



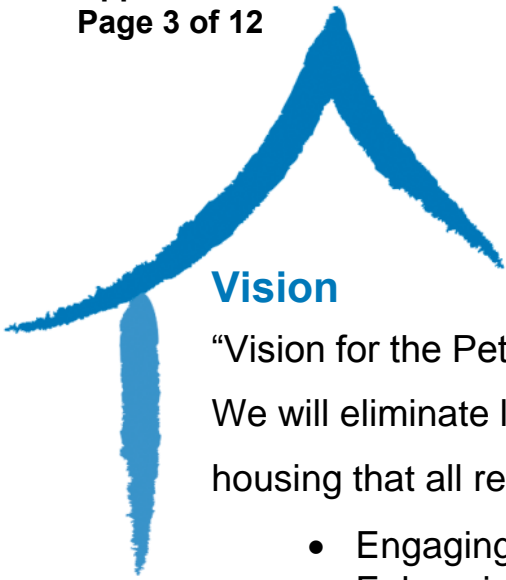
Peterborough

10-year housing & homelessness plan

Priority Action Items 2015

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Vision

“Vision for the Peterborough region:

We will eliminate long-term homelessness and ensure quality housing that all residents can afford by:

- Engaging those in need;
- Enhancing community and partner involvement; and
- Leveraging resources from the community, the private sector and government.”

Four Themes in the 10-year Housing and Homelessness Plan for Peterborough



About the Priority Action Items for 2015

The “10-year Housing and Homelessness Plan for Peterborough” (Plan) sets out 20 commitments for 2014 to 2024. The City, as Service Manager for Housing and Social Services, follows these commitments to identify priority projects and to create new ways of approaching work that is already underway.

The Priority Action Items, 2015 (Action Plan) identifies 11 of the 20 commitments that are the priorities for this year. In addition, the City is advancing new ways of reporting, engaging the community, advocating to senior government and collaborating with other funders, which are consistent with the vision of the Plan.

The Progress Report 2014 described work that was completed for 9 commitments that were priorities that year. 2015 is the second year of this Plan, and actions identified in 2014 have been reviewed and updated. The Action Plan is an evolving document and reflects pressure in the sector and opportunities created by other stakeholders and funders, while staying true to the original commitments in the Plan.

The 10-year Housing and Homelessness Plan continues to guide our housing and homelessness related efforts in the City and County of Peterborough. This is evidenced in the annual municipal budget process which proposes financial and staff resources to support the Plan, and in the reports that the Joint Services Steering Committee and City Council consider over the year.

The support and work of community-based organizations, private sector partners and volunteers are vital to the Plan. As well, continuous involvement of people with lived experience, community advocates, landlords and the broader public will help to ensure that our vision becomes a reality.

Providing People-Centred Service



Commitment 1 of 20

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

1. Consult and engage people with lived experience using various methods including survey and face to face meetings at least bi-annually.
 2. Develop a peer navigation support model which includes a broad base of people (e.g. persons with disabilities, aboriginals, victims of domestic violence, youth and seniors) to enable people with lived experience to assist others as they interact with the formal service system.
 3. Complete social housing tenants satisfaction surveys, based on the recommendations on content and timing of the 2013 Pilot Project.
 4. Review complaint processes and consumer input mechanisms with community agencies to ensure that the processes and mechanisms are adequate and responsive.
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Lead Division **Housing and Social Services Divisions**

Outcome **More people will engage and provide feedback on housing and homelessness related programs and services.**



Commitment 4 of 20

Pursue ways to share service data for effective service planning

5. Ensure that community data collection and sharing of measurement outcomes promote an improved understanding of risks and indicators that lead to homelessness, and has the ability to track unique individuals.
 6. Monitor demographic information regarding changing populations, including Aboriginal people living off reserve and meet with Aboriginal organizations to discuss housing and support needs.
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Lead Division **Social Services Division**

Outcome **People will benefit from evidence-based services that use a common data system that includes appropriate safeguards with respect to personal privacy and confidentiality.**

Providing People-Centred Service



Commitment 5 of 20

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

1. Review current application processes, rules of access, and communications practices about rent geared-to-income housing as well as examine how the market rent social housing could be integrated into the coordinated access system.
 2. Identify options for integrating application processes across human services (i.e. housing, social services and childcare) to increase the accessibility and improve the processes.
 3. Gather input from managers of rent geared-to-income waiting lists, users of the waiting lists and staff from agencies making referrals, to discuss best practices.
 4. Review results of satisfaction surveys among applicants, and solicit views from applicants at various times in the process, to learn about improvements that they think would be helpful.
 5. Implement any recommended changes, with input from appropriate people.
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Lead Division **Housing Division**

Outcome **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.**

Creating Housing Affordability



Commitment 7 of 20

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

1. Recommend the allocation of specific resources to Community Improvement Plan (CIP) for Affordable Housing.
2. Recommend affordable rental housing development (especially one-bedroom units) as a priority when using capital funding.
3. Promote Community Improvement Plans (CIP) for affordable housing to heighten awareness among home builders, sharing program successes through information sessions.
4. Make the construction process of affordable projects more efficient by identifying and sharing best practices in meeting building code requirements.
5. Research and develop processes to identify public land including brown fields, township land, and non-profit land, where new rental housing supply would be an appropriate use.

