



Regional Municipality of Waterloo

Community Services Committee

Minutes

Tuesday, November 17, 2015

9:03 a.m.

Regional Council Chamber

150 Frederick Street, Kitchener

Present were: Chair G. Lorentz, L. Armstrong, E. Clarke, D. Craig, S. Foxton, T. Galloway, D. Jaworsky, H. Jowett, K. Kiefer, J. Nowak, K. Redman, K. Seiling, S. Shantz, and S. Strickland

Absent: J. Mitchell and B. Vrbanovic

Declarations of Pecuniary Interest under “The Municipal Conflict of Interest Act”

E. Clarke declared a pecuniary interest with respect to item 2.1 CSD-HOU-15-24, Update on the Community Homelessness Prevention Initiative Supporting Housing Redesign due to her employment with the YWCA.

Delegations

CSD-HOU-15-24, Update on the Community Homelessness Prevention Initiative Supporting Housing Redesign (Staff Presentation) (Information)

Conflict:
E. Clarke

Marie Morrison, Manager, Social Planning, provided a presentation on the redesign of the supportive housing programs. A copy of the [presentation](#) is appended to the original minutes. She explained that the redesign has been a two year process and the results of the request for proposals process will be presented at the next Committee meeting. M. Morrison provided an overview of the reasons for the redesign, including changes to provincial funding, modernization of the domiciliary hostel program, improvements to physical housing, and additional support for tenants. She also noted that these changes were required to ensure the ongoing sustainability of the program.

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M. Morrison informed the Committee that fourteen proponents with nineteen programs submitted responses to the request for proposals. The redesign will result in fewer affordable housing spaces that are better designed to match the needs of clients.

Douglas Bartholomew-Saunders, Commissioner, Community Services, noted that the redesign has been an intensive program over the last two years that has had significant involvement from stakeholders and the community.

In response to a question from the Committee, M. Morrison noted that a significant amount of work has been done looking at how to support youth over the age of sixteen. She stated that youth under sixteen are still considered children and would be the responsibility of Family and Children's Services.

Regional Chair K. Seiling reminded the Committee that the redesign should see better utilization of supportive housing through the upgrading of physical spaces and increased support for individuals.

I. Lynn Macaulay, Homelessness and Housing Umbrella Group

Lynn Macaulay appeared before the Committee on behalf of the Homelessness and Housing Umbrella Group. She thanked the Region for continuing to support individuals that are homeless or at risk of homelessness; and noted that the work being done in the Region is being noticed across the province and the country.

She explained that historically the focus of social housing has been on housing people regardless of their needs. She explained that housing providers are excited about the transition that will focus on helping people create stable homes where they want to live.

In response to a question from the Committee, D. Bartholomew-Saunders stated that discussions have occurred at the local and ministry level on how to utilize addiction funding through the Local Health Integration Network within the new program.

The Committee thanked L. Macaulay and the Homelessness and Housing Umbrella Group for their work in the community.

Received for information.

Consent Agenda Items

Request to Remove Items From Consent Agenda

Chair G. Lorentz requested that item 4.3 CSD-SEN-15-08, Sunnyside Home Accreditation be removed from the consent agenda.

Motion to Approve Items or Receive for Information

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Moved by K. Kiefer

Seconded by S. Foxton

That the following items be received for information:

- **PHE-HLV-15-07**, Smoke-Free Ontario Act Amendments and Electronic Cigarettes Act
- **PDL-CUL-15-18**, Doors Open Waterloo Region 2015

Carried

CSD-SEN-15-08, Sunnyside Home Accreditation

Chair G. Lorentz called for volunteers to support the accreditation process and noted that he would be willing to serve. K. Redman and E. Clarke also volunteered. D. Bartholomew-Saunders noted that three members would be acceptable.

Moved by S. Foxton

Seconded by L. Armstrong

That the Regional Municipality of Waterloo appoint Councillors Geoff Lorentz, Karen Redman and Elizabeth Clarke to support the Accreditation process at Sunnyside Home as outlined in Report CSD-SEN-15-08 dated November 17, 2015.

Carried

Regular Agenda Resumes

Reports – Waterloo Region Crime Prevention Council

CPC-15-05, Breaking the Silence on Hidden Violence: Addressing Hate Crime and Violence Against the LBGTQ Community in Waterloo Region (Presentation)

Juanita Metzger, Community Engagement Coordinator, provided a [presentation](#) on the development of the report. She noted that Bill Waters was a key author of the report but was unable to be at the meeting. She played audio from B. Waters. He stated that a successful forum was held in November 2015 that brought together various stakeholders and resulted in the development of the report.

J. Metzger requested that the Region endorse the report and support the report's recommendations by working to make system and community level changes. She noted that the working group is now a subcommittee of the Rainbow Community Council with ongoing support from the Crime Prevention Council.

The Committee thanked J. Metzger for the presentation and noted that this is another example of the immeasurable work that is undertaken by the Crime Prevention Council to support the community.

Moved by H. Jowett

Seconded by T. Galloway

That the Community Services Committee endorse the report “Breaking the Silence on Hidden Violence: Addressing Hate Crime & Violence against the LGBTQ Community in Waterloo Region” and support the opportunities described in the Take Action section of the report in the community whenever possible.

