



**THE REGIONAL MUNICIPALITY OF PEEL**

**STRATEGIC HOUSING AND HOMELESSNESS COMMITTEE**

**AGENDA**

**SHHC - 5/2019**

**DATE:** Thursday, November 21, 2019

**TIME:** 9:30 AM – 11:00 AM

**LOCATION:** Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:** G. Carlson; G.S. Dhillon; A. Groves; N. Iannicca; M. Medeiros;  
C. Parrish; P. Vicente

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*Chaired by Councillor A. Groves or Vice-Chair Councillor P. Vicente*

**1. DECLARATIONS OF CONFLICTS OF INTEREST**

**2. APPROVAL OF AGENDA**

**3. DELEGATIONS**

3.1. **Ian Hanney, Policy Analyst, Peel Alliance to End Homelessness**, Providing an Overview of Peel Alliance to End Homelessness (PAEH)

3.2. **William Graham, Volunteer, The Royal Canadian Legion, Knights of Columbus and The Society of St. Vincent dePaul**, Providing Suggestions on Working Toward Homelessness Solutions

3.3 **Mark Alfano, Founder, CITIZENX**, Providing Suggestions on How to Anticipate New Challenges to Affordable Housing Emergencies

**4. REPORTS**

4.1. Housing and Homelessness Service Transformation: Shifting to a Needs-Based Approach (For information)  
Presentation by Grace Caron, Program Director and Joyce Nielsen, Program Manager, Service Transformation, Human Services

4.2. Housing and Homelessness Service Transformation: Implementing a Coordinated Access System

**5. COMMUNICATIONS**

**6. IN CAMERA MATTERS**

**7. OTHER BUSINESS**

**8. NEXT MEETING**

Thursday, February 6, 2020, 11:00 a.m. – 12:30 p.m.  
Regional Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**9. ADJOURNMENT**

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2019/11/21</b>	MEETING NAME <b>SHHC</b>
--	-----------------------------

Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

DATE SUBMITTED YYYY/MM/DD <b>2019/11/13</b>
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NAME OF INDIVIDUAL(S) <b>Ian Hanney</b>
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POSITION(S)/TITLE(S) <b>Policy Analyst</b>
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NAME OF ORGANIZATION(S) <b>Peel Alliance to End Homelessness</b>
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E-MAIL <b>ianney@paeh.ca</b>	TELEPHONE NUMBER <b>[REDACTED]</b>	EXTENSION
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**The Peel Alliance to End Homelessness last presented to council after the 2016 enumeration of individuals experiencing homelessness. This was used as a springboard for many completed and ongoing collaborative efforts in partnership with the Region of Peel to end homelessness in our communities. This delegation would be used to refamiliarize the new council with PAEH and its expanded work and membership.**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint File (.ppt)  Adobe File or Equivalent (.pdf)  
 Picture File (.jpg)  Video File (.avi,.mpg)  Other

Additional printed information/materials will be distributed with my delegation :  Yes  No  Attached

**Note:**  
Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least ten (10) business days prior** to the meeting date so that it can be included with the agenda package. **In accordance with Procedure By-law 56-2019 delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**

Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).

Once the above information is received in the Clerk's Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda.

**Notice with Respect to the Collection of Personal Information**  
*(Municipal Freedom of Information and Protection of Privacy Act)*

Personal information contained on this form is authorized under Section 5.4 of the Region of Peel Procedure By-law 56-2019, for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the *Municipal Act, 2001*, as amended. Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be posted and available for viewing subsequent to those meetings. Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.

**Please complete and return this form via email to [council@peelregion.ca](mailto:council@peelregion.ca)**

3.1-2



The Peel Alliance to  
**End Homelessness**

## Overview

- Who we are
- Collaborative Development
- Current Work
- Questions



## Who we are

### **Vision**

*One Voice: Inspiring Change; Creating Hope; Eliminating Homelessness*

### **Mission**

*We work collaboratively to advocate for systemic change and investments, through innovative approaches, to ensure the prevention and elimination of homelessness.*

## Who we are



## Collaborative Development

- 20,000 Homes Campaign
- 2016 Enumeration
- Expansion of Members & Duties





## Current Work

- Built for Zero



- Coordinated Access



## Current Work

- 2020 Enumeration
- Knowledge Exchange

**Structurally Vulnerable Palliative Population**

Program Implementation Planning



**PEEL INTEGRATED DRUG STRATEGY & PEEL HARM REDUCTION COMMITTEE**

**BAD DRUG ALERT**



## Current Work

- Advocacy



# Questions



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DATE SUBMITTED YYYY/MM/DD  
**2019/09/27**

NAME OF INDIVIDUAL(S)  
**William Graham**

POSITION(S)/TITLE(S)  
**Individual - Volunteer**

NAME OF ORGANIZATION(S)  
**While I am a member of The Royal Canadian Legion, The Knights of Columbus and The Society of St. Vincent dePaul I am a pres**

E-MAIL 	TELEPHONE NUMBER 	EXTENSION
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**I wish to address the Regional Council on the subject of Homelessness, understand, respect and expectations. I have some human suggestions that we could promote on ways we, as citizens, business owners, organizations and councils can work toward to provide some level of solution.**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint File (.ppt)  Adobe File or Equivalent (.pdf)  
 Picture File (.jpg)  Video File (.avi,.mpg)  Other

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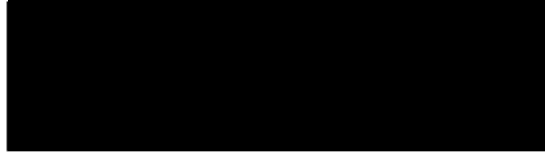
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William H. Graham, M.S.Ed, CFOS/I



I am proposing that we ask Store Owners, Service Station Owners, Hotel Owners, Restaurant Owners, Coffee Shop Owners to put a decal beside their business door welcoming the homeless person. I am asking that all of us look at the homeless person in a different light, that we consider the person as a human being, an equal and give them the same regard as if they were family members. I suggest to you that the homeless people are not the ones committing the horrendous crimes, they are just people like you and I who are down on their luck and need a hand up. Many I have met were great people with amazing backgrounds and experience. This should not be wasted.

Peel is a beautiful region with a lot of great facilities, programs and good people. We just have to get people to recognize that there are homeless persons that need and deserve our help, and to develop a plan that will produce results. The last Peel study determined that there were 900 homeless in Peel. Not sure how this breaks down between Brampton, Caledon and Mississauga.... One Mississauga official tells me they have no homeless. I'd like to take that person out for a walk some night after midnight. Maybe behind a shopping centre. They might find that the boot sticking out from under the cardboard behind the garbage bin has a leg and more attached. ***“ONE HOMELESS PERSON IS ONE TOO MANY”***



As human beings, regardless of our religious beliefs, we should not tolerate this continual abuse of our fellow man for no valid reason other than our own selfishness and indifference.

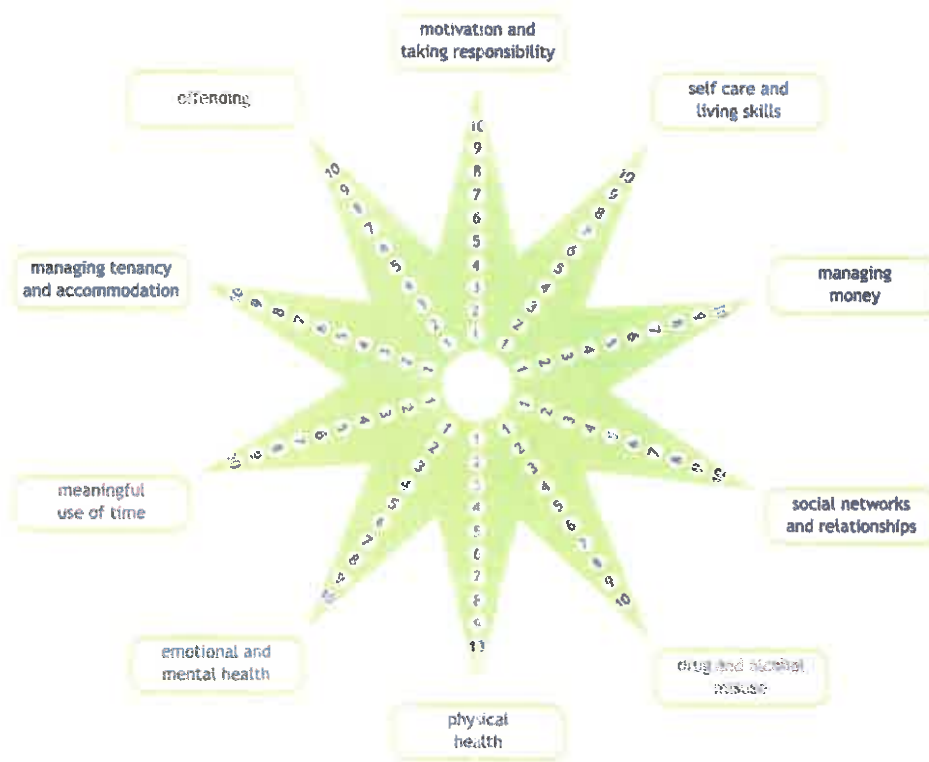
Being homeless should not be a lifetime sentence.

“Housing First” is the theme we hear and we see some good things happening, particularly in BC and the Yukon but housing alone will fail. We need a system that provides housing, adequate money to live and the third and most important part is that someone who is committed walk with the person, work with them to develop a plan to get them on a firm footing and up the ladder from the spot they are in. That person might be a committed Social worker or a committed volunteer. \* I tell people that it is an exciting and beautiful world out there but you need money to enjoy the benefits.

What kind of a plan will depend on the person. Personally, I might choose the “Outcome Star” plan which some of you are probably familiar with. There are many other programs. The main areas of improvement might include: 1) Motivation and taking responsibility 2) Self Care and Life Skills 3) Managing Money 4) Social Networks and Relationships 5) Drug, Alcohol and other substance abuse 6) Physical Health 7) Emotional and Mental Health 8) Meaningful use of time 9) Managing tenancy and accommodations 10) Offending.

