services

Contact Name:

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Attachments:

Appendix A – PowerPoint Presentation
Appendix B – IcountPtbo Homelessness Enumeration Report
ICount Peterborough
Key Findings

June 14th, 2018
About ICountPtbo

Purpose:
To better understand the needs of people experiencing homelessness and to know people experiencing homelessness by name and to help them get connected to housing and support services as quickly as possible.

Between March 20-23, 2018

Respondents
364 People Addressed
200 Surveys Completed

Volunteer Info
80+ Volunteers
400+ Volunteer Hours

Survey Locations
17 City
11 County
9 Street Routes
Big Picture

At least 259 people identified were experiencing homelessness in Peterborough.

- 142 Absolute Homelessness
- 94 Provisionally Accommodated
- 23 Unknown Arrangement

Sleeping Arrangements:

- Emergency Shelter: 130
- Outside or place not meant for shelter: 12
- Someone else’s place: 71
- Transitional Housing: 14
- Hospital: 5
- Hotel or Motel: 4
<table>
<thead>
<tr>
<th>Key Characteristics</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-24</td>
<td>27%</td>
<td>21%</td>
</tr>
<tr>
<td>25-54</td>
<td>60%</td>
<td>66%</td>
</tr>
<tr>
<td>55-64</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>65+</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Male</td>
<td>66%</td>
<td>64%</td>
</tr>
<tr>
<td>Female</td>
<td>32%</td>
<td>34%</td>
</tr>
<tr>
<td>Another Gender Identity</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Heterosexual (eg. Gay, Bisexual, Pansexual, etc.)</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>Chronically Homeless (6+ months homeless in past year)</td>
<td>54%</td>
<td>49%</td>
</tr>
<tr>
<td>Episodically Homeless (3+ episodes of homelessness in past year)</td>
<td>28%</td>
<td>23%</td>
</tr>
<tr>
<td>Indigenous Identity or Ancestry</td>
<td>23%</td>
<td>28%</td>
</tr>
<tr>
<td>First Experienced Homelessness Before Age 25</td>
<td>64%</td>
<td>57%</td>
</tr>
</tbody>
</table>
Age, Gender and Sexual Orientation

### Age of People Identified as Homeless
- **8%** Youth <18 with adult
- **3%** Youth <18 Alone
- **12%** Youth 18-24
- **21%** 25-34
- **20%** 35-44
- **11%** 45-54
- **7%** 55-64
- **2%** 65+
- **17%** Unknown

### Gender
- **30%** Male
- **68%** Female
- **<1%** Transgender

### Sexual Orientation
- **88%** Heterosexual
- **8%** Gay or Bisexual
- **8%** Pansexual
- **4%** Didn't Know or No Answer
Youth

• 20% of those surveyed were ages 16-24
• 44% of youth surveyed were considered hidden homeless
• 33% of youth having not stayed in an emergency shelter in the past year
• 72% of youth provided indicators of a physical health issue
• 55% of youth have high acuity (8+ on VI-SPDAT Assessment Tool)
Indigenous

• 43% of those who identified as indigenous were women, which is a higher % than their non-indigenous counterparts (25%)

• 80% of those who identified as indigenous provided indications of a physical health issue

• 55% of those who identified as indigenous have high acuity
Veterans

- 8 were male, 1 was female
- 6 of the veterans have been in the community for one year or more
- 6 of the veterans were considered transitionally homeless, 3 were chronically homeless
- All but 1 had stayed in an emergency shelter in the past year
- 6 of the veterans had a source of income
- 5 of the veterans scored moderate on a VI-SPDAT
Reasons For Homelessness & Barriers to Housing

**TOP 3 REASONS FOR HOMELESSNESS**

- Family Breakdown: 30%
- Unsafe Housing: 22%
- Addiction/Substance Use: 17%

**Top Barriers to Finding Housing**

- Rents Too High: 64%
- Low Income: 59%
- Housing Shortage: 58%
- Poor Housing Conditions: 45%
- Discrimination: 29%
Acuity & First Age of Homelessness

58% of Respondents experienced homelessness before their 25th birthday.
Migration

29% reported living in their current community for less than a year.

71% of survey participants have lived in their current community for more than a year.

