



**THE REGIONAL MUNICIPALITY OF PEEL**  
**STRATEGIC HOUSING AND HOMELESSNESS COMMITTEE**

**AGENDA**

**SHHC - 1/2020**

**DATE:** Thursday, February 6, 2020

**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; C. Fonseca; A. Groves; N. Iannicca;  
M. Medeiros; 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**
4. **REPORTS**
  - 4.1 Affordable Housing in Peel - Overview and Priorities (Oral)  
Presentation by Aileen Baird, Director, Housing Services
  - 4.2 Private Stock Strategy - An Overview (For information)
  - 4.3 Housing and Homelessness Services – Aligning Resources to Address Urgent Needs  
(Related to 4.4. to 4.6 inclusive)
  - 4.4 Private Stock Strategy - My Home Second Unit Renovation Pilot Program (Related to 4.3)
  - 4.5 New Shelter Beds for Single Women (Related to 4.3)  
Presentation by Leslie Moreau, Manager, Housing Client Services, Region of Peel and Deborah Riddle, Executive Director, Elizabeth Fry Society of Peel-Halton
  - 4.6 Service Level Increases to the Region of Peel's Outreach Program (Related to 4.3)

**5. COMMUNICATIONS**

**6. IN CAMERA MATTERS**

**7. OTHER BUSINESS**

**8. NEXT MEETING**

Thursday, April 2, 2020, 9:30 a.m. – 11:00 a.m.  
Regional Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**9. ADJOURNMENT**

# Affordable Housing in Peel

## Overview and Priorities

Strategic Housing and Homelessness Committee  
February 6, 2020

# Purpose of Presentation

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1. Peel's Housing Landscape and Pressures
2. Peel Housing and Homelessness Plan
  - Overview
  - Priorities
  - 2020 Workplan
3. Today's Reports – Key Considerations



# Affordable Housing in Peel



## Housing Landscape

- 1.4 million people
- 430,180 households
- 95% households live in market housing
- 76% own
- 24% rent:
  - ~85% are renters in market
  - ~15% are renters in community housing
    - ~17,000 in affordable market/subsidized rental
      - RoP/PHC and 46 community housing providers
      - Private landlords
- 42,517 market units in development
- 500 purpose built rental units in development
- ~4,000 homeless households

## SOLUTION

Shared outcomes, harmonized policies, cooperation and funding from all levels of government, private and non-profit sectors

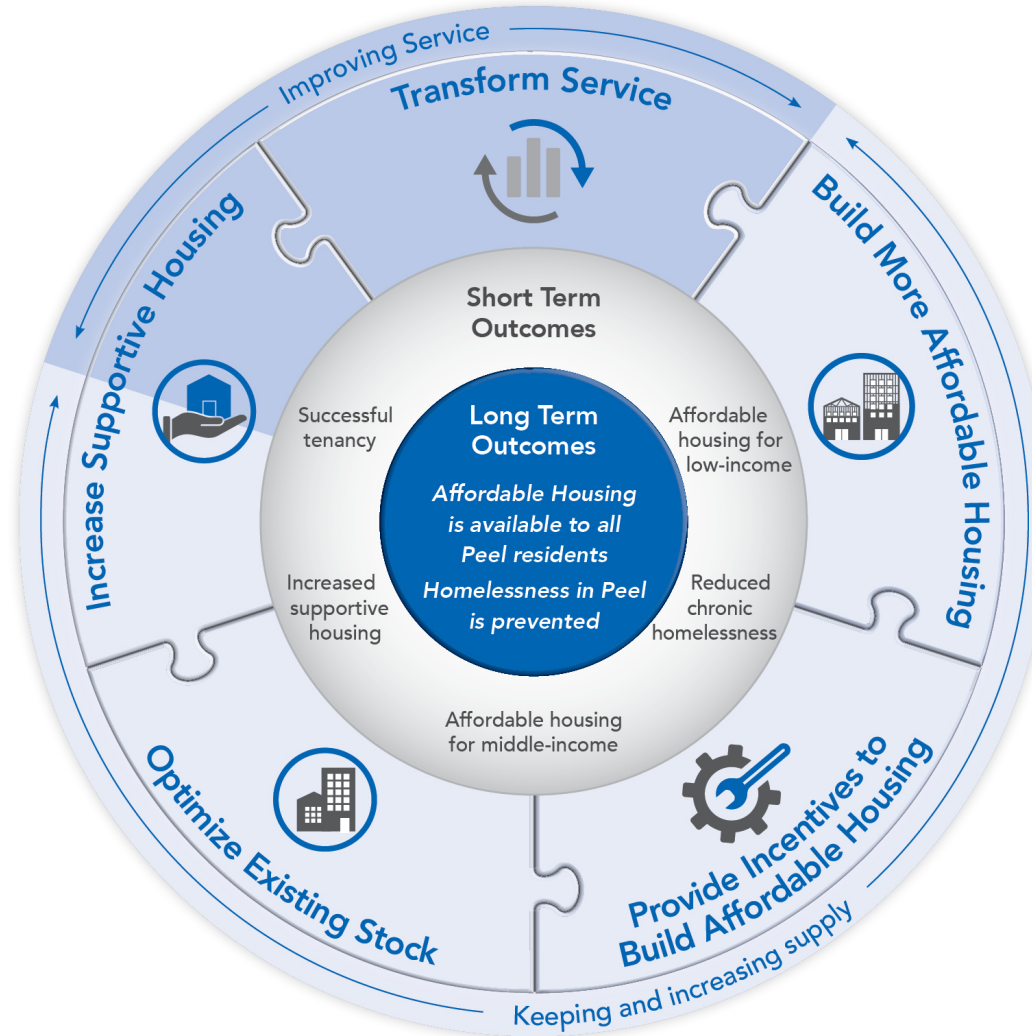
### Regional/Local Municipal Role

- Vibrant Community Housing Sector
- Coordinated planning policies, processes and tools to influence market
- Advocacy

## Pressures

- \$781,973 avg. Dec. 2019 house price
- \$2,423 avg. 2019 monthly condominium rent
- Housing prices increased 3x faster than household purchasing power (2006–2018)
- More households are precariously housed
- 80% of households cannot afford to buy a home/move into a new rental unit in Peel
- 1.2% rental vacancy rate
- Existing stock aging, capital infrastructure funding gaps
- More vulnerable residents have complex needs

# Region of Peel's Response



# Peel Region's Response to Peel's Affordable Housing Shortage

Everything we do is focused on helping people to **get** and **keep** housing






## Housing Outcomes

Affordable housing is available to all Peel residents

Homelessness is prevented in Peel

### Peel Housing and Homelessness Plan (PHHP) 2018–2028

Sets the direction for the work of Housing Services and our partners to achieve our outcomes

	← Keeping and increasing supply →			← Improving service →	
Five Strategies	 <b>BUILD MORE AFFORDABLE HOUSING</b>	 <b>PROVIDE INCENTIVES TO BUILD</b>	 <b>OPTIMIZE EXISTING STOCK</b>	 <b>INCREASE SUPPORTIVE HOUSING</b>	 <b>TRANSFORM SERVICE</b>
Priority Actions 2019 – 2020	<ul style="list-style-type: none"> <li>Housing Master Plan (HMP)</li> </ul>	<ul style="list-style-type: none"> <li>Incentives Pilot Program</li> </ul>	<ul style="list-style-type: none"> <li>Private Stock Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Safe and Transitional Housing for survivors of human sex trafficking</li> </ul>	<ul style="list-style-type: none"> <li>Client Census</li> <li>Improved client experience</li> </ul>
Accomplishments 2018 – 2020	<ul style="list-style-type: none"> <li>Completed HMP</li> <li>Financing plan to build 2200 units</li> <li>Opened Caledon seniors building – 60 units</li> </ul>	<ul style="list-style-type: none"> <li>Completed financial assessment, business case, case study analysis and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Completed strategy</li> </ul>	<ul style="list-style-type: none"> <li>Acquired and renovating sites</li> </ul>	<ul style="list-style-type: none"> <li>Census underway</li> <li>Started implementing new client service delivery model</li> </ul>
Planned for 2020	<ul style="list-style-type: none"> <li>Continue to advocate for more funding</li> <li>Open 360 City Centre Drive – 174 units</li> <li>Acquire sites for Brampton youth shelter and new Peel Family Shelter</li> <li>Assess opportunities for affordable housing project in Malton</li> <li>Council approval of resident transition plan and approach to development for Twin Pines site</li> <li>Pre-planning activities for East Avenue site</li> </ul>	<ul style="list-style-type: none"> <li>Council approval of municipal capital facilities by-law update/ CIP, pilot program and associated budget</li> </ul>	<ul style="list-style-type: none"> <li>Launch new second suites program</li> <li>Council approval of new private landlord engagement program</li> </ul>	<ul style="list-style-type: none"> <li>Open safe house</li> <li>Open transitional house</li> </ul>	<ul style="list-style-type: none"> <li>Continue to implement new client service model</li> <li>Improve wait list and subsidy management</li> <li>Increase shelter beds</li> <li>Increase outreach service levels</li> <li>Implement new technology</li> </ul>
2020 Benefits	<ul style="list-style-type: none"> <li>174 more affordable rental units on Region of Peel/Peel Housing Corporation sites</li> </ul>	<ul style="list-style-type: none"> <li>New program for private and non-profit developers to build affordable housing in Peel</li> </ul>	<ul style="list-style-type: none"> <li>Increased supply of affordable cost-effective rental units</li> </ul>	<ul style="list-style-type: none"> <li>Survivors have housing to support their transition out of human trafficking</li> </ul>	<ul style="list-style-type: none"> <li>More timely access to right-sized subsidies and supports</li> <li>Reduced red-tape and administrative costs</li> </ul>

