



 **Peterborough**
10-year housing & homelessness plan



2019
Progress Report

Contents

This is the sixth progress report on the Housing and Homelessness Plan (the Plan) for the City and County of Peterborough. In this report you will see annual Highlights and Key Statistics, and a summary of achievements from 2014-2019.

This year was a transition year between the 2014 Plan and the new Plan (December 2019). This is the last year of reporting under the commitments from the 2014 Plan.

The review of the Plan was a key accomplishment in 2019. Staff, community partners and people with lived experience helped shape the review and ground it in lived experience. Some key pieces from the review are included in this progress report.

The new Housing and Homelessness Plan was submitted to the Ministry of Municipal Affairs and Housing in December, 2019. The review was presented to City and County Councils and made available to the public in 2020. We look forward to working towards our new goals and objectives in collaboration with our engaged and dedicated community partners.



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Highlights and Key Statistics



Providing People-Centred Service

29

people were supported by Home for Good Supportive Housing Program.

61

people gave feedback on Housing and Homelessness Services through the community partner survey.



Creating Housing Affordability

238

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

20

new affordable rental apartments in development.

20 

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



Preventing Homelessness and Promoting Housing Stability

Housing Stability Fund:

2,844

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

4%



more shelter beds used in 2019 than 2018.



Transitioning Out of Homelessness

In April 2019 the Coordinated Access System formally launched.

7

community partners agreed to dedicate resources exclusively to the By-Name Priority List. This means people experiencing homelessness are chosen based on their level of need.



Executive Summary

The 10-Year Housing and Homelessness Plan (the Plan) for the City and County of Peterborough was implemented in 2014. A Review of the Plan has now been conducted. This is a requirement of the Province, but was well supported by the City who welcomed the opportunity to align the Plan with current priorities to reflect the needs and voices of the community.

Public Consultations

Thorough consultation was conducted with community members.

576 community members, including those with lived experience gave feedback.



Priority Areas

The Plan has two key priorities:



1

Ending Homelessness
& Staying Housed

2

Building Housing

Needs Assessment

There are challenges in the City and County of Peterborough that make housing a crisis for many of our residents. Also, homelessness is a critical concern. Some of the factors that contribute to this crisis are:

- lack of housing stock and unaffordable new development,
- high competition for rental units,
- high housing costs and low incomes,
- low apartment turnover, and
- high costs of homeownership.

The realities of this crisis were described by many residents during the consultations. Their voices are reflected in new goals and objectives. They will continue to be heard as we work alongside our partners to accomplish new targets to end homelessness and build housing.



Executive Summary

Priority 1: Ending Homelessness & Staying Housed

Since 2014, the work to end homelessness in Peterborough City and County has resulted in an average of:

349

households moving from homelessness to housing each year.

Peterborough is committed to ending chronic homelessness by 2025.

In 2018, the City of Peterborough joined 30 other communities across the country who are part of the **Built For Zero** campaign to end chronic homelessness. This campaign uses evidence-based strategies to end homelessness.

Two key strategies have been implemented in Peterborough: a Coordinated Access System and By-Name Priority List. These strategies use a **Housing First** approach and are designed to rapidly connect people with housing supports.

Priority 2: Building Housing

Peterborough needs more affordable options for people looking to rent and those looking to buy homes.

A Housing Forecast for the next 10 years was developed that sets targets to meet all housing needs. To get there by 2029 we need:

580 supportive housing units,

2,680 new rental units,

796 new homeownership units.



Strategic Direction- Ending Homelessness and Staying Housed

Goal:

Prevent and End Homelessness

Target:

By 2025 Peterborough will achieve Functional Zero for Chronic homelessness.

Vision:

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, private sector and government.

Key Actions

1. All relevant partners will be engaged in implementing a performance framework based on best practices and Housing First principles.
2. An effective coordinated access system and By-Name Priority List will be key to achieving Functional Zero and ensuring the needs of the most vulnerable are addressed first.
3. Resources will be dedicated to getting people housed and engaging landlords.
4. Supports for stable and successful housing will be reviewed, a needs assessment will be conducted, and the right supports will be matched to people who need them most.
5. People who are homeless will be prioritized for non-market housing options in our community.
6. People will be diverted from emergency shelters into more appropriate housing options.
7. Goals and targets will be established to address the unique needs of youth and Indigenous peoples.

