Regional Municipality of Waterloo

Community Services Committee

Minutes

Tuesday, November 4, 2014

9:00 a.m.

Regional Council Chamber

150 Frederick Street, Kitchener, Ontario


Declarations of Pecuniary Interest Under The Municipal Conflict of Interest Act

None declared.

Consent Agenda Items

Request to Remove Items From Consent Agenda

There were no requests to remove items from the consent agenda.

Motion to Approve Items or Receive for Information

Moved by J. Wideman

Seconded by C. Millar

That the following items be approved:

- That the Regional Municipality of Waterloo enter into a Service Contract effective November 20, 2014 with Trillium Bilingual Montessori School, located at 888 Trillium Drive, Kitchener Ontario N2R 1K4 as outlined in Report SS-14-051, dated November 4, 2014.
And that the following items be received for information:

- SS-14-052, Canada – Ontario Job Grant (Information)
- PH-14-040 / SS-14-055, Poverty Indicators in Waterloo Region: Status Report 2014 (Information)
- PH-14-039, Quarterly Charged/Closed Food Premises Report (Information)
- PH-14-041, NutriSTEP Screening: Ministry of Health and Long Term Care Accountability Indicator Update (Information)
- Memo: Stirling Nursing Homes Limited
- Memo: Ontario Works Caseload: September 2014
- Memo: Implementation of New Technology for Social Assistance
- Memo: Update 2014-15 Housing Stability Brochures and Wallet Card
- Memo: TD Friends of the Environment Foundation Grant – Naturalized Learning Environments

Carried

Regular Agenda Resumes

Reports – Social Services

a) SS-14-053, Kitchener-Waterloo Out of the Cold 2014/15 Response Plan

*D. Craig left the meeting at 9:03 a.m.
*B. Halloran and K. Seiling entered the meeting at 9:05 a.m.

Douglas Bartholomew-Saunders, Commissioner, Social Services, introduced Van Vilaysinh, Manager, Social Planning, to provide a presentation on the Region’s response to the Out of the Cold site closings. A copy of the presentation is appended to the original minutes. V. Vilaysinh informed the Committee that staff have developed the responses based on information contained in the Homelessness to Housing Stability Strategy, numerous presentations to Regional and City Councils, and input received through seventeen multi-stakeholder meetings with over forty-five different stakeholders.

V. Vilaysinh explained that the short term response includes the opening of a forty-five bed overnight shelter at the YWCA and additional beds and staff at existing locations. This expansion will result in 360 beds with additional space in motels for overflow during the 2014/15 season. She also noted that St. John’s Kitchen and Ray of Hope will be
providing three meals daily and will be open from 8 a.m. to 10 p.m. during the week, with reduced hours on weekends. ROOF will also be expanding their hours and providing additional meals to assist youth.

The long term response will include focusing on supporting people affected by the Out of the Cold closures to establish long term housing stability. This will involve additional rent assistance and expanding the STEP home program in accordance with the Homelessness to Housing Stability Strategy’s housing first philosophy. V. Vilaysinh, stated that going forward staff will monitor the response plan to inform planning for next year. She also noted that the Region was offered the opportunity to be the first pilot site for the national 20,000 Homes Campaign and staff will provide more information on this issue in the near future.

*D. Craig and T. Cowan entered the meeting at 9:12 a.m.

In response to a question from the Committee, V. Vilaysinh stated that staff are working with the Out of the Cold sites that are continuing to operate to look at the number of guests they have, ensure that the changes are communicated to the public, and develop a plan for the future.

The Committee thanked the various Out of the Cold sites and volunteers for their hard work offering this service and for their participation in moving forward. The Committee also thanked staff for their quick response to a challenging issue and requested that they provide the new Council with an update on the response in January.

Received for information.

b) SS-14-054, Homelessness to Housing Stability Strategy Progress Report 2011-2013

D. Bartholomew-Saunders introduced the report and explained that the report provides an overview of the work done throughout the existing term of Council. Deb Schlichter, Director, Housing Services, provided a presentation on the progress made in relation to the Homelessness to Housing Stability Strategy. She explained that the strategy was released in 2012 and consisted of both a policy framework and an action framework which provide common reference points and identify forty actions to support ending homelessness. She stated that housing and homelessness have come together in a number of areas including the recent corporate reorganization and the Region’s 10 Year Housing and Homelessness Plan that includes the Homelessness to Housing Stability Strategy and the Region’s Housing Action Plan.
D. Schlichter noted that since 2011 ninety percent of the action items have seen significant or moderate progress. She also explained that STEP home has helped 521 people access permanent housing between 2008 and 2013. Staff will be working on and providing reports related to the 10 Year Housing and Homelessness Plan going forward.

In response to a question from the Committee, D. Schlichter explained that the brochures that were distributed to the members of the Committee are updated regularly and provided to community partners, including libraries, community centers, and the Out of the Cold sites. A copy of each brochure is appended to the original minutes. D. Bartholomew-Saunders noted that the wallet card was developed as a result of the Out of the Cold discussions and will be distributed by front line staff to clients at any location where someone can receive social services.

Beth Hayward, Social Planning Associate, explained that calculating the social return on investment (SROI) is a complicated process that involves evaluating various indicators such as service usage, emergency services, the justice system, and quality of life factors. Staff are considering using a range of indicators in the future, including (SROI) but a final decision has not been made.

In response to a question from the Committee, D. Bartholomew-Saunders explained that the capping of discretionary benefits has limited the first and last month’s rent program. This has impacted the ability of many individuals to access housing. Council’s decisions have allowed staff to address this problem to a certain degree.

Received for information.