More people will get and keep housing, clients will have a better experience

# Keys to Success

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## Increasing Supply

- Public, non-profit, and private development is needed
- Can't rely on new development alone to increase supply
- Focus on rental

## Service Transformation

- Shift to needs-based approach
- Improved coordination with community agencies, health
- Modern legislative and policy frameworks
- Investment in technology



# Today's Reports

Reports	Key Considerations
Private Stock Strategy	<ul style="list-style-type: none"> <li>• Solutions to increase the supply of affordable rental housing that don't involve new development</li> <li>• Relatively quicker, more cost-effective solutions</li> </ul>
Housing and Homelessness Services – Aligning Resources to Urgent Needs	<ul style="list-style-type: none"> <li>• Prioritizing urgent needs</li> <li>• Alleviating pressures in system</li> <li>• Fiscally responsible approach</li> </ul>
My Home - Second Unit Renovation Assistance Program	<ul style="list-style-type: none"> <li>• Supplements development as a timely, more cost-effective solution to increasing supply</li> <li>• Supports focus on rental</li> <li>• Assists Housing Services clients</li> <li>• Alleviates pressures in system</li> </ul>
New Shelter Beds for Single Women	<ul style="list-style-type: none"> <li>• Taking action now while working on larger solution</li> <li>• Prioritizing urgent needs</li> </ul>
Service Level Increases to Peel's Outreach Program	<ul style="list-style-type: none"> <li>• Prioritizing urgent needs</li> <li>• Improving service and impact</li> </ul>



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

**Aileen Baird**, Director, Housing Services

[aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca) | 905-791-7800 ext. 1898



**For Information**

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DATE: January 28, 2020

REPORT TITLE: **PRIVATE STOCK STRATEGY - AN OVERVIEW**

FROM: Janice Sheehy, Commissioner of Human Services

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**OBJECTIVE**

To provide Regional Council with an overview of the Private Stock Strategy and the approach to its implementation.

**REPORT HIGHLIGHTS**

- In April 2018, Regional Council approved a 10-year Peel Housing and Homelessness Plan (“the Plan”).
- One of the five strategies in the plan is ‘*Optimize Existing Stock*’ which focuses on creating more or different affordable housing options by leveraging existing private stock in the community.
- Leveraging private stock can be a relatively quick and cost-effective way to increase the supply of affordable housing in Peel, particularly when compared to traditional new construction development.
- Peel’s Private Stock strategy includes solutions to increase the supply of affordable housing through partnerships with private landlords, acquisitions, and leveraging private homes.
- Staff will use an experimental and prototyping approach to implement the strategy. This involves creating smaller pilot programs initially, using existing budgetary allocations where possible.
- Through a series of reports, staff will bring specific recommendations to Council as each new program is created.
- The first program, a newly designed second units renovation assistance program called ‘My Home – Second Unit Renovation Program’ is on today’s agenda for approval.

**DISCUSSION**

**1. Background**

In April 2018, Regional Council approved a new 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 is Prevented*’. One of the five strategies is *Optimize Existing Stock*. This strategy focuses on creating more or different affordable housing options by leveraging existing private stock in the community.

Leveraging private stock can be a relatively quick and cost-effective way to meet urgent needs and increase the supply of affordable housing in Peel, particularly when compared to

## PRIVATE STOCK STRATEGY - AN OVERVIEW

traditional new construction development. Private stock programs can take several varying forms. The most common forms include acquisition of, or renovation of existing stock in the community to create new affordable rental housing options and units. Other types of programs that leverage private stock are host home programs and co-housing programs which are commonly targeted towards youth or seniors. New programs are also emerging in other provinces and countries to increase the supply of affordable rental units. These include the conversion of existing commercial sites in core urban areas into residential units, multi-generational housing solutions and co-housing programs for non-seniors.

### 2. Peel's Private Stock Strategy

Over the past several months, staff has reviewed several private stock programs and leading practices across Ontario, Canada and around the world. Through this work, eight solutions, organized under three themes, have emerged that best meet Peel's unique needs.

Theme # 1 Partnerships With Private Landlords	Theme # 2 Acquisitions	Theme # 3 Leveraging Private Homes
Landlord Engagement Program	Permanent Housing Solution for high-acuity single homeless men  Renovations and conversions of non-residential sites into affordable rental housing  Faith-Based Housing Partnerships	New Second Units Renovation Assistance Program  Youth Host Homes Program  Seniors Housing Solutions (may include co-housing)  Co-housing for Non-Seniors

In some instances, implementing the solutions within the Private Stock Strategy involves building on and adapting existing practices to better meet current pressures. These include the Landlord Engagement Program, the new second units renovation assistance program and acquisition of housing for vulnerable populations. In most cases however, the private stock strategy involves implementing ideas that are new for Peel. Converting commercial spaces into residential units and implementing co-housing for non-seniors would position Peel to be a leader, as these two solutions have only been implemented by the private sector in just a few jurisdictions.

#### a) Partnerships with Private Landlords

Creating more effective partnerships with private landlords can help to increase the supply of affordable rental housing in Peel. Building on existing relationships and through a collaborative approach with landlords and the associations that represent them, staff will create a program for today's rental market, that offers supports to private landlords who agree to provide affordable and/or subsidized units within their buildings. Examples of supports include mediation resources and services, unit inspection assistance, funds that can help cover the costs of damages caused by tenants and/or help to pay rental arrears



## PRIVATE STOCK STRATEGY - AN OVERVIEW

### b) Acquisitions

Purchasing properties from the existing private stock is an effective way to increase the supply of emergency, supportive or affordable rental housing relatively quickly when compared to building new units. Peel has a history of supplementing new builds with property acquisitions to meet its housing supply targets. Examples include purchasing motels for emergency shelters, purchasing condominiums for affordable rental units and purchasing homes for the anti-human trafficking strategy. Continued, intentional and strategic use of acquisitions is endorsed through the private stock strategy. Specific solutions include:

- acquisition of buildings to create permanent housing solutions for clients with urgent needs;
- renovation and/or conversions of existing non-residential sites into affordable rental housing units; and,
- potential acquisition of underutilized places of worship through faith-based housing partnerships.

In Edmonton and Calgary, the boom-bust cycle of the energy sector, has enabled a few developers to acquire vacant commercial buildings in the downtown core urban areas. These acquisitions allow the developers to benefit from the existence of relatively newer structures that require conversion-focused capital work only to create new rental units for singles, couples and households looking for rental housing in the downtown areas. Likewise, in many areas of Ontario, and across the country, partnerships with faith-based groups have resulted in additional affordable rental housing for communities. As congregations shrink and faith-based organizations look at different ways to support their communities, partnerships for land or underutilized buildings have started to become more commonplace.

### c) Leveraging private homes

There are numerous opportunities to work with homeowners to use their homes to increase the supply of affordable housing in Peel. Common programs include renovation assistance programs, host home programs and co-housing initiatives for seniors and youth. The private stock strategy includes four solutions to better leverage private homes to achieve Peel's housing targets and outcomes. These include:

- a newly designed second units renovation assistance program;
- a host home program for homeless youth where volunteer families house a youth for a defined period to help them stabilize and reunite with their family if possible;
- seniors housing solutions that may include home-sharing, whereby a few non-related seniors choose to live together; and,
- co-housing for non-seniors, a newer phenomenon growing in popularity in large urban cities in the United States, which creates smaller private rental units with larger common shared spaces for all residents to share and enjoy within one building or home.

## 3. Approach to Implementing the Private Stock Strategy

The Private Stock Strategy is designed to supplement other strategies in the Peel Housing and Homelessness Plan to increase the supply of affordable housing, including building on Peel Housing Corporation and Region of Peel sites as per the Housing Master Plan; working with local municipalities to provide grants and non-financial incentives to private and non-

## PRIVATE STOCK STRATEGY - AN OVERVIEW

profit developers to build more affordable housing, and; increasing the use of portable rent subsidies.

Staff will bring specific recommendations to Council about each of the eight solutions within the Private Stock Strategy through a series of reports, which have been prioritized as follows:

### 2020

1. New Second Units Renovation Assistance Program
2. Landlord Engagement Program

### 2021-2022

3. Youth Host Homes Program
4. Permanent Housing Solution for High-Acuity Single Homeless Men
5. Seniors Housing Solutions (may include co-housing)
6. Co-housing for Non-Seniors

### 2022+

7. Renovations and Conversions of non-residential sites into affordable rental housing
8. Faith-Based Housing Partnerships

The first solution, a newly designed second units renovation assistance program is on today's agenda.

