



Progress Report 2015

**Message From The Mayor**

Stable, safe and affordable housing is essential to the quality of life that we enjoy in the Peterborough Region and to the strength of our local economy.

While a national housing strategy and provincial action are essential, we can and we are making progress at the local level. Peterborough's 10 year Housing and Homelessness Plan sets out a vision to end chronic homelessness and ensure quality, affordable housing for those in need. The City and County of Peterborough are working together, with support from the upper levels of government, to implement the 20 commitments in the Plan, responding to the challenges of homelessness and housing affordability.

What follows in this document is the second annual Progress Report on the Plan to inform our community on the progress being achieved and the measures being taken to reach the targets set for 2024.

Together, we are making a difference. We are working toward our goals through essential collaborations between all levels of government, community groups and private-sector partners. We are taking bold steps, showing leadership by engaging in innovative projects and practices that can serve as models for other communities. Still, there is more to be done.

I hope you will stay involved as we moved forward with the implementation of the Plan. We need to build a complete community, with investments in streets and sewers, parks and arenas, social services and affordable housing. However, it is what we do for each other that will define the future of our community.

Sincerely,

Daryl Bennett
Mayor

Message From The Warden

The second annual Progress Report on Peterborough's 10 year Housing and Homelessness Plan provides an excellent opportunity for our community to be updated on the measures and progress achieved to date.

We are all together to ensure safe, affordable and stable housing in our communities. A collaborative approach to addressing these needs in our communities is the only way we will achieve the goals outlined in the plan. The progress we have made to date is essential, however, we also need partnership and action at both the federal and provincial levels. The City and County of Peterborough are committed to continued work together and to further our work with the upper levels of government to address housing affordability and homelessness strategies in the Peterborough community.

I hope that you will read this informative Progress Report on Peterborough's 10 year Housing and Homelessness Plan and reflect on the achievements we have made to date. I also hope that it will re-instill the vision and plan that will guide our progress towards 2024!

Sincerely,

J. Murray Jones
Warden, Peterborough County

APPENDIX A

About this Report

This is the second report about the 10 year Housing and Homelessness Plan for Peterborough. It is the City's report on accomplishments in 2015, and sets out the key activities for 2016. The Plan is structured using the following themes:

- pg. 3 **Providing People Centred Service**
- pg. 4 **Creating Housing Affordability**
- pg. 8 **Preventing Homelessness and Promoting Housing Stability**
- pg. 9 **Transitioning out of Homelessness**

2014 was the first year of the Plan. This was the beginning of some important housing initiatives – the introduction of a new, municipally-funded rent supplement program, and the beginning of multi-year provincial funding for a variety of housing programs. In 2015 this work continued. There was also a lot of work “behind the scenes”: consulting, strategizing, planning and imagining new ways of doing things.

Each year, the twenty commitments in the Plan are reviewed. Progress is reported on some but not all of them.

Progress in 2015 includes the foundational work for a Strategic Plan for Social Housing. The implementation of this Strategic Plan will take place through 2024 and beyond.

In homelessness services, a number of system changes took place in 2015 that will create measurable impact in years to come. The redevelopment of Brock Mission men's shelter moved forward several steps. The Homelessness Coordinated Response Team is opening doors for the Housing First program: eight people who were chronically



Above Photo: “Maisie’s Kids” is an after-school and summer day camp program offered at three Peterborough Housing Corporation communities. Through a partnership with the Community Counselling and Resource Centre, Maisie’s Kids helps build self esteem, learn cooperation and communication skills, offers new experiences and lots of fun.

homeless are now in permanent housing. While this is a small number, it's a huge achievement, and represents many hours of committed staff and volunteer time. The Central East Local Health Network provided ongoing funding to FourCAST for a Housing Coordinator whose work supports collaboration.