Reports – Planning, Housing and Community Services

c) P-14-101, Investment in Affordable Housing for Ontario Program (2014 Extension) Delegation of Approval for Provincial Program Delivery and Fiscal Plan for Year 1

Rob Horne, Commissioner, Planning, Housing and Community Services, explained that the Affordable Housing for Ontario Program will provide over $2.5 million to the Region for affordable housing in 2014/15. A call for expressions of interest was issued in October and the results will be presented to the new Council in January for approval.

Chair S. Strickland noted that during the election campaign the community was supportive of enhanced investments in affordable housing. He requested a report be brought to the new Council reviewing the affordable housing plan and outlining opportunities for increasing the target for affordable housing units.

Moved by J. Mitchell

1741808
Seconded by T. Cowan

That the Regional Municipality of Waterloo approve the following with regard to the Investment in Affordable Housing for Ontario (IAH) Program (2014 Extension), as described in Report No. P-14-101, dated November 4, 2014:

a) Authorize the Commissioner of Planning, Housing and Community Services to approve and submit the Program Delivery and Fiscal Plan for Year 1 of the IAH (2014 Extension) to the Ministry of Municipal Affairs and Housing no later than November 30, 2014;
b) Authorize the Director of Housing to execute and deliver all other documentation required by the Province of Ontario and the Region of Waterloo for the purpose of accessing funding from the IAH (2014 Extension); and
c) Authorize the Director of Housing to reallocate funding between program components to ensure full use of the IAH (2014 Extension) Year 1 notional allocation.

Carried

Reports – Public Health

d) PH-14-042, Influenza Update: Previous Season Summary & 2014-15 Plan

Karen Quigley-Hobbs, Director Infectious Disease, Dental and Sexual Health, stated that the 2013 influenza season was a typical one. For 2014-2015 the number of pharmacies that are providing influenza vaccinations has increased to approximately one hundred. Public Health will be offering seven community clinics across the Region. An additional six family clinics will be offered for children five years old and younger. K. Quigley-Hobbs thanked the Committee members that received their vaccinations prior to the meeting.

The Committee thanked staff for their work and the increased number of locations available to the public and the number of vaccinations given.

Received for information.

Information/Correspondence

a) Council Enquiries and Requests for Information Tracking List was received for information.

Regional Chair K. Seiling thanked Chair S. Strickland for chairing the Committee for the last four years and for the additional work that he has undertaken in this role.

1741808
Next Meeting – To Be Determined

Adjourn

Moved by T. Cowan

Seconded by B. Halloran

That the meeting adjourn at 9:45 a.m.

Carried

Committee Chair, S. Strickland

Committee Clerk, T. Brubacher
2014 OOTC Changes

- **OOTC in 2013/14:**
  - Church/volunteer based across 11 different sites
  - Average 60-70 people overnight, 20 people every night

- Decisions for closures vary

- **OOTC changes for 2014/15**
  - Friday and Sunday meals and overnight
  - Wednesday and Saturday meals only
Response Planning

- **August 20 Report to CSC:**
  - Update on announced OOTC closures
  - Region to coordinate with service providers

- **August 25 City of Kitchener Delegations and Motion**
  - Establish a taskforce

- **September 5 City of Kitchener Report:**
  - City staff to work with the Region to support their consultations and review of options to respond to the needs of the OOTC guests.
Consultation Process

- Multi-stakeholder meetings (Sept. 4 to Oct. 22)
  - 17 meetings
  - 45+ different stakeholders
- Agency response meetings
  - 15 meetings
- Open Community Forums
  - October 22, 2014
  - January & May 2015
- To address immediate (short term) needs
- Reinforce longer term housing responses
System Response Plan

- **Short Term Immediate Needs:**
  - Emergency Shelter Options
  - Outreach, Drop-in and Meal Options

- **Longer Term Housing Stability Plan**
Emergency Shelter Options

- Capacity within existing emergency shelters
  - 6 shelters, 267 beds (187 + 80 overflow) + motels

- Increase overnight shelter options
  - YWCA KW: 45 bed transitional shelter and staff support
  - Additional 25 beds and staff support at Cambridge Shelter
  - Additional 3 beds and staff support at ROOF
  - Additional staff support at Charles St. Men's Hostel
  - Lutherwood WIT additional resources to support OOTC guests with complex needs

- Total for 2014/15 = 340 beds + motels
Outreach, Drop-in and Meal Options

- **Drop-in and Meal Options**
  - St. John's Kitchen and Ray of Hope coverage 8am to 10pm
  - ROOF 9am-10pm 7 days/week

- **Street Outreach**
  - Increased daytime mobile street outreach support
  - Evening and weekend mobile street outreach support

- **Wallet card summarizing changes**
Longer Term Housing Stability Plan

- Supports for establishing housing stability
  - Expanded STEP Home intensive support
  - Rent assistance support for STEP Home participants
  - Additional Rent Fund for rent deposits
  - Moving and furniture and household goods

- Affordable housing, supportive housing
  - Ranging from "dry" to "wet"
  - Considered as part of the CHPI Supportive Housing PQ and RFP process over 2014 and 2015
Next Steps

- Community Wide Registry
  - Surveying Dec 1 & 2
  - Results and next steps meeting – Dec 3 am

- Monitoring and evaluation of response plan
  - Results will inform planning for Fall 2015 and beyond

- Open stakeholder meetings
  - January 2015 and May 2015
Strategy Progress Report
2011-2013

COMMUNITY SERVICES COMMITTEE
NOVEMBER 4, 2014

Docs# 1737289
The Strategy

- Action within the Corporate Strategic Plan (2011-2014)
- Released in 2012
  - Policy Framework
  - Action Framework
- Endorsed by Council and 28 other groups and organizations
Region of Waterloo
Housing and Homelessness
Where Are We Now?