Carried

Reports – Immigration Partnership

IPP-15-01, Immigration Partnership Update on Incoming Syrian Refugees and Community Preparedness Efforts

D. Bartholomew-Saunders provided an overview of the Immigration Partnership’s work to prepare for a potential influx of Syrian refugees to the Region. He explained that they are looking at itemizing the services that are available to refugees rather than waiting to react.

In response to a question from the Committee, Tara Bedard, Manager, Immigration Partnership, stated that the planning group has not yet looked at the issue of financing. She noted that it is not clear what amount of federal or provincial funding will be allocated for providing services once refugees have arrived, which could be as early as December.

D. Bartholomew-Saunders encouraged anyone who is involved with a group that is working on private sponsorship to attend the Immigration Partnership’s planning sessions.

Received for information.

Reports - Community Services

CSD-EIS-15-12, Waterloo Region Energy Assistance Program (WREAP) Update II

D. Bartholomew-Saunders explained that the report is in response to a request from the Committee for more information on the WREAP program and the various sources of funding that support the program.

Received for information.

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Reports – Public Health and Emergency Services

PHE-15-07, Health Status Report on Tobacco Use in Waterloo Region

Dr. Hsiu-Li Wang, Associate Medical Officer of Health, stated that smoking rates in youth have declined in recent years but that there is a jump in the rates for the 19-24 age group. She noted that this is an indication that additional efforts should be made to address the industry's methods of attracting youth to become new smokers.

Sharlene Sedgwick–Walsh, Director, Healthy Living, noted that the current prevention focus is on addressing flavoured tobacco products and e-cigarettes. She informed the Committee that amendments to the Smoke-Free Ontario Act include banning the sale of flavoured tobacco products and the new Electronic Cigarettes Act will make it illegal to sell electronic cigarettes to anyone under the age of 19.

In response to a question from the Committee, S. Sedgwick–Walsh stated that the vapor from electronic cigarettes has not been well analyzed and it is not currently recommended as a method for smoking cessation. Dr. Liana Nolan, Commissioner and Medical Officer of Health, stated that there is currently a lack of regulation on smoking cessation and more research is required before standards can be set. The Committee requested that staff provide legal advice on the Region's options for regulating in this area.

Chair G. Lorentz asked what efforts are being made in relation to the possible legalization of marijuana. Dr. L. Nolan stated that marijuana has been a public health issue in relation to harm reduction and decriminalization. If it is legalized a significant amount of work will be required to shift the focus of messages to highlight the risks for children, pregnant women, and impaired driving.

Received for information.

Information/Correspondence

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

Next Meeting – December 8, 2015

Adjourn

Moved by J. Nowak

Seconded by S. Shantz

That the meeting adjourn at 10:22 a.m.