Progress Report 2015

New in 2015 Highlights and Key Statistics

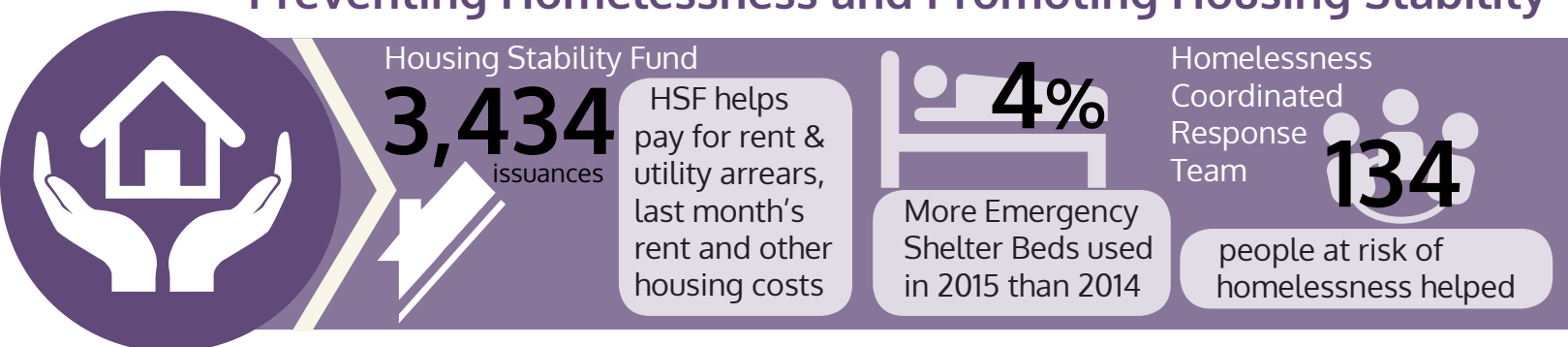
Providing People Centred Service



Creating Housing Affordability



Preventing Homelessness and Promoting Housing Stability



Transitioning Out of Homelessness



Commitment 1:
Engage members of the community, including people who use housing and homelessness services

How we're making progress:

- 1. Talking with people about seniors housing, aboriginal housing, rooming houses, and homelessness in the community.**

What it means:

- 69 people attended focus groups on seniors housing
- 20 people participated in a forum on aboriginal housing
- 77 people participated in one-on-one surveys to learn more about their experience with homelessness programs and services. This survey was completed at the Brock Mission, Cameron House, YES Shelter for Youth and Families, the Warming Room, the Lighthouse Community Drop-in Centre and the Housing Resource Centre.

- 2. Getting feedback on loan programs that help homeowners with repairs and help renters become homeowners.**

What it means:

The City and the Trent Centre for Community Research partnered to survey people who received loans from the City to help pay for repairs or a down payment on a home. They rated their quality of life, including stress levels, financial stability and mobility before and after getting help. The City will use this feedback to improve the programs for future years.



Commitment 5:
Review the process of applying for rent geared-to-income (RGI) housing

How we're making progress:

- 1. Making it easier and more convenient to apply for rent geared-to-income housing.**

What it means: Housing Access

Peterborough has a new website with listings for all social housing sites, including information on amenities, local schools and community features. Applicants can now fill in a downloadable form and submit their application by email from wherever they access the internet. More information can be found at [www.http://ptbohousingcorp.ca/](http://ptbohousingcorp.ca/)

Municipal Reports and Approvals

Report to the Joint Services Steering Committee (JSSC):

- Provided information on the 10-year Housing and Homelessness Plan Progress Report 2014. (Report PLHDJSSC15-003)

Reports to the City of Peterborough Accessibility Advisory Committee (AAC) and the Joint Township of Selwyn and County of Peterborough Accessibility Advisory Committee:

- Sought feedback on a Duty to Accommodate draft policy for Social Housing Providers. (Report AAC15-010)
- Provided information for discussion about the extension of Investment in Affordable Housing funding. (Report AAC 15-001)

Commitment 7:
 Maximize use of government and private sector resources for new affordable rental housing

How we're making progress:

1. Putting affordable rental housing at the top of the list for new capital funding.

What it means: Funding and incentives from all three levels of government were combined to get approval for the development of 43 new units of affordable housing:

- 11 one-bedroom units at the former Fire Hall on Monaghan Road
- 4 three-bedroom units on Rubidge Street for families
- 28 one-bedroom units on Edinburgh Street for low-income seniors

Commitment 9:
 Provide loans and grants to low and moderate-income homeowners for necessary repairs, accessibility and energy efficiency upgrades to their homes

How we're making progress:

1. Helping low-income homeowners make necessary repairs.

What it means: 24 households received loans for necessary repairs or grants for accessibility and efficiency upgrades to their homes.