HHSS1
(2008-2010)

HHSS2
(2011-2024)

10 Year Plan
(2014-2024)
90% Significant or Moderate Progress

- Significant Progress: 50%
- Moderate Progress: 40%
- Minimal Progress: 10%
Supported 521 people experiencing persistent homelessness to permanent housing between 2008 and 2013.
SROI Results Across Programs

For every dollar invested there is an average return of $9.45 in social value created by these programs.
### Examples of Other Activities

- Hoarding Support Project
- Specialized Medical Addictions and Mental Health Outreach Teams
- Extraordinary Needs Program
- Acquired Brain Injury Support Coordination
- Family Shelter Diversion Pilot
- Increased Peer Support Programs
- Lived Experience as Expertise Manual
- Lutherwood Expanded Housing Services
- Increased Supportive Housing Units
Next Steps

- Distribute the Strategy 2011-2013 Progress Report
- Update/develop further indicators, baseline measures and targets
- 10 Year Plan – 1st annual report June 2015
Emergency Shelter programs are residential programs designed for people with no fixed address. Locally, Emergency Shelter programs meet the immediate needs of three groups of people:

- adults, families and unaccompanied youth living without a fixed address;
- unaccompanied children 12-15 years of age who are not living at home and not currently under the guardianship of Family and Children’s Services; and
- women fleeing abuse, with or without dependents.

Emergency Shelter programs do not require a planned intake and do not offer permanent housing. The programs are not covered under the Residential Tenancies Act, 2006.

There are two main types of Emergency Shelter programs in Waterloo Region:

1. Emergency Shelter Programs that Follow the Guidelines

As of 2011, seven of the ten Emergency Shelter programs in Waterloo Region are under Agreement with the Region and follow the Waterloo Region Emergency Shelter Guidelines (Guidelines). Locally, Emergency Shelter programs that follow the Guidelines provide temporary shelter, meals, essential services and access to direct support and/or support coordination. While each Emergency Shelter program operates differently and may have unique eligibility criteria, many policies and procedures are coordinated through the Guidelines. Most Emergency Shelter programs are co-located with complementary housing stability programs.

2. Other Emergency Shelter Program Options

The other three Emergency Shelter program options are Anselma House and Haven House through Women’s Crisis Services of Waterloo Region and Kitchener-Waterloo Out of the Cold. These programs are not under Agreement with the Region and do not follow the Guidelines. Women’s Crisis Services of Waterloo Region provides emergency shelter for women and their children fleeing abuse. Kitchener-Waterloo Out of the Cold is a seasonal, volunteer-run, primarily church-based program that provides meals and overnight accommodations to people between November and April. While each site operates independently, the program as a whole is guided by a common vision and mandate.

For full program details (including additional eligibility criteria) contact the organization and/or refer to the Inventory of Housing Stability Programs in Waterloo Region at www.socialservices.regionofwaterloo.ca search “Inventory”
Emergency Shelter Programs in Waterloo Region – 2014-2015

Staffed 24 hours/day, 7 days/week with the exception of Kitchener-Waterloo Out of the Cold.

**WOMEN**

**Arguments Services of Waterloo Region:**

www.wcswr.org

Eligibility: Women fleeing abuse ages 16 and older and their dependents (male dependents ages 18 or younger).

**Anselma House**

700 Heritage Drive, Kitchener
519-742-5894
Business Calls: 519-741-9184

**Haven House**

562 Concession Road, Cambridge
519-653-2422
Business Calls: 519-741-9184

**Women’s Crisis Services of Waterloo Region:**

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**YWCA Kitchener-Waterloo:**

**YWCA Emergency Shelter Services**

84 Frederick St. E., Kitchener
519-744-0120 (TTY)

www.ywca kw.on.ca

Eligibility: Females and trans ages 16 and older; families, including father-led families.

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www.ywca kw.on.ca

Eligibility: Females and trans ages 16 and older; families, including father-led families.

During Business Hours

Monday-Friday from 8:30 a.m.-4:30 p.m.: (Phone or walk-in welcome)

**Lutherwood:**

**Families in Transition**

41 Webster St. W., Kitchener
519-749-2450 OR
35 Dickson St., Cambridge
519-623-9380

www.lutherwood.ca

Eligibility: Families with children under 18 years old, who are at-risk of housing loss or experiencing homelessness.

After Business Hours

Families in need of immediate emergency shelter after business hours should contact the emergency shelters directly (see contact information below). You will be connected to a Lutherwood Families in Transition Counsellor the next business day. If immediate emergency shelter is not required, please wait until the next business day and contact Lutherwood for assistance at that time.

**Cambridge Shelter Corporation:**

**The Cambridge Shelter**

26 Simcoe St., Cambridge
519-624-9305

www.cambridgescheltercorp.ca

Eligibility: People ages 16 and older and families.

**Kitchener-Waterloo Out of the Cold**

Offered at various locations from Nov. 1, 2014 - April 2015

www.kwootc.ca

Eligibility: An evening meal and overnight shelter for people ages 16 and older.

**Friday Nights**

First United Church
16 William St. W., Waterloo (Bus routes: iXpress, 5, or 7)
226-476-2235

Hours: 5 p.m.-8 a.m.

**Sunday Nights**

St. Louis Church
53 Allen St. W., Waterloo* (Bus route: 7)

* use gymnasium entrance behind the church off Willow St.
519-745-2061

Hours: 5:30 p.m.-8 a.m.