Carried

Committee Chair, G. Lorentz

Committee Clerk, T. Brubacher



Region of Waterloo

Housing Services: Redesign of Supportive Housing Programs



ALL ROADS LEAD TO HOME

Community Services Committee Meeting
November 17, 2015

Why The Redesign Was Needed

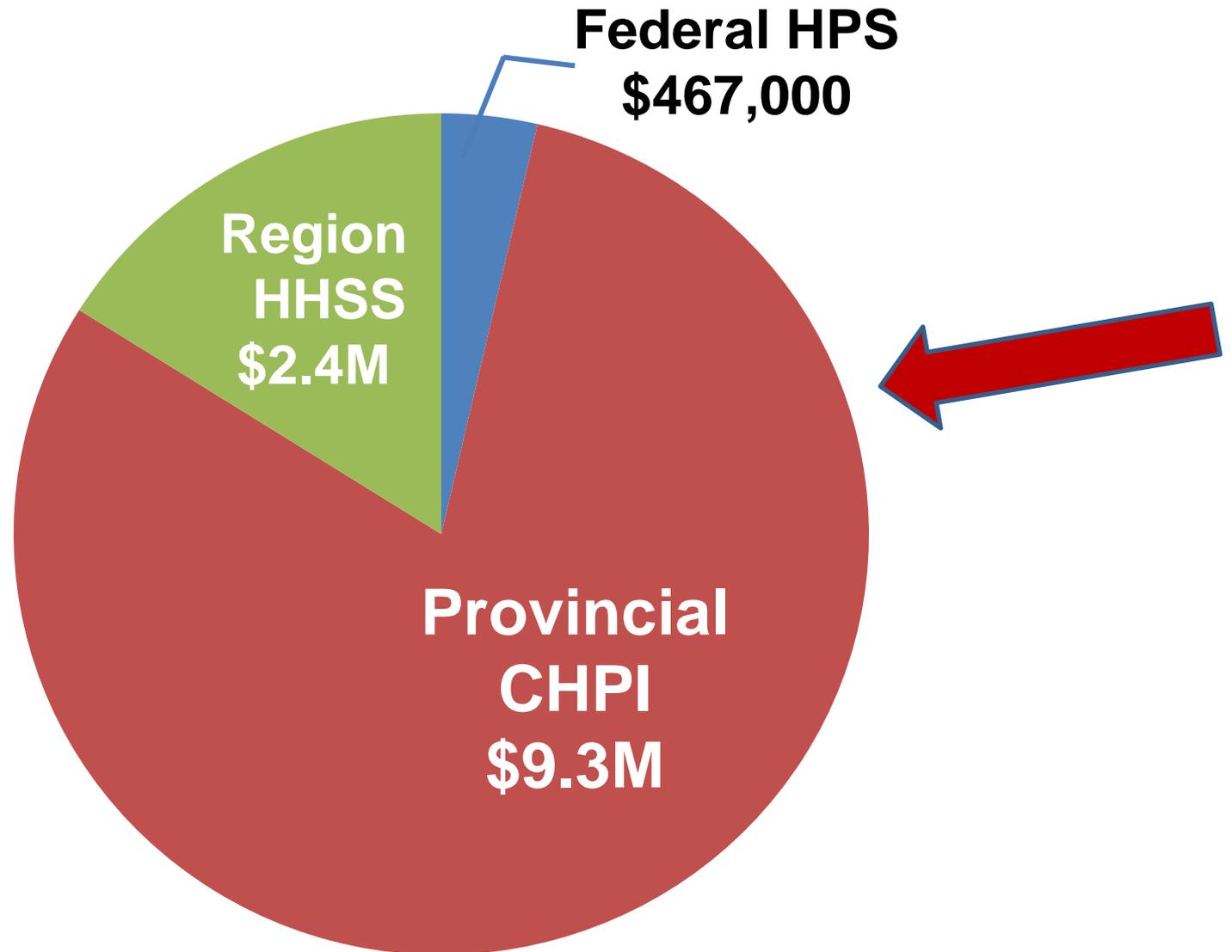


1. Responding to new provincial funding guidelines – aligning two programs and modernizing
2. Calls for program improvements so tenants have a safe and secure place to call home
3. Program sustainability

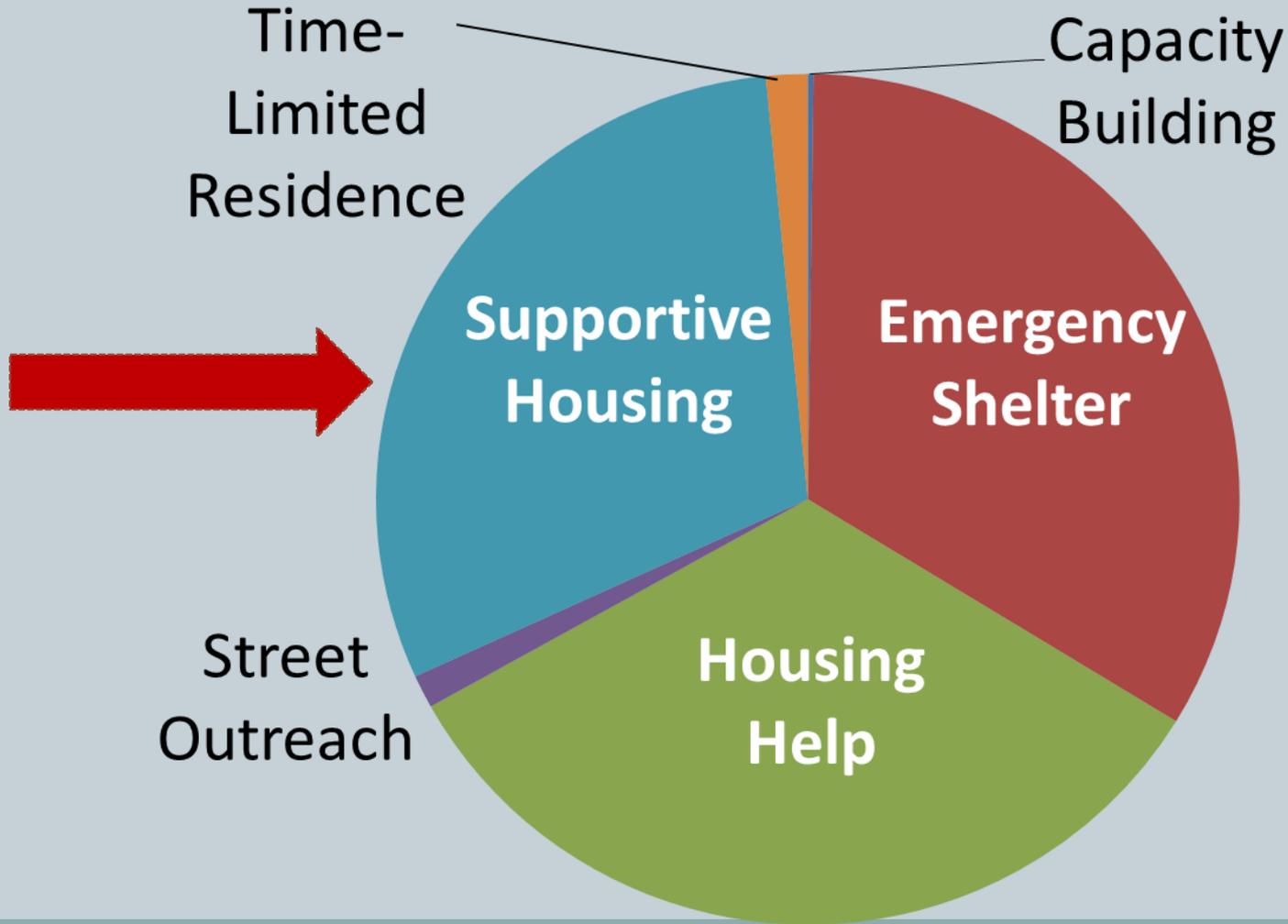
Reason #1: New Provincial Program

	Pre-CHPI	Post CHPI
Legislation	MCSS & OW Act	Housing Services Act
Ministry	MCSS	MMAH
Policy	OW Directives	Ontario Housing Policy Statement
Programs	Five different	1 with 4 Service Categories
Program Guidelines	CHPP Guidelines DH Guidelines	CHPI Program Guidelines
Plans	Annual Budget Submission	10 Year Plan & CHPI Investment Plan
Reporting	Separate	\$ & Outcome for all CHPI

