



City of  
**Peterborough**

---

**To:** Members of the Joint Services Steering Committee

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

**Meeting Date:** June 14, 2018

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

---

## **Purpose**

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

## **Recommendation**

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

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

## **Budget and Financial Implications**

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

## **Background**

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

The City of Peterborough's 10-year Housing and Homelessness Plan (the Plan) was launched in 2014.

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

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

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

## Highlights

The Progress Report highlights progress made in 2017 including:

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

## **Distribution**

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

Submitted by,

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

## **Contact Names**

Rebecca Morgan Quin  
Manager, Housing Division  
Phone: 705-742-7777 Extension 1501  
Toll Free: 1-855-738-3755 Extension 1501  
Fax: 705-742-5218  
E-Mail: [RMorgan-Quin@peterborough.ca](mailto:RMorgan-Quin@peterborough.ca)

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

## **Attachment**

Appendix A – 10-year Housing and Homelessness Plan Progress Report 2017  
Appendix B – Summary of 20 Commitments and Outcomes, 2014-2017



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

**2017**  
Progress Report



City of  
Peterborough



## Joint Message from the Mayor of the City of Peterborough and the Warden of the County of Peterborough

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

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

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

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

Sincerely,

Daryl Bennett  
Mayor, City of Peterborough

Sincerely,

Joe Taylor  
Warden, Peterborough County



# About this Report

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

This report provides a snapshot of housing and homelessness statistics from 2017 and changes from previous years. It shows challenges, progress, and a look ahead to the future. The City remains committed to ongoing collaboration and a coordinated system of housing and homelessness services to make positive change for people in our community. The achievements to date would not have been possible without the depth of community partnerships and integrated services that make up these programs and initiatives.



## Table of Contents

|        |                               |
|--------|-------------------------------|
| pg. 4  | Highlights and Key Statistics |
| pg. 6  | Local Context - Challenges    |
| pg. 8  | Local Context - Progress      |
| pg. 10 | Looking Forward               |

The Plan and this Progress Report are organized under the 4 themes of the 10-year Housing and Homelessness Plan.



## Reviewing the Plan: We Need Your Input

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

If you would like to provide written input or take part in consultations on the 5-year review of the Plan, please contact the Housing Division at [housing@peterborough.ca](mailto:housing@peterborough.ca). Updates will be posted at [www.peterborough.ca/housingandhomelessnessplan](http://www.peterborough.ca/housingandhomelessnessplan).

## Providing People-Centred Service



**28**

people responded to a municipal rent supplement program survey about their quality of life.



**106**

people identified housing as a key issue in the Community Wellbeing Plan feedback sessions.



## Creating Housing Affordability



**128**

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

**6**

renter households got help to buy a home.

**19**

new affordable rental apartments in development.



**45**

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

## Preventing Homelessness and Promoting Housing Stability



**Housing Stability Fund**

**3,395**

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

**Homelessness Coordinated Response Team (HCRT)**

**238**

individuals were supported through HCRT.

**4%**

more shelter beds used in 2017 than 2016.



## Transitioning Out of Homelessness



**New "Home for Good" Funding**

**\$1M**

Including

**31**

City and community partners secured almost \$1 million in new funding for homelessness supports.

units of supportive housing for vulnerable populations experiencing homelessness.



# This is Chris

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

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

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

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

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

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

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

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

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





## Providing People-Centred Service

### Increasing Need for Senior's Housing

**22%**

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

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

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

**1,833** social housing units.

**1,526** eligible applicants in 2017.

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

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

| Bachelor      | 1-Bedroom     | 1-Bedroom (Senior) | 2-Bedroom    |
|---------------|---------------|--------------------|--------------|
| 8 to 10 years | 9 to 11 years | 4 to 5 years       | 4 to 5 years |

## Creating Housing Affordability

### High Competition for Rental

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



A healthy vacancy rate is around 4%.




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

### Vacancy Rates are Very Low

**2.9%** 2014  
**1%** 2017  
Vacancy rate has dropped from 2.9% to 1% since 2014.

### Housing Costs are High

#### 2017 Average Market Rent (monthly)

| Bachelor  | 1 Bedroom   | 2 Bedroom   |
|---|---|---|
| \$691   | \$834   | \$980   |
|  |  |  |