"This was the break in life my family needed. Thank you so much! We couldn't be happier."

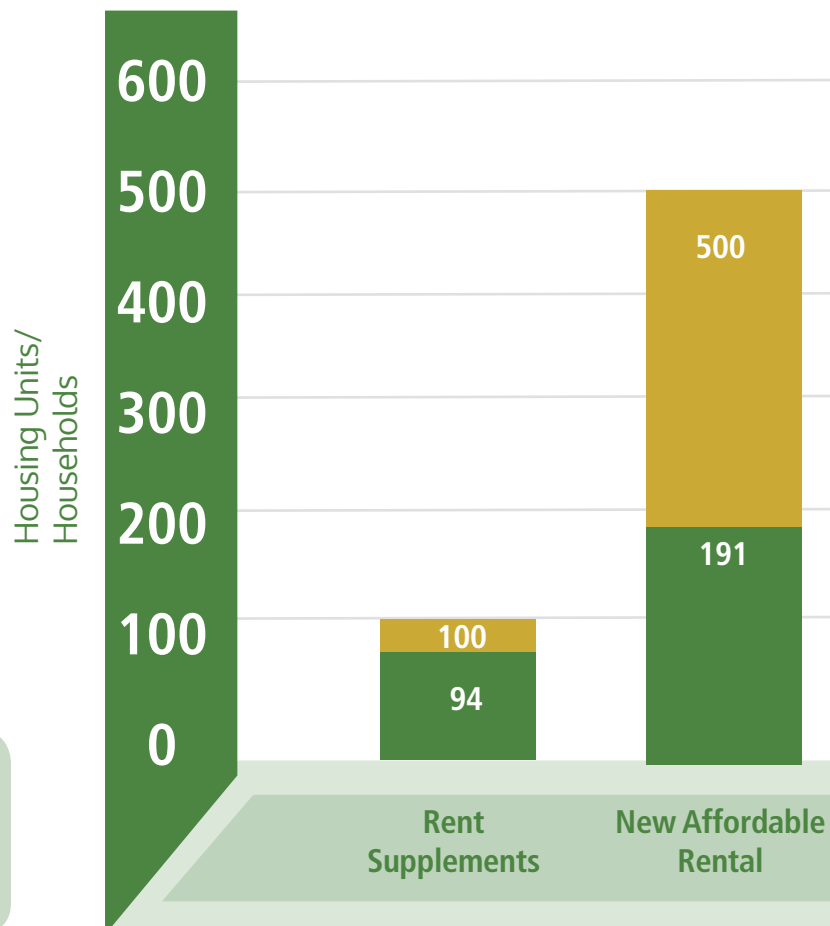
Homeownership Assistance Loan Program participant

Commitment 12:
 Provide resources for affordable home ownership assistance

How we're making progress:

1. Helping 10 low and moderate income renters become homeowners.

What it means: In 2015, eleven renter households got help with a down payment to buy a house through the Homeownership program, including one Habitat for Humanity partner family.



Bringing Housing and Health Supports Together

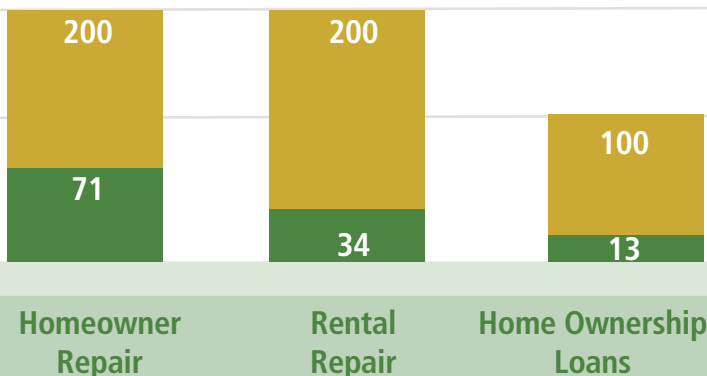
A key component of Ontario's 10 year Mental Health and Addictions Strategy is the provision of rent supplements and intensive case management for clients throughout the province. The target populations are people with mental health and related needs, and includes seniors, people with acquired brain injury and other disabilities.

The City of Peterborough is collaborating with the Central East Local Health Integration Network (CE-LHIN) to increase housing affordability for vulnerable people.

