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This is the fifth progress report on the 10-Year Housing and Homelessness Plan for the City and County of Peterborough. Readers may notice that the format of this report is different than previous years. The 10-Year Housing and Homelessness Plan is being reviewed and this Progress Report is helping City staff to review and re-write the Plan.

This report provides a snapshot of housing and homelessness statistics from 2018. It includes a summary of some of the progress made on the 20 Commitments and Outcomes since 2014. We remain committed to collaboration and coordination to make positive change for people in our community. The achievements to date would not have been possible without the depth of community partnerships and integrated services that make up these programs and initiatives.



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## Providing People-Centred Service



**259**

people identified as experiencing homelessness in Peterborough City and County (PiT Count and Registry Week).

**576**

people told us their thoughts on housing and homelessness for the 5-year review of the Plan.

## Creating Housing Affordability



**240**

low-income households are getting a municipal rent supplement to help pay their rent.

**2**

Habitat for Humanity partner families got a homeownership loan.

**7**

new affordable rental apartments in development.

**28**

low-income homeowners got help for necessary repairs, upgrades and accessibility modifications.

## Preventing Homelessness and Promoting Housing Stability



### Housing Stability Fund:

**2,966**

issuances to help pay for rent and utility arrears, last month's rent and other housing costs.

### Homelessness Coordinated Response Team (HCRT):

**206**

individuals were supported through HCRT.

**↑ 2%**

more shelter beds used in 2018 than 2017.

## Transitioning Out of Homelessness



### Point in Time Count and Homelessness Enumeration: March 20-23, 2018

**80**

Volunteers

**17**

City Survey Locations

**11**

County Survey Locations

**9**

Survey Street Routes



## Providing People-Centred Service

Commitment	Outcome	Where we are at: 2014-2018
1. Engage members of the community, including people who use housing and homelessness services.	More people will engage and provide feedback on housing and homelessness related programs and services.	<p>2,156* people gave feedback on housing and homelessness in various surveys, consultations and meetings. Changes as a result of the feedback included:</p> <ul style="list-style-type: none"> <li>• (2014) Feedback from guests and volunteers of the Warming Room. Feedback was used to improve service the following year.</li> <li>• (2014) A social housing survey was conducted with residents. Results were shared with Social Housing Providers to impact service improvements.</li> <li>• (2015) One to one surveys were completed with shelter residents. Results were used to learn more about their experience with homelessness programs and services.</li> <li>• (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.</li> <li>• (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.</li> <li>• (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.</li> <li>• (2016-2017) The City partnered with the Trent Community Research Centre to evaluate 2 rent supplement programs for effectiveness. Results will be used for future program improvements and decision making.</li> <li>• (2018) 576 people were consulted for the 5 year review of the 10-Year Housing and Homelessness Plan. This work was done using the following methods: surveys, one to one interviews and group consultations. Results will be used to inform the amended Plan.</li> <li>• (2018) We heard from 259 people through the Point in Time Count that identified as experiencing homelessness in Peterborough City and County.</li> <li>• (2018) 311 people gave feedback through surveys to tell Social Services how programs and service delivery can be improved.</li> </ul>

\*People being surveyed may be counted more than once due to 5-year span of consultation types and topics.

Commitment	Outcome	Where we are at: 2014-2018
1. Engage members of the community, including people who use housing and homelessness services.	More people will engage and provide feedback on housing and homelessness related programs and services.	<ul style="list-style-type: none"> <li>• (2018) As a part of the Homelessness System Review we heard from:               <ul style="list-style-type: none"> <li>- 63 people with lived experience during shelter, housing program and drop in visits</li> <li>- 17 people during independent street level engagement</li> <li>- 113 service partner representatives</li> </ul> </li> </ul> <p>This input will be used to inform the recommendations from the system review.</p>
2. Facilitate alignment of policy and strategic plans, among City partners and within municipal departments, using a service system approach.	Families and individuals get assistance through a system of coordinated housing and homelessness services that provides appropriate supports and promotes self-sufficiency.	<ul style="list-style-type: none"> <li>• (2014) The City facilitated a Housing First working group that coordinated the efforts of 9 agencies and service providers.</li> <li>• (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.</li> <li>• (2016) 13 agencies signed the Housing First Framework.</li> <li>• (2017) A Coordinated Entry System working group was established.</li> <li>• (2014-2018) The Homelessness Coordinated Response Team (HCRT) is comprised of multiple community partners. They supported 206 people in 2018, 238 people in 2017, 155 people in 2016, 50 people in 2015, and 17 people in 2014.</li> <li>• (2018) The 20,000 Homes Leadership Table, now called Built for Zero Peterborough, includes 5 partner agencies. The group is implementing the coordinated access system, by-name priority list, and developing outreach and communication strategies for the City and County of Peterborough.</li> <li>• (2018) The Planning Division and Housing and Homelessness Services began communication about aligning updates to the Official Plan and the Housing and Homelessness Plan.</li> <li>• (2018) The Housing Division moved from the Planning Division into Social Services to build a seamless system of housing and homelessness services.</li> </ul>

