



City of Hamilton

EMERGENCY & COMMUNITY SERVICES COMMITTEE REVISED

Meeting #: 17-001
Date: January 22, 2018
Time: 1:30 p.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Lisa Chamberlain, Legislative Coordinator (905) 546-2424 ext. 2729

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EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 17-013

1:30 pm
Thursday, December 7, 2017
Council Chambers
Hamilton City Hall
71 Main Street West, Hamilton

Present: Councillors A. Johnson (Chair), J. Farr, M. Green,
S. Merulla (Vice Chair), T. Jackson, D. Skelly, T. Whitehead
and J. Partridge

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Ontario Works French Language Services Compliance Report (CS11038(b)) (City Wide) (Item 5.1)

(Partridge/Skelly)

That the Ontario Works French Language Services Compliance Report attached as Appendix A to Report CS11038(b) be approved.

CARRIED

2. Cardiac Safe City and CPR Training (CES17044) (City Wide) (Item 5.2)

(Farr/Green)

That Report CES17044 respecting Cardiac Safe City and CPR Training, be received.

CARRIED

3. Emergency Management Program By-law and Emergency Plan (CES17045) (City Wide) (Item 5.3)

(Partridge/Farr)

~~(a) That the updated Emergency Management Program By-law attached as Appendix A to Report CES17045 be passed; and,~~

~~(b) That City of Hamilton Emergency Management Program By-law 13-167 as amended, be repealed.~~

That the updated Emergency Management Program By-law, attached as Appendix "A" to Report CES17045, which has been prepared in a form satisfactory to the City Solicitor, be enacted by City Council.

Main Motion, As Amended, CARRIED

4. Legal Aid Ontario: Cuts to Immigration and Refugee Law Services (CES17051) (City Wide) (Outstanding Business List) (Item 5.4)

(Merulla/Green)

That Report CES17051 respecting Legal Aid Ontario: Cuts to Immigration and Refugee Law Services, be received.

CARRIED

(Merulla/Green) (Item 5.4)

That the provincial Legal Aid issue and the impact on the marginalized tenants facing gentrification aspects with landlords be referred to the provincial summit series hosted by Hamilton City Council.

CARRIED

5. Seniors' Advisory Committee Minutes – October 6, 2017 – Endorsement of the Dynamic Symbol of Access (Item 5.5(c))

(Merulla/Whitehead)

WHEREAS, The Forward Movement, an advocacy and awareness campaign working to get Ontario to legally adopt the Dynamic Symbol of Access (DSA) as an alternative to the currently used International Symbol of Access (ISA); and,

WHEREAS, the new image shows movement, a symbolic action that emphasizes differing abilities, and this reframes the way society views and interacts with persons with a disability;

THEREFORE BE IT RESOLVED:

- (a) That the City of Hamilton adopt the Dynamic Symbol of Access, for use in city-owned properties; and,
- (b) That a letter be sent to the Minister of Municipal Affairs and Housing and the Minister of Accessibility, encouraging the province to adopt the Dynamic Symbol of Access.

CARRIED

6. Information on the Follow Up to Employment Services Review (HUR17025) (City Wide) (Outstanding Business List) (Item 5.7)

(Whitehead/Green)

That Report HUR17025 respecting Information on the Follow Up to Employment Services Review, be received.

CARRIED

7. Home for Good (CES17042(a)) (City Wide) (Item 5.8)

(Farr/Whitehead)

- (a) That the General Manager of Community and Emergency Services or designate be authorized to enter into and execute an Agreement with the Ontario Minister of Housing to administer the Home for Good (HFG) Program as of September 11, 2017 and any ancillary agreements required to give effect thereto in a form satisfactory to the City Solicitor; and,
- (b) That the General Manager of the Community and Emergency Services Department or designate be authorized:
 - (i) To approve funding for initiatives in alignment with City's Expression of Interest (EOI) application to the Provincial HFG Program and the priorities identified in Hamilton's Housing and Homelessness Action Plan and Homelessness Partnering Strategy 2014-2019 Community Plan; and,
 - (ii) To implement spending caps, benefit frequency limits, or other controls necessary to ensure costs are contained within the approved budgeted amount.