Given the new and innovative opportunities contained within the Private Stock Strategy, staff plan to use an experimental and prototyping approach to launch the solutions. This involves creating smaller pilot programs initially, using existing budgetary allocations where possible. This will provide staff with the opportunity to test and refine new ideas, assess their scalability and determine potential impact.

## RISK CONSIDERATIONS

Peel's Private Stock Strategy includes opportunities to try new and more innovative ideas to increase the supply of affordable housing. Innovation creates risk due to the uncertainty surrounding new program uptake and impact. Staff will ensure all new programs are properly evaluated to measure their effectiveness, scalability and outcomes. Well-designed public education, outreach and engagement campaigns will also be critical to success.

Effective implementation of the private stock strategy will require a review of any provincial or federal legislative impediments as well as ongoing collaboration with our local municipal partners to address current barriers due to by-laws on the number of un-related individuals living in one home, minimum size of a dwelling unit, and certain zoning designations.

## FINANCIAL IMPLICATIONS

The financial implications for each of the eight Private Stock solutions will be brought forward to Council through separate reports.

## PRIVATE STOCK STRATEGY - AN OVERVIEW

### CONCLUSION

Leveraging private stock can be a relatively quick and cost-effective way to increase the supply of affordable housing, particularly when compared to traditional new construction development.

Peel's Private Stock Strategy includes eight solutions that will be developed incrementally. Staff will bring a report to Council, as each is designed.



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 Aileen Baird, Director, Housing Services, ext. 1898, [aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca).*

*Authored By: Laura Tribble, Advisor, Housing Services*

DATE: January 29, 2020

REPORT TITLE: **HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

FROM: Janice Sheehy, Commissioner of Human Services

### RECOMMENDATION

**That the Active Living Design Elements Grant Program, Affordable Housing Capacity Building Grants Program, Habitat for Humanity Grant Agreement, Home in Peel Down Payment Assistance Program, and Peel Renovates Homeowner’s Renovation Assistance Program, be discontinued;**

**And further, that \$1,717,500 in Housing Support base operating budget from the discontinued programs be reallocated to fund the new My Home - Second Unit Renovation Program;**

**And further, that Regional funds in the Home in Peel deferred revenue account, fund additional units in the new My Home - Second Unit Renovation Program as required;**

**And further, that \$2,500,000 in Homelessness Support base operating budget from the discontinued programs be reallocated to fund service level increases in Outreach and Adult Shelter contracts and new Women Shelter beds in Brampton.**

### REPORT HIGHLIGHTS

- In 2018-2019, a review of Housing and Homelessness operations was conducted.
- The review included an evaluation of existing grants programs to determine if there were opportunities to reallocate base funding to address current priorities and the community’s most urgent housing needs.
- Through this report, staff is seeking Council approval to shift \$4,217,500 currently allocated to grants programs to fund the new ‘My Home - Second Unit Renovation Program’ and service level increases in Outreach and Adult Shelter contracts and for new Women Shelter beds in Brampton.
- Discontinuing the existing grants programs demonstrates the Region of Peel’s commitment to adapting and responding to changing priorities, while acting with appropriate levels of urgency to address the needs of the community’s most vulnerable residents in a fiscally responsible manner.

## **HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

### **DISCUSSION**

#### **1. Background**

In April 2018, Regional Council approved the 10-Year Peel Housing and Homelessness Plan (“the Plan”). The Plan includes a variety of strategies to increase the supply of affordable housing in Peel, as well as a strategy to transform service in order to provide more timely access to housing subsidy and supports, based on need.

In 2018-2019, a review of Housing and Homelessness operations was conducted to determine if any changes were needed to successfully implement the Plan. In light of current and growing budget constraints, Council’s desire to find efficiencies and to ensure optimal value for tax dollars, the review included an evaluation of existing grants programs to determine if there were opportunities to reallocate base funding to better address current priorities and the community’s most urgent housing needs.

The operational review resulted in structural and administrative changes that integrated Housing and Homelessness Services. It also revealed opportunities to use existing budgets differently.

Through this report, staff is seeking Council approval to shift \$4,217,500 currently allocated to grants programs to services that address more urgent housing needs of Peel’s most vulnerable residents.

#### **2. Growing Pressures That Require an Urgent Response**

The needs of the Region’s most vulnerable clients are growing and becoming more complex. As previously reported to Council, clients who are experiencing homelessness have increasingly complex and concurrent physical and mental health conditions which continue to deteriorate as they navigate the challenges, trials and traumas of poverty and homelessness.

The outreach program is overextended as it is the primary source of mental health supports for clients. Peel’s Regional homeless shelters are regularly at or over capacity. The Peel Family Shelter operated in overflow for the entire period between July 1, 2018 and June 30, 2019 and the Wilkinson shelter was in overflow 92 per cent of the time. As reported to Council through the tri-annual financial report, as of August 31, 2019 a \$1.8 million over-expenditure in shelter costs is projected.

In addition to the urgent pressures within the homelessness system, market prices for homes in Peel are now unaffordable for most families. Rental units are therefore becoming increasingly important to meet the community’s housing needs. The rental vacancy rate is at an all-time low and just a few developers are building purpose-built rental products in Peel.

#### **3. Aligning Resources to Better Meet Urgent Needs**

With work underway to develop longer-term solutions to build more affordable units, prevent homelessness and divert people from emergency shelters, an operational review of the Housing and Homelessness operations and the budget, revealed opportunities to immediately use resources differently to better address today’s urgent needs.

## HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS

The current operating budget for Housing and Homelessness supports includes \$4,217,500 to fund six grants programs as follows:

- Active Living Design Elements Grant Program
- Affordable Housing Capacity Building Grants Program
- Habitat for Humanity Grant Agreement
- Home in Peel Down Payment Assistance Program
- Peel Renovates Homeowner's Renovation Assistance Program
- Peel Renovates Second Units Renovation Assistance Program

A description of each program, the annual budget and the program objectives are included in Appendix I.

While a review of the programs revealed that objectives were largely being met and outcomes were being achieved, the grants programs were designed and implemented at a time when the pressures within the housing and homelessness system were more manageable. The priorities for the current system are very different than the priorities from just a few years ago. These growing pressures require different solutions, bigger investments and a greater sense of urgency.

As a result, staff recommends discontinuing five of the six grant programs and reallocating the funds to a mix of programs and services that meet urgent needs. The table below provides more details.

Program	Outputs	Program Recommendation	Funding Recommendation	Rationale
Active Living Design Elements Grant Program	From 2016-2018, \$424,017 given to 11 housing providers which led to the installation of active design elements at the properties.	Discontinue	Reallocate \$1,717,500 to the new Second Units Renovation Assistance Program	<ul style="list-style-type: none"> <li>• Rental units are becoming increasingly important to meet the community's affordable housing needs</li> <li>• In a market where the residential vacancy rate is 1.2% which is below the provincial rate of 1.8% (2018-CMHC) second units provide a relatively quick and very cost-effective way to increase the supply</li> </ul>
Affordable Housing Capacity Building Grants Program	From 2016-2017, \$311,675 given to 18 organizations.  Five of these organizations are building new affordable rental housing in Peel.	Discontinue		

**HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

Program	Outputs	Program Recommendation	Funding Recommendation	Rationale
Habitat for Humanity Grant Agreement	<p>From 2012-2018, \$5.22 million given to two local HFH affiliates to create 61 units.</p> <p>To date, 52 of the 61 units have been completed (funding for all 61 programs homes has already been provided).</p>	Discontinue		<p>of affordable rental housing in Peel, particularly when compared to new development.</p> <ul style="list-style-type: none"> <li>Shifting funds from home ownership programs to the second-suites program provides rental housing solutions for more Housing Services clients and therefore helps to alleviate pressures within the homelessness system. It also creates 3 times the number of units for the same level of investment</li> </ul>
Peel Renovates Second Units Renovation Assistance Program	From 2016-2018, \$1.5 million given to 66 homeowners.	Redesign program		
Home in Peel Down Payment Assistance Program	<p>From 2008-2017, \$9.5 million given to 681 individuals and families.</p> <p>\$3.8 million allocated to deferred revenue account from 174 homeowners who have repaid their loans.</p> <p>The program was put on hold in 2017 due to market conditions that inhibited the ability of</p>	Discontinue	Fund additional units for the new My Home - Second Unit Renovation Program as required.	<ul style="list-style-type: none"> <li>Given current market and to optimize return on investment, staff recommend discontinuing funding for home ownership programs and focus on affordable rental instead.</li> </ul>

**HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

Program	Outputs	Program Recommendation	Funding Recommendation	Rationale
	applicants to find affordable eligible resale homes within the Region.			
Peel Renovates Homeowner's Renovation Assistance Program	<p>From 2014-2018, \$8.06 million given to 632 homeowners.</p> <p>Renovations focused on structural, heating, plumbing, electrical and accessibility renovations.</p>	Discontinue	Reallocate \$2.5 million to Homelessness Operations for service level increases to Outreach and Adult Shelter contracts and new women shelter beds in Brampton.	<ul style="list-style-type: none"> <li>• Funds are urgently needed to enhance service levels in outreach and shelter programs to mitigate risks caused by system pressures</li> <li>• The existing Homeowner's Renovation Program does not add new affordable rental housing stock to the community, nor assist with affordability issues.</li> <li>• There is a similar program available through another organization.</li> <li>• The grants programs have been on hold for over a year. The only program that has received regular inquiries from residents is the Second Units Renovation Assistance Program. All other programs have received minimal inquiries.</li> </ul>



## **HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

### **RISK CONSIDERATIONS**

Discontinuing the existing grants programs demonstrates the Region of Peel's commitment to adapting and responding to changing priorities, while acting with greater urgency to address the growing risks of the housing and homelessness system. There is greater risk in choosing not to adapt.