Strategic Outcomes

There are enough services, housing and shelter beds for everyone who needs them. That is, the availability of services and resources will match or exceed the demand for them from the target population.

Homelessness will be prevented and people entering the emergency shelter system will be diverted to housing.

Services will be trauma-informed and governed by best practices. This includes the voices of people with lived experience in the homelessness sector.

People needing housing and those who have homes will be more informed about their rights and strategies for stable housing. They will be empowered and supported to communicate with landlords and equipped to advocate for better living conditions. There will be a reduction in need for emergency shelter services.

Strategic Direction- Building Housing

Goal: Build Housing

Target: In order to meet all housing needs in Peterborough City and County by the end of 2029 there will be:

- **2,680** new affordable rental units,
- **580** new Rent-Geared-to-Income (RGI) supportive housing units,
- **796** new affordable homeownership units.

Vision:

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, private sector and government.

Key Actions

1. We will match new housing developments and financial subsidy with support and accessibility considerations that will lead to better outcomes for residents.
2. Establishing a proactive eviction prevention strategy that includes best practices in eviction prevention.
3. Protecting and regenerating existing Community Housing for current and future residents.
4. Long term affordable housing planning in alignment with the Official Plans of Peterborough City, County and townships.
5. Establishing partnerships with private and non-profit sector developers and landlords to explore innovative ways to integrate affordable housing into new and existing developments.
6. Providing attractive incentives for developers.
7. Creating an inventory of land and infill sites for potential affordable housing
8. Leveraging funding to create units dedicated to the By-Name Priority List.
9. Working with partners to develop strategies and housing targets to meet a broad range of community needs

Strategic Outcomes

People in the City and County of Peterborough have access to rental and ownership housing that is affordable to them and that meets their unique needs. New rental housing development is safe, barrier-free, in good repair, linked to transportation, connected to supports and services, and contributes to vibrant communities.



Guiding Principles

Housing and Homelessness Services

We believe that everyone in our community deserves safe, affordable, and accessible housing. We intend to move forward with everything we do, with the following guiding principles:

1

People-Centred Service

We will keep people at the centre of every decision and action taken. We will operate from a place of empowerment, empathy and compassion to evolve a system that is trauma-informed, culturally competent and understands the complex impacts of colonization.

2

Collaboration

We aim to build our community through partnerships and a collaborative approach. Together, we will strive to develop a supportive and integrated service system. We will maintain accountability to each other and to our community and ensure sustainability as we move ahead.

3

Action Driven

We intend to be proactive and deliberate in improving outcomes and commit to using an evidence-informed approach moving forward. We will proceed with thorough planning and a bias for action.

4

Communication

We will maintain open, honest dialogue and engagement with all relevant community members and stakeholders.

5

Innovation

We will approach challenges with a spirit of innovation, creativity and “out of the box” thinking.

6

Evidence Informed

We will use evidence informed practices to guide decisions on planning, implementing and funding housing focused programs and services with the view to adapt and pivot when needed. We will use real time data to direct housing focused resources to those with the greatest vulnerability as quickly as possible.

7

Lived Experience

We will actively seek diverse perspectives represented at all levels of the system, including those with current or past experience of homelessness. We will make space for diverse voices in the decision-making process and will maintain dialogue between community partners to learn from each other’s knowledge and experience.



Community Summary of Local Needs

1

More affordable housing and access to it.

2

Innovative solutions to housing needs.

3

The voices of lived experience included in decision making and planning in a way that works for people.

4

Prevention as an effective tool rather than crisis response.

5

Housing and services that use evidence and best practices for:

- Vibrant communities in locations that are safe and that work for the people living there
- Affordable rent and costs
- Responsible landlords and tenants who are supported to stay stable
- Quality units that have the right amount of space for the needs of the people living there
- Effective methods of transportation
- Freedom from barriers related to pets, culture, accessibility and living rurally

6

Housing and homelessness services to work closely with:

- Income and employment groups
- Transportation planning
- Planning and development services divisions

7

Programs and services that address the waitlist for social/community housing.

8

To be aware of the challenges of homeownership developing in Peterborough City and County and the effects on communities and families.

9

Innovative supports and programming that increase the likelihood of success in housing and is based on the needs of the person receiving service.

10

An effective system and prioritization of people experiencing homelessness and precarious housing.