Peterborough's allocation over three years (2014 to 2017) is 26 rent supplement units with health supports provided. KPP, CMHA-HKPR and FourCAST will deliver the services locally. The CE-LHIN, the City of Peterborough and other Service Managers for Housing and Homelessness are continuing to plan and work together in implementing these allocations.

HOUSING UNITS Targets and progress since 2014

- Actual in 2015
- Target by 2024



Municipal Reports and Approvals

Reports to the Joint Services Steering Committee (JSSC):

- Recommended endorsement of the Program Delivery and Fiscal Plan for the Investment in Affordable Housing funding. (PLHDJSSC15-001)

Reports to the Committee of the Whole recommended approval of municipal incentives to create affordable rental housing:

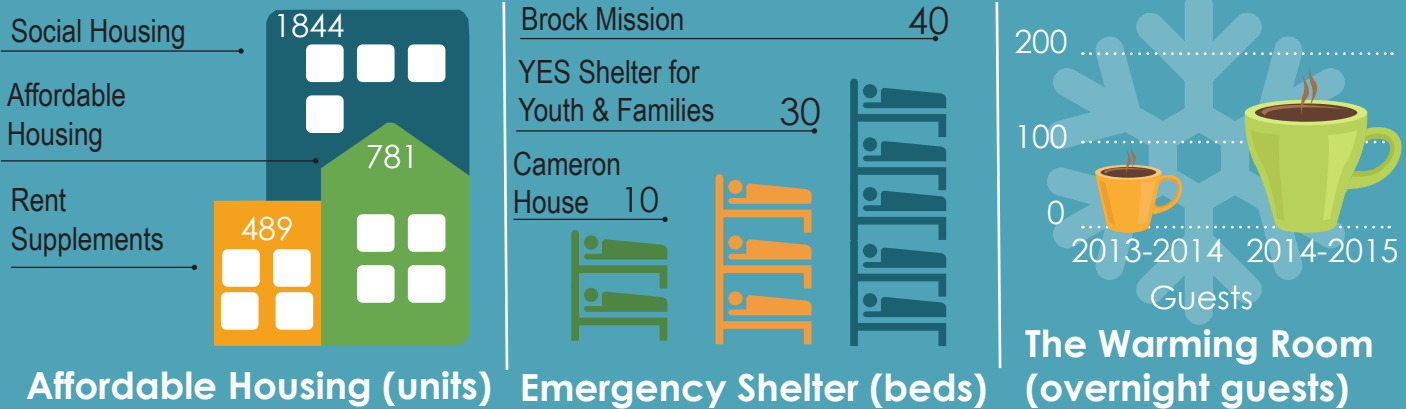
- 11 units at the former Fire Hall, 721 Monaghan (PLHD15-001)
- 4 Units at 135 Rubidge Street (PLHD15-006)
- 28 units at 188-198 Edinburgh Street (PLHD15-008)

Reports to the City of Peterborough Accessibility Advisory Committee (AAC):

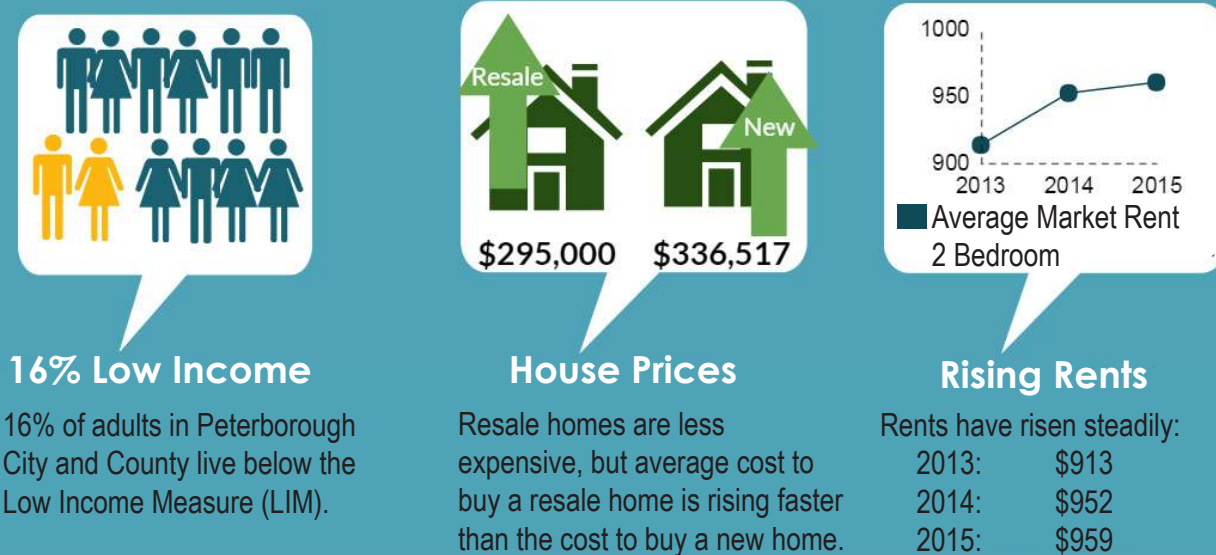
- Provided information about the Peterborough Renovates Program. (Report AAC 15-032)