CARRIED

8. Xperience Annex Update (CES15046(c)) (City Wide) (Item 7.2)

(Farr/Whitehead)

That Report CES15046(c) respecting Xperience Annex Update, be received.

CARRIED

9. Information on the Installation of Hearing Loops in Public Facilities (HUR17023/CES17041(a)) (City Wide) (Outstanding Business List) (Item 7.3)

(Skelly/Merulla)

That Report HUR17023/CES17041(a) respecting Information on the Installation of Hearing Loops in Public Facilities, be received.

CARRIED

10. Requiring the City of Hamilton to be More Accessible to the Hearing Impaired (Item 9.1)

(Skelly/Jackson)

WHEREAS, According to Statistics Canada, 40% of adults aged 20 to 79 have hearing loss in one or both ears;

WHEREAS, The Ontario Building Code requires that buildings of assembly occupancy with an area of more than 100 m² and an occupant load of more

than 75 shall be equipped with assistive listening systems encompassing the entire seating area;

WHEREAS, Hearing Loops provide a direct signal to hearing aids, remove unwanted background noise, and eliminate the need for alternative headset/receiver devices for citizens who are hearing impaired;

WHEREAS, other cities have mandated Hearing Loop technology, including New York City, where City Council recently passed legislation requiring that public assembly areas constructed or renovated using city dollars must install Hearing Loop technology.

WHEREAS, requiring Hearing Loops in publicly owned buildings would make Hamilton a leader in inclusivity and accessibility, and set an example for other municipalities across Canada;

WHEREAS, the installation of Hearing Loops in public buildings exemplifies the City of Hamilton's vision to be the best place to raise a child and age successfully;

THEREFORE BE IT RESOLVED:

- (a) That Hearing Loops be required in all newly constructed or renovated City of Hamilton public assembly areas equipped with sound systems and access to microphones; and,
- (b) That an inventory of existing public assembly areas within the City of Hamilton with sound systems and microphones be presented to the Emergency and Community Services Committee, and that priority locations for hearing loops installation, costs, and potential funding sources be identified (including government grants).

CARRIED

11. 2018 Budget Submission – Housing and Homelessness Advisory Committee (CES17049) (City Wide) (Item 7.4)

(Green/Whitehead)

That the Housing and Homelessness Advisory Committee 2018 base budget submission attached as Appendix A to Report CES17049 in the amount of \$1,000 be approved and referred to the 2018 budget process for consideration.

CARRIED

12. Seniors Advisory Committee 2018 Budget Submission (HUR17027) (City Wide) (Item 7.5)

(Jackson/Partridge)

That the Seniors Advisory Committee (SAC) 2018 base budget submission, attached as Appendix A to Report HUR17027, in the amount of \$1,500.00 be

approved and forwarded to the 2018 budget process (General Issues Committee (GIC)).

CARRIED

13. City of Hamilton Veterans Committee 2018 Budget Submission (PED17212) (City Wide) (Item 7.6)

(Jackson/Skelly)

That the Hamilton Veterans Committee 2018 base budget submission, attached as Appendix 'A' to Report PED17212, in the amount of \$30,000, be approved and referred to the 2018 Budget process for consideration.

CARRIED

14. Incentives for Affordable Rental Housing Development (CES17013) (City Wide) (Outstanding Business List) (Item 8.1)

(Farr/Green)

That Report CES17013 respecting Incentives for Affordable Rental Housing Development, be received.

CARRIED

15. Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI) (CES17040) (Ward 13) (Item 8.2)

(Jackson/Green)

That Report CES17040 respecting Wentworth Lodge – Long Term Care – Resident Quality Inspection (RQI), be received.