Lead Division **Housing Division**

Outcome **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.**



Commitment 8 of 20

Support affordable housing in municipal planning documents

1. Identify and designate properties/areas within the City that can accommodate medium and high density residential development.
2. Evaluate and update as necessary affordable housing provisions and policies in the Official Plan.
3. Research guidelines from other jurisdictions and write local guidelines for second units/garden suites, including methods of monitoring production.
4. Develop and market an outreach and education package to present affordable housing incentives to builders, developers etc. as needed.
5. Facilitate discussion among City and Township planning officials, and County where applicable, on potential changes to municipal planning documents to support affordable housing.

Lead Division **Housing Division**

Outcome **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.**

Creating Housing Affordability



Commitment 9 of 20

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

1. Complete a regular survey of tax rebate and grant programs that have similar purposes and adapt the Peterborough Renovates Program (PRP) to make best use of available funding from all sources.
2. Review and evaluate City-County take-up of PRP for 2012, 2013 and 2014.
3. Undertake an extension or additional phase of PRP, as senior government funds become available.

Lead Division **Housing Division**

Outcome **200 low and moderate-income homeowners have access to grants and loans to complete necessary repairs, energy efficiency and accessibility upgrades.**



Commitment 10 of 20

Develop a long-term strategy for existing social and rent geared-to-income (RGI) housing

1. Define the opportunity that creating a social housing strategy offers: benefits of strategy, principles and scope. Establish plan and process for completing a strategy.
2. Exchange ideas with social housing providers, especially PHC, about portfolio renewal, long-term redevelopment opportunities, and end of operating agreements.
3. Develop work plan and timeline for components of the project, and create assignments, some of which may be carried out by a third party consultant, as endorsed by the Joint Services Steering Committee and approved through City Council.
4. Introduce a local initiative to support asset building among social housing tenants to allow for future home ownership.

Lead Division **Housing Division**

Outcome **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.**

Creating Housing Affordability



Commitment 12 of 20

Provide resources for affordable home ownership assistance

1. Monitor resale housing market to establish criteria and timing for offering new homeownership assistance loans.
 2. Offer a homeownership assistance loan program bi-annually, contingent upon senior government funding and balance in revolving loan fund.
 3. Monitor performance of loan portfolio and repayments to revolving loan fund to assess efficacy and manage risk of non-compliance or failure to repay.
 4. Implement a mentoring program for new homeowners involved in the home ownership loan assistance program.
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Lead Division **Housing Division**

Outcome **100 renter households become homeowners with the help of a homeownership assistance loan program.**

Preventing Homelessness and Promoting Housing Stability



Commitment 16 of 20

Pursue collaborative priority-setting among funders in homelessness services

1. Ensure funding from Investment in Affordable Housing 2014 Extension (IAH-E), Community Homelessness Prevention Initiative (CHPI) and Homelessness Partnering Strategy (HPS) is aligned with the 10-year Housing and Homelessness Plan.
 2. Achieve collaborative strategic planning with the United Way on Homelessness Partnering Strategy funds.
 3. Prepare funding proposals in readiness for future proposal calls for supportive housing services for targeted populations, Assisted Living Services and other clinical resources (people with complex needs including addiction and physical and mental health and homelessness).
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Lead Division **Social Services Division**

Outcome **Priorities among funders of homelessness services are aligned and duplication of services is eliminated.**

Transitioning Out of Homelessness



Commitment 17 of 20

Develop and implement a 'Housing First' program model

1. Host a system design planning session and obtain community input into "Housing First" model.
 2. Annually evaluate the Winter Weather Response for vulnerable people and the related system of street outreach, focusing on the effectiveness of service delivery.
 3. Develop and implement the model through partnerships with relevant ministries.
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Lead Division **Social Services Division**

Outcome **People who have experienced long-term homelessness are appropriately housed and supported using a "Housing First" model that is locally relevant.**



Commitment 18 of 20

Enhance Brock Mission facility and services

1. Develop a project work plan and time line for the capital project, for phases including Project Concept, Pre-Development, Construction, and Occupancy.
 2. Develop a project work plan and time line to create a new operational plan, including a transition period for the existing shelter service, and examination of "Housing First" program model.
 3. Secure funds and resources to complete 18.1 and 18.2 above.
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Lead Division **Social Services Division**

Outcome **Men experiencing homelessness will have improved physical space, enhanced services, with the potential for semi-independent living in a safe and supportive environment.**



City of Peterborough

500 George Street North

Peterborough, ON

K9H 3R9

www.peterborough.ca

705-742-7777

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