Housing and Homelessness-Local Statistics

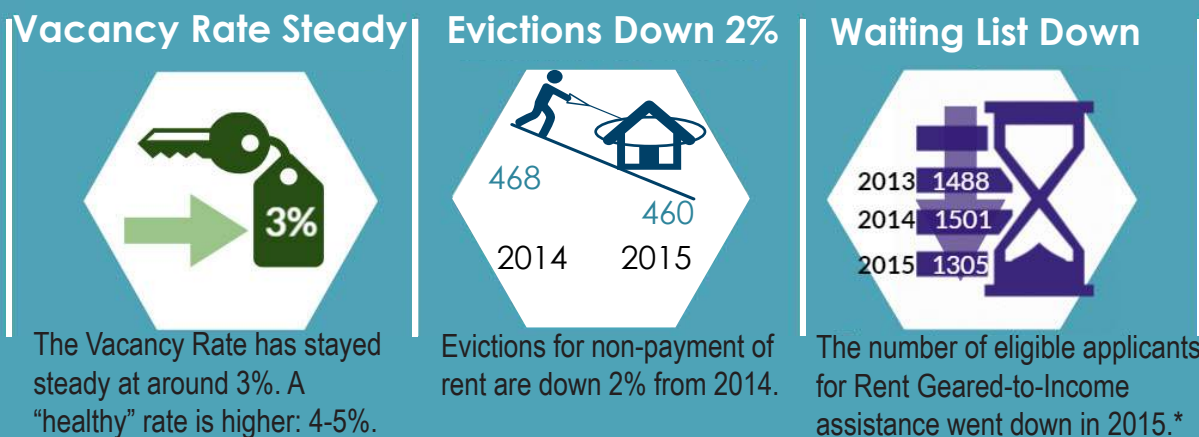
Non-Profit Housing and Emergency Shelters



Market and Population Indicators



Demand and Risk Indicators



*The number of applicants for Rent Geared-to-Income in 2015 went down temporarily because of a change to how often people are required to update their information on the waiting list.

This is Anne...

She's 76. She has Congestive Obstructive Pulmonary Disease, which makes it hard for her to breathe.

Anne was isolated.

She didn't have family or other supports.



She was on a fixed income, her basement apartment was too expensive, and it needed major repairs to rid it of mould.

Anne called the Housing Resource Centre (HRC).



HRC helped her talk to Property Standards at the City of Peterborough. The City inspected and ordered the landlord to make the repairs. Her landlord needed her unit to be empty to do the work.



Anne was forced to move.

Some days grocery shopping felt too hard.
"How can I pack up and move?"

Housing Resource Centre staff connected Anne to the Homelessness Coordinated Response Team (HCRT).

HCRT helps people who are at risk of becoming homeless.