**“Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me.”**

### 3.2-3



### **We are asking that the homeless person be treated with civility, such as:**

- Talk to the person in a respectful tone. Shake their hand.
- Advocate for the homeless – defend them.
- Don't assume the person is bad, evil or dirty – You are probably wrong. Most of our worst crimes are committed by well dressed “respectable” people.
- Give the person a glass of water without charging, and more if you can.
- Let them use the shower at the truck stop without paying.
- Don't call the police just because they are sitting on a public park bench. Defend the person in these situations.
- Offer them shelter and more if you can, especially in winter.
- Let the person use the public washroom – don't keep it locked.
- Ask the person what they need, don't tell them what they need. Accept their wishes.
- Ask your local Police for support for this project. They want to help.
- Never ask the person for proof or documentation of their situation.
- Have information on local support groups such as shelters, food banks etc.
- Ask yourself if you can do more. Perhaps the motel owner might give the homeless person a spare room in exchange for a bit of work for which they could pay them. They might turn the person's life around. What a great accomplishment.
- Give them, generously of your most valuable asset – your time. Stop and talk to them. Don't stand over the person, crouch down to their level.
- Be willing to work with them, to walk with them to help them out of their situation. Help them up when they fall with patience and love.

**“Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me.”**

**I see four qualities, beliefs, attributes or whatever, that we must have to serve our fellow man effectively:**

**LOVE:** Have a love for our fellow man as a person, a human being, an equal.

**RESPECT:** If we don't respect the person's needs we cannot serve them.

**JUSTICE:** If we don't understand that poverty is the result of injustice, we cannot serve the person.

**JOY:** If we do not get joy from serving our fellow man, we are in the wrong business.

Yes, the person we serve might be challenging but we must understand this and not be upset by it or refuse them service because of this. Some have been kicked and abused so many times they don't expect any different from you. They are waiting for the other shoe to drop. Be patient.

Ask yourself if you can do more. Perhaps the motel owner might give the homeless person a spare room in exchange for a bit of work for which they could pay them. They might turn the person's life around. What a great accomplishment.

Maybe the condo has rooms that they rent out. Maybe they can spare one and expect to person to do some tasks in return.

Maybe your local college might be willing to give a room or two to a homeless person, give them some food cards, give them something to do to make some money and assign some person to work with them.

We know of many great deeds where people and companies have shone. What a great chance for an individual or company to champion this project. Good public relations for them and a great personal feeling that they have helped someone.

Regardless of our religion or beliefs, we are privileged to have the opportunity to serve our fellow man. Many of us believe that we are all born equal. Don't let us pass up this opportunity.

As a past New York mayor said. "The streets are neither a bathroom or a bedroom", there is always room inside. Let us follow this example.

**Be innovative. Look for ways to help. How do we make this work? How can "you" make this work?**

Will business owners support this? For some it is a bold move, others will welcome this. I believe, once some do this, others will quickly follow. I ask that you talk to them. T Will you take some personal responsibility for the outcome.

**"Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me."**



A person I am privileged to know suggested putting a can in the Tim Hortons with a sign saying "PAY FORWARD" as a way to cover free coffee or meals. Just one idea. Putting the Homeless Welcome sign on the door is another. Can we come up with more ways.

Some will, some won't. This offers the person an *opportunity and privilege*, to help their fellow man and feel good doing it.

I believe that if the homeless street person understands that we understand, and are trying to help, we will see more cooperation and change in their attitude, appearance and actions.

**Will you buy into this program.** Who said: **"If it is to be, let it begin with me?"**

The first step is for **you** to commit to this by more than just words. We have enough words and studies and lists.

- 1) Have a bag in your car with a scarf, hat, mittens and a Tim card and willingly give it to a person. The next time will be easier.
- 2) Think of some homeless person that you might connect with someone who could use their help and make a mutually beneficial relationship.
- 3) Pass the word on. Ask others to support this.
- 4) Offer more than a band aid. Help the person change their life.

I see the person in the donut shop give the homeless person coffee and something to eat with no exchange of money. I see the person in the restaurant giving the person a plate of food at the back door. I wish they would invite the person in, sit them down and treat them like a guest. We see many people doing good now. I think it just needs to be promoted more. If you can do this, please send me your mailing address and I will send you decals. Thanks.

*Need your thoughts, need your support, need your suggestions.*

Thanks, *Bill*

**Disclaimer:**

**While I have been and am a member of the Knights of Columbus, Society of St. Vincent DePaul, Royal Canadian Legion and others, the views expressed here are my personal views and do not necessarily represent the views of these groups.**

**"Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me."**

# HOMELESS



# MY PROPOSAL

## A CHANGE IN ATTITUDES

- **PUT A DECAL BESIDE THE BUSINESS DOOR.**
  - **Stores,**
  - **Service Station owners**
  - **Restaurant owners**
  - **Coffee shops**
  - **Truck Stops**
  - **Etc**
- 
- **Look at the Homeless person in a different Light**



# WHAT PEEL OFFERS

- Great Facilities
- People
- Programs
- Plan
- 900 Homeless in Peel
- 230,000 people homeless in Canada each year. While Peel region, including Brampton, Caledon and Mississauga are better off than most places, Homelessness is still a big problem and I know you all realize this.

**One Homeless Person Is One Too Many!**

# A LIFETIME SENTENCE

- **we should not tolerate this continual abuse of our fellow man for no valid reason other than our own selfishness and indifference.**
- **BEING HOMELESS SHOULD NOT BE A LIFETIME SENTENCE.**

# **WHY ARE PEOPLE HOMELESS? WHY ARE WE NOT HOMELESS?**

Perhaps because -

- We are working or have adequate income.
- We weren't beaten down and driven to the street by Abuse and Violence in the home or workplace.
- Perhaps we aren't homeless because we have good physical health and are mentally stable.
- We aren't the victim of Alcohol or drugs or other addictions and many of you realize that some addictions are not that easy to walk away from.

**Aren't we fortunate to have stable lives and not be homeless?**

# WE NEED MORE

**“Housing First”** is the theme we hear and we see some good things happening.  
**BUT THAT IS NOT ENOUGH**

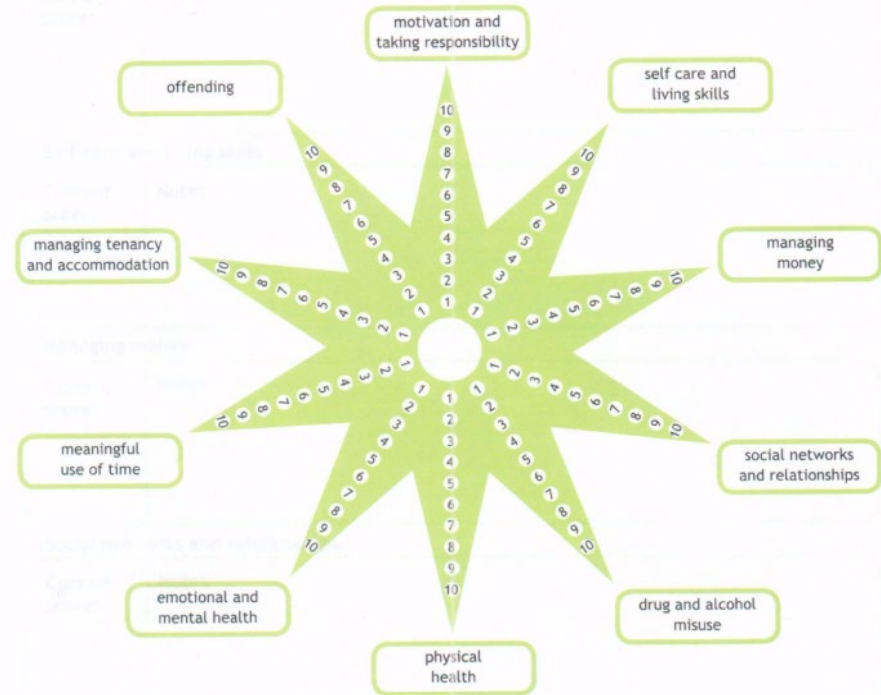
- **Housing,**
- **Adequate money to live**
- **Someone who is committed to walk with the person,**
- **Work with the person.**
- **Develop a plan** to get them on a firm footing and up the ladder from the spot they are in. That person might be a committed Social worker or a committed volunteer.

**\* I tell people that it is an exciting and beautiful world out there but you need money to enjoy the benefits.**

# WE NEED A PLAN

**“Outcome Star” As only  
one Program**

**I Don't Suggest A  
Program. There are Others  
In Peel And Other Places  
With Knowledge And  
Experience With These.**





# PLAN SHOULD INCLUDE

- 1) Motivation and taking responsibility for their actions**
- 2) Self Care and Life Skills**
- 3) Managing Money**
- 4) Social Networks and Relationships**
- 5) Drug, Alcohol and other substance abuse**
- 6) Physical Health**
- 7) Emotional and Mental Health**
- 8) Meaningful use of time**
- 9) Managing tenancy and accommodations**
- 10) Offending.**

# CHANGING OF ASSUMPTIONS

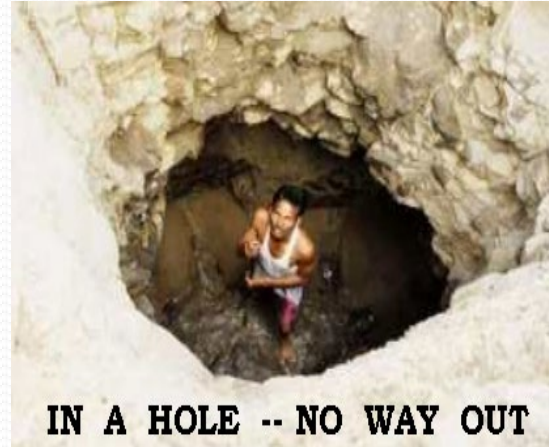
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- - Give the person a glass of water without charging, and more if you can.
- - Let them use the shower at the truck stop without paying.
- - Don't call the police just because they are sitting on a public park bench. Defend the person in these situations.
- - Offer them shelter and more if you can, especially in winter.
- - Let the person use the public washroom – don't keep it locked.
- - Ask the person what they need, don't tell them what they need. Accept their wishes.
- - Ask your local Police for support for this project. They want to help.
- - Never ask the person for proof or documentation of their situation.
- - Have information on local support groups such as shelters, food banks etc.
- - Give them, generously of your most valuable asset – your time. Stop and talk to them.
- - - Don't stand over the person, crouch down to their level.
- - **Be willing to work with them, to walk with them to help them out of their situation. Help them up when they fall with patience and love.**

# FOUR NECESSARY QUALITIES

- I see four qualities, beliefs, attributes or whatever, that we must have to serve our fellow man effectively:
- **LOVE**: Have a love for our fellow man as a person, a human being, an equal.
- **RESPECT**: If we don't respect the person's needs we cannot serve them.
- **JUSTICE**: If we don't understand that poverty is the result of injustice, we cannot serve the person.
- **JOY**: If we do not get joy from serving our fellow man, we are in the wrong business.