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**YMCA Emergency Shelter Services**

84 Frederick St. E., Kitchener
519-744-0120 (TTY)

www.ywca kw.on.ca

Eligibility: Females and trans ages 16 and older; families, including father-led families.
Time-Limited Residence programs are shorter term residential programs designed for people in transitional situations. These programs offer support that is tailored to specific transitional circumstances in order to increase capacity to maintain housing stability over the long term. For example, a refugee family may access a settlement program during their first few weeks or months in Canada, a pregnant youth without a fixed address may move into a maternity home until her baby is born, or people with disabilities or health issues may access a respite program in situations of crisis or to allow for their caregivers to rest.

Unlike Emergency Shelter programs, Time-Limited Residence programs require a planned intake. Unlike Supportive Housing programs, Time-Limited Residence programs generally expect people to transition from the program within a certain time frame and the programs are typically not covered under the Residential Tenancies Act, 2006.
DEVELOPMENTAL DISABILITY
Developmental Services of Ontario – Central West Region (DSO-CWR)
519-741-1121
Time limit: Varies.
www.dsontario.ca
Eligibility: DSO-CWR is the single point of contact for housing and/or support for adults ages 18 and older with developmental disabilities.

Sunbeam Residential Development Centre: Developmental Services Resource Centre – Waterloo Region (DSRC-WR)
519-741-1121
Time limit: Varies.
www.dscwr.com
Eligibility: DSRC – WR is the single point of contact for housing and/or support for children ages 0-17 with developmental disabilities.

ACQUIRED BRAIN INJURY (ABI)
Traverse Independence: Summit Transitional Living Program
Kitchener
519-741-5845 x2503
Time limit: 24 months.
Eligibility: People ages 16 and older with a diagnosed acquired brain injury.

MENTAL HEALTH
Waterloo Regional Homes for Mental Health Inc.: Crisis Respite Residential Program
Kitchener
519-576-7431
Time limit: Varies.
www.waterlooregionalhomes.com
Eligibility: People ages 16 and older who are experiencing or recovering from a serious mental health issue and are in crisis or require respite.

REFUGEES
Reception House Waterloo Region: Resettlement Assistance Program
Kitchener
519-743-2113
Time limit: 10 days, possibly longer.
www.kwcentre.ca
Eligibility: Individuals and families who are government sponsored refugees.

YOUTH
Monica Place:
Residential Programs
519-743-0291
www.monicaplace.ca
Waterloo Residential Program
Time limit: Throughout pregnancy and eight weeks post-natal, possibly longer.
Eligibility: Female youth ages 12-24 who are pregnant, parenting, or placing for adoption.
Cambridge Residential Program
Time limit: Post-natal when infant is three-24 months of age.
Eligibility: Female youth ages 16-24 who are parenting.

Society of Saint Vincent de Paul:
Marillac Place
Kitchener
519-571-0722
Time limit: One year.
www.marillacplace.ca
Eligibility: Females ages 16-25 who are pregnant and/or parenting with children under age two.

OLDER ADULTS
Long Term Care Respite
Located across Waterloo Region
519-748-2222
(contact via Waterloo Wellington Community Care Access Centre)
Time limit: Varies.
www.wwccac.org
Eligibility: Varies.

GENERAL
The Working Centre:
Integrated Supported Housing
Kitchener
519-743-1151 x 228
Time limit: One year.
www.theworkingcentre.org
Eligibility: People ages 16 and older who are in transition.
Housing Help Programs

Housing Help programs help people to either retain adequate housing and/or to find and establish more adequate housing by providing support and/or financial assistance.

Support provided by Housing Help programs is designated to the person (i.e., if a person moves, the support will follow – see the Affordable Housing and Supportive Housing brochure for information about programs where support is designated to a unit, building or neighbourhood).

Depending on the nature of the program, support can take a variety of forms on three main continuums: from less intensive to crisis intervention, from shorter to longer term and/or from less to more frequent. In addition, support may be provided either directly and/or be coordinated among various formal community programs, informal connections and/or privately funded sources.

Financial assistance includes grants, loans and other financial benefits as well as housing subsidies designated to a person (see the Affordable Housing and Supportive Housing brochure for information about housing subsidies designated to units).
DEVELOPMENTAL DISABILITY

Developmental Services of Ontario - Central West Region (DSO-CWR)
519-741-1121
www.dsontario.ca
Eligibility: DSO-CWR is the single point of contact for housing and/or support for adults ages 18 and older with developmental disabilities.

Sunbeam Residential Development Centre: Developmental Services Resource Centre – Waterloo Region (DSRC-WR)
519-741-1121
www.dsccwr.com
Eligibility: DSRC – WR is the single point of contact for housing and/or support for children ages 0-17 with developmental disabilities.

MENTAL HEALTH AND ADDICTIONS

Here 24/7
1-844-437-3247 (HERE247)
www.here247.ca
Eligibility: Here 24/7 is the single point of contact for addictions, mental health and crisis services provided by 12 agencies across Waterloo – Wellington – Dufferin. It provides intake, assessment, referral, crisis, waitlist and appointment booking for these services.

PHYSICAL DISABILITY

Independent Living Centre of Waterloo Region: www.iliwr.org
Direct Funding Outreach Services
519-571-6788 www.outreachiliwr.org
Eligibility: People ages 16 and older with a permanent physical disability.

ACQUIRED BRAIN INJURY (ABI)

Traverse Independence, Brain Injury Association of Waterloo Wellington and the Food Bank of Waterloo Region: 519-741-5045 x 2503
www.traverseindependence.ca
Acquired Brain Injury (ABI) Day Program/Opportunity Centre
Eligibility: People ages 18 and older with a brain injury.
The Beginnings
Eligibility: People ages 55 and older with a brain injury.