A worker from HCRT helped Anne

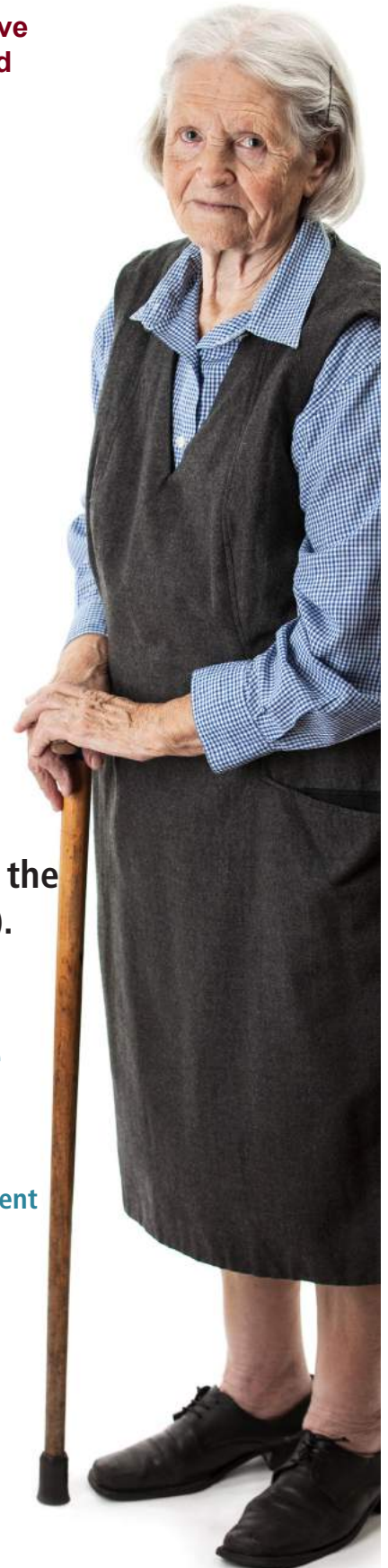
- find an apartment,
- get medical care at the VON 360 clinic,
- get help with moving, and
- apply for the Housing Choice Rent Supplement program.

Anne found an apartment, and now gets monthly help to pay her rent. She's also on the waiting list for subsidized housing to make sure her housing is even more affordable in the future.

Less financial stress helps her overall health.



Anne's new building has lots of friendly tenants, including a 4 year-old girl whose grandparents live far away. She calls Anne "other Nana."



Commitment 13:
Maintain and enhance housing stability

How we're making progress:

1. Helping residents and neighbours turn conflict into connection.

What it means: Through a pilot project, Peterborough Housing Corporation, the John Howard Society and Peterborough Police came together to create an independent community mediation program aimed at reducing conflict and creating stronger connections between residents and neighbours.

2. People at risk of losing their housing are getting emergency financial help and coordinated, wrap-around service.

What it means: The Housing Stability Fund (HSF) provided emergency funding to households needing help to pay last month's rent, rent arrears, utilities arrears, and moving expenses. A total of 3,434 HSF payments were made in 2015 through Social Services and the Housing Resource Centre.

The Homelessness Coordinated Response Team (HCRT) helps people with complex challenges who are homeless to get housed and stabilized. The HCRT is an excellent example of collaboration between community partners to support people with complex needs. In 2015, HCRT supported approximately 134 different individuals.

Commitment 15:
Expand mental health and addictions case planning and outreach

How we're making progress:

1. Coming together to set community- wide priorities.

What it means: Fourteen (14) community partners participated in a planning session to close gaps in homelessness services. The group developed a Client Service Pathway and a process to help resolve complex situations. This kind of community collaboration is a crucial factor in creating positive outcomes for vulnerable people.

Commitment 16:
Pursue collaborative priority-setting among funders in homelessness services

How we're making progress:

1. Collaborating with community partners to apply for funding.

What it means: The City partnered with FourCAST and other local agencies to apply for Central East Local Health Integration Network (CE-LHIN) funding to bring Housing First programming to Peterborough. The funding supports an intensive case manager, two housing support workers, rent supplement and trustee services for 8 people.

Municipal Reports and Approvals

Reports to Joint Services Steering Committee (JSSC):

- Provided an update on homelessness programs and recommended an operator for the Lighthouse Community Centre and the Warming Room cold weather response program. (CSSSJSSC15-005)

Reports to Committee of the Whole:

Recommended expanding the budget for the Homelessness Coordinated Response team to provide clinical outreach to the YES Shelter for Youth and Families. (CSSS15-002)

Commitment 17:
**Develop and implement a “Housing First”
program model**

How we’re making progress:

**1. Moving people who have been
chronically homeless into permanent
homes.**

What it means: Eight people who had been
chronically homeless have moved to permanent
homes with supports to keep them housed.