2015/16 Housing Stability Funding



2015/16 Overall Funding Approach



CHPI Program Change

Pre-CHPI

CHPI

5 Programs

1 Program

1. Provincial Rent Bank

2. Emergency Energy Fund

3. Emergency Hostel Services

4. Domiciliary Hostel

5. Consolidated Homelessness Prevention Program

Four Service Categories:

1. Emergency Shelter Solutions

2. Housing with Related Supports

3. Other Services and Supports

4. Prevention

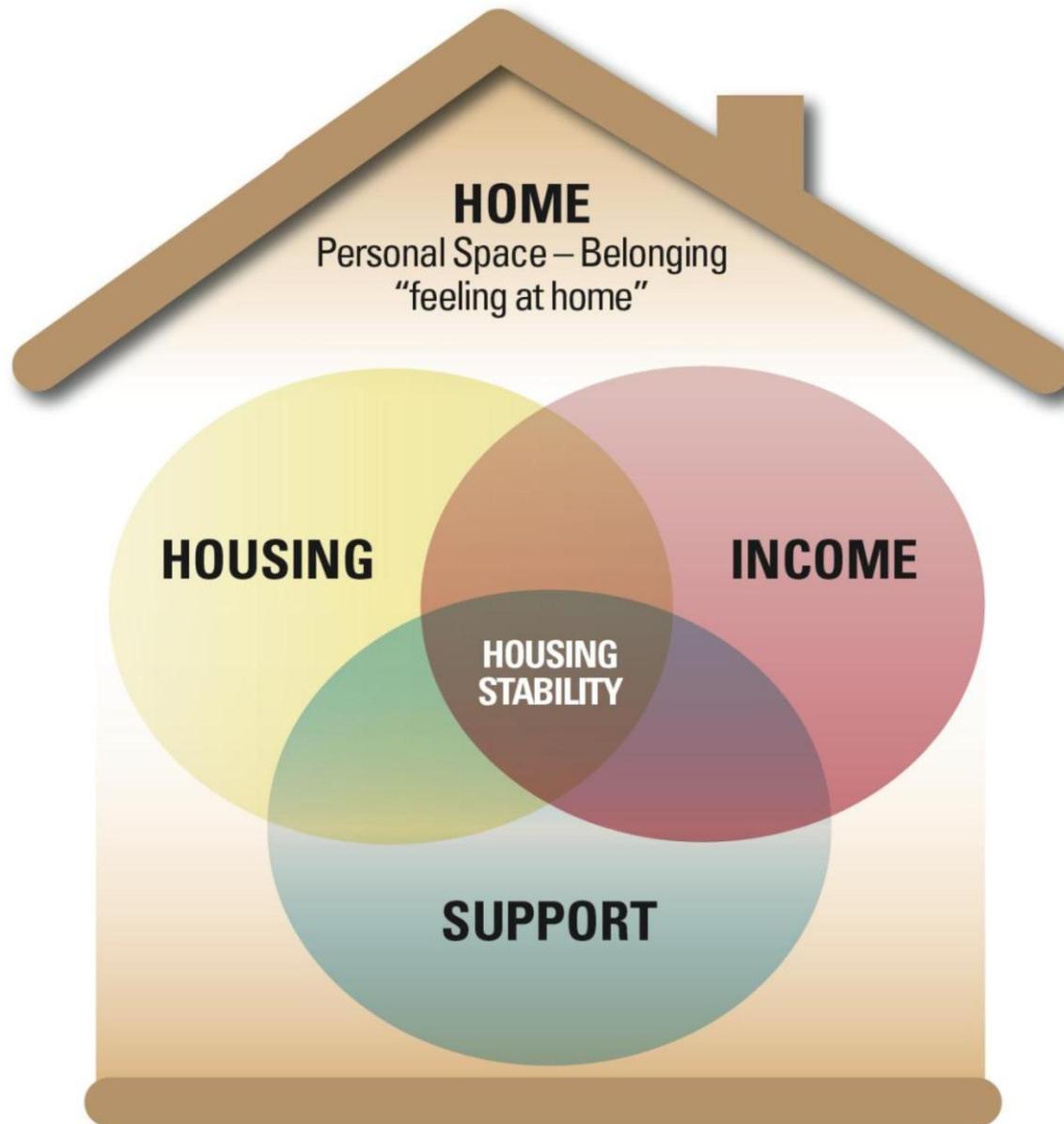
Former Programs – Before Redesign

Domiciliary Hostel

- 280 spaces
- Per diem funded
- Shared living environments
- 24/7 staffing
- Provincially required Standards
- Not at full occupancy