### Difficult to Buy a Home

Average resale price increased by over

**\$100,000**  
since 2014

**\$387,528**  
2017

**\$280,848**  
2014

## Preventing Homelessness and Promoting Housing Stability

### Household Income

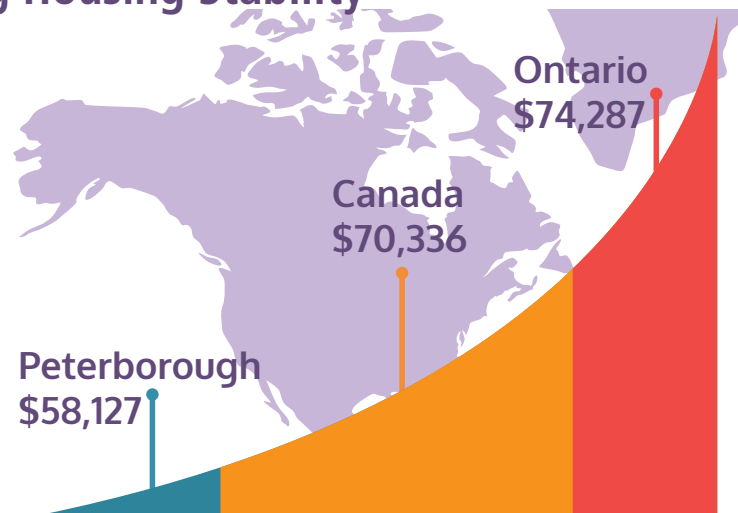
The median household income in Peterborough is lower than both Provincial and National averages.

# \$58,127

**Peterborough median household income**

**22% less than Ontario (\$74,287)**

**17% less than Canada (\$70,336)**



### Landlord Eviction Applications

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



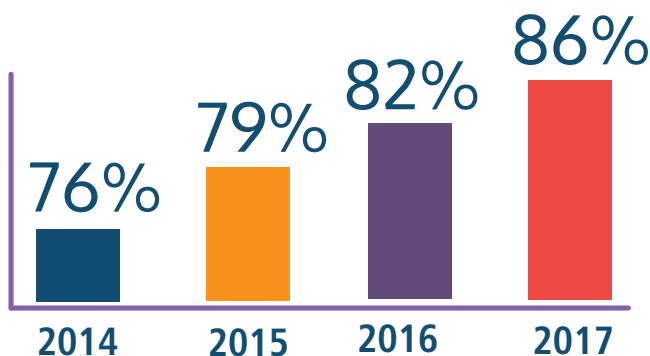
## Transitioning Out of Homelessness

Permanent housing solutions are needed to help vulnerable people in our community.

### Emergency Shelter Usage

# 10%

**Increase in emergency shelter use since 2014.**



Average occupancy for the year of all shelters (Brock Mission, Cameron House, YES Shelter for Youth and Families) is based on a total of 80 available beds.

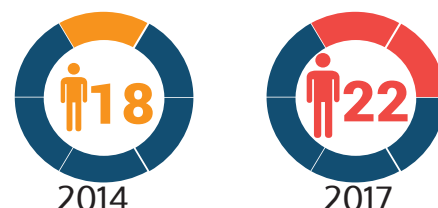
### Warming Room

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



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

### Average Number of Overnight Guests Using the Warming Room Each Night



## Providing People-Centred Service

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



An average of

# 165

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

About

# 33

households were people fleeing domestic violence.

## Creating Housing Affordability

**Affordable Housing**

# 744

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

**Rent Supplements**

# 487

households received a rent supplement in 2017.

**Homeownership Program**

# 118

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



Rent supplements create lower rents for people with greater affordability needs.

Rent supplements, social and affordable housing helps:

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



**Peterborough Renovates Program**

# 212

low-income homeowners have received help with necessary repairs, upgrades and accessibility in Peterborough City and County since 2012.

### Preventing Homelessness and Promoting Housing Stability

#### Housing Stability Fund (HSF)

The HSF program helps people with low incomes who are experiencing homelessness and those at-risk of homelessness.

HSF can help with:

- rent arrears
- utility arrears
- last month's rent and
- other approved housing costs.

**17,757**  
HSF issuances  
2013-2017

#### More Municipal Funding for Rent Supplements

**\$213,000**

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

### Transitioning Out of Homelessness

#### Homelessness Coordinated Response Team (HCRT)



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

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

#### Prioritize and Coordinate Supports for People Experiencing Homelessness

A common assessment tool (SPDAT) and a new shared database (HIFIS) between the Social Services Division and local shelters is helping people in the homelessness system.