The proposed funding changes will provide immediate and much needed resources to the outreach and adult shelter programs and will add new shelter beds for adult single women. The impact of the second-units renovation assistance program will also be enhanced.

While some residents may be dissatisfied with these program changes, this risk can be partially mitigated by referring clients to similar programs where they exist in other organizations. Given that grants programs have been on hold for over a year, discontinuing the programs will be relatively low profile and will, in no way affect the funds that have already been allocated.

Further risk mitigation strategies will be brought to Council through a report on the shelter system in the spring. This report will, among other things, provide Council with a recommendation about the Region's 'do not turn away' policy.

### **FINANCIAL IMPLICATIONS**

The recommendations in this report have no impact on the tax base and will deliver greater value for regional tax dollars.

It is recommended that \$1,717,500 in Housing Support base operating budget that was used for grants programs be reallocated to fund the new My Home - Second Unit Renovation Program.

In addition, it is recommended that that Regional funds in the Home in Peel deferred revenue account, fund additional units in the new My Home - Second Unit Renovation Program as required.

It is also recommended that \$2,500,000 from the Homelessness Support budget for the previous Peel Renovates Homeowner's Renovation Assistance Program be reallocated to fund service level increases to Outreach and Adult Shelter contracts and new women shelter beds in Brampton.

### **CONCLUSION**

In 2018-2019, a review of Housing and Homelessness operations was conducted to determine if any changes were needed to successfully implement Peel's Housing and Homelessness Plan. In light of current and growing budget constraints, Council's desire to find efficiencies and to ensure optimal value for tax dollars, the review included an evaluation of existing grants programs to determine if there were opportunities to reallocate base funding to better address current priorities and the community's most urgent housing needs.

Through this report, staff is seeking Council approval to shift \$4,217,500 currently allocated to grants programs to a mix of services that address more urgent housing needs. These services include a redesigned 'My Home - Second Unit Renovation Program', service level increases in outreach and adult shelter contracts and eight new shelter beds for single women in Brampton.

**HOUSING AND HOMELESSNESS SERVICES – ALIGNING RESOURCES TO ADDRESS URGENT NEEDS**

Discontinuing the existing grants programs demonstrates the Region of Peel's commitment to adapting and responding to changing priorities, while acting with appropriate levels of urgency to address the needs of the community's most vulnerable residents.



Janice Sheehy, Commissioner of Human Services

**Approved for Submission:**



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N. Polsinelli, Interim Chief Administrative Officer

**APPENDICES**

Appendix I – Grant Programs Description, Annual Budget and Objectives

*For further information regarding this report, please contact Aileen Baird, Director, Housing Services, ext. 1898, [aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca).*

*Authored By: Laura Tribble, Advisor, Housing Services*

*Reviewed in workflow by:*  
Financial Support Unit  
Legal Services

**APPENDIX I  
HOUSING AND HOMELESSNESS SERVICES - ALIGNING RESOURCES TO ADDRESS  
URGENT NEEDS**

**Grant Programs Description, Annual Budget and Objectives**

<b>Program</b>	<b>Annual Budget</b>	<b>Objectives</b>
Active Living Design Elements Grant Program	\$100,000	Provided grants to community housing providers in Peel to incorporate active living design elements at their housing sites.
Affordable Housing Capacity Building Grants Program	\$80,000	Provided grants to non-profit, faith and community groups in Peel to hire the appropriate expertise to assist their Boards with visioning and concept development for the creation of new affordable housing.
Habitat for Humanity Grant Agreement	\$1,000,000	A grant of \$90,000 per new affordable homeownership unit was provided as a capital grant and down payment for the family who purchased the home.
Peel Renovates Second Units Renovation Assistance Program	\$537,500	Provided up to \$25,000 in a grant and forgivable loan to renovate or repair their existing second unit up to Ontario Building Code standards. Unit registration with the local municipality was required.
Peel Renovates Homeowner's Renovation Assistance Program	\$2,500,000	Provided up to \$15,000 in a grant and forgivable loan for families, persons with disabilities and senior homeowners in Peel to renovate or repair their homes to address accessibility and safety concerns.
Home in Peel Down Payment Assistance Program	No annual budget – Program put on hold in 2017.  Deferred Revenue Account of \$3.8 million	Provided up to \$20,000 as down payment assistance to first time homebuyers to purchase a resale home valued at \$330,000 or below.

DATE: January 28, 2020

REPORT TITLE: **PRIVATE STOCK STRATEGY – MY HOME SECOND UNIT RENOVATION PILOT PROGRAM**

FROM: Janice Sheehy, Commissioner of Human Services

### RECOMMENDATION

**That the recommendation to revise and rename the existing Peel Renovates Second Units Renovation Assistance program, as set out in the report of the Commissioner of Human Services, titled “Private Stock Strategy – My Home Second Unit Renovation Pilot Program”, be approved;**

**And further, that Regional staff be authorized to review, approve and distribute program funding up to \$30,000 per application;**

**And further, that the Region of Peel’s duly authorized signing officers be authorized to execute funding agreements, together with such further ancillary documents necessary for the Program, on business terms satisfactory to the Commissioner of Human Services and on legal terms satisfactory to the Regional Solicitor.**

### REPORT HIGHLIGHTS

- One of the five strategies in the Peel Housing and Homelessness Plan is *Optimize Existing Stock*. This strategy focuses on creating more and different affordable housing options by leveraging existing private stock in the community.
- Leveraging private stock can be a relatively expeditious and cost-effective way to increase the supply of affordable housing in Peel, particularly when compared to traditional new construction development.
- Private stock programs can take several and varying forms, one of which is renovation programs to create new second units.
- Staff recommends that the current Peel Renovates Second Units Renovation Assistance Program be renamed “My Home Second Unit Renovation Program” and that the program criteria be amended to increase the supply of affordable rental housing in Peel.
- Staff further recommends that the new program be funded with no impact to the tax base by reallocating funding previously used for Housing Services grants programs and the Home in Peel deferred revenue account, as outlined in the companion report, titled “Housing and Homelessness Services – Aligning Resources to Address Urgent Needs”.
- Subject to Council’s approval, the new program will be launched in mid-2020.

## PRIVATE STOCK STRATEGY – MY HOME SECOND UNIT RENOVATION PILOT PROGRAM

### DISCUSSION

#### 1. Background

In April 2018, Regional Council approved a new 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 *Optimize Existing Stock*. This strategy focuses on creating more and different affordable housing options by leveraging existing private stock in the community.

Leveraging private stock can be a relatively quick and cost-effective way to increase the supply of affordable housing in Peel, particularly when compared to traditional new construction development. Private stock programs can take several and varying forms, one of which is renovation programs to create new affordable housing options and units in existing homes.

#### 2. Increasing the Supply of Affordable Housing Through Second Units

Research and practice reveal that second units can be a cost-effective and relatively expeditious way to increase the supply of affordable housing. Second units can provide affordable rental housing for tenants and can also assist homeowners facing affordability challenges, to remain in their homes.

In Peel, all local municipalities allow second units in single-detached, semi-detached and townhouse dwellings, subject to zoning requirements and restrictions. Each municipality has expressed their support for the renovation of existing non-conforming or “illegal” second units into new affordable rental housing units.

For these reasons, staff recommend moving forward with just one renovation assistance program that is focused on increasing the supply of affordable housing through renovating second units.

#### 3. Proposed Direction for the new Second Units Renovation Assistance Program

In the previous Term of Council, the Peel Renovates Second Units Renovation Assistance program focused on assisting homeowners with required repairs or renovations to an existing second unit in their home, to meet Ontario Building Code standards.

The program did not require homeowners to rent their second unit out at an affordable rate. Homeowners could receive up to \$25,000 from the Region of Peel, with the first \$3,500 as a grant and the remaining funds as a forgivable loan, with a mortgage being registered on title to their home, for a period of ten years.

The program was administered from 2016-2018 and assistance was provided to 66 homeowners: 53 in Brampton and 13 in Mississauga. The total funding allocated through the program was \$1,506,310. As there were no criteria tied to the funding to rent the unit out at an affordable rate, data is not available to assess whether the program created any new affordable rental units. The data can only show the total number of renovated second units that were created.

## **PRIVATE STOCK STRATEGY – MY HOME SECOND UNIT RENOVATION PILOT PROGRAM**

Staff is recommending that the current Peel Renovates Second Units Renovation Assistance Program be renamed “My Home Second Unit Renovation Program” and amended to achieve five key objectives:

1. Support homeowners struggling with affordability, to remain in their homes.
2. Increase the supply of safe, affordable rental housing in Peel.
3. Provide relatively quick housing solutions for Housing Services clients.
4. Support successful tenancies through appropriate training and supports to landlords and clients.
5. Support local municipal partners to increase the number of registered second units in Peel.