Traverse Independence: Acquired Brain Injury (ABI) Outreach Services
519-741-5045 ext 2503
www.traverseindependence.ca
Eligibility: People ages 16 and older with a diagnosed acquired brain injury.

YOUTH

Argus Residence for Young People: Shelters to Housing Stability*
Young Men: 519-623-7991
Young Women: 519-650-0452
www.argusresidence.com
Eligibility: Youth experiencing persistent homelessness who have repeatedly accessed emergency shelter services and require intensive, flexible support.

Reaching Our Outdoor Friends (ROOF): Family Reconnect Worker/Shelters to Housing Stability Worker*
242 Queen St. S., Kitchener
519-742-2787
www.roof-agency.net
Eligibility: Youth experiencing persistent homelessness who have repeatedly accessed emergency shelter services and require intensive, flexible support. Services also include support with family mediation or reconnection with immediate and/or extended family as appropriate.

MEN

House of Friendship: Shelters to Housing Stability* 519-742-8327 x 339
www.houseoffriendship.org
Eligibility: Males experiencing persistent homelessness who have repeatedly accessed emergency shelter services and require intensive, flexible support.
The Working Centre: Streets to Housing Stability* 519-504-3418
www.theworkingcentre.org
Eligibility: Males experiencing persistent homelessness in who require intensive, flexible support.

WOMEN

Kitchener-Waterloo YWCA: Shelters to Housing Stability*
519-744-6507 x 211
www.ywcakw.on.ca
Eligibility: Females experiencing persistent homelessness who have repeatedly accessed emergency shelter services and require intensive, flexible support.

Streets to Housing Stability*
519-744-6507 x 211
Eligibility: Females experiencing persistent homelessness who require intensive, flexible support.

FAMILIES

Lutherwood: Families in Transition
Kitchener: 41 Weber Street West, Phone: 519-745-2450
Cambridge: 35 Dickson Street, Phone: 519-623-9380
www.lutherwood.ca
Eligibility: Families with children under 18 years old, who are at-risk of housing loss or experiencing homelessness. *Program is also the first point of access to emergency shelter for families with children.

GENERAL

Cambridge Shelter Corporation: www.cambridgehousing.org
Peer Program*
519-718-3624
Eligibility: Employes people with lived experience of homelessness to support participants in the Shelters to Housing Stability and Streets to Housing Stability programs.

Shelters to Housing Stability*
519-624-9305, Cell: 519-624-8550
Eligibility: People experiencing persistent homelessness who have repeatedly accessed emergency shelter services and require intensive, flexible support.

Streets to Housing Stability*
519-624-9305, Cell: 519-716-1861
Eligibility: People experiencing persistent homelessness who require intensive, flexible support.

Trustee Program
519-624-9305 x 105
Eligibility: Singles, couples, and families on small fixed incomes who need help with paying bills and budgeting.

Lutherwood: www.lutherwood.ca
Housing Support Services
Kitchener - 519-749-2450
Cambridge - 519-623-9383
Eligibility: People ages 16 and older who need assistance to obtain or retain rental housing.
*Community access point for the Rent Fund (loan or grant)***
**Whatever it Takes* 519-749-8305 x1417
Eligibility: People experiencing persistent homelessness who encounter system level barriers.

* STEP Home program

Region of Waterloo: www.regionofwaterloo.ca
Community Relations Workers 519-575-4800
Eligibility: Tenants of Waterloo Region Housing.

Homemakers and Nurses Services Act Program 519-893-8949 x 6342
Eligibility: People with low income, based on need and financial assessment.

Waterloo Region Energy Assistance Program 519-883-2100
Eligibility: Singles, couples, and families with low-income who are unable to pay their utility/fuel arrears.

The Working Centre: www.theworkingcentre.org
At Home Outreach*
519-504-3418
Eligibility: People at-risk of homelessness who require at-home health care to maintain housing stability.

Housing Desk 519-743-1151 x 117
Eligibility: People ages 16 and older who need assistance with accessing housing.

Waterloo-Wellington Community Care Access Centre: Information and Community-Based Health and Support Services 519-748-2222
www.healthcareathome.ca/www/en
Eligibility: People in need of health and support services, based on assessment, applicable provincial guidelines and regulations for services.

*STEP Home program

**Community access point for the Rent Fund (loan or grant)***

***Whatever it Takes* 519-749-8305 x1417
Eligibility: People experiencing persistent homelessness who encounter system level barriers.

**STEP Home program

***Whatever it Takes* 519-749-8305 x1417
Eligibility: People experiencing persistent homelessness who encounter system level barriers.
Street Outreach Programs

What is it?
*Street Outreach* programs are designed to serve people who are street-involved. People who are street involved spend a significant amount of their time on the street, in public spaces or outdoors for a variety of reasons. For example, they may be experiencing homelessness or at-risk of housing loss, be involved in street-based work, and/or have an informal support network that is largely street-involved. *Street Outreach* programs facilitate connections between the people they walk with and the wide variety of community resources available to them, where desired.

Why is it needed?
People who access *Street Outreach* programs may be disengaged from other forms of support in the community and have a greater need for flexibility in the way that services are delivered. Often, people who access *Street Outreach* programs are not being served, are being underserved, and/or are unable or unwilling to access services by other means. Most *Street Outreach* programs have few eligibility criteria and exercise flexibility wherever possible to increase accessibility.

Two types of *Street Outreach* programs:

- **General Street Outreach**
  General programs serve everyone who is street-involved and focus on providing a variety of resources to meet people’s basic needs (e.g., clothing, food, personal hygiene supplies, support to navigate community services).