# THE SITUATION

- **THE HOLE:**
- **No Way Out**
  
  
  
  
  
  
  
  
  
  
- **Your Help**



**IN A HOLE -- NO WAY OUT**



**A "HAND UP" NOT A HAND OUT**

# YOUR PATIENCE

- **The Challenge of Serving**
- **Your Patience**
- **When Will The Next Shoe Drop?**
- **What Are Options?**
- **MOTEL**
- **STORE OWNER**
- **COMMUNITY COLLEGE**
- **Shelter – Food – Meaningful Work - Mentor**

# THE OPPORTUNITY

- **People and Companies have Shone**
- **Great Public Relations For Companies**
- **Great Personal Satisfaction**
- **we are privileged to have the opportunity to serve our fellow man.**
- **Are We Not All Born Equal? Let us not pass up this Opportunity**

# INNOVATION - STARTS WITH US

**As a past New York mayor said.**

- **“The streets are neither a bathroom or a bedroom”, there is always room inside.”**

**Let us follow this example In Peel.**

- **Be innovative. Look for ways to help.**
- **How do we make this work?**
- **How can “you” make this work?**

# SUPPORT OF BUSINESS

## A BOLD MOVE

- **Talk to them.** Will you take some personal responsibility for the outcome.
- **OFFER THE PERSON THE CHANCE TO HELP THEIR FELLOW MAN.**
- **AND FEEL GOOD DOING IT.**

**The change will show in the Homeless Population -  
ATTITUDE, APPEARANCE AND ACTIONS**



# IT CAN WORK

- **Business will welcome this.**
- **Will You Buy Into The Program?**
- **Will You Talk To Business Owners?**

**IF IT IS TO BE - LET IT BEGIN WITH ME**

# THE FIRST STEP

- COMMIT TO - WORDS **&** ACTIONS
- HAVE SOME HANDOUTS
- WHO CAN YOU CONNECT THE PERSON WITH?
- WILL YOU BE THE GO-BETWEEN – INTRODUCE THEM?
- PASS THE WORD - ASK OTHERS FOR SUPPORT
- ASK FOR IDEAS AND SUGGESTIONS
- **OFFER MORE THAN A BAND AID - HELP THE PERSON CHANGE THEIR LIFE.**

# ACTS OF KINDNESS

- I see the person in the donut shop give the homeless person coffee and something to eat with no exchange of money. I see the person in the restaurant giving the person a plate of food at the back door. I wish they would invite the person in, sit them down and treat them like a guest. We see many people doing good now. I think it just needs to be promoted more. If you can do this, please send me your mailing address and I will send you decals. Thanks.
- *Need your thoughts, need your support, need your suggestions.*

# THANK YOU



# QUESTIONS

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MEETING DATE YYYY/MM/DD <b>2019/11/21</b>	MEETING NAME <b>SHHC</b>
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DATE SUBMITTED YYYY/MM/DD  
**2019/08/20**

NAME OF INDIVIDUAL(S)  
**Mark Alfano**

POSITION(S)/TITLE(S)  
**MA - Founder, CITIZENX®**

NAME OF ORGANIZATION(S)  
**CITIZENX®**

E-MAIL <b>connect@citizenx.ca</b>	TELEPHONE NUMBER <b>[REDACTED]</b>	EXTENSION
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**Nothing increasingly works at PEEL Housing. Varying factors concomitant with global shifts and migration, impel steep curves that leave stodgy institutional practices in their dust. Today, as the Affordable Housing Emergency proves (in light of recent events revealed by CITIZENX®), old ways of dealing with new challenges in the region are as deadlocked as access to Affordable Housing is. It's time not just to meet new challenges but to anticipate them, and get ahead of the curve. VISIONX®, the development arm of CITIZENX®, would like to discuss and suggest how.**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint file (.ppt)  Adobe File or Equivalent (.pdf)  
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DATE: November 13, 2019

REPORT TITLE: **HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION:  
SHIFTING TO A NEEDS-BASED APPROACH**

FROM: Janice Sheehy, Commissioner of Human Services

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## **OBJECTIVE**

To provide an update on the shift to a needs-based approach for the delivery of Regionally-funded housing supports, programs and services.

### **REPORT HIGHLIGHTS**

- On April 5, 2018 Council approved the 10-year Peel Housing and Homelessness Plan 2018-2028 (the Plan). One of the five strategies in the Plan is to ‘*Transform Service*’.
- Service Transformation involves designing and operationalizing a new needs-based service delivery model that improves access to housing subsidies, diverts people from shelters, facilitates successful tenancies and prevents homelessness.
- Currently, services are largely delivered on a “first-come, first-served” basis, which limits the Region’s ability to focus on clients with the greatest of need.
- The Region of Peel is required to adhere to the regulations under the *Housing Services Act, 2011* when administering the centralized wait list, which emphasizes chronological access to rent-geared-to-income for community housing. There is latitude though to move to a needs-based approach for Regionally-funded housing supports, programs and services.
- Moving to a needs-based approach means that clients with a chronological application on the centralized wait list will wait longer for access to rent-geared-to-income assistance in community housing.
- To initiate the shift, the Region is collaborating with the Peel Alliance to End Homelessness to implement a Coordinated Access system, which is a community-wide approach to reducing and preventing homelessness.
- The needs-based approach is consistent with the findings of the 2017 Annual Report of the Office of the Auditor General of Ontario, which recommended that the Ministry of Housing move toward assessing need to help meet the demand for affordable housing in the province.
- By focusing on needs rather than application date, the Region will be better positioned to optimize limited resources, prioritize and right-size access to supports, and improve housing outcomes for residents.

## 4.1-2

# HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH

## DISCUSSION

### 1. Background

At the April 5, 2018 Regional Council meeting, Council endorsed the report from the Commissioner of Human Services and the Commissioner of Public Works, titled “Peel Housing and Homelessness: Needs Assessment, Targets and Revised Plan” (Resolution 2018-254). The plan includes five strategies to achieve two long-term outcomes - “Affordable Housing is Available to All Peel Residents” and “Homelessness in Peel is Prevented”.

One of the five strategies in the Peel Housing and Homelessness Plan is ‘*Transform Service*’. This strategy was included in the Plan because helping residents to get and keep housing they can afford requires an approach that goes beyond an increase in housing supply. Achieving the outcomes of the Plan also requires an updated model for service delivery, a focus on using limited resources to help those in the greatest of need, new thinking around subsidy administration and wait list management and changes to the way we work with our partners, including people with living/lived experience.

This report is the first of a series of reports on Service Transformation that will be brought to the Strategic Housing and Homelessness Committee. This report expands on the understanding of the needs-based approach for the delivery of housing services; a shift that is foundational to all subsequent Service Transformation recommendations.

### 2. Current State

On November 14, 2019, Regional Council received an update on the services currently delivered by the newly integrated Housing and Homelessness Client Services team through a report from the Commissioner of Human Services, titled “Annual Housing Client Services Update”. The report outlined the programs currently provided by the Region to individuals or households who are homeless, at risk of becoming homeless or in unaffordable housing.

The report also stated that the demand for housing and homelessness services is growing and the needs of clients are changing and becoming more complex. As a result of these increasing pressures, current services aren’t always reaching the right people, at the right time, nor providing the right supports to meet the unique needs of each individual or household.

The current system is constrained by several risks and challenges, as summarized in the table below.

Perspective	Risks and Challenges
Housing System	<ul style="list-style-type: none"><li>• Shelter use continues to increase</li><li>• Rental vacancy rates are very low</li><li>• The need for affordable housing outpaces the availability<ul style="list-style-type: none"><li>– 70% of low-income households are in unaffordable housing</li><li>– 29% of middle-income households are in unaffordable housing</li></ul></li><li>• 50% of supportive housing demand is unmet</li><li>• The centralized wait list is administered using a chronological</li></ul>

#### 4.1-3

### HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH

	approach in compliance with provincial legislation
Client	<ul style="list-style-type: none"><li>• Multiple touch points/hand-offs</li><li>• No continuity of service</li><li>• Focus is on siloed program requirements, not individual needs</li><li>• As circumstances become more complex, the need for supports that extend beyond housing continues to increase (e.g. mental health and addictions supports)</li></ul>
Staff	<ul style="list-style-type: none"><li>• Limited solutions due to funding, policy and procedural constraints</li><li>• Outdated technology</li><li>• Inadequate resources to manage support systems for clients</li><li>• Increasing administrative costs to service delivery</li></ul>

Service Transformation will help to mitigate these risks and challenges.

### 3. Provincial Legislative Constraints

The Region is required to adhere to regulations under the *Housing Services Act, 2011* (“*Housing Services Act*”) when administering the centralized wait list for access to rent-geared-income (RGI) assistance in community housing. As per the *Housing Services Act*, the Region must prioritize households on the centralized wait list in the following order:

1. Victims of family violence and human trafficking applicants (provincial priorities)
2. Medical and in-situ applicants (local priorities)
3. Chronological applicants (provincial regulation)

Due to these constraints, the Region will continue to administer the centralized wait list based on the prescribed regulations. There is latitude however, to move to a needs-based approach for Regionally-funded housing supports, programs and services.