Consolidated Homeless Prevention Program

- 200 units/spaces
- Grant funded
- Primarily self-contained units
- Limited staffing
- Locally developed Standards for some
- Waiting list for service



COMMUNITY INCLUSION
Shared Space – Belonging
“supporting people to feel at home”

Reason #2 – Program Improvements

Housing

- Increased options for private rooms/units
- Increased security and sense of safety
- Improved physical space

Support

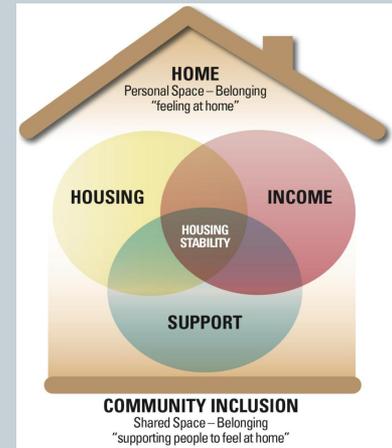
- Easier access with the right supports for tenants
- Support services that keep tenants housed and increase independence

Income

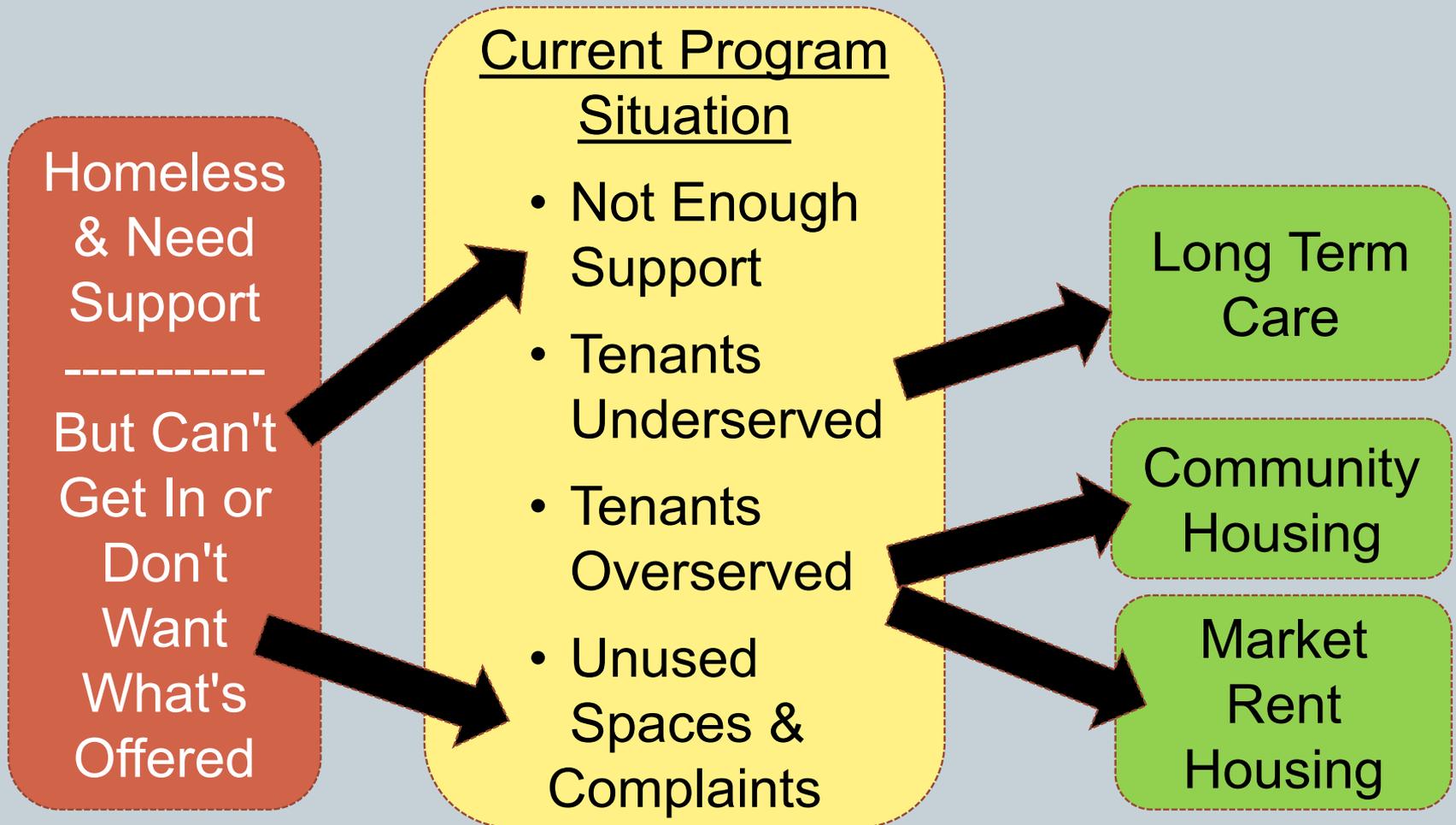
- Increased tenant autonomy with personal income