Staff is recommending the new program be launched in mid-2020 which will allow suitable time to complete the design, communications and procurement activities required for the program.

The new program will provide homeowners with up to \$30,000 for renovations to their existing second unit to bring it up to Ontario Building Code standards required for registration with the local municipality. Data from the previous second units renovation assistance program revealed that most homeowners had renovation costs in excess of \$25,000 to bring their units up to code. Therefore \$30,000 appears to be the lowest level of incentive required to motivate clients to participate in a program where tenants are selected on their behalf.

Homeowners who agree to house a client who is working with Housing Services to find affordable permanent rental housing will be eligible to receive the maximum of \$30,000. Housing Services clients include households who are waiting on the Centralized Waiting List, the street homeless, and singles and families staying in emergency or transitional housing.

The commitment to house clients will remain in effect for the ten-year affordability period aligned with loan forgiveness. Should a homeowner choose to house a tenant of their own selection, they will only be eligible to receive up to \$20,000 in total program funding towards their renovations. While the optimal focus on the program is to create second units for housing services clients, it is recognized that any new affordable housing is a benefit to the community.

Annually throughout the duration of the ten-year mandatory loan forgiveness or affordability period, homeowners will be required to provide the Region with copies of lease agreements and rental receipts showing the affordable rental rate being charged for their renovated unit. These rental rates must be set at 80% of the average market rent, or lower, for the local municipality. Homeowners will also be able to access support services offered by Housing Services which will include landlord-tenant mediation supports, unit inspection assistance, and damage and rent arrears funds to name only a few.

## PRIVATE STOCK STRATEGY – MY HOME SECOND UNIT RENOVATION PILOT PROGRAM

### 4. Next Steps

Pending approval of the recommendations contained in this report, staff will return to Council before July 2020 with the final program design and eligibility criteria, performance measures and marketing campaign details.

Program evaluation results will be shared with Council before the end of the current term. Should the program be successful, additional funding may be requested to expand the program's reach and impact.

### RISK CONSIDERATIONS

The proposed new 'My Home – Second Unit Renovation Program' will have stricter criteria than the previous program. As a result, the level of uptake and program success is difficult to predict.

Staff is therefore recommending that the revised program be launched with targeted marketing efforts in collaboration with all three local municipalities and other community partners, to ensure information about the program reaches homeowners struggling with affordability and isolation, who could most benefit from participation.

At this time, the program will have annual base operating funding of up to \$1,717,500 per year and the ability to access funding from the Home in Peel deferred revenue account to fund additional units. Annually, base funding will be able to create up to 57 new affordable units. Access to the deferred revenue account will provide funding for up to 126 additional units for a period of up to 3 years.

### FINANCIAL IMPLICATIONS

The companion report on the February 6, 2020 Strategic Housing and Homelessness Committee agenda entitled "Housing and Homelessness Services – Aligning Resources to Address Urgent Needs" outlines the funding for the proposed My Home – Second Unit Renovation Program. This includes reallocating \$1,717,500 in the Housing Support base operating budget from discontinued grant programs and utilizing Regional funds in the Home in Peel deferred revenue account to fund additional units as required.

### CONCLUSION

One of the five strategies in the Peel Housing and Homelessness Plan is *Optimize Existing Stock*. This strategy focuses on creating more and different affordable housing options by leveraging existing private stock in the community.

Research and practice reveal that second units can be a cost-effective and relatively quick way to increase the supply of affordable housing. Second units can provide affordable rental housing for tenants and can also assist homeowners facing affordability challenges, to remain in their homes.

**PRIVATE STOCK STRATEGY – MY HOME SECOND UNIT RENOVATION PILOT PROGRAM**

As such, staff is recommending that the current Peel Renovates Second Units Renovation Assistance Program be renamed “My Home Second Unit Renovation Program” and amended to provide much needed affordable rental housing for Housing Services clients and other residents struggling with affordability.



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 Aileen Baird, Director, Housing Services, extension 1898, [aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca).*

*Authored By: Laura Tribble, Advisor, Housing Services*

*Reviewed in workflow by:*  
Financial Support Unit  
Legal Services



DATE: January 29, 2020

REPORT TITLE: **NEW SHELTER BEDS FOR SINGLE WOMEN**

FROM: Janice Sheehy, Commissioner of Human Services

### RECOMMENDATION

**That the contract (Document 2020-060N) for shelter beds for single women be awarded to the Elizabeth Fry Society of Peel-Halton for the operation of eight emergency shelter beds for single women at a maximum annual operational cost of \$300,000 (excluding applicable taxes), in accordance with Procurement By-law 30-2018, as amended;**

**And further, that approval be granted to renew the contract for the operation of the shelter beds for four optional 12-month periods, subject to the satisfactory performance and approved budget, based upon the terms and conditions of the contract including price escalation, in accordance with Procurement By-law 30-2018, as amended.**

### REPORT HIGHLIGHTS

- The Region of Peel operates three adult shelters: Wilkinson Road Shelter (Wilkinson) in Brampton, Cawthra Road Shelter (Cawthra) in Mississauga and the Peel Family Shelter in Mississauga.
- Women accounted for approximately 30 per cent of primary applicants who accessed regionally-owned shelters between July 2018 and June 2019.
- Excluding Regional shelters reserved for victims of family violence or human trafficking, only Cawthra, a gender-mixed facility, provides services to single adult women.
- Staff has been meeting with community groups to discuss this service gap.
- Staff is seeking Council approval to award a contract for eight emergency shelter beds for single women to the Elizabeth Fry Society of Peel-Halton, using space at an existing Elizabeth Fry facility in Brampton.
- The contract will be for a period of one year, with four optional 12-month extensions, with an annual operating budget of \$300,000, exclusive of applicable taxes.
- The operating budget can be funded with no impact to the tax base by reallocating funding in the Homelessness Support base operating budget as outlined in the companion report titled "*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*".
- Using an existing site provides an opportunity to immediately offer some minor relief to this urgent need, while simultaneously working toward a broader and more impactful solution.

## NEW SHELTER BEDS FOR SINGLE WOMEN

### DISCUSSION

#### 1. Background

The Region of Peel has a long history of providing shelter services in the community. The Region's emergency shelters are an integral part of the continuum of housing services that include outreach services, homelessness prevention, emergency shelter, transitional housing, supportive housing, subsidized housing and rent supplements. Within the continuum of support, emergency shelters serve as an access point for homeless individuals into transitional, supportive and permanent housing.

The Region of Peel operates three adult shelters: Wilkinson Road Shelter (Wilkinson) in Brampton, Cawthra Road Shelter (Cawthra) in Mississauga, and Peel Family Shelter in Mississauga. Excluding shelters reserved for victims of family violence or human trafficking, only Cawthra, a gender-mixed facility, provides services to single women.

Women accounted for approximately 30 per cent of primary applicants who accessed regionally-operated shelters between July 2018 and June 2019; single women accounted for 50 per cent of unique shelter users at the Cawthra Road shelter for the same period. The absence of an emergency shelter designated for females -only represents a gap in homelessness services for women across the Region. To begin to address this gap in service as expeditiously as possible, staff issued a Request for Information and Expression of Interest to determine if there were any service providers in the community who would be interested in providing emergency shelter services for women, and who could immediately provide the facility in which to deliver these services.

The Request for Information and Expression of Interest document was issued in September 2019 to determine the level of interest and available space to administer emergency shelter services to single women. One organization responded, the Elizabeth Fry Society of Peel-Halton ("Elizabeth Fry"). As there was only one submission received, the Region entered negotiations with Elizabeth Fry.

#### 2. Proposed Services

Elizabeth Fry has provided trauma-informed and gender-responsive programs and services to self-identifying women and girls for 46 years. The agency has extensive experience operating residential housing and delivering reintegration and outreach services to women and girls through a gender-responsive, trauma-informed, cultural and anti-oppressive lens. Their programs are founded upon gender-specific principles derived from the developmental, psychological, social, educational and cultural characteristics of women and girls.

Staff is seeking Council approval to award the contract for the operation of eight shelter beds to the Elizabeth Fry Society of Peel-Halton. Annual operating costs are \$300,000, exclusive of applicable taxes.

Under this contract, Elizabeth Fry will provide eight shelter beds for single women aged 25 and up at their facility at 30 Ellen Street in Brampton.

## NEW SHELTER BEDS FOR SINGLE WOMEN

Shelter services will operate 24 hours a day, 7 days a week. Elizabeth Fry will observe applicable Regional Shelter Standards, deliver services according to the *Housing First* philosophy and operate within the network of Regional shelters to deliver consistent and seamless service. Elizabeth Fry staff will provide service navigation supports and housing help. Shelter clients will also have access to Elizabeth Fry's many services, such as Indigenous services, human trafficking-specific supports, addictions services and justice-related supports.

This site is currently and will continue to serve as a Community-Based Residential Facility that houses up to ten women, eighteen years of age and older, who are transitioning out of the provincial and federal correctional systems. The beds for shelter residents are in a separate wing of the facility from the Community-Based Residential Facility beds, however common spaces will be shared. Co-locating beds for women transitioning out of the correctional systems with other types of beds is not uncommon and is a model of service delivery that the Elizabeth Fry Society of Peel-Halton is accustomed to working under. Individuals accepted into a Community-Based Residential Facility typically present lower risks to the community, are motivated to reintegrate into the community, and have needs not dissimilar to those of women experiencing homelessness.