The impacts on current rent-geared-to-income and Regional subsidies will be presented to the Strategic Housing and Homelessness Committee in February 2020, along with supporting policy and funding recommendations.

### 4. Service Transformation and the Shift to a Needs-Based Approach

Service Transformation involves designing and operationalizing a new service delivery model that increases access to housing subsidies to those that need them the most, diverts people from shelters, improves successful tenancies and prevents homelessness.

Service Transformation is rooted in the Housing First philosophy, which is a needs-based approach that prioritizes service based on severity or acuity of need. Service starts with an assessment of need, followed by securing permanent housing as quickly as possible and then providing the right mix of supports and services to keep clients stably housed. Housing First has been typically applied to services for the chronically homeless.

In Peel, Service Transformation will involve applying a needs-based approach not only to high-acuity clients who are chronically homeless, but also to clients who are at risk of becoming homeless or those who are unstably housed. This approach will replace the



#### 4.1-4

### HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH

current “first-come, first-served” chronological one currently used to access the following regionally-funded supports in Housing Services:

- Eviction prevention
- Service navigation
- Regional housing allowances
- Housing stability

Emergency shelters will be exempt from following this approach in order to ensure that individuals and families have access to short-term accommodations in urgent situations.

The province has indicated that they are considering similar changes to the *Housing Services Act* in order to improve flexibility for service managers. This would be consistent with the findings of the 2017 Annual Report of the Office of the Auditor General of Ontario, which recommended that the Ministry of Housing move toward assessing need to help meet the demand for affordable housing in the province. As such, this approach will be an input into the Housing Services advocacy strategy, which will be presented to the Strategic Housing and Homelessness Committee in 2020.

## 5. Making the Shift to Needs-Based Approach

As a designated community under Reaching Home, the Government of Canada’s renewed homelessness strategy, the Region is mandated to implement a Coordinated Access system by March 31, 2022 to support individuals and families experiencing homelessness. The Region has partnered with the Peel Alliance to End Homelessness to design and implement this system, which is the first large-scale shift to needs-based service provision for housing and homelessness supports in Peel.

### a) Understanding Coordinated Access

Coordinated Access is a community-wide, systems-based approach to reducing and preventing homelessness. It is a process through which individuals and families experiencing homelessness are provided with access to housing and support services, based on three key components:

- Access to the system – standardized intake process with dedicated community-level access points.
- Common assessment and prioritization – established guidelines for determining which individuals and families will be prioritized for access to supports and housing.
- Referral and matching – mapping of all available resources in the community and documented policies and procedures to help match individuals to the appropriate housing and support services.

The chart below outlines the areas of change under the system:

Areas of Change	Current State (Program-centred)	Future State (Person-centred)
Accessing services	<ul style="list-style-type: none"><li>• Different access points, assessments and</li></ul>	<ul style="list-style-type: none"><li>• Standardized access points, assessments and eligibility</li></ul>

#### 4.1-5

### HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH

	application forms	guidelines
Identifying resources and filling vacancies	<ul style="list-style-type: none"> <li>• Silos of resource information and access to vacancies</li> </ul>	<ul style="list-style-type: none"> <li>• Community agreement on what resources exist and how vacancies are filled</li> </ul>
Processing referrals	<ul style="list-style-type: none"> <li>• Ad hoc program referrals; offers often based on a “first come, first served” basis</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinated referral processes based on system-level protocols and prioritization</li> </ul>
Measuring progress	<ul style="list-style-type: none"> <li>• Done at the program-level</li> </ul>	<ul style="list-style-type: none"> <li>• Done at system-level; common information management system used</li> </ul>

*\*Adapted from Employment and Social Development Canada (October 2019). Adopting a systems-based, data-driven approach. Presentation at the HIFIS Ontario Regional Workshop. Ottawa, ON.*

To achieve these areas of change, Coordinated Access must build on the principles of Housing First and include involvement from all homelessness service providers in the community. Accordingly, the overall result is a more effective and efficient response to homelessness, which:

- Moves individuals and families through the system quicker by matching them with the right resources based on their needs;
- Reduces new entries into homelessness by focusing on prevention and diversion up front; and,
- Improves data collection and quality by standardizing a system-wide approach to service delivery.

#### b) Peel’s Model

Over the summer months, the Region and the Peel Alliance to End Homelessness held engagement sessions with staff and service providers to develop the initial model for the system, including access point criteria, the prioritization process and the governance structure. Input was also solicited from people with living/lived experience regarding access point criteria.

The chart below outlines the initial model for the system based on that feedback:

Area	Details
Access point criteria	<p>To be considered an access point, service providers will be required to meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Accessible (e.g., central locations, low-barrier)</li> <li>• Resourced (e.g., allocated staff, centralized database)</li> <li>• Supportive (e.g., aware of external services/referrals)</li> <li>• Culturally competent (e.g., diverse staff)</li> <li>• Follow standard practices related to the system</li> <li>• Follow standard processes related to the system</li> </ul>
Prioritization process	<ul style="list-style-type: none"> <li>• The Vulnerability-Index Service Prioritization Decision Assistance Tool (VI-SPDAT) will be used as the common triage tool</li> <li>• The prioritization process will follow a standard needs-based matrix categorized by demographics (e.g., separate prioritized list)</li> </ul>

#### 4.1-6

### HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH

	for youth, families) <ul style="list-style-type: none"><li>• The matrix will be developed in consultation with the governance structure outlined below</li></ul>
Governance structure	<ul style="list-style-type: none"><li>• Lead (responsible for the implementation and operationalize of the system) – the Region of Peel</li><li>• Leadership group (oversees the implementation and maintenance of the system) – the Senior Leadership Table with the Peel Alliance to End Homelessness, which includes Regional representation</li><li>• Working group (provides advice and develops the policies and procedures) – Coordinated access service providers/members</li></ul>

### RISK CONSIDERATIONS

By applying a needs-based approach, clients with a chronological application on the centralized wait list will wait longer for access to rent-g geared-to-income in community housing. This new approach, however, will include a means to ensure that these clients are re-assessed and supported appropriately should their circumstances change.

This shift will require significant changes to current policies, protocols and practices. To manage this effectively, staff will continue to work with community partners, people with lived/living experience, and other experts to implement the changes as they are approved by Council. A detailed communication and engagement strategy, with broad communication tactics will be used to ensure staff, Councillors, clients and residents are aware of significant changes and their impacts moving forward.

### FINANCIAL IMPLICATIONS

The funding authorities related to Coordinated Access are included in the companion report titled “Housing and Homelessness Service Transformation: Coordinated Access Funding Authorities”.

Recommendations for funding changes as a result of the shift to needs-based approach will be brought forward to the Strategic Housing and Homelessness Committee in 2020.

### CONCLUSION

As the Service Manager for housing and homelessness in Peel, the Region aims to help individuals and families get and keep suitable housing they can afford. Service Transformation is an important strategy to achieve this outcome.

Moving forward, Service Transformation will focus on identifying and implementing recommendations that support the shift to a new needs-based service delivery model, which will replace the chronological basis currently used to access regionally-funded supports in Housing Services.

**HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: SHIFTING TO A NEEDS-BASED APPROACH**

The specific changes and recommendations will be brought to the Strategic Housing and Homelessness Committee through a series of reports, starting in February 2020.



Janice Sheehy, Commissioner of Human Services

**Approved for Submission:**



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N. Polsinelli, Interim Chief Administrative Officer

*For further information regarding this report, please contact Grace Caron, Program Director, Housing and Homelessness Service Transformation Program, [grace.caron@peelregion.ca](mailto:grace.caron@peelregion.ca), 905-791-7800 ext. 8885.*