22% have always lived in their current community.
**Migration**

- 13% Visit Friends/Family
- 11% Family Moved Here
- 7% Emergency Shelter Access
- 5% Access to Services/Supports
- 4% Attend School
- 4% Find Housing
- 4% Seek Employment
- 3% Placement via Child Welfare System
- 2% Had Secured Employment
- 2% Fear for Safety

- 24% of people who moved to their current community did because they were visiting family/friends or moving here with family

- Only 12% moved to access shelters, services and supports
Education & Income

94% of survey participants reported that they have at least one source of income.

43% social assistance  |  40% disability benefits  |  9% employment
Health & Wellness

61% reported having **mental health issues**, but only 2% stated it as a cause of the homelessness.

46% reported having an **addiction**, but only 17% stated it as a cause of their homelessness.

71 people visited the ER 222 times in the past 6 months
- Cost: $137,000

43 people accessed EMS Services 120 times in the past 6 months
- Cost: $280,000

29 people were hospitalized 52 times in the past 6 months
- Cost: $286,000
History of Homelessness

- Chronic: >6 months & 1-2 episodes - 36%
- Chronic: >6 months & 3+ episodes - 14%
- Episodic: <6 months & 3+ episodes - 8%
- Transitional: 1-2 episodes - 40%
- No Response - 4%
Next Steps

• Community partners are working together in the development of a Coordinated Entry System and the development of a By Name List for people experiencing homelessness. With this, limited resources can be better allocated where available to the right people, at the right time and as quickly as possible.

• The full report will be released to the public on June 21st 10AM at the YES Shelter for Youth and Families
Questions and Comments
To: Members of the Joint Services Steering Committee

From: Patricia Lester, Commissioner of Corporate and Legislative Services

Meeting Date: June 14, 2018

Subject: Report CLSPOAJSSC18-001
Downloading of Prosecution of Part III Offences to Municipalities

Purpose

A report to inform the Joint Services Steering Committee (JSSC) of the implications of the Stronger, Fairer Ontario Act, 2017 regarding the downloading of responsibility for prosecuting Part III offences under the Provincial Offences Act (“POA”) from the Province.

Recommendations

That the Joint Services Steering Committee endorse the recommendations outlined in Report CLSPOAJSSC18-001 dated June 25, 2018, of the Commissioner of Corporate and Legislative Services, as follows:

a) That the JSSC endorse the addition of a .5 FTE Municipal Prosecutor to meet the increased responsibility of the downloading of Part III offences under the Provincial Offences Act and such position be reflected in the 2019 and subsequent years budgets.

b) That Report CLSPOAJSSC18-001 be endorsed and submitted to City and County Councils for approval.
Budget and Financial Implications

Presently, all POA prosecutions for Part I and Part II are undertaken by 1.5 FTE’s (Full Time Equivalent). As a result of the increased number of Part III prosecutions, an additional .5 FTE is required, resulting in 2.0 FTE Municipal Prosecutor positions.

As Staff is not aware of when the actual download will occur, approval of Recommendation (a) will provide Staff the approval now for the .5 FTE and the funds will be included in the 2019 budget. The impact in 2019 will be $55,698. salary including benefits. This cost is shared with the County of Peterborough.

However, because payments to the Ministry of the Attorney General (“MAG”) for a Provincial Prosecutor will cease upon downloading, a savings of approximately $16,000. will offset the additional cost.

Background

Downloading 2000

In 2000 the City, on behalf of the County of Peterborough and City of Peterborough, became the Court Services Operator for offences committed under the POA. This arrangement was formalized in an Inter-Municipal Service Agreement between the parties and was a requirement of the Attorney General to the execution of a Memorandum of Understanding (“MOU”) between the City as the Municipal Partner and the Attorney General.

The MOU authorized the City to perform all court administration and court support functions under the POA and prosecutions of matters commenced under Parts I and II of the POA. The prosecution of Part III offences remained the Province’s responsibility.

In addition the City executed a Local Side Agreement with the Attorney General that reflected certain terms and conditions that were specific to a Court Service Area, one of the terms being that the expenditures for Part III prosecutions incurred by MAG were to be paid by the City.

The City is contractually obligated to provide all facilities, services and amenities within provincial policy and a legislated framework including on-going audit requirements. The cost of providing this service is paid out of the gross fine revenues from POA charges. The sharing of revenues between the City and County is based upon a weighted assessment formula.

Part III offences are currently prosecuted by the Attorney General’s Criminal Law Division and are more serious offences that must be brought before a justice for resolution.
Part III offences cannot be resolved through the payment of a set fine and are offences that demand higher penalties (e.g. offences under the Environmental Protection Act that carry potential fines of up to $50,000 on a first conviction).