11

Awareness that in this competitive rental housing market, landlords are able to selectively choose who they rent to and many people are getting left behind.

12

Collaboration among agencies and funder to increase capacity and improve services.



Housing and Homelessness Plan Steering Committee and Working Group Structure



Summary of Achievements

Providing People Centred Service

Commitment	Outcome	Where we are at: 2014-2018
<p>1. Engage members of the community, including people who use housing and homelessness services.</p>	<p>More people will engage and provide feedback on housing and homelessness related programs and services.</p>	<p>2,217 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"> • (2014) Feedback from guests and volunteers of the Warming Room. Feedback was used to improve service the following year. • (2014) A social housing survey was conducted with residents. Results were shared with Social Housing Providers to impact service improvements. • (2015) One to one surveys were completed with shelter residents. Results were used to learn more about their experience with homelessness programs and services. • (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. • (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. • (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. • (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. • (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. • (2018) We heard from 259 people through the Point in Time Count that identified as experiencing homelessness in Peterborough City and County. • (2018) 311 people gave feedback through surveys to tell Social Services how programs and service delivery can be improved.

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"> • (2018) As a part of the Homelessness System Review we heard from: <ul style="list-style-type: none"> • 63 people with lived experience during shelter, housing program and drop in visits • 17 people during independent street level engagement • 113 service partner representatives This input will be used to inform the recommendations from the system review. • (2019) What We Heard report was prepared as a companion document to the reviewed and updated Housing and Homelessness Plan. What We Heard is a compilation of feedback and recommendations from community consultations. • (2019) On average 363 people per month were identified as experiencing homelessness through the By-Name Priority List from April to December 2019. <ul style="list-style-type: none"> • Of those 363, on average 104 were experiencing chronic homelessness (6 or more months of homelessness in the last 12 months). • (2019) 61 people gave feedback on Housing and Homelessness Services through the community partner survey.
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"> • (2014) The City facilitated a Housing First working group that coordinated the efforts of 9 agencies and service providers. • (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. • (2016) 13 agencies signed the Housing First Framework. • (2017) A Coordinated Entry System working group was established. • (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. • (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.

Commitment	Outcome	Where we are at: 2014-2018
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"> • (2018) The Planning Division and Housing and Homelessness Services began communication about aligning updates to the Official Plan and the Housing and Homelessness Plan. • (2018) The Housing Division moved from the Planning Division into Social Services to build a seamless system of housing and homelessness services. • (2019) Staff completed presentations about housing unit need forecast numbers, the Coordinated Access System and the By-Name Priority List to County of Peterborough staff and Township Councils. • (2019) A local Community Housing Guide is released publicly that aligns local rules, processes and practices for Social Housing. The Guide was completed with the input of local Housing Providers.
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"> • (2014, 2016) Joint meetings held with 3 local housing committees to consult on budget, new program and funding announcements. • (2017-2018) 2 housing and homelessness committees were realigned to support the implementation of the Housing and Homelessness Plan. • (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. • (2018) City staff initiated a housing and homelessness system review to examine the local service system that focuses on preventing and ending homelessness. • (2019) Meetings initiated and attended between Fleming College, Trent University and the City to promote partnership and communication related to rental challenges, housing and homelessness.

Commitment	Outcome	Where we are at: 2014-2018
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"> • (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. • (2018) The City created the new role of Homelessness System Data Administrator. This role supports the bi-annual homelessness count and coordinated access. • (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. • (2018) Homelessness Coordinated Response Team (HCRT) clients can now consent to share information with Peterborough Regional Health Centre (PRHC) staff. • (2019) Achieved a quality By-Name Priority List to more effectively plan and track homelessness activities.
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.	<ul style="list-style-type: none"> • (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. • Measurement of commitment will be re-evaluated during the 10-Year Housing and Homelessness Plan review. • (2019) Development of an interactive community housing map to better inform people applying for RGI housing. • (2019) Council approval to bring the waitlist for RGI housing in-house to Social Services, creating a one-door approach to service. Transition will be complete July 1, 2020.