*Authored By: Shannon Gander, Project Manager*



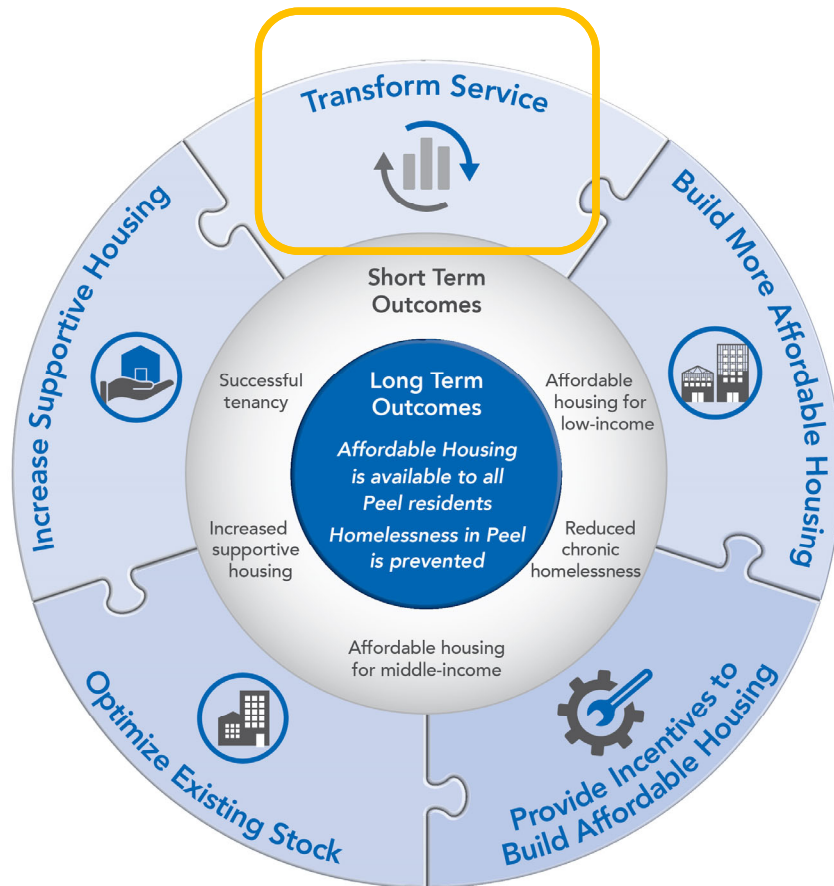
# **Service Transformation:**

# **Shifting to a Needs-Based Approach**

**Grace Caron, Program Director**  
**Joyce Nielsen, Program Manager**  
November 21, 2019



# Peel's Housing and Homelessness Plan



## Long Term Outcomes

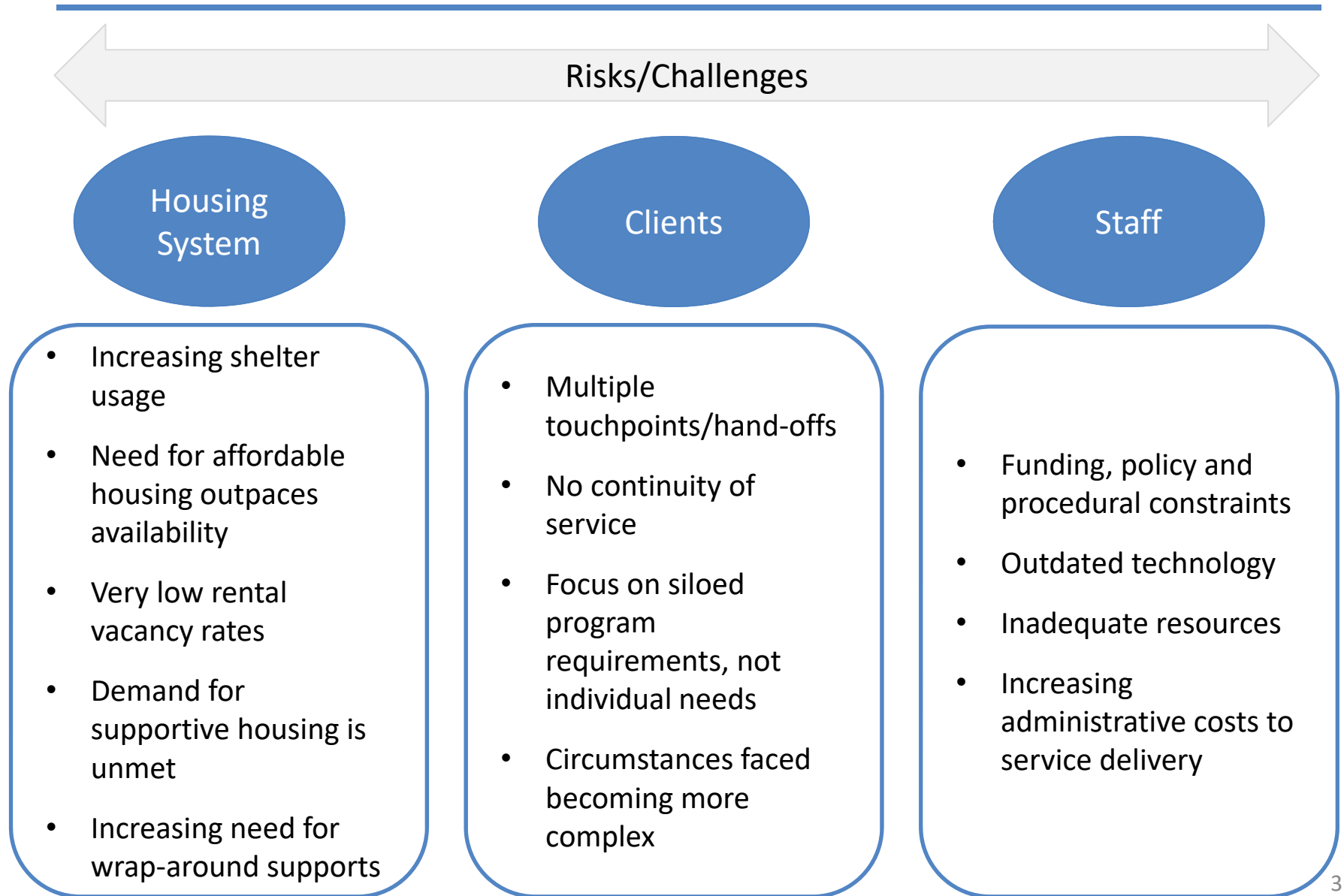


Affordable housing is available to all Peel residents



Homelessness in Peel is prevented

# Current State





# Service Transformation

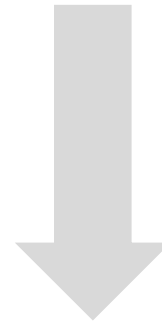
Design and operationalize a new service delivery model rooted in the Housing First philosophy



Improve access to supports



Divert people from shelters



Increase successful tenancies



Prevent homelessness



# Engagement

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# Shifting to a Needs-Based Approach

## Improving Client Experience and Outcomes

Chronological access → Needs-based access

Program rules → Housing rules

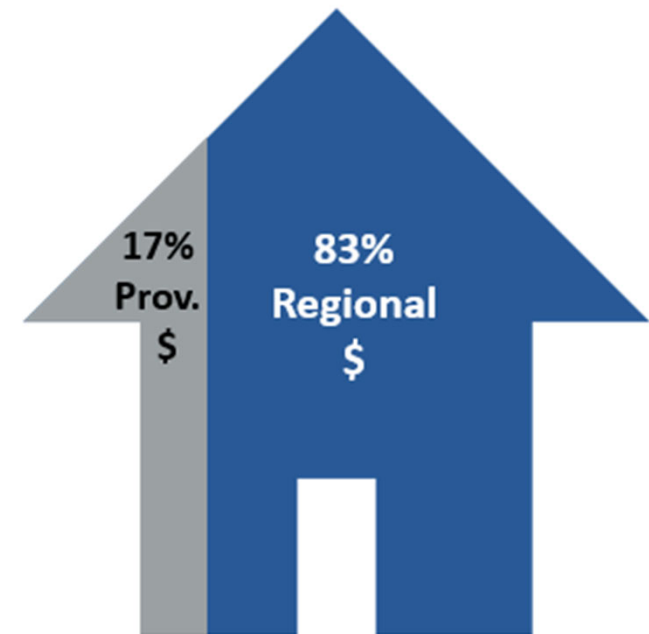
Program silos → Integrated service

Program consent → Common consent

Many hand-offs → One-stop shop

Limited technology → Enabled technology

## Optimizing Limited Resources



# The Impact of the Shift

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The approach will be applied across the system, where legislatively possible

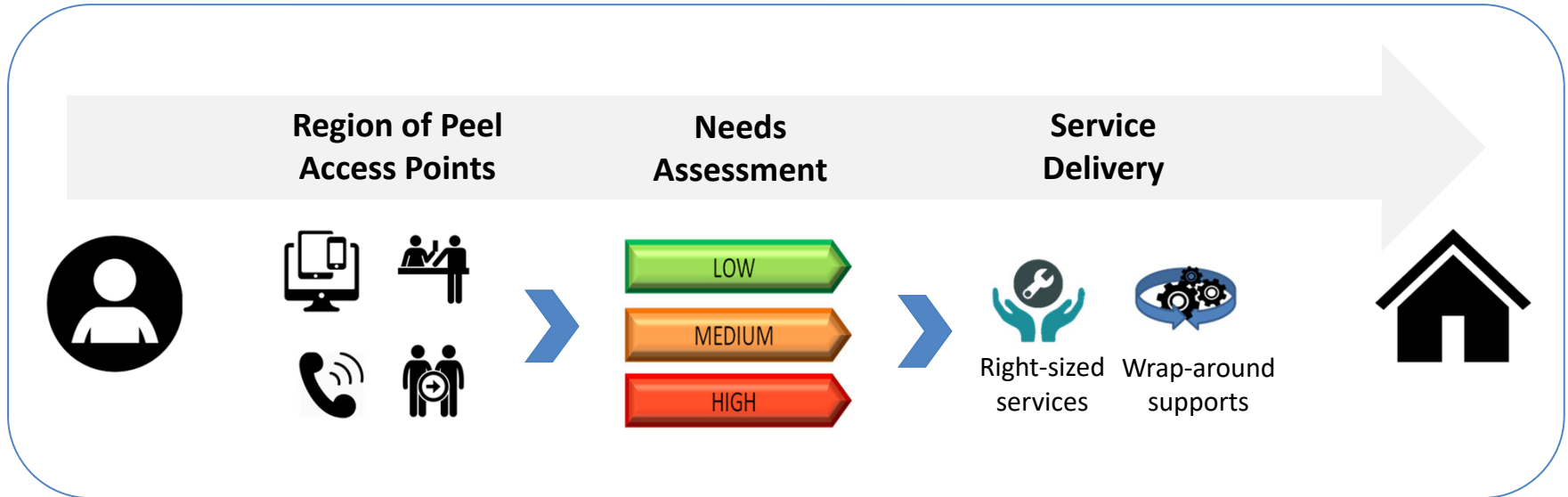
Chronological placement from the centralized wait list remains the same for rent-gearred-to-income units under the *Housing Services Act, 2011* (provincially-transferred units)

The needs of all clients requesting support will be assessed and prioritized

Clients with a chronological application on the centralized wait list will wait longer for access to rent-gearred-to-income in community housing

The centralized wait list will no longer be the primary indicator of housing need in the community