Local Municipal  
Champion Award



**28**

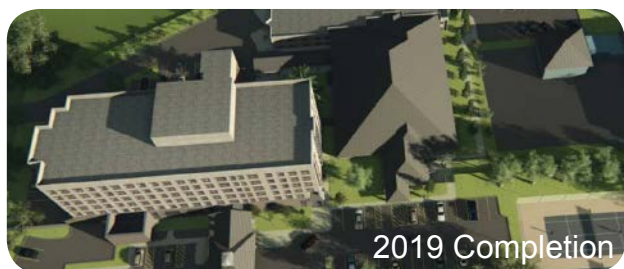


youth were helped by a Youth Housing Support Worker to secure and maintain housing in the past 6 months. Funding is from the Federal Homelessness Partnering Strategy (HPS) program delivered locally through the United Way of Peterborough and District.

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



► **Providing People-Centred Service:** New apartments are being built including senior's units.



## Peterborough Housing Corporation (PHC) McRae Phase 1 Project

**34**

**Affordable Rental Units**  
at 80-90% of Average  
Market Rent

**49**

**Daycare Spaces**

**12**

**Homeward Bound  
program participants**

A program to help female-led families move from homelessness and poverty to successful careers and self sufficiency.

## PHC Phase 2 Seniors Building

**81**

**Senior Units**

Including 50 units with 24/7 supports. Referrals are through Peterborough Regional Health Centre for patients requiring an alternative level of care and from other community partners.



## Havelock Affordable Housing and Assisted Living Project for Seniors

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

**32**

**New Units**

24 apartments and 2  
"quad" bungalows.

**Including**

**12**

**Affordable Units**

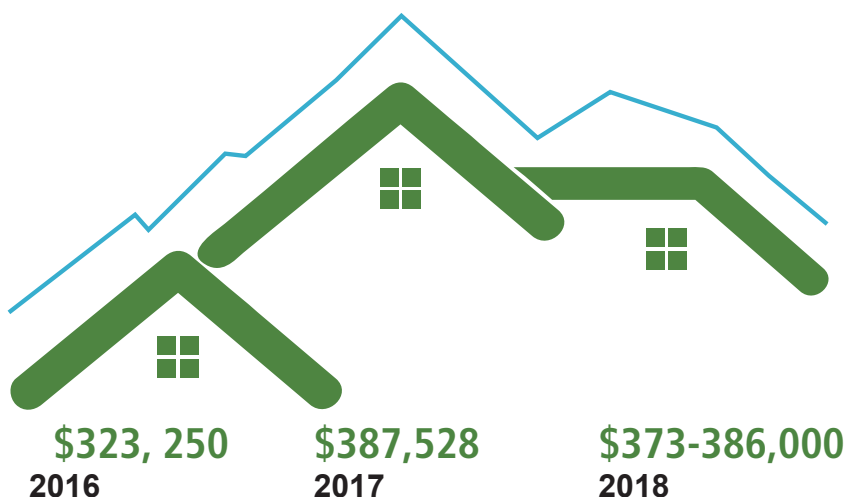
at 80% of Average  
Market Rent.

**A much needed Long-Term Care  
facility will also be built on-site.**

## ► Creating Housing Affordability

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

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



The City's Planning Division is consulting with the community about changes to the Zoning By-law that will make it easier for Peterborough residents to create rental apartments in their home and on their property. If approved, this will have the potential to add much-needed rental stock to the community.



## Preventing Homelessness and Promoting Housing Stability

New programs and funding to help prevent homelessness and promote housing stability makes good sense.

at least

**\$1.40** Return GDP  
for every dollar invested in housing

Homeward Bound Program: McRae Building Project

estimated

**\$6.58** Return GDP  
for every dollar invested

## National Housing Strategy

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

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



## Homelessness Partnering Strategy

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



## Transitioning Out of Homelessness



### New Brock Mission Shelter

**30**

Shelter Beds

**15**

Single Room  
Occupancy Units  
with Affordable Rent

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

## 2016 Point in Time Count

Key highlights of what we learned:

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

Participants identified the top 3 reasons for homelessness as:

1. Family breakdown
2. Addiction/Mental Health
3. Unsafe Housing

## 2018 ICountPtbo

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



# Peterborough

10-year housing & homelessness plan

## 2017 Progress Report

For more information:  
City of Peterborough  
500 George St. North  
Peterborough, ON K9H 3R9  
705-742-7777  
[www.peterborough.ca](http://www.peterborough.ca)



# Peterborough

10-year housing & homelessness plan

## 2014-2017

---

Summary of 20 Commitments and Outcomes:  
Supporting Document to the 2017 Progress Report.



# Contents

## Supporting Document to the 2017 Progress Report

This document is a summary of some of the progress made on the 20 Commitments and Outcomes since 2014. This summary will help prepare City staff to lead the review of the 10-year Housing and Homelessness Plan, to be completed in 2019.