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"> • (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) 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. • (2018) Rent supplement capacity increased by approximately 42 households (using various sources of funding). • (2018) The new provincially funded Portable Housing Benefit for survivors of domestic violence and human trafficking helped 2 local households secure safe, affordable housing. • (2019) The provincially funded Portable Housing Benefit for survivors of domestic violence and human trafficking helped 6 local households secure safe, affordable housing. • (2019) City Council approved a budget increase for 2019 of \$47,000 in rent supplement funding targeted for people experiencing homelessness. • (2019) City Council approved a budget increase for 2020 of \$75,000 in rent supplement funding. • (2019) Staff began review of rent supplement programs and expect outcomes in 2020. • Measurement of commitment will be re-evaluated during the 10-year Housing and Homelessness Plan review.

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"> • (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. • (2014-2019) 284 new below market rental units have been created in the City and County of Peterborough. This total represents 57% of the 500 units targeted in the Plan. <ul style="list-style-type: none"> • An overall total of 771 new below-market rental units have been created in Peterborough City and County since new affordable housing programs began in 2003. • (2018) City staff presented at the Peterborough MP's Housing Summit. The Summit provided information on Federal funding options encouraging local partnerships and innovative ways of creating new housing in our community. • (2019) \$1.2 million dollars in Ontario Priorities Housing Initiative (OPHI) funding supported the purchase and development of: <ul style="list-style-type: none"> • 10 affordable rental units dedicated to the YES Shelter for Youth and Families' RISE program. This program provides teens with a place to live that is safe and secure. • 2 rental units with increased affordability at The Mount Community Centre. • (2019) \$300,000 in municipal funding for 6 affordable rental units. The City dedicated funds for remodeling two city-owned properties (953 Clonsilla Avenue and 808 Sherbrooke Street). Contractors (members of Peterborough and District Construction Association) will volunteer their time and labour for the renovation. The six new apartments will be dedicated to families experiencing homelessness from the By-Name Priority List.

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"> • (2019) 2 additional rental units approved in the existing 4-unit affordable housing project on Downie Street. These units will be dedicated to people experiencing homelessness through the By-Name Priority List. Funding provided through municipal incentives and \$100,000 in federal/provincial Investment in Affordable Housing Extension program. • (2019) 2 additional rental units approved in the existing 4-unit affordable housing project on Rubidge Street. These units will be dedicated to people experiencing homelessness through the By-Name Priority List. Funding provided through municipal incentives and \$100,000 in federal/provincial Investment in Affordable Housing Extension program. • (2019) Almost \$300,000 in Canada-Ontario Community Housing Initiative funding for Ontario Aboriginal Housing Services to make improvements to their portfolio.
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"> • (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. • (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. • (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. • (2019) The Housing and Homelessness Steering Committee participated in a consultation about the City's Official Plan.
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"> • (2014-2019) 177 households received Peterborough Renovates assistance. • 6 years into the Plan, the goal is 88.5% complete.

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"> • (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) Development of Peterborough Housing Corporation's Draft Capital Financing and Community Revitalization Plan. • (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. • (2017-2018) Housing Services continues to facilitate ongoing strategic planning meetings with Social Housing Providers. • (2018) Staff received training and took part in consultations about Social Housing Modernization (SHM) with the Ministry of Housing. • (2019) City staff negotiated end of operating agreements with three Federal 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • (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. • 5 years into the Plan, the goal is 66% complete.

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"> • (2013-2019) 23,567 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. • (2017) 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 also includes an outreach Registered Nurse. • The Housing Resource Centre continues to help people find and keep housing and prevent homelessness. • (2018) Housing Services and PHC staff worked with Trent University students to develop an updated draft eviction prevention plan. • (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.

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"> • (2018-2019) Coordinated Access System training was provided for staff from many local partner agencies in the following areas: <ul style="list-style-type: none"> • How to navigate the new Coordinated Access System • How to connect clients to the By-Name Priority List • Housing-Based Case Management • How To Be An Awesome Housing-Focused Shelter • SPDAT Train the Trainer • Blanket Exercise (interactive educational program about the history of Indigenous peoples in Canada) • Indigenous Cultural Competency • Administering the SPDAT Suite of Tools • Introduction to HIFIS (the Homeless Individuals and Families Information System) • (2019) Provincial dollars used to train Community Educators in RentSmart. The training included housing and homelessness representatives from Peterborough, Northumberland, Kawartha Lakes and Haliburton. • (2019) Two formal sessions of RentSmart training completed, increasing housing knowledge and stabilizing tenancies of ten people. Other informal sessions are conducted as needed on site. • (2019) RentSmart information session brought to Peterborough Landlords Association. • (2019) There were 29 people supported by Home for Good Supportive Housing Program.