The facility at 30 Ellen Street is in an ideal location in downtown Brampton and is on a sizeable plot of land. Through the course of this contract, staff will investigate opportunities to extend shelter services at this site through renovation and expansion, or at other locations throughout Peel, and will bring recommendations to Council once developed.

## FINANCIAL IMPLICATIONS

The operating budget can be funded with no impact to the tax base by reallocating funding in the Homelessness Support base operating budget from the previous Peel Renovates Homeowner's Renovation Assistance Program, as outlined in the companion report on the February 6, 2020 Strategic Housing and Homelessness Committee agenda entitled "*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*". The operating costs for the emergency shelter beds are up to \$300,000 annually, exclusive of applicable taxes. The contract will be for a period of one year, with four optional 12-month extensions subject to an annual price adjustment.

It is anticipated that the proposed shelter beds will be operational by summer 2020.

## RISK IMPLICATIONS

The limited availability of shelter services for single women represents a gap in social supports for homeless women in Peel. As a result, some women may remain in, or enter into unsafe or unhealthy arrangements. Homeless women are constantly at risk for physical and sexual assault. A study in Toronto reported that more than one-third of visibly homeless women had been physically assaulted, and over 20 per cent sexually assaulted in the preceding year<sup>1</sup>. To avoid violence or exploitation associated with homelessness, women may choose to, for

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<sup>1</sup>YWCA. *End women's and girls' homelessness*. <https://ywccanada.ca/what-we-do/create-change/homelessness/>

## NEW SHELTER BEDS FOR SINGLE WOMEN

example, remain in an abusive relationship or exchange sex or personal services for accommodation to avoid homelessness<sup>2</sup>.

Utilizing an existing site provides the Region with an opportunity to expeditiously offer some minor relief to this urgent need, while simultaneously working toward a broader and more impactful solution.

Elizabeth Fry and Regional staff will work closely to ensure that the co-location of the shelter and community-based residential services does not elevate risks for either population of residents. Site visits have been conducted and operational practices for Ellen House have been reviewed and were satisfactory for expansion of services to include shelter residents. Elizabeth Fry will adhere to Regional Emergency Shelter Standards in the delivery of shelter services. Frequent communication between Elizabeth Fry and Regional staff, timely incident reporting protocols, and exit surveys for discharged residents will support the ongoing assessment of the success of this service arrangement.

## CONCLUSION

Through this report, staff is seeking Regional Council approval to award a contract to the Elizabeth Fry Society of Peel-Halton for the establishment of eight shelter beds for single women aged 25 and up. These beds will provide immediate relief for single homeless women in Peel who currently have no shelter options in their community, and for those homeless women in the Region who feel uncomfortable or unsafe in gender-mixed shelter environments.

Elizabeth Fry has a long history of administering gender-specific programming and operating residential facilities for women and girls. Staff will be exploring opportunities to expand shelter services at this site beyond the initial eight beds and will return to Council with recommendations once developed.



Janice Sheehy, Commissioner of Human Services

### Approved for Submission:



N. Polsinelli, Interim Chief Administrative Officer

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<sup>2</sup> Maki, K. *Housing, Homelessness, and Violence Against Women: A Discussion Paper*.  
<https://www.homelesshub.ca/sites/default/files/attachments/Housing%2C%20Homelessness%2C%20and%20VAW%20Discussion%20Paper%20Aug%202017.pdf>

**NEW SHELTER BEDS FOR SINGLE WOMEN**

*For further information regarding this report, please contact Aileen Baird, Director, Housing Services, ext. 1898, [aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca).*

*Authored By: Stephanie Pendergast*

*Reviewed in workflow by:*

Procurement  
Financial Support Unit

# New Shelter Beds for Single Women

**A Partnership Between the Region of Peel  
and Elizabeth Fry Society Peel-Halton**

January 2020

# Proposed Partnership

- Eight (8) emergency shelter beds, plus opportunities for on-site overflow
- Female-only residence, Ellen House
- Available to women aged 25 and up
- Located in Brampton
- Considering opportunities for expansion



# These beds will provide women needing emergency shelter with:



Choice



An option near to their home community



A safe and supportive environment



Access to female-centric programming and supports



# Elizabeth Fry Society



# Elizabeth Fry Society Peel-Halton Programs

- Life skills programs;
- Employment readiness supports;
- Indigenous services;
- Eating disorder supports;
- Human trafficking supports;
- Healthy relationship programs;
- Psychology services;
- Addictions services;
- Justice supports, and more



# Ellen House

- 30 Ellen St. in downtown Brampton
- Two-story bungalow
- Easy access to public transportation and local agencies
- Operating since 1973
- Community-Based Residential Facility (CRF) Serving women aged 18 and over
- Facility will continue to serve up to 12 CRF residents, while simultaneously offering emergency shelter services





4.5-12







4.5-13

# Ellen House Staffing and Administration

- 24/7 staffing
- Staff provide ongoing supportive counselling and enhanced program delivery, advocacy and referral services
- Staff are trained in many modalities to better meet the unique and complex needs of women and girls
- Ellen House programs and policies have been trauma-reviewed and staff are trauma trained