The City remains committed to ongoing collaboration and a coordinated system of housing and homelessness services to make positive change for people in our community. The achievements to date would not have been possible without the depth of community partnerships and integrated services that make up these programs and initiatives.



### 3 Providing People Centred Service

---

Page 3 | Commitment 1

Page 3 | Commitment 2

Page 4 | Commitment 3

Page 4 | Commitment 4

Page 4 | Commitment 5

### 5 Creating Housing Affordability

---

Page 5 | Commitment 6

Page 5 | Commitment 7

Page 6 | Commitment 8

Page 6 | Commitment 9

Page 6 | Commitment 10

Page 7 | Commitment 11

Page 7 | Commitment 12

### 8 Preventing Homelessness and Promoting Housing Stability

---

Page 8 | Commitment 13

Page 8 | Commitment 14

Page 9 | Commitment 15

Page 9 | Commitment 16

### 10 Transitioning out of Homelessness

---

Page 10 | Commitment 17

Page 10 | Commitment 18

Page 11 | Commitment 19

Page 12 | Commitment 20

## Providing People-Centred Service

| Commitment  | Outcome   | Where we are at: 2014-2017   |
|---|---|--|
| 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>817 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> </ul> |
| 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>• (2014-2017) The Homelessness Coordinated Response Team (HCRT) is comprised of multiple community partners. They supported 460 people with complex challenges to get housed and stabilized.</li> </ul>   |



| Commitment   | Outcome   | Where we are at: 2014-2017  |
|--|---|---|
| 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) A realignment of 2 housing and homelessness related committees was initiated to support implementation of the Housing and Homelessness Plan.</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>• This will be accompanied in 2018 by a Data Management staff position. This position will support data collection, analysis and reporting. This will help the City better understand the needs of people using our homelessness system and lead to better service.</li> </ul> |
| 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"> <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> </ul>  |

## Creating Housing Affordability

| Commitment  | Outcome   | Where We Are At: 2014-2017  |
|---|---|---|
| 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>• Measurement of commitment will be re-evaluated during the 10-year Housing and Homelessness Plan review.</li> </ul>  |
| 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>• (2014-2017) 257 new below market rental units have been created in the City and County of Peterborough. This total represents 51% of the 500 units targeted in the Plan.</li> <li>• An overall total of 744 new below-market rental units have been created in Peterborough City and County since new affordable housing programs began in 2003.</li> </ul> |

| Commitment  | Outcome  | Where We Are At: 2014-2017   |
|---|--|--|
| 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> </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>(2014-2017) 129 households received Peterborough Renovates assistance.</li> <li>4 years into the Plan, the goal is 65% complete.</li> </ul>   |



| Commitment  | Outcome   | Where We Are At: 2014-2017  |
|---|---|---|
| 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) Housing Division continues to facilitate ongoing strategic planning meetings with Social Housing Providers.</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>• (2014-2017) 64 people received down payment assistance through the Homeownership Assistance Loan Program. Affordable homes were purchased in both the City and County of Peterborough.</li> <li>• 4 years into the Plan, the goal is 64% complete.</li> </ul>  |

## Preventing Homelessness and Promoting Housing Stability

| Commitment   | Outcome   | Where We Are At: 2014-2017  |
|--|---|---|
| 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>• (2013-2017) 17,757 issuances through Social Services and the Housing Resource Centre that included payment of rent arrears, utility arrears, last month's rent and other housing costs.</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> </ul> |
| 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> </ul>   |



| Commitment  | Outcome  | Where We Are At: 2014-2017   |
|---|--|--|
| 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>• (2014-2017) HCRT helped 460 people with complex challenges to get housed and stabilized.</li> </ul>  |
| 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: 2014-2017   |
|--|--|--|
| 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> </ul> |
| 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>• (2016-2017) Redevelopment of the Brock Mission men's shelter began. It will be replaced by a purpose-built shelter with the addition of 15 single room occupancy units in the same location.</li> </ul>   |

| Commitment   | Outcome  | Where We Are At: 2014-2017   |
|--|--|--|
| 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> </ul>   |
| 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>• (2014-2017) 6 to 7 Municipally funded rent supplements help support the Abbott House transitional housing program through the YES Shelter for Youth and Families. Youth who complete the program who have stayed the entire year will have developed life skills, gained a landlord reference and learned budgeting skills to save money towards their next steps.</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> </ul> |



For more information:  
City of Peterborough  
500 George St. North  
Peterborough, ON K9H 3R9  
705-742-7777  
[www.peterborough.ca](http://www.peterborough.ca)