Commitment	Outcome	Where we are at: 2014-2018
3. Examine local committees and service provider partnerships to ensure best use of resources.	The collective impact of local committees and service provider partnerships will be strengthened and their work will be closely aligned with the commitments and time-frame of this Plan.	<ul style="list-style-type: none"> <li>• (2014, 2016) Joint meetings held with 3 local housing committees to consult on budget, new program and funding announcements.</li> <li>• (2017-2018) 2 housing and homelessness committees were realigned to support the implementation of the Housing and Homelessness Plan.</li> <li>• (2018) Housing and Homelessness Steering Committee established to support the 5-year review and the implementation of the Housing and Homelessness Plan for Peterborough City and County.</li> <li>• (2018) City staff initiated a housing and homelessness system review to examine the local service system that focuses on preventing and ending homelessness.</li> </ul>
4. Pursue ways to share service data for effective service planning.	People will benefit from evidence-based services that use a common data system that includes appropriate safe guards with respect to personal privacy and confidentiality.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (2018) The City created the new role of Homelessness System Data Administrator. This role supports the bi-annual homelessness count and coordinated access.</li> <li>• (2018) Increased sharing of service-level data among partners. For example, the Point in Time Count data is being used by A Way Home Peterborough to help with youth-specific data regarding local trends and needs.</li> <li>• (2018) Homelessness Coordinated Response Team (HCRT) clients can now consent to share information with Peterborough Regional Health Centre (PRHC) staff.</li> </ul>

Commitment	Outcome	Where we are at: 2014-2018
<p>5. Review the process of applying for rent geared-to-income (RGI) housing.</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>• (2015) Housing Access Peterborough made improvements to their website including information for each Social Housing Provider on amenities, local schools and community features.</li> <li>• (2015) Housing Access Peterborough made it easier to access and submit applications for Rent Geared-to- Income assistance Online.</li> <li>• Measurement of commitment will be re-evaluated during the 10-Year Housing and Homelessness Plan review.</li> </ul>





## Creating Housing Affordability

Commitment	Outcome	Where We Are At: 2014-2018
6. Expand rent supplements.	Low-income households are more stable and secure in their rental housing (i.e. an addition of about 100 households in any given year, receiving rent supplement support).	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (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.</li> <li>• (2017) City Council approved an extra \$75,000 toward Municipal rent supplements for the homelessness program.</li> <li>• (2018) Rent supplement capacity increased by approximately 42 households (using various sources of funding).</li> <li>• (2018) The new provincially funded Portable Housing Benefit for survivors of domestic violence and human trafficking helped 2 local households secure safe, affordable housing.</li> <li>• Measurement of commitment will be re-evaluated during the 10-year Housing and Homelessness Plan review.</li> </ul>





Commitment	Outcome	Where We Are At: 2014-2018
7. Maximize use of government and private sector resources for new affordable rental housing.	500 new affordable rental homes created using new and existing resources including senior government funding, municipal incentives, non-profit and private sector equity and publicly-owned land.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (2014) The Roadmap for Housing Developers was developed by the Affordable Housing Action Committee in partnership with the City's Housing Division.</li> <li>• (2014) The City added a new affordable housing development charge. Funds paid under this charge go towards incentives for building new affordable housing.</li> <li>• (2014-2018) 264 new below market rental units have been created in the City and County of Peterborough. This total represents 53% of the 500 units targeted in the Plan.</li> <li>• An overall total of 751 new below-market rental units have been created in Peterborough City and County since new affordable housing programs began in 2003.</li> <li>• (2018) The 5 units in the Shared Dreams project at The Mount Community Centre will be purpose-built for adults with physical and intellectual disabilities. These semi-independent units will also have a shared living area and dining space. This project helps the renters to have stable and secure housing, and maximizes their independence while helping to maintain and build connections in the community.</li> <li>• (2018) The 2 units in the DeafBlind Ontario project will be purpose-built for adults who are both deaf and blind. These very accessible units includes features that ensure renters can safely navigate their homes and meet their individual needs.</li> <li>• (2018) City staff presented and attended at the Peterborough MP's Housing Summit. This Summit provided information on Federal funding options and encouraged local partnerships and innovative ways of creating new housing in our community.</li> </ul>