- **Specialized Street Outreach**
  Specialized programs either serve a particular population (e.g., people with a serious mental health issue, people at-risk of HIV/AIDS/Hepatitis C) or provide a specific resource (e.g., replacement of identification, access to health care practitioners).

Two main delivery models:

- **Fixed Street Outreach**
  Fixed programs are located at physical sites in the community at certain times. Some programs provide access to a variety of resources (e.g., washrooms, showers, laundry facilities, storage for personal belongings and/or telephones as well as a safe space to rest) while others offer a more specific service at a satellite location.

- **Mobile Street Outreach**
  Mobile programs are not tied to a particular location or time frame. Initial contact with people often takes place out in the community (e.g., public spaces, outdoors or other places where people frequently gather). Programs have the flexibility to respond to people’s emerging needs (e.g., accompaniment during important appointments, crisis support).
**Fixed Outreach**

**General**

**Cambridge Shelter Corporation:** Welcome Aboard
26 Simcoe St. Cambridge 519-624-9305 x103
Weekdays 6 a.m.-8 p.m. (drop-in plus medical clinic and needle exchange)
www.cambridgescheltercorp.ca
Eligibility: People ages 16 and older and their dependents.

**House of Friendship:**
Charles St. Men’s St. Hostel Drop-In
63 Charles St. E., Kitchener 519-742-8327
519-742-4125
Fri. 8-11 p.m.
Eligibility: All ages.

**The Working Centre:**
St. John’s Kitchen
97A Victoria St. N., Kitchener 519-745-8928
Weekdays 6 a.m.-2 p.m.
Eligibility: People accessing the above programs.

**St. John’s Kitchen**
519-745-4404 x 207
www.kdchc.org
Sites: Charles Street Men’s Hostel
St. John’s Kitchen
Eligibility: People accessing the above programs.

**Ray of Hope Inc.:**
Ray of Hope Community Centre
659 King St. E., Kitchener, Suite #100 519-578-8018
Mon., Wed., and Fri. 3-10 p.m.;
Tues. and Thurs. 1-10 p.m.;
Sat. noon-3 p.m.;
Sun. 3-6 p.m.
www.rayofhope.net
Eligibility: People ages 16 and older.

**Kitchener Downtown Community Health Centre:**
Peer Health Worker Program*
44 Francis St. S., Kitchener 519-745-4404 x 207
Eligibility: People accessing the above programs.

**Specialized**

**ACKW and Sanguen Health**

**Centre: Fixed Outreach**
519-750-3867 (ACKWA)
519-574-7222 (Sanguen)
www.ackwa.com
www.sanguen.com

Sites:
- **ACKWA Office**
  639 King St. W., Unit 203
  Needle exchange
  Mon. 10 a.m.-1 p.m.,
  Tues.-Wed. 10 a.m.-6 p.m.,
  Thurs. 10 a.m.-7 p.m.,
  Fri. 9 a.m.-5 p.m.
  (closed 1-2 p.m. for lunch)
  Cambridge Self-Help Food Bank,
  Cambridge Needles Exchange
  Tues.-Thurs. 12:30-4:30 p.m.;
  support worker Fri. 9 a.m.-3 p.m.
  St. John’s Kitchen, Kitchener
  Needle exchange
  Weekdays 10 a.m.-1 p.m.
  Eligibility: People living with or at-risk of HIV/AIDS and Hepatitis C.

**Kitchener Downtown Community Health Centre:**
\[**Psychiatric Outreach Centre**\]
519-750-3867 (ACKWA)
519-574-1051
www.ackwa.com

Eligibility: People ages 18 and older

**Mobile Outreach**

**Cambridge Self Help Food Bank:**
Street Outreach*
Cambridge 519-242-7360
Weekdays 9 a.m.-4 p.m. with flexibility
www.cambridgefoodbank.on.ca
Eligibility: Serving urban centres of Cambridge.

**The Working Centre:**
Psychiatric Outreach Project and the Concurrent Disorders Outreach
www.theworkingcentre.org

Eligibility: People accessing the above programs.

**The Working Centre:**
General Outreach*
www.theworkingcentre.org

Eligibility: People ages 16 and older with significant mental health AND substance use issues who experience serious barriers to seeking or acquiring support or services on their own.

**Waterloo Regional Homes for Mental Health Inc.:**
Outreach and Case Management Services
519-742-3191 x 227
Weekdays 8:30 a.m.-4:30 p.m.
www.waterlooregionalhomes.com
Eligibility: People ages 16 and older experiencing or recovering from mental health issues.

**Specialized**

**ACKWA and Sanguen Health**

**Centre: Fixed Outreach**
519-570-3867 (ACKWA)
519-574-7222 (Sanguen)
www.ackwa.com
www.sanguen.com

Eligibility: People accessing the above programs.

*STEP Home program
Affordable Housing and Supportive Housing

Affordable Housing and Supportive Housing programs create stability in people’s lives by providing adequate affordable housing and/or longer term support to maintain housing stability. Without these programs, people living with low-income would not be able to afford adequate housing and people who need longer term support would be at-risk of housing loss.

One benefit of Affordable Housing and Supportive Housing programs is that there is generally no time limit for how long people can access them. All programs are typically covered under the Residential Tenancies Act, 2006. People may choose to transition from these programs according to their own timelines, not those set by the program. People may access some of these programs with the intention that they will provide transitional support, as their goal is to live more independently at some point in the future. Others may seek and/or require life-long support.

There are two main categories of programs:

1. Affordable Housing
   Affordable Housing is permanent housing complemented with a program to make the housing affordable. This brochure includes information about the Region of Waterloo’s [Region] Community Housing program (defined as Region owned or administered affordable housing) as it is the largest category of affordable housing for people with low to moderate income in the community at 10,000 units. There are other local non-profit and co-op housing programs that are not administrated by the Region and therefore not included in the category of Community Housing (approximately 800 units). In addition, there may be housing in the rental market that meets affordability criteria (usually in single rooms or boarding homes – spaces that often lack privacy).