**Municipal Reports and
Approvals**

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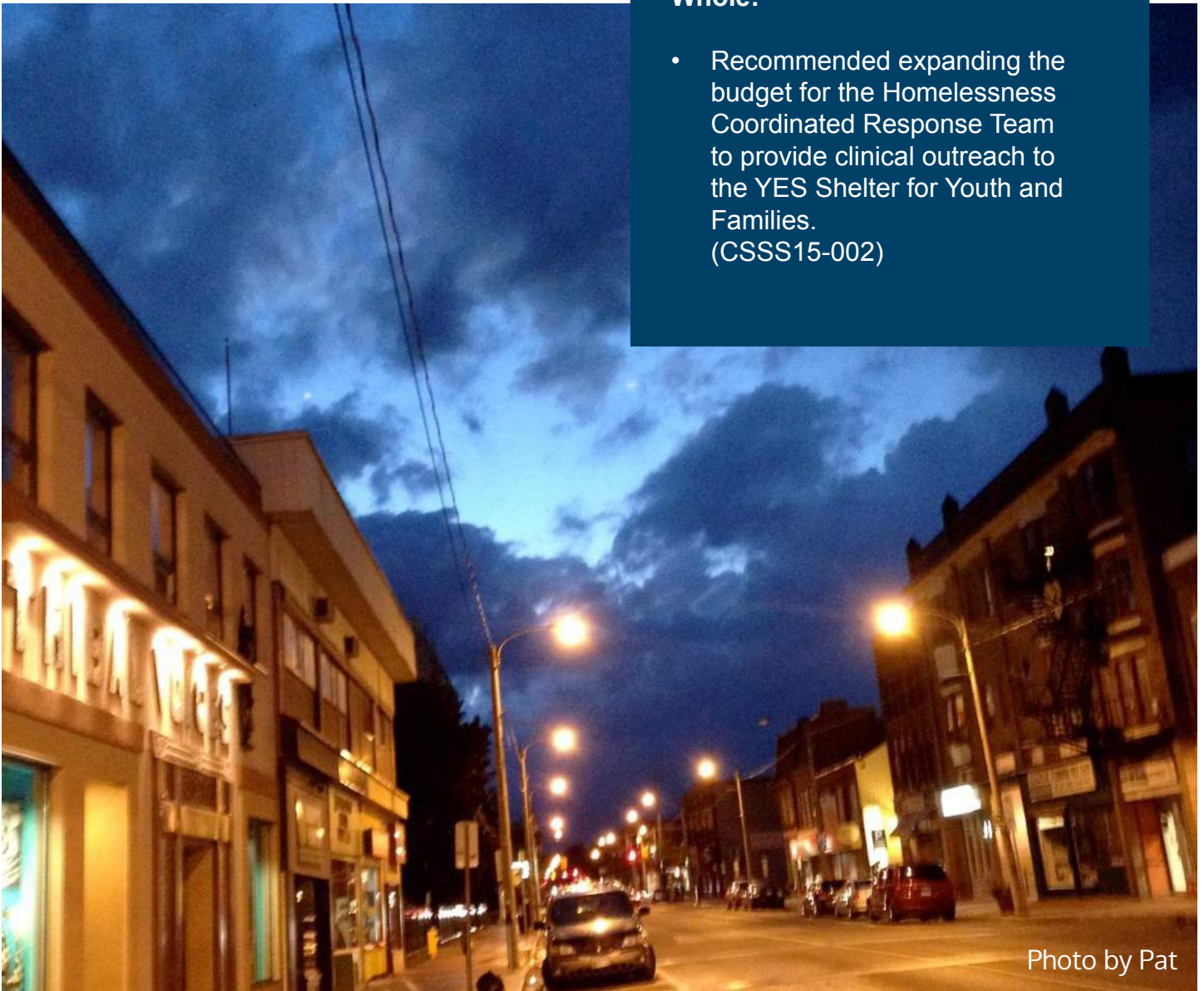


Photo by Pat

Providing People Centred Service

Improving Access to Services

Service providers received training on the use of the Service Prioritization Decision Assistance Tool (SPDAT). The SPDAT tools are now in use across front line organizations working directly with the homeless population. The screening tool and the full assessment tool provide workers with the information they need to help determine priority supports and services people need to help them find and retain housing. The tool assists in the development of a client-centred coordinated case plan and assists in placing people in intensive supports when they are available.