# Housing Services Client Pathway



# Renewed Response Levels

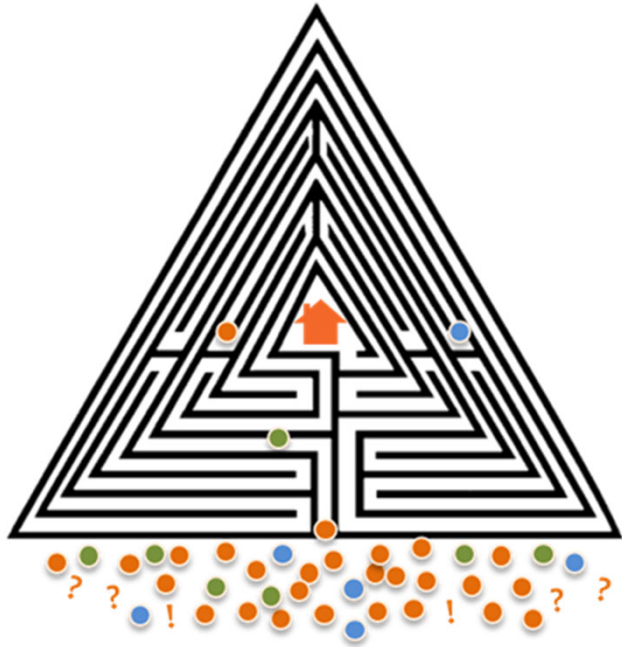
Housing Status	Previous Response Level	New Response Level
On the centralized wait list and housed with no threat of eviction	<ul style="list-style-type: none"> <li>• Real time live answer</li> </ul>	<ul style="list-style-type: none"> <li>• Client leaves a voicemail message</li> <li>• Low priority (up to 10 business days)</li> </ul>
Housed but at risk of eviction within the next 30 days	<ul style="list-style-type: none"> <li>• Next available appointment date</li> <li>• Current average is 3 to 5 business days</li> </ul>	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Unsheltered, or at immediate risk of eviction	<ul style="list-style-type: none"> <li>• Next available appointment date</li> <li>• Referral to shelters or the Peel Street Outreach Program</li> </ul>	<ul style="list-style-type: none"> <li>• Unsheltered clients receive same day response, otherwise follow-up within 24 business hours</li> <li>• Focus on eviction prevention and diversion from the shelters</li> </ul>

# Making the Shift

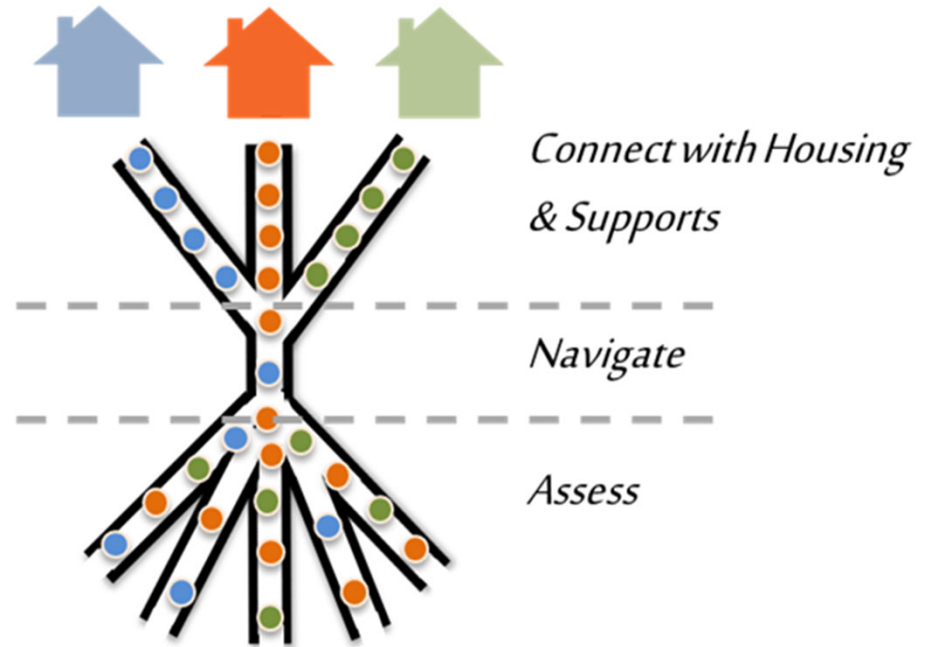
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- The implementation of a Coordinated Access system will mark the first large-scale shift to needs-based service provision in Peel
- Coordinated Access is a process through which individuals and families experiencing homelessness are:
  - ✓ Directed to service access points
  - ✓ Supported through standardized triage and assessment to access the right resources in a community
  - ✓ Supported to access specific housing resources that are managed centrally, if they are eligible and interested in them

# Coordinated Access



**Without**  
Coordinated Access



**With**  
Coordinated Access

# Peel's Approach

- Partner with the Peel Alliance to End Homelessness (PAEH)
- Co-design with community partners
- Leverage resources from existing systems across Ontario

Model		
Access Points	Prioritization Process	Governance
<ul style="list-style-type: none"> <li>• Accessible</li> <li>• Resourced</li> <li>• Supportive</li> <li>• Culturally competent</li> <li>• Follow standard practices/processes</li> </ul>	<ul style="list-style-type: none"> <li>• Needs-based matrix categorized by demographics</li> </ul>	<ul style="list-style-type: none"> <li>• Lead – the Region</li> <li>• Leadership – PAEH Table</li> <li>• Working group – service providers</li> </ul>



# Moving Forward

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- Service transformation is a multi-year process which requires significant change to how we deliver services for all housing clients
- Shifting to a needs-based approach means that clients with a chronological application on the centralized wait list will wait longer for access to rent-geared-to-income in community housing
- The new service delivery model will include a means to ensure that these clients can be re-assessed and supported appropriately should their circumstances change
- Staff will continue to work with community partners, people with lived/living experience, and other experts to identify and implement the changes
- The specific changes and recommendations will be brought forward to the SHHC throughout 2020



**For questions or further information, please contact:**

**Grace Caron, Program Director, Service Transformation**  
[grace.caron@peelregion.ca](mailto:grace.caron@peelregion.ca) | 905-791-7800 ext. 8885

**Joyce Nielsen, Program Manager, Service Transformation**  
[joyce.nielsen@peelregion.ca](mailto:joyce.nielsen@peelregion.ca) 905-791-7800 ext. 4154



DATE: November 13, 2019

REPORT TITLE: **HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION:  
IMPLEMENTING A COORDINATED ACCESS SYSTEM**

FROM: Janice Sheehy, Commissioner of Human Services

## RECOMMENDATION

**That the Commissioner of Human Services be delegated authority to approve the use of the Community Capacity and Innovation funding allocated to The Regional Municipality of Peel under an amendment to the Reaching Home transfer payment agreement with the Minister of Employment and Social Development Canada (the “Minister”), in the amount of \$623,250, for the federal funding period of 2019 through to 2024, or as may be extended by the Minister, for service provision by community agencies in accordance with federal funding obligations;**

**And further, that the Director of Housing Services be delegated authority to execute agreements and other related documents to conduct Community Capacity and Innovation activities, on business terms satisfactory to the Commissioner of Human Services and on legal terms satisfactory to the Regional Solicitor for the federal funding period of 2019 through to 2024 or as may be extended by the Minister;**

**And further, that the 2019 Homelessness Support gross expenditures and revenues be increased by \$60,000 as a result of the additional federal funding;**

**And further, that \$181,780 in gross expenditures and revenues be included for consideration in the 2020 Homelessness Support operating budget.**

## REPORT HIGHLIGHTS

- On April 5, 2018, Regional Council approved the renewed 10-Year Peel Housing and Homelessness Plan (the Plan).
- One of the five strategies in the Plan is ‘*Transform Service*’, which involves designing and operationalizing a new service delivery model that improves access to housing subsidies, diverts people from shelters, improves successful tenancies and prevents homelessness.
- Through this report, staff is seeking the delegated authorities to utilize federal funding through the Reaching Home program to help support the implementation of a Coordinated Access system and related activities.
- Coordinated Access is a community-wide, systems-approach to preventing and ending homelessness.
- This system will mark the first large-scale shift to needs-based service delivery for housing and homelessness services.

**HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: IMPLEMENTATION OF A COORDINATED ACCESS SYSTEM****DISCUSSION****1. Background**

In April 2018, Regional Council approved the renewed 10-Year Peel Housing and Homelessness Plan (the Plan). The Plan includes five strategies to achieve two long-term outcomes – ‘Affordable Housing is Available to All Peel Residents’ and ‘Homelessness in Peel is Prevented’. One of the five strategies is ‘Transform Service’ which involves designing and operationalizing a new service delivery model that improves access to housing subsidies, diverts people from shelters, improves successful tenancies and prevents homelessness.

As outlined in the companion report titled “Housing and Homelessness Service Transformation: Shifting to a Needs-Based Approach”, Coordinated Access is a deliverable of the Service Transformation Program and marks the first large-scale shift to needs-based service provision for housing and homelessness supports in Peel. It is a community-wide, systems-approach to preventing homelessness and is mandated by the Government of Canada’s Reaching Home strategy.

**2. Authority to Move Forward**

To support the implementation of Coordinated Access, including any related activities or enabling technology, the Reaching Home Transfer Payment Agreement with the Minister of Employment and Social Development Canada approved in March 2019 (Resolution 2019-237) has been amended to include an additional \$623,250 in Community Capacity and Innovation funding to be paid to the Region over a five-year period (2019 to 2024).

This report requests approval from the Strategic Housing and Homelessness Committee to delegate authorities to the Commissioner of Human Services to approve the use of this funding, and to the Director of Housing Services to execute any agreements or documents required to conduct Community Capacity and Innovation activities.

**FINANCIAL IMPLICATIONS**

In March 2019, the Region of Peel was allocated \$10,512,190 pursuant to a transfer payment agreement with the Minister of Employment and Social Development Canada under the Reaching Home program (Resolution 2019-237). The transfer payment agreement has been amended to include an additional \$623,250 in Community Capacity and Innovation funding over a five-year fiscal period from April 1, 2019 to March 31, 2024. As a result of this additional federal funding, the 2019 Homelessness Support Service gross expenditures and revenues will be increased by \$60,000 with no net impact to the Region, and the 2020 Homelessness Support Service gross expenditures and revenues will be increased by \$181,780 with no net impact to the Region. The annual Reaching Home Community Capacity and Innovation allocations will be incorporated through the budget process.