2. Supportive Housing
   Supportive Housing is permanent housing complemented with a support program designated to a unit, building or neighbourhood (may also include subsidy):
   - The housing provided through Supportive Housing programs may be owned or leased by a community-based organization and can take many forms, from independent units to shared living environments. The rent may be fully or partially subsidized or the person may be paying market rent.
   - In most programs, the support is administered by the same organization that owns or leases the housing. If it is not, there is often a formal Agreement between the landlord and support provider outlining the support arrangement. For some tenants, the support may also be complemented with additional supports provided through one or more other programs.

For full program details (including additional eligibility criteria) contact the organization and/or refer to the Inventory of Housing Stability Programs in Waterloo Region at www.socialservices.regionofwaterloo.ca search “Inventory”

For an electronic copy of the brochure visit www.socialservices.regionofwaterloo.ca search “Supportive Housing”

Alternate formats of this document are available upon request.

TTY: 519-575-4608

updated August 2014
## Affordable Housing and Supportive Housing Programs in Waterloo Region – 2014-2015

### AFFORDABLE HOUSING

**Region of Waterloo:**
Community Housing Access Centre
235 King St. E., 6th floor, Kitchener
519-575-4400
TTY: 519-575-4608
[www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)

Eligibility: Varies.

### SUPPORTIVE HOUSING

#### DEVELOPMENTAL DISABILITY

Developmental Services of Ontario - Central West Region (DSO-CWR)
519-741-1121
[www.dsontario.ca](http://www.dsontario.ca)
Eligibility: DSO-CWR is the single point of contact for housing and/or support for adults ages 18 and older with developmental disabilities.

Sunbeam Residential Development Centre: Developmental Services Resource Centre - Waterloo Region (DSR-WR)
519-741-1121
[www.dscwr.com](http://www.dscwr.com)
Eligibility: DSR-WR is the single point of contact for housing and/or support for children ages 0-17 with developmental disabilities.

#### PHYSICAL DISABILITY

Independent Living Centre of Waterloo Region: Assisted Living
519-571-6788
[www.ilcwr.org](http://www.ilcwr.org)
Eligibility: People ages 16 and older with a physical disability.

### ACQUIRED BRAIN INJURY (ABI)

**Traverse Independence:**
[www.traverseindependence.ca](http://www.traverseindependence.ca)

**Acquired Brain Injury (ABI) Group Home**
519-741-5845 x 2503
Eligibility: People ages 16 and older with a diagnosed acquired brain injury.

**Supportive Housing**
519-741-5845 x 2304
Eligibility: People ages 16 and older with a diagnosed acquired brain injury.

### MENTAL HEALTH AND ADDICTIONS

**Here 247**
1-844-437-3247 (HERE247)
[www.here247.ca](http://www.here247.ca)
Eligibility: Here 247 is the single point of contact for addictions, mental health and crisis services provided by 12 agencies across Waterloo – Wellington – Dufferin. It provides intake, assessment, referral, crisis, waitlist and appointment booking for these services.

**Cambridge Shelter Corporation:**
Saginaw House
519-624-9990
[www.cambridgesheltercorp.ca](http://www.cambridgesheltercorp.ca)
Eligibility: Males ages 18 and older who have completed a substance use treatment program and are committed to maintaining an abstinence-based lifestyle.

**Regional Mental Health in London:**
Homes for Special Care
519-455-5110 x 47242
[www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)
Sites: Daring Residential Homes Inc.
519-743-5117
[www.daringresidentialhomes.com](http://www.daringresidentialhomes.com)

Noble Residential Home
519-743-0047
Eligibility: People ages 16 and older with a serious mental health issue.

### OLDER ADULTS

**Long Term Care Homes**
519-748-2222 (contact via Waterloo Wellington Community Care Access Centre)
[www.healthcareathome.ca](http://www.healthcareathome.ca)

**Argus Residence for Young People:**
Five Beds to Home*
519-623-7991
[www.argusresidence.com](http://www.argusresidence.com)
Eligibility: Male youth between the ages 16-24 who have experienced persistent homelessness.

**Retirement Homes with Subsidy:**
Marsdale Manor: 519-622-5864
Millwood Manor: 519-745-9901
Trinity Village Studios: 519-896-3112 x 232
Eligibility: Generally people ages 50 and older who identify as needing support.

**Waterloo-Wellington Community Care Access Centre: Integrated Assisted Living Program (IALP)**
519-748-2222
[www.ww.ccac-ont.ca](http://www.ww.ccac-ont.ca)
Eligibility: People ages 65 and older or ages 55 with an age-related condition who reside within designated IALP locations.

### CHILDREN AND YOUTH

**Argus Residence for Young People:**
Sunnyside Supportive Housing
519-893-8494 x 8370
[www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)
Eligibility: People ages 55 and older with a mental health issue or ages 65 and older for frail elderly.

**Private Family Living Program**
Eligibility: People ages 16 and older requiring some support to live independently.

**Supportive Housing**
519-743-0291
[www.monicaplace.ca](http://www.monicaplace.ca)
Eligibility: Female youth ages 16-24 who are parenting.

**SUPPORTIVE HOUSING OF WATERLOO: SHOW**
[519-886-8200](tel:519-886-8200)
Eligibility: People ages 18 and older who have experienced persistent homelessness.