Commitment	Outcome	Where We Are At: 2014-2018
8. Support affordable housing in municipal planning documents.	New residential development applications received by the City and Townships propose a higher portion of affordable housing than in previous years and more property owners develop second units/garden suites.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (2018) City Council approved amendments to the City's Official Plan and Zoning By-law to facilitate a process to legalize and/or introduce secondary suites into dwelling units.</li> <li>• (2018) City's Building Services approved 16 building permit applications for secondary suites projects. Work continues on developing a registration process and database to formally track secondary suites.</li> </ul>
9. Provide loans and grants to low and moderate-income homeowners for necessary repairs, accessibility and energy efficiency upgrades to their homes.	200 low and moderate-income homeowners have access to grants and loans to complete necessary repairs, energy efficiency and accessibility upgrades.	<ul style="list-style-type: none"> <li>• (2014-2018) 157 households received Peterborough Renovates assistance.</li> <li>• 5 years into the Plan, the goal is 79% complete.</li> </ul>



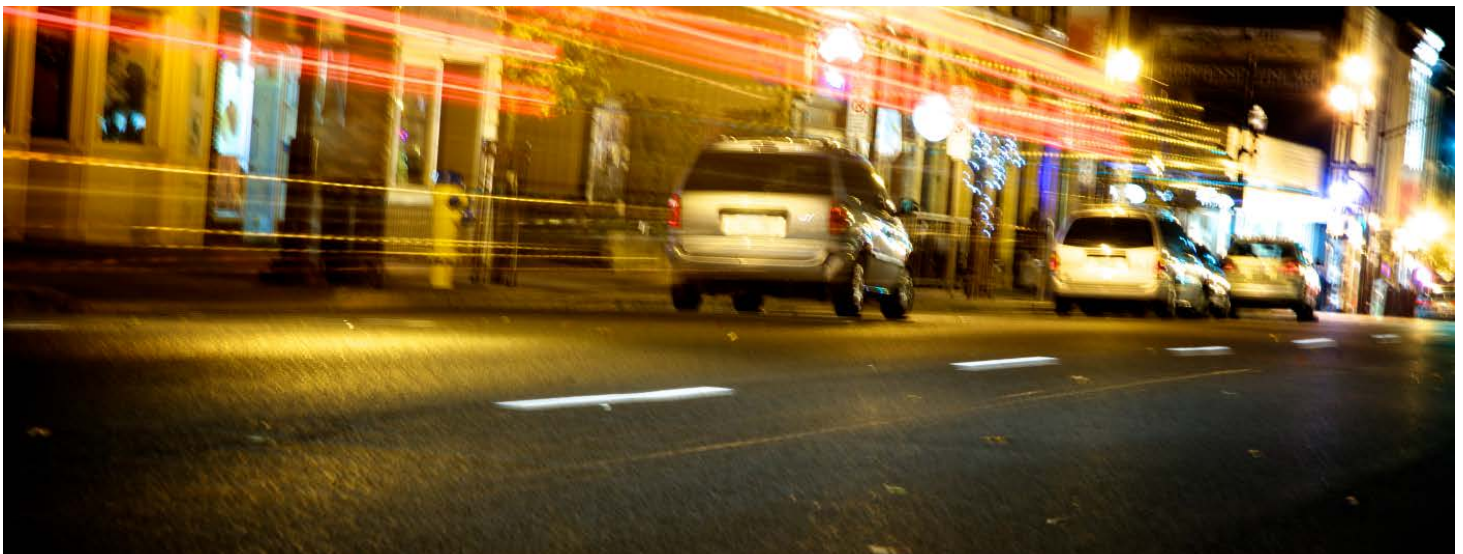
Commitment	Outcome	Where We Are At: 2014-2018
10. Develop a long-term strategy for existing social and rent geared-to-income (RGI) housing.	A Strategic Plan for Social Housing that guides decisions about the future of existing social housing and is supported by the City, County, non-profit, co-operative and aboriginal housing stakeholders.	<ul style="list-style-type: none"> <li>• (2014) The City-County Joint Services Steering Committee received information on End of Operating Agreements, including strategic planning issues and recommendations.</li> <li>• (2015) Completion of a Social Housing Provider stakeholder session about strategic planning.</li> <li>• (2016) Development of Peterborough Housing Corporation's Draft Capital Financing and Community Revitalization Plan.</li> <li>• (2016) Strategic Planning Guide developed.</li> <li>• (2016) Framework for a renewed agreement established with Kinsmen Garden Court.</li> <li>• (2016) Provided a Strategic Planning Information Session to Social Housing Providers with a presentation by Housing Services Corporation.</li> <li>• (2017-2018) Housing Services continues to facilitate ongoing strategic planning meetings with Social Housing Providers.</li> <li>• (2018) Staff received training and took part in consultations about Social Housing Modernization (SHM) with the Ministry of Housing.</li> </ul>
11. Ensure necessary repairs to rental properties.	200 households (including those from a Single Room Occupancy Pilot Project) living in rental units in older housing stock, will have improved living conditions.	<ul style="list-style-type: none"> <li>• Commitment will be re-evaluated during the Housing and Homelessness Plan review.</li> </ul>
12. Provide resources for affordable home ownership assistance.	100 renter households become homeowners with the help of a homeownership assistance loan program.	<ul style="list-style-type: none"> <li>• (2014-2018) 66 people received down payment assistance through the Homeownership Assistance Loan Program. Affordable homes were purchased in both the City and County of Peterborough.</li> <li>• 5 years into the Plan, the goal is 66% complete.</li> </ul>