**HOUSING AND HOMELESSNESS SERVICE TRANSFORMATION: IMPLEMENTATION OF A COORDINATED ACCESS SYSTEM**


**CONCLUSION**

Through this report, staff is seeking the needed authorities to implement Coordinated Access, and related activities, in Peel.



Janice Sheehy, Commissioner of Human Services

**Approved for Submission:**



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N. Polsinelli, Interim Chief Administrative Officer

*For further information regarding this report, please contact Grace Caron, Program Director, Housing and Homelessness Service Transformation Program, [grace.caron@peelregion.ca](mailto:grace.caron@peelregion.ca), 905-791-7800 ext. 8885.*

*Authored By: Shannon Gander, Project Manager*

Reviewed in workflow by:  
Financial Support Unit  
Legal Services

**ADDITIONAL MATERIALS  
DISTRIBUTED AT MEETING**

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2019/11/21</b>	MEETING NAME <b>SSHCH</b>
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Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

DATE SUBMITTED YYYY/MM/DD  
**2019/09/27**

NAME OF INDIVIDUAL(S)  
**William Graham**

POSITION(S)/TITLE(S)  
**Individual - Volunteer**

NAME OF ORGANIZATION(S)  
**While I am a member of The Royal Canadian Legion, The Knights of Columbus and The Society of St. Vincent dePaul I am a pres**

E-MAIL <b>[REDACTED]</b>	TELEPHONE NUMBER <b>[REDACTED]</b>	EXTENSION
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**I wish to address the Regional Council on the subject of Homelessness, understand, respect and expectations. I have some human suggestions that we could promote on ways we, as citizens, business owners, organizations and councils can work toward to provide some level of solution.**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint File (.ppt)  Adobe File or Equivalent (.pdf)  
 Picture File (.jpg)  Video File (.avi,.mpg)  Other

Additional printed information/materials will be distributed with my delegation :  Yes  No  Attached

**Note:**  
Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least seven (7) business days prior** to the meeting date so that it can be included with the agenda package. **In accordance with Procedure By-law 9-2018 delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**  
Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).  
Once the above information is received in the Clerk's Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda.

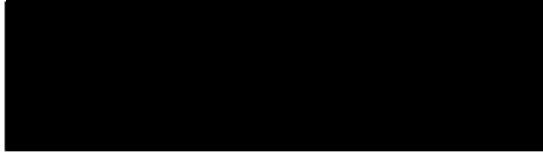
**Notice with Respect to the Collection of Personal Information**  
*(Municipal Freedom of Information and Protection of Privacy Act)*

Personal information contained on this form is authorized under Section 5.4 of the Region of Peel Procedure By-law 9-2018, for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the *Municipal Act, 2001*, as amended. Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be posted and available for viewing subsequent to those meetings. Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.

**Please complete and return this form via email to [council@peelregion.ca](mailto:council@peelregion.ca)**



William H. Graham, M.S.Ed, CFOS/I



I am proposing that we ask Store Owners, Service Station Owners, Hotel Owners, Restaurant Owners, Coffee Shop Owners to put a decal beside their business door welcoming the homeless person. I am asking that all of us look at the homeless person in a different light, that we consider the person as a human being, an equal and give them the same regard as if they were family members. I suggest to you that the homeless people are not the ones committing the horrendous crimes, they are just people like you and I who are down on their luck and need a hand up. Many I have met were great people with amazing backgrounds and experience. This should not be wasted.

Peel is a beautiful region with a lot of great facilities, programs and good people. We just have to get people to recognize that there are homeless persons that need and deserve our help, and to develop a plan that will produce results. The last Peel study determined that there were 900 homeless in Peel. Not sure how this breaks down between Brampton, Caledon and Mississauga.... One Mississauga official tells me they have no homeless. I'd like to take that person out for a walk some night after midnight. Maybe behind a shopping centre. They might find that the boot sticking out from under the cardboard behind the garbage bin has a leg and more attached. ***“ONE HOMELESS PERSON IS ONE TOO MANY”***



As human beings, regardless of our religious beliefs, we should not tolerate this continual abuse of our fellow man for no valid reason other than our own selfishness and indifference.

Being homeless should not be a lifetime sentence.

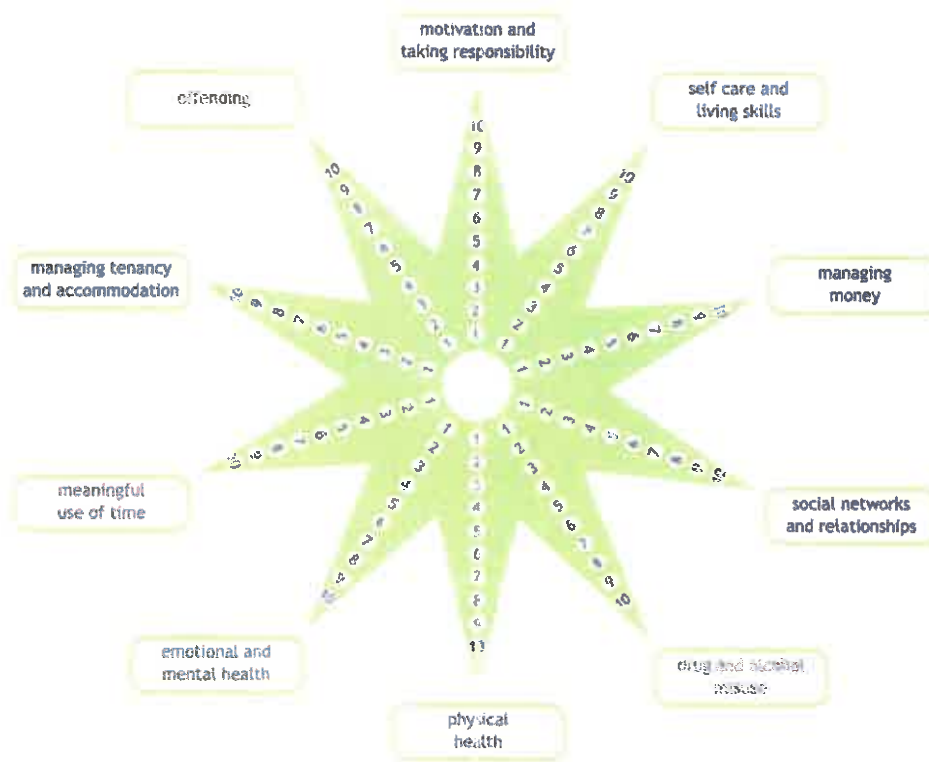
“Housing First” is the theme we hear and we see some good things happening, particularly in BC and the Yukon but housing alone will fail. We need a system that provides housing, adequate money to live and the third and most important part is that someone who is committed walk with the person, work with them to develop a plan to get them on a firm footing and up the ladder from the spot they are in. That person might be a committed Social worker or a committed volunteer. \* I tell people that it is an exciting and beautiful world out there but you need money to enjoy the benefits.

What kind of a plan will depend on the person. Personally, I might choose the “Outcome Star” plan which some of you are probably familiar with. There are many other programs. The main areas of improvement might include: 1) Motivation and taking responsibility 2) Self Care and Life Skills 3) Managing Money 4) Social Networks and Relationships 5) Drug, Alcohol and other substance abuse 6) Physical Health 7) Emotional and Mental Health 8) Meaningful use of time 9) Managing tenancy and accommodations 10) Offending.

**“Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me.”**



### 3.2-3



### **We are asking that the homeless person be treated with civility, such as:**

- Talk to the person in a respectful tone. Shake their hand.
- Advocate for the homeless – defend them.
- Don't assume the person is bad, evil or dirty – You are probably wrong. Most of our worst crimes are committed by well dressed “respectable” people.
- Give the person a glass of water without charging, and more if you can.
- Let them use the shower at the truck stop without paying.
- Don't call the police just because they are sitting on a public park bench. Defend the person in these situations.
- Offer them shelter and more if you can, especially in winter.
- Let the person use the public washroom – don't keep it locked.
- Ask the person what they need, don't tell them what they need. Accept their wishes.
- Ask your local Police for support for this project. They want to help.
- Never ask the person for proof or documentation of their situation.
- Have information on local support groups such as shelters, food banks etc.
- Ask yourself if you can do more. Perhaps the motel owner might give the homeless person a spare room in exchange for a bit of work for which they could pay them. They might turn the person's life around. What a great accomplishment.
- Give them, generously of your most valuable asset – your time. Stop and talk to them. Don't stand over the person, crouch down to their level.
- Be willing to work with them, to walk with them to help them out of their situation. Help them up when they fall with patience and love.

**“Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me.”**

**I see four qualities, beliefs, attributes or whatever, that we must have to serve our fellow man effectively:**

**LOVE:** Have a love for our fellow man as a person, a human being, an equal.

**RESPECT:** If we don't respect the person's needs we cannot serve them.

**JUSTICE:** If we don't understand that poverty is the result of injustice, we cannot serve the person.

**JOY:** If we do not get joy from serving our fellow man, we are in the wrong business.

Yes, the person we serve might be challenging but we must understand this and not be upset by it or refuse them service because of this. Some have been kicked and abused so many times they don't expect any different from you. They are waiting for the other shoe to drop. Be patient.

Ask yourself if you can do more. Perhaps the motel owner might give the homeless person a spare room in exchange for a bit of work for which they could pay them. They might turn the person's life around. What a great accomplishment.

Maybe the condo has rooms that they rent out. Maybe they can spare one and expect to person to do some tasks in return.

Maybe your local college might be willing to give a room or two to a homeless person, give them some food cards, give them something to do to make some money and assign some person to work with them.

We know of many great deeds where people and companies have shone. What a great chance for an individual or company to champion this project. Good public relations for them and a great personal feeling that they have helped someone.

Regardless of our religion or beliefs, we are privileged to have the opportunity to serve our fellow man. Many of us believe that we are all born equal. Don't let us pass up this opportunity.

As a past New York mayor said. "The streets are neither a bathroom or a bedroom", there is always room inside. Let us follow this example.