**The Working Centre:**
Hosptiality House*
519-575-1506
[www.theworkingcentre.org](http://www.theworkingcentre.org)
Eligibility: People with post-acute and pre-palliative diagnoses who do not qualify for current long-term care facilities and people with complex issues who need short-term stabilization and do not have secure/safe housing. Referrals through agency outreach workers only.

**Supportive Housing of Waterloo:**
[www.showwaterloo.org](http://www.showwaterloo.org)
Eligibility: People ages 18 and older who have experienced persistent homelessness.

### MEN

**House of Friendship:**
Cramer House
519-742-8327
[www.houseoffriendship.org](http://www.houseoffriendship.org)

**Five Beds to Home**
Doon Valley Manor: 519-895-0842
Grand River Home: 519-621-5502
HUGO: 519-576-0309
Kaljas Home: 519-743-2234
Kingsview Residence: 519-853-5599
Optimum Healthcare Services: 519-622-2932
Riverside Manor: 519-621-5256
Underhill Residencial Home: 519-884-7160
Eligibility: Generally people ages 18 years and older who identify as needing support.

**Five Beds to Home**
Argus Residence for Young People:
[www.traverseindependence.ca](http://www.traverseindependence.ca)

**Monica Place**
519-743-0291
[www.monicaplace.ca](http://www.monicaplace.ca)
Eligibility: Female youth ages 16-24 who are parenting.

**FIVE BEDS TO HOME**
[www.houseoffriendship.org](http://www.houseoffriendship.org)
Eligibility: Males ages 18 and older requiring some support to live independently.

**General**

**Boarding Homes with Subsidy:**
Doon Valley Manor: 519-895-0842
Grand River Home: 519-621-5502
HUGO: 519-576-0309
Kaljas Home: 519-743-2234
Kingsview Residence: 519-853-5599
Optimum Healthcare Services: 519-622-2932
Riverside Manor: 519-621-5256
Underhill Residential Home: 519-884-7160
Eligibility: Generally people ages 18 years and older who identify as needing support.

**Five Beds to Home**
**Supportive Housing**
519-624-9305 x108
[www.cambridgesheltercorp.ca](http://www.cambridgesheltercorp.ca)
Eligibility: People ages 16 and older who have experienced homelessness.

*STEP Home program
Temporary Emergency Shelters (available November 1, 2014 to April 30, 2015)

<table>
<thead>
<tr>
<th>Program</th>
<th>Address</th>
<th>Phone number</th>
<th>Who is served</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>YWCA Transitional Shelter</td>
<td>84 Frederick St, Kitchener</td>
<td>519-744-0120</td>
<td>Female and Trans, age 16+</td>
<td>7 days a week</td>
</tr>
<tr>
<td>Out of the Cold @ St. Louis</td>
<td>53 Allen St E, Waterloo</td>
<td>519-650-0452</td>
<td>Families, includes male-led</td>
<td>5:30pm – 8am</td>
</tr>
<tr>
<td>Out of the Cold @ First United</td>
<td>16 William St, Waterloo</td>
<td>519-623-7991</td>
<td>Youth age 16-24</td>
<td>5pm – 8am</td>
</tr>
</tbody>
</table>

Drop-in and Meal Programs

<table>
<thead>
<tr>
<th>Location</th>
<th>Mon – Sun</th>
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</thead>
<tbody>
<tr>
<td>St. John’s Kitchen</td>
<td>97 Victoria St N, Kitchener</td>
<td>8:00am to 3:00pm</td>
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<tr>
<td>Ray of Hope Community Centre</td>
<td>659 King St E, Kitchener</td>
<td>3:00pm to 9:30pm</td>
<td>Noon to 2:30pm</td>
<td>4:30pm to 6:00pm</td>
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<tr>
<td>St. Mark’s Lutheran Church</td>
<td>825 King St. W., Kitchener</td>
<td>5:45pm to 6:45pm</td>
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<tr>
<td>St. Matthews Lutheran Church</td>
<td>54 Benton, Kitchener</td>
<td>4:00 pm to 10:00pm</td>
<td>6:45pm to 8:30am</td>
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<tr>
<td>Stirling Ave. Mennonite Church</td>
<td>57 Stirling N, Kitchener</td>
<td>5:00pm to 8:00pm</td>
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</table>

Formal Emergency Shelters

<table>
<thead>
<tr>
<th>Program</th>
<th>Address</th>
<th>Phone number</th>
<th>Who is served</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Shelter</td>
<td>26 Simcoe Street, Cambridge</td>
<td>519-624-9305</td>
<td>People age 16+</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>House of Friendship</td>
<td>63 Charles Street E., Kitchener</td>
<td>519-742-8327</td>
<td>Males age 16+</td>
<td></td>
</tr>
<tr>
<td>YWCA</td>
<td>84 Frederick Street E., Kitchener</td>
<td>519-744-0120</td>
<td>Females and Trans, age 16+</td>
<td></td>
</tr>
<tr>
<td>Argus Residence for Young People</td>
<td>Female Residence 740 William,</td>
<td>Female Residence 519-650-0452</td>
<td>Youth age 16-24</td>
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<tr>
<td></td>
<td>Cambridge</td>
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<tr>
<td></td>
<td>Male Residence 115 Wellington,</td>
<td>Male Residence 519-623-7991</td>
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<td></td>
<td>Cambridge</td>
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<tr>
<td>ROOF</td>
<td>242 Queen Street S., Kitchener</td>
<td>519-742-2788 x 207</td>
<td>Youth age 16-25</td>
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<tr>
<td>Lutherwood Safe Haven</td>
<td>41 Weber Street W., Kitchener</td>
<td>519-749-1450 x 2240</td>
<td>Youth age 12-18</td>
<td></td>
</tr>
</tbody>
</table>