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"> • (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. • (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. • (2018) PRHC staff participated in Service Prioritization Decision Assistance Tool (SPDAT) and Housing-based Case Management training. • (2019) Since the launch of the By-Name Priority List (BNPL) the Homelessness Coordinated Response Team (HCRT) has seen a steep decrease in use. Community partners have used the BNPL as a tool to communicate about mutual clients and advocate for needs in the service system. The function of HCRT will be reviewed in 2020 and will likely be retired.

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"> • (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. • (2018) The City and community partners developed a Coordinated Access System and a draft process guide and criteria for the by-name priority list. • (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. • (2018) Social Services provided intensive case management temporarily at a warming room program. • (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. • (2019) The Built For Zero home team was formed comprising of leadership representatives from Peterborough Social Services, FourCAST, YES Shelter for Youth and Families, the United Way Peterborough and District, and Brock Mission/Cameron House. This group met bi-weekly to ensure progress toward the goal of ending chronic homelessness by the end of 2025 - a goal associated with the Built for Zero National Change Effort.

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"> • (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) City staff attend regular meetings with the CE-LHIN to discuss programs, services and potential funding opportunities. • (2016) The City consulted with community partners to determine 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. • (2019) The City Mayor announced a 10-Point Plan for a Rapid Response to Homelessness and Housing. • (2019) MP for Peterborough-Kawartha, MPP for Peterborough-Kawartha, the City of Peterborough Mayor, and the County of Peterborough Warden gathered to develop a concrete plan for the housing crisis in Peterborough. • (2019) The City Mayor held a community meeting to talk about Housing and Homelessness.

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"> • (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 assist staff in prioritizing 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 successfully secured 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. • (2014-2018) Average monthly results of unique households moving from homelessness to housing: <ul style="list-style-type: none"> • 2014- 20 • 2015- 26 • 2016- 35 • 2017- 38 • 2018- 28 • (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. • (2018) Intensive Case Manager at the Warming Room helped 15 people secure housing. • (2018) 37 people experiencing homelessness were supported by the Home for Good supportive housing program.

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"> • This Commitment will be re-evaluated during the 10-Year Housing and Homelessness Plan review. • (2019) Monthly average of 23 unique households moving from homelessness to housing. • (2019) 275 shifts from homelessness to housing. • (2019) An Overflow shelter was created in July as a response to challenges in the emergency shelter system. The shelter was located in the lower level of the Peterborough Public Library, was staffed by Brock Mission and Cameron House staff, and served an average of 10 people per night.
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"> • (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. • (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. • (2019) The federal government committed \$5.02 million for the Brock Mission redevelopment and construction began.
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"> • (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. • (2018) An Industry Roundtable event was held looking at best practices for community development of more affordable rental housing. • (2019) A housing locator position was hired to support program staff in finding housing for clients in the private market. This role is operated out of FourCAST and works to build relationships with landlords and facilitate landlord-tenant relationships.

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"> • (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 aimed at improving housing outcomes for people who are homeless. • (2014-2018) 6 to 7 Municipally funded rent supplements helped support the Abbott House transitional housing program through the YES Shelter for Youth and Families. Youth who complete the program and have stayed the entire year will have developed life skills, gained a landlord reference and learned budgeting skills to save money toward 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. • (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. • (2018) Home for Good funding provided trustee services for up to 51 people. • (2018) The 2018-2019 extension of the Warming Room to a 12 month/year program was reviewed in 2019. • (2014-2018) 6 Social Services case managers provided outreach to help people at emergency shelters and on the street. • (2019) Council approved annual funding for the operation of an overflow shelter program, as long as space continues to be available. • (2019) The homelessness Coordinated Access System was formally launched at an event attended by community organizations from a variety of service sectors. As part of the new system 7 Community Partners agreed to fill program spots exclusively from the By-Name Priority List. This means that only those experiencing homelessness are competing for the program spots and clients are chosen based on level of need. The community partners are Peterborough Socialisssion and Cameron House, FourCAST, YES Shelter for Youth and Families, Housing Resource Centre, and CMHA-HKPR.

Notes





Peterborough

10-year housing & homelessness plan

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