The City and Housing Access Peterborough will continue to collaborate to make it easier and more convenient for people to apply for rent geared-to-income housing.

Creating Housing Affordability

Planning Tools for Affordable Housing

Official Plan review will continue in 2016. The City of Peterborough will review and develop a by-law providing for the development of secondary suites. Secondary suites are a form of housing that can improve affordability for both homeowners and tenants.

Homeownership and Homeowner Repair Assistance

\$375,000 in federal-provincial funding has been allocated to help low- and moderate-income homeowners with loans for necessary repairs, energy efficiency and accessibility upgrades. Habitat for Humanity will continue to deliver this program on behalf of the City. \$182,000 in federal-provincial funding has been allocated to provide low- and moderate-income renters with down payment assistance.

Planning for the Future of Social Housing

A Strategic Plan for Social Housing to plan for the end of operating agreements, mortgages and debentures will be completed in 2016. This process will call on the collaborative efforts of 18 different community-based housing providers, several City divisions and other community stakeholders.

Preventing Homelessness and Promoting Housing Stability

Moving from Emergency Assistance to Ongoing Support

City staff will review current rent supplement programs to provide more supports to help prevent homelessness.

Transitioning out of Homelessness

Building on Housing First Successes

The Housing First program, which was developed in 2015 with Central East Local Health Integration Network, and Community Homelessness Prevention Initiative funds, will be reviewed for effectiveness and potential for expansion.

Redeveloping the Brock Mission Men's Shelter

Brock Mission men's shelter will work toward securing planning approvals and funding commitments to enable the redevelopment to move forward before December.

APPENDIX A

Acknowledgments and Photo Credits

The City of Peterborough would like to thank Maisie Watson and Maisie's Kids day camp staff and participants, the Brain Injury Association of Peterborough (B.I.A.P.R.) members, staff, volunteers and students, staff at Seeds of Change and participants in National Housing Day for contributing their images to the Progress Report.



Brain Injury Association of Peterborough Region

For the past three years, the SPARK Photo Festival has featured photos taken by members, volunteers and staff of the Brain Injury Association of Peterborough Region.

You can see images from SPARK at their website: www.sparkphotofestival.com. You can learn more about the Brain Injury Association of Peterborough Region at www.biapr.ca.

"Home Should Be"

The Peterborough County-City Health Unit, the Affordable Housing Action Committee and the Supportive Housing Network hosted a one-day forum on housing and homelessness issues. Over 150 people attended this remarkable event that featured Cathy Crowe, a filmmaker and social justice advocate, Kathy Hardill, a long-time street nurse and anti-poverty worker, and a panel of local experts in supportive housing.

With help from Seeds of Change, participants at National Housing Day were invited to complete the sentence "Home should be..." and have their picture taken with their response. More information can be found at <http://www.seedsofchangeptbo.org/#!housing-dialogues/y2qbt>.



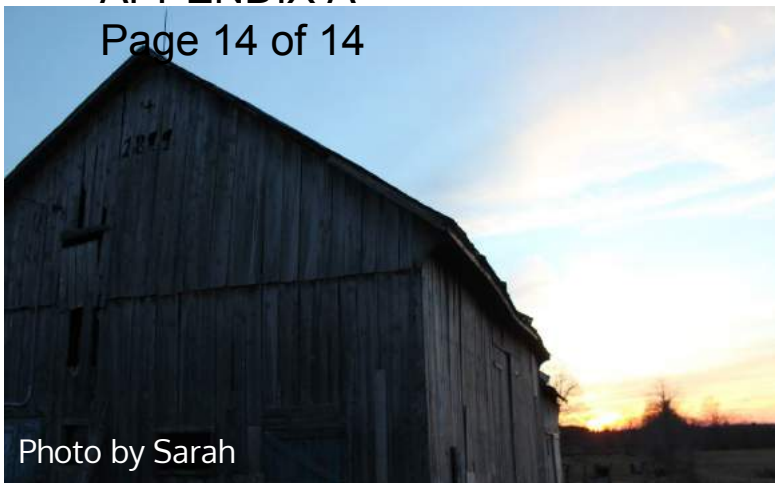


Photo by Sarah



Photo by Stephen



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