## Preventing Homelessness and Promoting Housing Stability

Commitment	Outcome	Where We Are At: 2014-2018
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.	<ul style="list-style-type: none"> <li>• (2013-2018) 20,723 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.</li> <li>• (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.</li> <li>• (2015) Through a pilot project, Peterborough Housing Corporation, the John Howard Society and Peterborough Police came together to create an independent community mediation program.</li> <li>• 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.</li> <li>• The Housing Resource Centre continues to help people find and keep housing and prevent homelessness.</li> <li>• (2018) Housing Services and PHC staff worked with Trent University students to develop an updated draft eviction prevention plan.</li> <li>• (2018) City staff explored RentSmart as an eviction prevention program. RentSmart is a proven education and support model that assists people to find and/or maintain good housing, reduce evictions and increase housing stability.</li> <li>• (2018) Training was provided for front line staff from many local partner agencies in the following areas: <ul style="list-style-type: none"> <li>- Housing-Based Case Management</li> <li>- How To Be An Awesome Housing-Focused Shelter</li> <li>- SPDAT Train the Trainer</li> <li>- Blanket Exercise (interactive educational program about the history of Indigenous peoples in Canada)</li> <li>- Indigenous Cultural Competency</li> </ul> </li> </ul>

Commitment	Outcome	Where We Are At: 2014-2018
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.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (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.</li> <li>• (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.</li> <li>• (2018) Peterborough Regional Health Centre (PRHC) hosts a “Familiar Faces Case Conference” every two weeks to bring together care providers who share common complex clients.</li> <li>• (2018) PRHC staff participated in Service Prioritization Decision Assistance Tool (SPDAT) and Housing-based Case Management training.</li> </ul>



Commitment	Outcome	Where We Are At: 2014-2018
15. Expand mental health and addictions case planning and outreach.	People, whose mental health, addiction or behaviour compromises their housing, receive services that are coordinated through individualized, multi-agency case planning.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (2016) 13 agencies signed onto the Housing First Framework.</li> <li>• (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.</li> <li>• (2017) A Coordinated Entry System working group was established.</li> <li>• (2018) The City and community partners developed a Coordinated Access System and a draft process guide and criteria for the by-name priority list.</li> <li>• (2014-2018) The Homelessness Coordinated Response Team (HCRT) is comprised of multiple community partners. They supported 206 people in 2018, 238 people in 2017, 155 people in 2016, 50 people in 2015, and 17 people in 2014.</li> <li>• (2018) Social Services provided intensive case management temporarily at a warming room program.</li> <li>• (2018) CMHA-HKPR Outreach Worker located at the Social Services office to work more closely with Social Services staff. This improves clients' connection to local mental health resources.</li> </ul>