Certain Part III offences authorize the issuance of arrest warrants and certain sentencing powers, such as probation orders or imprisonment.

**Bill 177 - Stronger, Fairer Ontario Act, 2017 (the “Act”)**

Schedule 35 of the Act which received Royal Assent in December 2017, makes amendments to the POA, one being that Municipal Prosecutors will be mandated to prosecute Part III offences. The types of offences that will be transferred include but are not limited to certain offences under the:

- **Highway Traffic Act** (e.g. drive while license suspended);
- **Compulsory Automobile Insurance Act** (e.g. drive no insurance);
- **Liquor Licence Act** (e.g. sell alcohol without license, selling liquor to an intoxicated person); and
- **Ontario Society for the Prevention of Cruelty to Animals Act.**

In addition, the Municipal Prosecutor will be able to prosecute federal offences falling under the Contraventions Act (Canada). Examples of federal offences are those brought under the Canada Shipping Act, the Canada Wildlife Act and the Canada Marine Act.

The Ministry’s seconded legal services will continue to prosecute specialized cases, for example, those enforced by the Ministry of Labour, Environment and Transportation.

The Ministry will continue to prosecute certain Part III POA cases, including those in which a criminal charge is also laid, and charges involving Ontario’s Sex Offender Registry.

Further, Part III POA cases involving a fatality, that do not also have a criminal charge laid, will be vetted by a Crown Attorney on a case-by-case basis to determine whether the Crown’s Office or the municipal partner will prosecute.

Cases that involve a fatality that involve both a criminal charge and a Part III POA charge will continue to be prosecuted by Crown Attorneys.

It is anticipated that the transfer of responsibility will occur over a 2 year period with all transfers occurring by the end of 2019.
Memorandum of Understanding

Staff understands that one master MOU will be presented to all municipalities which will contain contractual obligations, however to-date no such documentation has been provided. We also understand that the regional Crowns will be able to negotiate the specific terms with each municipality. The current MOU contains terms regarding amendments to the MOU and a dispute resolution process.

In addition, issues of mutual concern with the downloading are being discussed among the various Municipal Partners, such as who will prosecute the new Cannabis Act, 2017 offences and service levels of judicial resources.

Peterborough’s Readiness

Staff have been aware of the proposed downloading for approximately 2-years through their respective professional organizations such as the Prosecutors’ Association of Ontario and Municipal Court Managers Association of Ontario.

Staff were contacted by the Crown Attorney earlier this year to discuss the process of transfer and local planning in detail. Staff have indicated that once they’ve had the opportunity to review and discuss the MOU with the Attorney General and legal documentation is in place, prosecutions of Part III offences may commence. In addition, the Municipal Prosecutors have received training on the prosecution of Part III offences. The legislation provides for a transition period of 60-days.

Presently, POA prosecutions of Part I and II are undertaken 3 days a week with appeals 1 day a week. There are 2 tiers in any given day at 9:00 a.m. and 1:30 p.m. Depending on whether they are trial or resolution days, each tier may contain 25 to 60 matters.

Part III prosecutions (including appeals) at present, are undertaken at least one day a week, depending on the number of weeks in any given month and there are 3 tiers, at 9:00 a.m., 10:30 a.m. and 1:30 p.m. Depending on whether they are trial or resolution days, each tier may contain 50 to 150 matters.

Staff have reviewed the number and complexity of Part III offences and have determined that there is the necessity to have 2 FTE’s to meet the additional requirements. As such, Staff recommend that the part-time Municipal Prosecutor be increased to full-time. Administratively, (office, filing space, administrative support) there are no additional costs.

Staff is presently reviewing the court tiers and looking for greater efficiencies relating to the scheduling of trials and therefore providing more options for police/enforcement availability at trials.
Summary

Although the MOU between the City and the Attorney General has not yet been received, Staff wish to have JSSC endorsement of the addition of a .5 FTE to meet the increased responsibilities. Staff will move forward at the appropriate time with the downloading, once they’ve had the opportunity to review the implications of the MOU and its impact on the City and County and formalize the process with the Crown Attorney.

Submitted by,

Patricia Lester
Commissioner of Corporate and Legislative Services

Contact Name:
Patricia Lester
Commissioner of Corporate and Legislative Services
Phone: 705-742-7777, Extension 1863