Sense of Belonging

- Increased access to social and recreation opportunities



Need Right Program - Right Supports



Vulnerable: Increased Mortality Risk

High

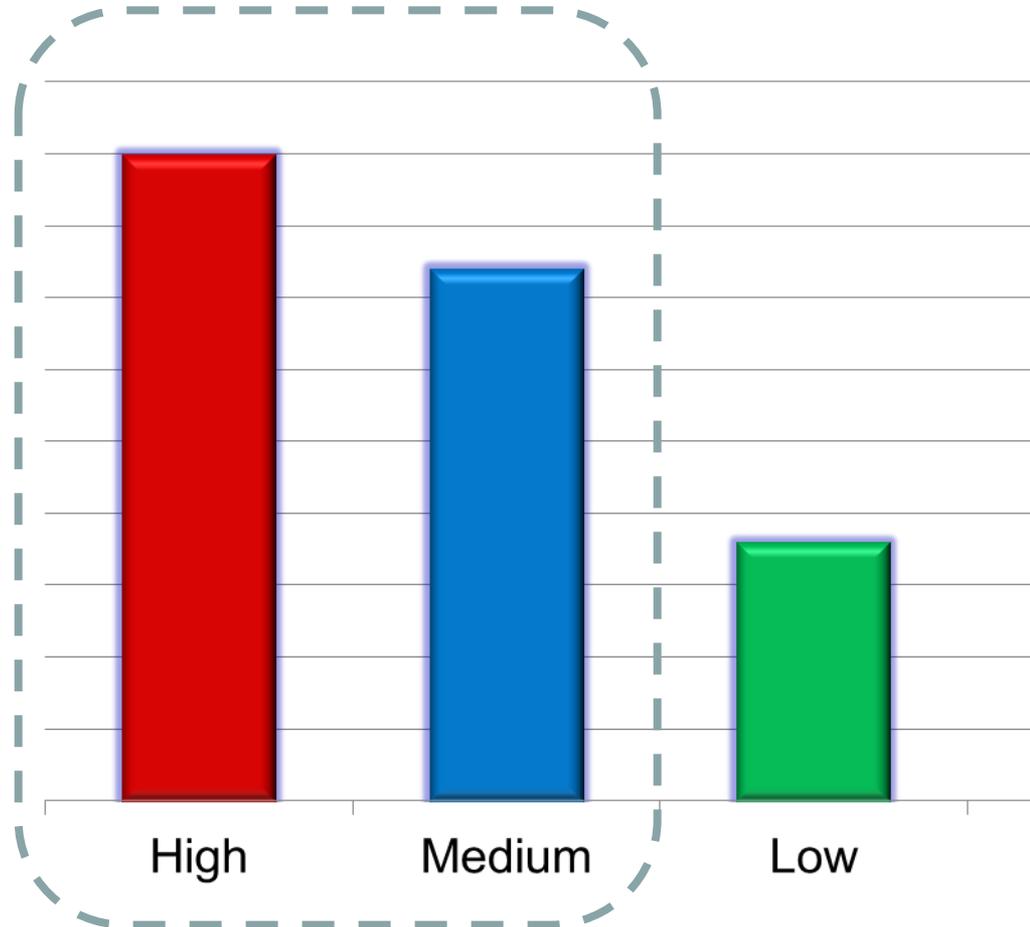
- 127 (45%)

Medium

- 105 (37%)

Low

- 49 (18%)



Reason # 3 - Sustainability



- No funding increases – inherited an underfunded program with a fixed funding envelope – can't sustain existing spaces
- Providers need an opportunity to address increased expectations within a realistic funding model
- Little opportunity for system partnerships when all operating as individual programs

CHPI Supportive Housing Redesign

Needed to do
something
different...



Summary of Features in the New Program



- One program with consistent standards
- One list to access programs
- Accurate assessment of people's needs
- More homes with 24/7 staff
- Increased options for private rooms/units
- More security features
- Increased recreation and social activities

Redesign Process



- Significant research and consultation 2011-2014
- Council approved redesign process March 2014
- Council approved Program Framework June 2014
- Prequalification (PQ) released Nov 3, 2014 and due Jan 8, 2015 – results shared Feb 2015
- Request for Proposals (RFP) released April 30, 2015 and due July 6, 2015 – with Program Standards approved by Council in June 2015
- Recommendations for Council approval Dec 2015
- New Program begins April 1, 2016

Prequalification Process & Results



- PQ included a Proponent component and program idea component
- 20 Proponents proposing 40 program ideas
- 15 Proponents and 20 program ideas passed the PQ and were invited to bid in the RFP
- Some transitions at this point

RFP Evaluation Process



- RFP resulted in bids from 14 Proponents with 19 programs
- Review Committee with expertise across Corporation
- Initial program proposal review included interviews, site visits and 3rd party verification
- Scored program proposal – scoring minimum 65% overall and passing each of 5 assessment areas
- Opened budgets if passed the program review
- Negotiation/clarification meetings and final submissions
- Overall proposal review and final scoring with budget
- Recommendations based on scoring as outlined in the RFP

RFP Evaluation Process – cont.



- Although this change reduces the number of spaces within supportive housing, it matches clients to their support needs.
- It also moves them to the types of housing within which they can be successful and ensure supports are in place to sustain the tenancy.