CARRIED

16. Children's & Home Management Services (CHMS) Staffing Needs (CES17050) (City Wide) (Item 8.3)

(Whitehead/Green)

- (a) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Early Years Strategy Specialist, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$103,190, be approved;
- (b) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Early Years Quality Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$95,970, be approved;
- (c) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Program Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$91,390, be approved;

- (d) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Red Hill: Teacher, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$79,340, be approved;
- (e) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Senior Policy Analyst, to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$109,080, be approved; and,
- (f) That an increase in staff complement of 1.0 Full-Time Equivalent (FTE) Subsidy Eligibility Worker (bilingual), to meet the additional provincial and federal obligations, funded 100% through the Ministry of Education in the amount of \$85,030, be approved.

CARRIED

17. Appointment of the Chair and Vice-Chair for 2018 (Item 11.1)

(Whitehead/Jackson)

- (a) That Councillor Merulla be appointed as the Chair of the Emergency and Community Services Committee for 2018.
- (b) That Councillor Farr be appointed as the Vice-Chair of the Emergency and Community Services Committee for 2018.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

1. ADDED DELEGATION REQUESTS (Item 4)

- 4.2 Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot Update
- 4.3 John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex (Item 7.2)
- 4.4 Riccardo Persi, Liuna Union Local 837, respecting Partnerships with the Xperience Annex (Item 7.2)
- 4.5 Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program
- 4.6 Jim Vanderveken, Mohawk College, respecting the Xperience Annex Presentation (Item 7.2)

2. MOVED ITEMS

- 6.1 Delegation from Cameron Kroetsch respecting Affordable Housing Options at 210 Main Street East, to be heard when the Committee considers Item 8.1.
- 6.2 Delegation from Lauren Brady respecting Affordable Housing Options at 210 Main Street East, to be heard when the Committee considers Item 8.1.

3. WITHDRAWN ITEMS

- 7.1 Hamilton Paramedic Service & Scouts Canada Partnership

(Farr/Partridge)

That the Agenda for the December 7, 2017 meeting of the Emergency & Community Services Committee be approved, as amended.

CARRIED**(b) DECLARATIONS OF INTEREST (Item 2)**

None declared.

(c) APPROVAL OF MINUTES (Item 3)**(i) November 6, 2017 (Item 3.1)****(Skelly/Merulla)**

That the Minutes of the November 6, 2017 Emergency & Community Services Committee meeting be approved, as presented.

CARRIED**(d) DELEGATION REQUESTS (Item 4)****(i) Delegation Requests (Item 4.1 – 4.6)****(Green/Merulla)**

That the Delegation Requests from the following individuals, for the December 7, 2017 meeting of the Emergency & Community Services Committee, be approved:

1. Tom Cooper and Wayne Lewchuk respecting the 2018 North American Basic Income Guarantee Congress (Item 4.1)
2. Karen Glass, Ministry of Community and Social Services respecting the Ontario Basic Income Guarantee Pilot Update (Item 4.2)

3. John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex, to be heard when the Committee considers Item 7.2. (Item 4.3)
4. Riccardo Persi, Liuna Union Local 837, respecting Partnerships with the Xperience Annex, to be heard when the Committee considers Item 7.2. (Item 4.4)
5. Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program. (Item 4.5)
6. Jim Vanderveken, Mohawk College, respecting the Xperience Annex Presentation, to be heard when the Committee considers Item 7.2. (Item 4.6)

CARRIED

(e) CONSENT ITEMS (Item 5)

(i) Emergency Management Program By-law and Emergency Plan (CES17045) (City Wide) (Item 5.3)

(Partridge/Farr)

That the Recommendation in Report CES17045 be amended to remove sub-sections (a) and (b) and replace it with the following wording:

That the updated Emergency Management Program By-law, attached as Appendix "A" to Report CES17045, which has been prepared in a form satisfactory to the City Solicitor, be enacted by City Council.