# Next Steps

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graph LR; A[Finalization of agreement] --> B[Recommendation report to Strategic Housing & Homelessness Committee]; B --> C[Recommendation Report to Regional Council]; C --> D[Launch of new emergency shelter beds*];
```

Finalization of agreement

Recommendation  
report to Strategic  
Housing &  
Homelessness  
Committee

Recommendation  
Report to Regional  
Council

Launch of new  
emergency shelter  
beds\*

## For more information contact:

### **Region of Peel**

Leslie Moreau, Manager

793-9200 x 8269

[Leslie.Moreau@peelregion.ca](mailto:Leslie.Moreau@peelregion.ca)

### **Elizabeth Fry Society Peel-Halton**

Deborah Riddle, Executive Director

905-459-1315 x 231

[driddle@efrypeelhalton.ca](mailto:driddle@efrypeelhalton.ca)



DATE: January 29, 2020

REPORT TITLE: **SERVICE LEVEL INCREASES TO THE REGION OF PEEL'S OUTREACH PROGRAM**

FROM: Janice Sheehy, Commissioner of Human Services

## RECOMMENDATION

**That the service level increases set out in the report of the Commissioner of Human Services, titled “Service Level Increases to the Region of Peel’s Outreach Program”, be approved.**

## REPORT HIGHLIGHTS

- Peel’s Outreach Program provides services and supports to individuals who are homeless or at imminent risk of becoming homeless.
- A new purchase of service agreement with the Canadian Mental Health Association (CMHA) to deliver Peel’s Outreach Program will take effect on March 1, 2020.
- During the last year, the issue of chronic homelessness in Peel Region has become much more visible, particularly in downtown Brampton and along the Lakeshore in Mississauga.
- There has been an increase in the number of homeless clients dealing with trauma and complex physical and mental health concerns.
- An increase in extreme weather alerts also pose greater risks for clients living on the streets.
- For these reasons, staff recommends an enhancement to service levels for the Outreach Program.
- The increased service levels would change the Outreach Program’s budget from \$1,398,433 to \$2,504,695 exclusive of tax.
- The increase in the Outreach Program’s operating budget can be funded with no impact to the tax base by reallocating funding from within the Homelessness Support operating budget, as outlined in the report entitled “*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*” listed on the February 6, 2020 Strategic Housing and Homelessness Committee.

## DISCUSSION

### 1. Background

Peel’s Outreach Program provides services and supports to individuals who are homeless or at imminent risk of becoming homeless. The program has been in existence since 2001.



## SERVICE LEVEL INCREASES TO THE REGION OF PEEL'S OUTREACH PROGRAM

The current program is operated by the Canadian Mental Health Association (CMHA) and includes a mobile outreach van and a street helpline. The mobile outreach van includes basic needs provision, substance use and mental health supports, health services provided by a Registered Practical Nurse and referrals to housing. The mobile van operates Monday through Friday, 8:30 a.m. to 4:30 p.m. with evening hours Monday, Wednesday and Friday from 6:00 p.m. to 9:00 p.m. and Saturday and Sunday, 11:00 a.m. to 3:00 p.m.

In the fall of 2019, the Region of Peel issued a Request for Proposal to interested organizations in order to enter into a new contract for Peel's Outreach Program. The Canadian Mental Health Association (CMHA) was the only organization that responded. The submission includes increases to service levels to improve outcomes for Peel's homelessness population.

Through this report, staff is seeking Regional Council approval to increase the level of service provided through Peel's Outreach Program. The service level changes will increase the annual budget from \$1,398,433 to \$2,504,695. As per the companion report on the February 6, 2020 Strategic Housing and Homeless Committee agenda, titled "*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*", staff is recommending that the budget increase be funded by repurposing the existing Homelessness Support budget, with no impact to the tax base.

### 2. Need for Increased Service Levels

The needs of the homeless population in Peel are becoming more complex. Currently, a third of the clients of Peel's Outreach Program experience chronic homelessness, which means they have been homeless for more than 6 months in the past year.

More than half of the outreach clients experience mental health issues and many also experience physical disabilities and/or chronic or acute medical issues. Addictions continue to be an ongoing issue within the homeless population, alongside a steady rise in older adults dealing with complex trauma.

Throughout 2019, the profile of street homeless has increased. Eleven new encampments were identified by CMHA this year, as some homeless individuals prefer to sleep "in the rough" rather than opting to use emergency shelters.

Extreme weather events are also on the rise. These events pose considerable health risks for the homeless population in both the winter and summer seasons. Peel Region utilizes the alert system administered by the City of Toronto. The City issued 22 cold alerts in 2017, 31 in 2018 and 27 in 2019. In 2017, the City of Toronto issued 5 heat and 2 extended heat warnings. These numbers rose to 10 and 6 alerts respectively, in 2018. There is no data on heat alerts for 2019. Increased use of extreme weather protocols is required to ensure those who live on the street are properly cared for.

Finally, many agencies and faith-based organizations in the Region's community provide heating and/or cooling centres, soup kitchens and other supports to serve the homeless population in Peel. Currently, the extent of these services is unknown. A requirement to inventory and coordinate these community services is proposed for the new contract with CMHA.

## SERVICE LEVEL INCREASES TO THE REGION OF PEEL'S OUTREACH PROGRAM

### 3. Proposed Service Levels

Pending Council approval, and effective March 1, 2020, Peel's Outreach Program service levels will be enhanced. More specifically, staffing levels will increase by 6 full time positions (from 12 to 18 staff) and program hours will be increased from 57 to 84 hours weekly (27 hours per week). The quality of all services is being improved and one new service - to inventory and coordinate the street homeless support system - is being added. Further details are below.

Service	Current Service Level	Enhanced Service Level
Street Helpline	Services are provided by CMHA during Outreach Hours and then by Region of Peel Corporate Call Centre After Hours	<b>Appropriate trained staff at all times</b> - 24/7 Service provided by CMHA with trained staff in mental health and homelessness
Digital mapping of homeless individuals	Provided by CMHA	<b>Service better coordinated</b> - Will be provided by CMHA and will be better coordinated and shared with the Region and partner agencies.
Mental Health, Addictions and Housing Support	1 team on the road at all times	<b>Additional Staff</b> - 2 teams on the road at all times
Basic Needs Provision	Provided	Provided
Medical Support	Registered Practical Nurse	<b>Enhanced Services</b> - Registered Nurse and Mobile Health Vehicle (Doctor on wheels)
Coordinated Street Support System	None	<b>New Service</b> - Will inventory existing services, develop new resources and improve coordination and information share between agencies.
Severe Weather Protocols	Only during program hours, any urgent situation now must be addressed by Corporate Call Centre with urgent escalations sent to on call Human Services Supervisor.	<b>More hours of service</b> - During program hours 7 days/week, 12 hours/day, after hours requests will be handled by trained staff at Street Helpline.
Hours of operation	57 program hours per week including 3 nights.	<b>More hours of service</b> - 84 program hours per week including 7 nights.

These new service levels enable Peel's Outreach Program to adapt to the growing and changing needs of the homeless population in Peel, while improving program outcomes.

## SERVICE LEVEL INCREASES TO THE REGION OF PEEL'S OUTREACH PROGRAM

### RISK CONSIDERATIONS

Due to the increasingly complex health and social needs of the homeless population and increases in extreme weather alerts, staff is seeking Council approval to increase service levels for Peel's Outreach Program.

Without increased service levels, the risks associated with people living on the street with complex mental and physical health concerns could increase; for those who are homeless and for the community.

The proposed service level enhancements will provide more and better-quality care to the homeless population in Peel, while improving coordination with community agencies. Together, these enhancements will help more homeless individuals achieve housing stability and improved quality of life.

### FINANCIAL IMPLICATIONS

The increases to the Outreach Program's operating budget can be funded with no impact to the tax base by reallocating \$1,106,262 within the Homelessness Support operating budget from the Peel Renovates Homeowner's Renovation Assistance Program to the Street Outreach Program, as summarized in the companion report on the February 6, 2020 Strategic Housing and Homelessness Committee agenda entitled "*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*". The new contract with the Canadian Mental Health Association will be for a 36-month term, with six optional 12-month extensions subject to an annual price adjustment on each of the optional years in accordance with the percentage change in the Consumer Price Index, Ontario for the previous calendar year, as published by Statistics Canada.

### CONCLUSION

Peel's Street Outreach Program is an essential service provided by the Region of Peel. Effective March 1, 2020, the Region of Peel will enter into a new contract with the Canadian Mental Health Association (CMHA) to operate Peel's Outreach Program.

Through this report, staff is seeking Regional Council approval to enhance the level of service provided through Peel's Outreach Program. Staff is also seeking Council approval to increase the budget for the program from \$1,398,433 to \$2,504,695. As per the companion report on the February 6, 2020 Strategic Housing and Homelessness Committee agenda, titled "*Housing and Homelessness Services – Aligning Resources to Address Urgent Needs*", staff is recommending that the budget increase be funded by repurposing the existing Homelessness Support budget, with no impact to the tax base.

The proposed service level enhancements will provide more and better-quality care to the homeless population in Peel and will help more individuals achieve housing stability and improved quality of life.



Janice Sheehy, Commissioner of Human Services

**SERVICE LEVEL INCREASES TO THE REGION OF PEEL'S OUTREACH PROGRAM**

**Approved for Submission:**



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N. Polsinelli, Interim Chief Administrative Officer

*For further information regarding this report, please contact Aileen Baird, Director, Housing Services, ext. 1898, [aileen.baird@peelregion.ca](mailto:aileen.baird@peelregion.ca).*

*Authored By: Leslie Moreau, Manager, Housing Services*

*Reviewed in workflow by:*

Financial Support Unit  
Purchasing

**ADDITIONAL MATERIALS  
DISTRIBUTED AT MEETING**

## Request for Delegation

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD	MEETING NAME
<b>2020/02/06</b>	<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
Feb 5 <sup>th</sup> /2020
NAME OF INDIVIDUAL(S)
Stephen Webster Homeless No Working Phon

POSITION(S)/TITLE(S)
[REDACTED]
NAME OF ORGANIZATION(S)
[REDACTED]

TELEPHONE NUMBER	EXTENSION
[REDACTED]	[REDACTED]

REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)
Homeless After Windsor Hit House Insurance Company stalled about 4 minutes in Truck accident.

A formal presentation will accompany my delegation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Presentation format: <input type="checkbox"/> PowerPoint File (.ppt) <input type="checkbox"/> Adobe File or Equivalent (.pdf) <input type="checkbox"/> Picture File (.jpg) <input type="checkbox"/> Video File (.avi,.mpg) <input type="checkbox"/> Other <input type="text"/>
Additional printed information/materials will be distributed with my delegation : <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attached

**Note:**  
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### 3.1-2