**Be innovative. Look for ways to help. How do we make this work? How can "you" make this work?**

Will business owners support this? For some it is a bold move, others will welcome this. I believe, once some do this, others will quickly follow. I ask that you talk to them. T Will you take some personal responsibility for the outcome.

**"Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me."**

A person I am privileged to know suggested putting a can in the Tim Hortons with a sign saying "PAY FORWARD" as a way to cover free coffee or meals. Just one idea. Putting the Homeless Welcome sign on the door is another. Can we come up with more ways.

Some will, some won't. This offers the person an *opportunity and privilege*, to help their fellow man and feel good doing it.

I believe that if the homeless street person understands that we understand, and are trying to help, we will see more cooperation and change in their attitude, appearance and actions.

**Will you buy into this program.** Who said: **"If it is to be, let it begin with me?"**

The first step is for **you** to commit to this by more than just words. We have enough words and studies and lists.

- 1) Have a bag in your car with a scarf, hat, mittens and a Tim card and willingly give it to a person. The next time will be easier.
- 2) Think of some homeless person that you might connect with someone who could use their help and make a mutually beneficial relationship.
- 3) Pass the word on. Ask others to support this.
- 4) Offer more than a band aid. Help the person change their life.

I see the person in the donut shop give the homeless person coffee and something to eat with no exchange of money. I see the person in the restaurant giving the person a plate of food at the back door. I wish they would invite the person in, sit them down and treat them like a guest. We see many people doing good now. I think it just needs to be promoted more. If you can do this, please send me your mailing address and I will send you decals. Thanks.

*Need your thoughts, need your support, need your suggestions.*

Thanks, *Bill*

**Disclaimer:**

**While I have been and am a member of the Knights of Columbus, Society of St. Vincent DePaul, Royal Canadian Legion and others, the views expressed here are my personal views and do not necessarily represent the views of these groups.**

**"Lord, help me to reach beyond my circle of comfort to touch the lonely and those in need around me."**

# HOMELESS



# MY PROPOSAL

## A CHANGE IN ATTITUDES

- **PUT A DECAL BESIDE THE BUSINESS DOOR.**
  - **Stores,**
  - **Service Station owners**
  - **Restaurant owners**
  - **Coffee shops**
  - **Truck Stops**
  - **Etc**
- 
- **Look at the Homeless person in a different Light**



# WHAT PEEL OFFERS

- Great Facilities
- People
- Programs
- Plan
- 900 Homeless in Peel
- 230,000 people homeless in Canada each year. While Peel region, including Brampton, Caledon and Mississauga are better off than most places, Homelessness is still a big problem and I know you all realize this.

**One Homeless Person Is One Too Many!**

# A LIFETIME SENTENCE

- **we should not tolerate this continual abuse of our fellow man for no valid reason other than our own selfishness and indifference.**
- **BEING HOMELESS SHOULD NOT BE A LIFETIME SENTENCE.**

# **WHY ARE PEOPLE HOMELESS? WHY ARE WE NOT HOMELESS?**

Perhaps because -

- We are working or have adequate income.
- We weren't beaten down and driven to the street by Abuse and Violence in the home or workplace.
- Perhaps we aren't homeless because we have good physical health and are mentally stable.
- We aren't the victim of Alcohol or drugs or other addictions and many of you realize that some addictions are not that easy to walk away from.

**Aren't we fortunate to have stable lives and not be homeless?**



# WE NEED MORE

**“Housing First”** is the theme we hear and we see some good things happening.  
**BUT THAT IS NOT ENOUGH**

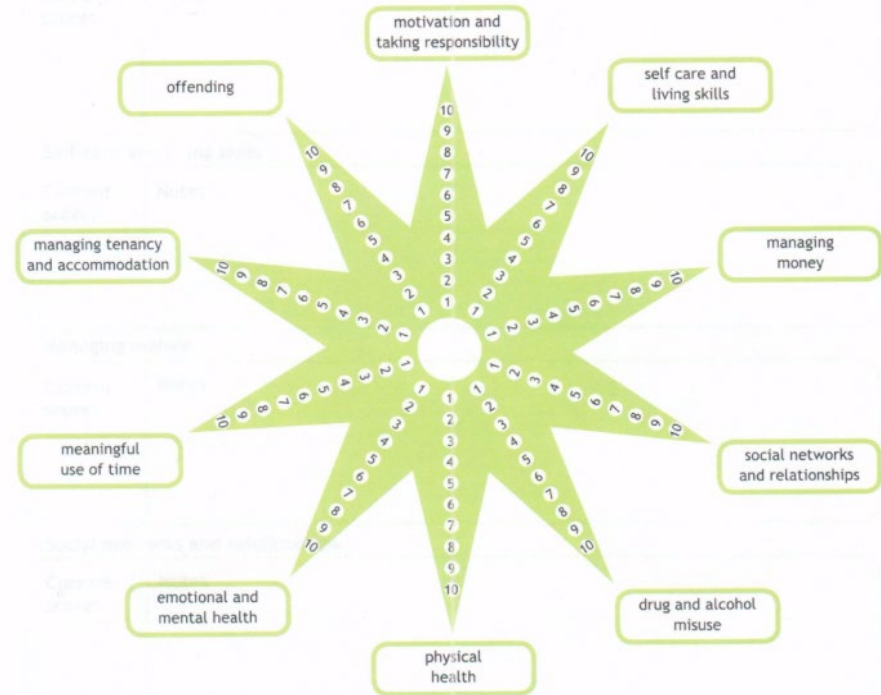
- **Housing,**
- **Adequate money to live**
- **Someone who is committed to walk with the person,**
- **Work with the person.**
- **Develop a plan** to get them on a firm footing and up the ladder from the spot they are in. That person might be a committed Social worker or a committed volunteer.

**\* I tell people that it is an exciting and beautiful world out there but you need money to enjoy the benefits.**

# WE NEED A PLAN

**“Outcome Star” As only  
one Program**

**I Don't Suggest A  
Program. There are Others  
In Peel And Other Places  
With Knowledge And  
Experience With These.**



# PLAN SHOULD INCLUDE

- 1) Motivation and taking responsibility for their actions**
- 2) Self Care and Life Skills**
- 3) Managing Money**
- 4) Social Networks and Relationships**
- 5) Drug, Alcohol and other substance abuse**
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# CHANGING OF ASSUMPTIONS

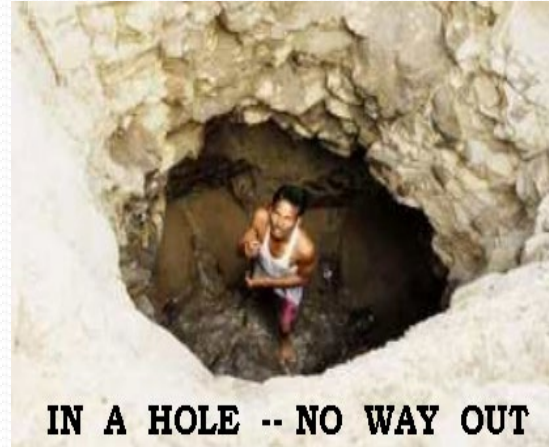
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# FOUR NECESSARY QUALITIES

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- **JUSTICE**: If we don't understand that poverty is the result of injustice, we cannot serve the person.
- **JOY**: If we do not get joy from serving our fellow man, we are in the wrong business.

# THE SITUATION

- **THE HOLE:**
- **No Way Out**
  
  
  
  
  
  
  
  
  
  
- **Your Help**



IN A HOLE -- NO WAY OUT



A "HAND UP" NOT A HAND OUT

# YOUR PATIENCE

- **The Challenge of Serving**
- **Your Patience**
- **When Will The Next Shoe Drop?**
- **What Are Options?**
- **MOTEL**
- **STORE OWNER**
- **COMMUNITY COLLEGE**
- **Shelter – Food – Meaningful Work - Mentor**

# THE OPPORTUNITY

- **People and Companies have Shone**
- **Great Public Relations For Companies**
- **Great Personal Satisfaction**
- **we are privileged to have the opportunity to serve our fellow man.**
- **Are We Not All Born Equal? Let us not pass up this Opportunity**



# INNOVATION - STARTS WITH US

**As a past New York mayor said.**

- **“The streets are neither a bathroom or a bedroom”, there is always room inside.”**

**Let us follow this example In Peel.**

- **Be innovative. Look for ways to help.**
- **How do we make this work?**
- **How can “you” make this work?**

# SUPPORT OF BUSINESS

## A BOLD MOVE

- **Talk to them.** Will you take some personal responsibility for the outcome.
- **OFFER THE PERSON THE CHANCE TO HELP THEIR FELLOW MAN.**
- **AND FEEL GOOD DOING IT.**

**The change will show in the Homeless Population -  
ATTITUDE, APPEARANCE AND ACTIONS**

# IT CAN WORK

- **Business will welcome this.**
- **Will You Buy Into The Program?**
- **Will You Talk To Business Owners?**

**IF IT IS TO BE - LET IT BEGIN WITH ME**

# THE FIRST STEP

- COMMIT TO - WORDS **&** ACTIONS
- HAVE SOME HANDOUTS
- WHO CAN YOU CONNECT THE PERSON WITH?
- WILL YOU BE THE GO-BETWEEN – INTRODUCE THEM?
- PASS THE WORD - ASK OTHERS FOR SUPPORT
- ASK FOR IDEAS AND SUGGESTIONS
- **OFFER MORE THAN A BAND AID - HELP THE PERSON CHANGE THEIR LIFE.**

# ACTS OF KINDNESS

- I see the person in the donut shop give the homeless person coffee and something to eat with no exchange of money. I see the person in the restaurant giving the person a plate of food at the back door. I wish they would invite the person in, sit them down and treat them like a guest. We see many people doing good now. I think it just needs to be promoted more. If you can do this, please send me your mailing address and I will send you decals. Thanks.
- *Need your thoughts, need your support, need your suggestions.*

# THANK YOU



# QUESTIONS