Amendment CARRIED

(ii) Seniors Advisory Committee Minutes (Item 5.5(a), (b) and (c))

(Partridge/Farr)

That the Seniors Advisory Committee Minutes dated June 2, 2017, September 8, 2017 and October 6, 2017, be received.

CARRIED

For disposition of this matter, please refer to Item 5.

(iii) Hamilton Veterans Committee Minutes (Item 5.6)

(Whitehead/Merulla)

That the Hamilton Veterans Committee Minutes dated September 26, 2017, be received.

CARRIED

(iv) Home for Good (CES17042a) (City Wide) (Item 5.8)

(Merulla/Skelly)

WHEREAS, a percentage of homeless individuals choose to be homeless;

WHEREAS, many variables including, but not limited to, mental health issues, lead to choosing homelessness;

THEREFORE BE IT RESOLVED:

That staff report back on the percentage of homelessness that is based on choice and what the contributing factors are.

CARRIED

For disposition of this matter, please refer to Item 7.

(v) Housing and Homelessness Advisory Committee Minutes (Item 5.9)

(Skelly/Green)

That the Housing and Homelessness Advisory Committee Minutes dated September 5, 2017, be received.

CARRIED

(f) PUBLIC HEARINGS / DELEGATIONS (Item 6)

(i) Tom Cooper and Wayne Lewchuk, respecting the North American Basic Income Guarantee Congress (Item 6.3)

Tom Cooper, Hamilton Roundtable for Poverty Reduction, and Alana Baltzer, Hamilton resident, addressed the Committee respecting the 2018 North American Basic Income Guarantee Congress.

(Partridge/Green)

That the Delegation from Tom Cooper, Hamilton Roundtable for Poverty Reduction, and Alana Baltzer, Hamilton resident, respecting the 2018 North American Basic Income Guarantee Congress, be received.

CARRIED

(ii) Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot Update (Item 6.4)

Karen Glass, Ministry of Community and Social Services, addressed the Committee respecting Ontario Basic Income Pilot.

(Farr/Green)

That the Delegation from Karen Glass, Ministry of Community and Social Services, respecting Ontario Basic Income Pilot, be received.

CARRIED

- (iii) **Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program (Item 6.7)**

Denise Christopherson and Medora Uppal, YWCA Hamilton, addressed the Committee respecting the YWCA Hamilton's Transitional Living Program.

(Green/Merulla)

That the Delegation from Denise Christopherson and Medora Uppal, YWCA Hamilton, respecting the YWCA Hamilton's Transitional Living Program, be received.

CARRIED

(g) PRESENTATIONS (Item 7)

- (i) **Xperience Annex Update (CES15046(c)) (City Wide) (Item 7.2)**

John Parker, Hamilton Health Sciences, addressed the Committee respecting Partnerships with the Xperience Annex.

(Farr/Green)

That the Delegation from John Parker, Hamilton Health Sciences, respecting Partnerships with the Xperience Annex, be received.

CARRIED

Riccardo Persi, Liuna Union Local 837, addressed the Committee respecting Partnerships with the Xperience Annex.

(Skelly/Merulla)

That the Delegation from Riccardo Persi, Liuna Union Local 837 respecting Partnerships with the Xperience Annex, be received.

CARRIED

Jim Vanderveken, Mohawk College, addressed the Committee respecting the Xperience Annex.

(Merulla/Skelly)

That the Delegation from Jim Vanderveken, Mohawk College, respecting the Xperience Annex, be received.

CARRIED

Irene Heffernan, Senior Project Manager, Neighbourhoods & Community Initiatives Division, Tasneem Albaba, Youth Engager, and Carla Borstad-Klassan, CBK Partners, addressed the Committee respecting the Xperience Annex Update, with the aid of a PowerPoint Presentation.

(Farr/Skelly)

That the presentation on Report CES15046(c) respecting Xperience Annex Update, be received.

CARRIED

A copy of the presentation is available at www.hamilton.ca.

For disposition of this matter, please refer to Item 8.