Homeless Solutions and care for People leaving the hospital being treated as out treatment. We need to take total inventory of all one and two bedroom apartments and who is in them. All new people going into certain buildings need to have a drug test at move in and again between 6 and 9 months after move in. All apartments with a single male need to have bunks beds installed in the bedroom and made to have 2 males plus a third person on the couch in the winter months. Any people on Ontario works who agree to voluntary drug testing gets a presto pass with \$50.00 a month on it with the city having access to all presto pass information. All people on Ontario works or O D S P need to give the land lord name and signed proof 3 months after moving and every 6 months after that the landlord got the rent money. I can show you a 84 year old landlord that has not got any rent from a tenant in 34 months since she and her 2 boys moved in. This makes it hard to find places for people to rent to these people. Landlords need to know the type of person they renting to when rent a room or shared kitchen apartment. 40% of the people living in the shelter I would not want rent to. We need to plan high density buildings above 4 plus story parking buildings close to public transit. In cases like mine the city needs to back charge W S I B or the insurance company or the O T A for the cost of these truck drivers or other workers in the shelter system . In cases where the homes took longer than 6 months to repair all the cities, towns need to tax homes and apartments at 20 cents per square foot per month. Hospital care for the bottom people is no good. On dec 20 2019 I went to the hospital was told to go home and soak my feet I told them I was homeless. I went back on Dec 26 at 1600 hours . I was looked at 100 hours on Dec 27 and treatment finished at 3:15 on Dec 27 . I was put in a taxi in Windsor and dumped on the street at 3:40 in the morning in little more than a hospital gown. Later on Dec 28 was put in taxi first on would not take to hospital half the brought back dumped on street the police told taxi to take back to the shelter as I was unable to walk. The second taxi took me to hospital only because the police told them told as I needed a I V and both feet worked on. After done treatment at the hospital I was told the hospital would provide transport back to mission . the hosipatal ordered me to leave as I was too sick to wheel myself off the property a volunteer said they would wheel me to edge of the property. Security said no the police were called the first policeman put my Costco over the wheel the bottom ripped open a ripped open the wheelchair had a bad axle and the people in the waiting room came out and took my side including one construction worker. 4 more policeman came got me outside and arrested me They took me downtown seen I had to come back again to the hospital in 15 hours . and would need to have a nurse to supervise me in jail as i was very sick dropped me at the day shelter. I was dumped out of the wheelchair on the street because of the bad wheel after 2 hours somebody called the police as they seen me wet and cold it took 3 calls to the police and good hour for the police to come the person who could believe that the police waited another half hour for a shelter resident to come and get me . The next day a person who had a van in storage walked for over a hour to get it so I could get to and from the hospital. When complained on Monday to hospital they



and the security told me this happens all the time. On Monday I stayed at a closed truck stop. As it was closed for the holidays and got another van to sleep in as I was too sick for the shelter. A O P P officer called by the truck stop next morning spent almost 2 hours trying to find somewhere to stay and was unable to . I found a private home in London who kept me for 16 days who was a former coach to the Russian swim team. She made sure that did not lose my right foot and treated 3 times a day . ( I went every M P P I could and had 3 reviews done nobody could get me the care needed or a place to look after my foot) The solution take a number Of rent controlled apartments and double up singles from lower floor and put them in higher floors . Anybody who is homeless and has no bad criminal record have access showers . Give all truck stops a list of everybody who is homeless and has a criminal record. I often sleep at truck stops or bank A T M s All houses that are sold a tax of 10% of the increase minus a \$1,000 a month for increase in value to not taxed by Brampton. I would push the province to provide treatment programs for drug addicts. All people in rent geared to income housing should provide 10 hours per month,. The same thing should happen if a person can not prove the landlord was paid the rent if asked by Ontario Works. I have been camping out at Queens Park since Jan 24 and will be there likely until the middle of march. I have came across a lot of people that are homeless. Many of them do not want to work and live off the system . I think anybody who is stealing something big like stealing a person checkbook from the nursing home and empty out the account or stealing a wheelchair van then using to move very bad drugs should be banned from public housing and put in a shelter with a big fence around it. Too many of these people will lye to try to get money . Between Fords health care cuts and the insurance company not looking after injured people and who home are condemned . We c must push for puplic insurance as a option as the private insurance leaves the taxpayer and the nonprofits on the hook. We have more homeless ex truck drivers in the system unless truck parking is provided along with showers at the large D C like Walmart and at least another 200 truck parking spots with showers rooms for truck drivers who need nursing care.7168604681

Attention I have been homeless for 5 years I have used different shelters across the province from Toronto to Windsor to Goderich. I have lived on people couches and slept across the front seat of a pickup truck when able to work. I do no drugs and do not drink. The problem is some shelters limit people to a very short time. Once while staying at Wilson I lost my bed after trying to meet with a housing worker for 2 days and she was busy. On the third day I had a interview with secmilier construction for a job driving cement truck . My housing worker said more important meat with than a job interview. I have been attacked at knife point in the shelter. Been shot at while sleeping a pickup and seen two people killed than 50 feet from me. The police let me sleep in the truck till morning. The next night I slept bank A T M as my pickup was held by the police as 2 bullets hit my pickup. How did I end up homeless? My house was hit by a windstorm 79 months ago . I got a job and was hit from behind Jan 1 2015. By a ryder truck at 60 M P H when stopped for a car in a snow storm that had blocked my side of the road. I got a job in May of 2015 and got hurt on the job in November of 2015 . W S I B would not pay my medical bills or my lost income as it was a reinjury of the jan 1 2015 accident



FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2020/02/06</b>	MEETING NAME <b>SHHC</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 <b>2020/02/04</b>
--

NAME OF INDIVIDUAL(S) <b>Joshua Bénard</b>
---

POSITION(S)/TITLE(S) <b>VP Real Estate Development</b>
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NAME OF ORGANIZATION(S) <b>Habitat for Humanity Greater Toronto Area</b>
---

E-MAIL <b>Joshua.Benard@habitatgta.ca</b>	TELEPHONE NUMBER <b>4167557353</b>	EXTENSION <b>2229</b>
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED) <b>Agenda Item 4.3 from the Feb 6 Strategic Housing and Homelessness Committee Meeting</b>
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A formal presentation will accompany my delegation <input type="checkbox"/> Yes <input type="checkbox"/> No
Presentation format: <input checked="" type="checkbox"/> PowerPoint File (.ppt) <input type="checkbox"/> Adobe File or Equivalent (.pdf) <input type="checkbox"/> Picture File (.jpg) <input checked="" type="checkbox"/> Video File (.avi,.mpg) <input type="checkbox"/> Other <input type="text"/>
Additional printed information/materials will be distributed with my delegation : <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Attached

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MEETING DATE YYYY/MM/DD <b>2020/02/06</b>	MEETING NAME <b>SHHC</b>
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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  
**2020/02/05**

NAME OF INDIVIDUAL(S)  
**Jackie Isada**

POSITION(S)/TITLE(S)  
**Director of Government & Stakeholder Relations**

NAME OF ORGANIZATION(S)  
**Habitat for Humanity Halton Mississauga**

E-MAIL <b>jisada@habitatthm.ca</b>	TELEPHONE NUMBER <b>637-4446</b>	EXTENSION <b>220</b>
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**speaking to the STRATEGIC HOUSING AND HOMELESSNESS COMMITTEE on the Report Housing and Homelessness Services – Aligning Resources to Address Urgent Needs**

**Present to committee the case for not cancelling Habitat Humanity Halton Mississauga funding partnership agreement with Peel Housing as outlined in 4.4 Report. No prior discussion has taken place in advance of this report.**

**(Related to 4.4. to 4.6 inclusive)**

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

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Building in  
Brampton, Caledon,  
Toronto & York Region

**RECEIVED**

February 6, 2020

REGION OF PEEL

OFFICE OF THE REGIONAL CLERK

February 5, 2020

Via Email (council@peelregion.ca)

Councillor Annette Groves  
Chair, Strategic Housing & Homelessness Committee  
C/O Regional Clerk, Kathryn Lockyer  
Region of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON  
L6T 4B9

REFERRAL TO \_\_\_\_\_  
RECOMMENDED \_\_\_\_\_  
DIRECTION REQUIRED \_\_\_\_\_  
RECEIPT RECOMMENDED  \_\_\_\_\_

RE: February 6, 2020 Strategic Housing & Homelessness Committee – Agenda Item 4.3, Habitat for Humanity Grant Agreement Program

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Dear Chair Groves and Members of the Strategic Housing and Homelessness Committee,

I am writing with respect to the Region of Peel’s review of the Habitat for Humanity Grant Agreement. As you are aware, Habitat for Humanity GTA has benefited from a long-standing partnership with the Region, and have jointly been active in the development of 51 homes for working, lower- income households since 2009. Habitat for Humanity GTA’s current development plan includes an additional 67 affordable homes, which will be built in Brampton and Caledon over the next 5 years.

We are alarmed by Staff’s recommendation, under Agenda Item 4.3, to discontinue the Habitat for Humanity Grant Agreement program. This recommendation comes with no prior consultation with Habitat for Humanity GTA. In fact, the Habitat Affiliates only became aware of this recommendation on February 4<sup>th</sup> when the Staff Report was released to the public via the Committee website. A discontinuation of the Habitat for Humanity Grant Agreement will severely jeopardize our ability to deliver critical affordable housing solutions to Peel Region.

The provision of long-term affordable housing units is a key strategic objective of the Region’s 2018-2028 Housing and Homelessness Plan. Habitat for Humanity has demonstrated the strength of our unique homeownership model to contribute to this objective. Beyond the opportunities we create for working, lower income families, we also free up rental units, thus creating a ripple effect of housing opportunities throughout the homelessness / shelter / supportive housing / rental housing system. Moreover, the Habitat homeownership model enables us to extend the affordability feature of each home, by repurchasing and reselling to another qualified family, creating long-term affordability in the community. It is our intention that

## 5.1-2

homes built by Habitat for Humanity with renewed Region of Peel funding will be structured so they remain affordable in perpetuity – just as rental units are intended to be affordable and provide social good in perpetuity.

The staff report indicates that the rationale for discontinuing the Habitat for Humanity Grant Program is that by shifting funds to a secondary suites program, Peel Region will realize a greater return on its investment. While Habitat for Humanity GTA does not dispute that a secondary suites program could be an effective component of a comprehensive affordable housing strategy, families we work with have reported that secondary suites, particularly in private stock, are often insufficient in providing appropriate family accommodations. More importantly, we believe a balanced investment in a range of housing options, including housing managed by the non-profit sector, is critical to provide housing mobility.

Based on the foregoing, we are requesting the Committee to consider the following:

1. Defer consideration of Agenda Item 4.3 to a future meeting of the Committee; and,
2. Instruct Staff to consult with the Habitat for Humanity GTA on continuing the grant program that would see the existing 67 affordable housing units by Habitat GTA. All units to have a long-term affordability requirement, to the satisfaction of the Region.

We look forward to continued dialogue on this matter and we can provide additional background materials as needed.

Sincerely,

Joshua Benard  
Vice President, Real Estate Development  
Habitat for Humanity GTA

CC:  
Regional Chair Iannicca (nando.iannicca@mississauga.ca)  
Mayor Brown (patrick.brown@brampton.ca)  
Mayor Thompson (allan.thompson@caledon.ca)