Commitment	Outcome	Where We Are At: 2014-2018
16. Pursue collaborative priority-setting among funders in homelessness services.	Priorities among funders of homelessness services are aligned and duplication of services is eliminated.	<ul style="list-style-type: none"> <li>• (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.</li> <li>• (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.</li> <li>• (2016) The City attends regular meetings with the CE-LHIN to discuss programs, services and potential funding opportunities.</li> <li>• (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).</li> <li>• (2017) The City took part in the Federally funded Homelessness Partnering Strategy (HPS) review engagement session with the United Way of Peterborough and District.</li> <li>• (2017) City Council approved an extra \$75,000 for municipal rent supplements in the homelessness program.</li> </ul>



## Transitioning Out of Homelessness

Commitment	Outcome	Where We Are At: 2014-2018
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.	<ul style="list-style-type: none"> <li>• (2014) City staff led a working group with 9 service providers to develop a local Housing First model.</li> <li>• (2015) 8 people who were chronically homeless moved to permanent homes with supports using a Housing First model.</li> <li>• (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</li> <li>• (2016) 13 agencies signed on to Housing First framework.</li> <li>• (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.</li> <li>• (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.</li> <li>• (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.</li> <li>• (2018) From March 20-23, 2018, 80 volunteers conducted a homelessness count in the City and County of Peterborough. The surveys were done at 17 City locations, 11 County locations and 9 street (walking) routes.</li> <li>• (2018) Intensive Case Manager at the Warming Room helped 15 people secure housing.</li> <li>• (2018) 37 people experiencing homelessness were supported by the Home for Good supportive housing program.</li> <li>• This Commitment will be re-evaluated during the 10-Year Housing and Homelessness Plan review.</li> </ul>

Commitment	Outcome	Where We Are At: 2014-2018
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.	<ul style="list-style-type: none"> <li>• (2016-2018) The redevelopment of the Brock Mission men's shelter is underway. The old building has been demolished and will be replaced by a purpose-built shelter. The new building will have an addition of 15 single room occupancy units.</li> <li>• (2018) City, Brock Mission and Peterborough Housing Corporation staff collaborated on a Co-investment Fund application to the Federal government for capital funding and financing opportunities for the new Brock Mission Men's Shelter and housing project.</li> </ul>
19. Improve collaboration with private sector landlords.	Private sector landlords with lower-cost rental housing have the support and information they require to improve outcomes for tenants.	<ul style="list-style-type: none"> <li>• (2017) City staff held an information session for Landlords about various housing and homelessness related topics.</li> <li>• Ongoing collaboration between agencies and landlords to find housing options for people needing a place to live.</li> <li>• An identified gap in service with ongoing problem-solving.</li> <li>• (2018) An Industry Roundtable event was held looking at best practices for community development of more affordable rental housing.</li> </ul>





Commitment	Outcome	Where We Are At: 2014-2018
20. Enhance supports that prepare people to move out of emergency shelters and to secure and maintain their housing.	People leaving emergency shelters receive the support they need to find and maintain housing, reducing repeat shelter visits.	<ul style="list-style-type: none"> <li>• (2014) City staff collaborated with shelter and community agency staff to make sure people were connected with supports before they left the shelter.</li> <li>• (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.</li> <li>• (2014-2018) 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.</li> <li>• (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.</li> <li>• (2018) Social Services, City Public Works and Peterborough Police staff collaborated to help people who are “living rough”. The goal of the protocol is to connect people with resources to help them find and secure safe housing.</li> <li>• (2018) Home for Good funding provided trustee services for up to 51 people.</li> <li>• (2018) The 2018-2019 extension of the Warming Room to a 12 month/year program will be reviewed in 2019.</li> <li>• (2014-2018) Social Services has 6 case managers that provide outreach and help people at the emergency shelters and on the street.</li> </ul>

## Notes



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