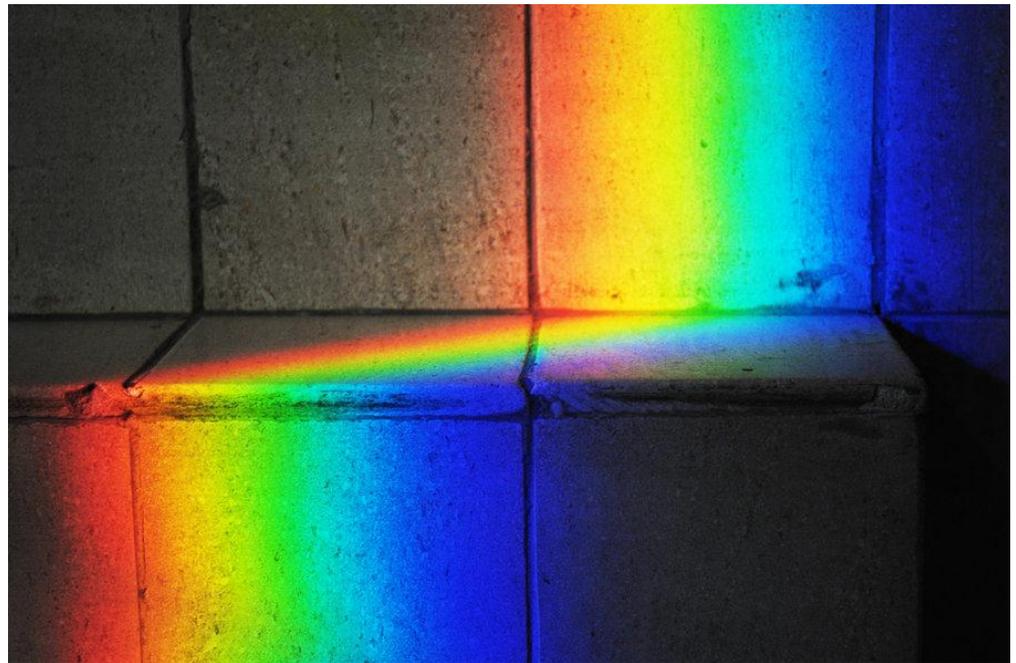
Next Steps



- RFP Award recommendations to CSC - Dec 8th
- To Council for Approval - Dec 16th
- Followed by meetings with Proponents, any impacted tenants and other key stakeholders

Breaking the Silence on Hidden Violence

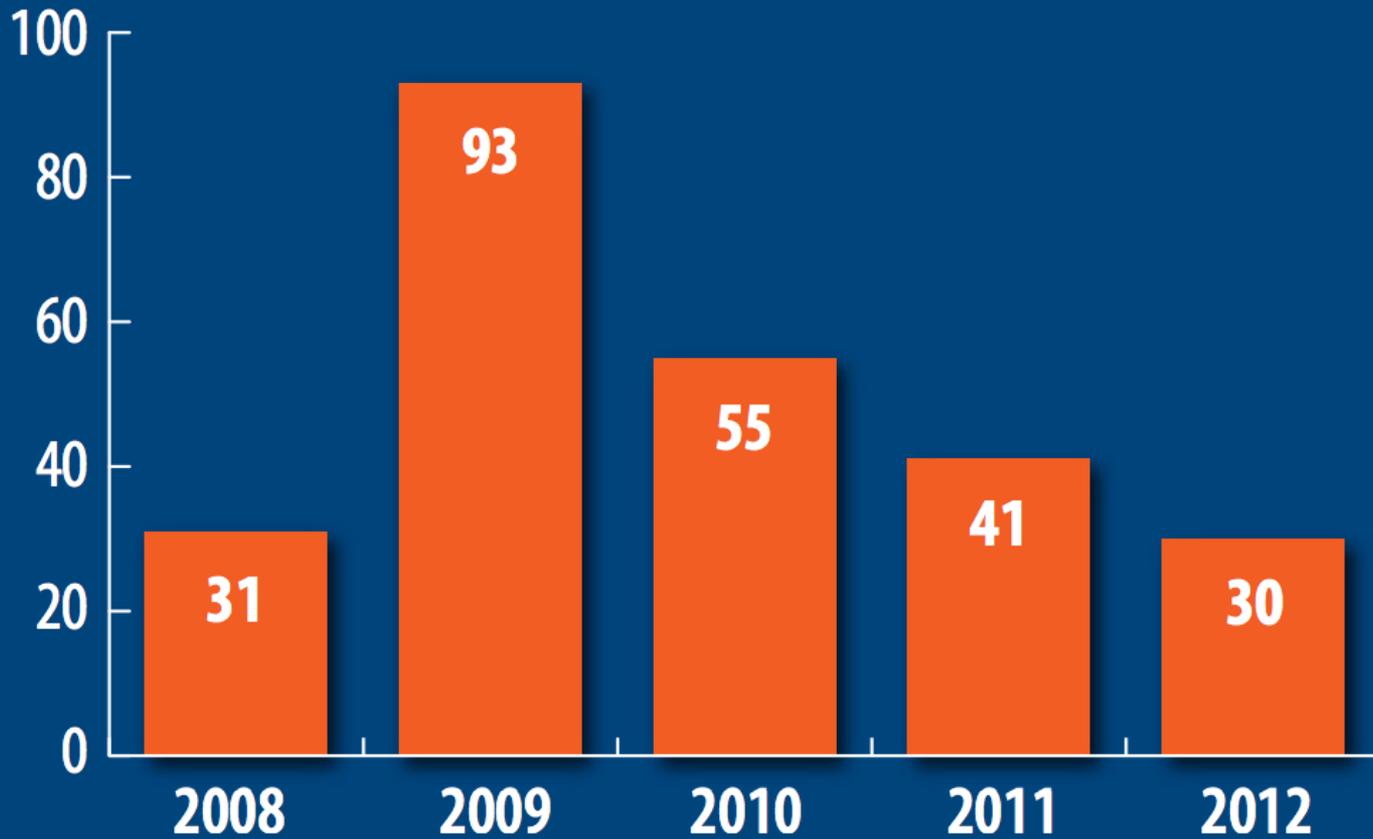
Addressing Hate
Crime & Violence
Against the LGBTQ
Community in
Waterloo Region





Dr. William (Bill) Walters

Police Reported Hate Crime (Local)

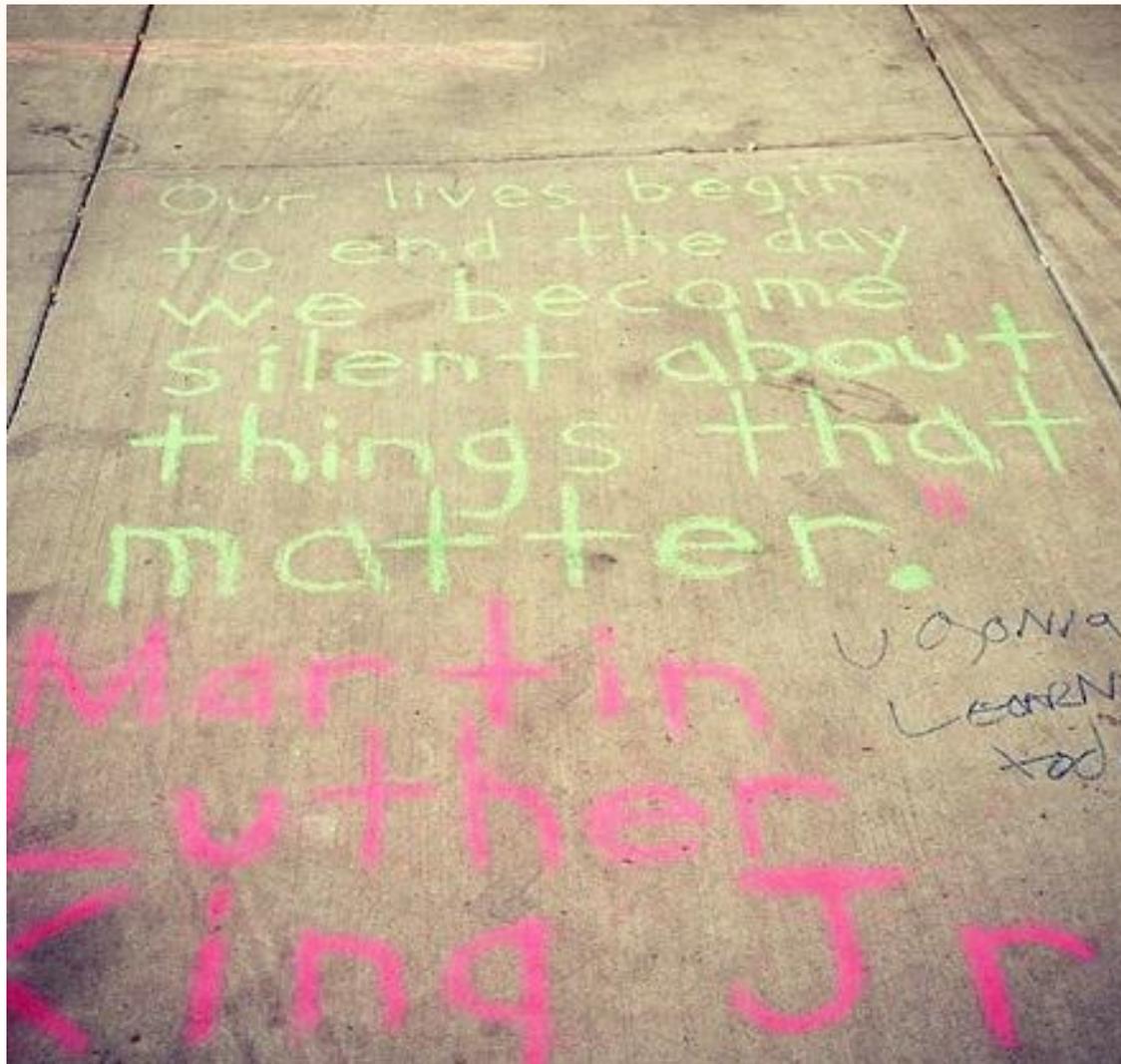


"Today, I met a group who invited us to come as a community, met us with dignity, listened, and made me believe they want to take action."

"It's so rare that I come away from discussion where a community is invited to present to a council or group and I feel good about it."

"As an activist, it becomes a mantra: it will get better. It will change. We can make it happen. Now I do believe there's a community there."

~Forum Participant



Knowing is **not** enough;
We must **apply**.
Willing is **not** enough;
We must **do**.
-Bruce Lee

Comments?
Questions?