(ii) Information on the Installation of Hearing Loops in Public Facilities (HUR17023/CES17041(a)) (City Wide) (Outstanding Business List) (Item 7.3)

Jodi Koch, Manager, Talent & Diversity, addressed the Committee respecting Information on the Installation of Hearing Loops in Public Facilities.

(Skelly/Farr)

That the presentation on Report HUR17023/CES17041(a) respecting Information on the Installation of Hearing Loops in Public Facilities, be received.

CARRIED

For disposition of this matter, please refer to Item 9.

(Skelly/Jackson)

That Item 9.1, Motion respecting Requiring the City of Hamilton to be more accessible to the hearing impaired, be moved up in the agenda to be heard at this time.

CARRIED

The Motion CARRIED on the following Standing Recorded Vote:

Yeas:	A. Johnson, Farr, Green, Merulla, Jackson, Skelly, Whitehead
Total:	7
Absent:	Partridge
Total:	1

For disposition of this matter, please refer to Item 10.

(iii) 2018 Budget Submission – Housing and Homelessness Advisory Committee (CES17049) (City Wide) and Annual Presentation (Item 7.4)

Julia Verbitsky, Chair of the Housing and Homelessness Advisory Committee, addressed the Committee respecting the Annual Presentation, with the aid of PowerPoint Presentation.

(Green/Whitehead)

That the Housing and Homelessness Advisory Committee Annual Presentation, be received.

CARRIED

A copy of the presentation is available at www.hamilton.ca.

For disposition of this matter, please refer to Item 11.

**(iv) Seniors Advisory Committee 2018 Budget Submission (HUR17027)
(City Wide) and Annual Presentation (Item 7.5)**

Bob Thomson, Chair, Seniors Advisory Committee, addressed the Committee respecting the Seniors Advisory Committee Annual Presentation, with the aid of speaking notes.

(Jackson/Partridge)

That the Seniors Advisory Committee Annual Presentation, be received.

CARRIED

A copy of the speaking notes are available at www.hamilton.ca.

For disposition of this matter, please refer to Item 12.

Councillor A. Johnson relinquished the Chair to Councillor Farr.

**(v) City of Hamilton Veterans Committee 2018 Budget Submission
(PED17212) (City Wide) and Annual Presentation (Item 7.6)****(Green/Merulla)**

That the Hamilton Veterans Committee Annual Presentation, be TABLED to the January 22, 2018 meeting.

CARRIED

For disposition of this matter, please refer to Item 13.

(h) DISCUSSION ITEMS (Item 8)**(i) Incentives for Affordable Rental Housing Development (CES17013)
(City Wide) (Outstanding Business List) (Item 8.1)**

Cameron Kroetsch and Lauren Brady, addressed the Committee respecting Affordable Housing Options at 210 Main Street East, with the aid of a PowerPoint Presentation.

(Partridge/Green)

That the Delegation from Cameron Kroetsch and Lauren Brady, be received.

CARRIED

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the Clerk.

(Green/Jackson)

That City Staff be directed to prepare a brief information update on the different models to define rental housing affordability.

CARRIED

For disposition of this matter, refer to Item 14.

(i) GENERAL INFORMATION/OTHER BUSINESS (Item 11)

(i) Outstanding Business List (Item 11.2)

(Skelly/Whitehead)

That the following changes to the Emergency and Community Services Committee Outstanding Business List, be approved:

- (a) Items Requiring New Due Dates:
- (i) Item "G" - Co-ordinated Access System for Social Housing
 Current Due Date: October 23, 2017
 Proposed New Due Date: January 22, 2018
 - (ii) Item "O" - Rolston Neighbourhood Action Plan
 Current Due Date: November 2017
 Proposed New Due Date: June 2018
 - (iii) Item "W" - Proposal to Leverage Section 95 Properties to Create New Affordable Housing
 Current Due Date: November 20, 2017
 Proposed New Due Date: March 26, 2018
 - (iv) Item "AA" - Resolution from the City of Welland re: the Development of Provincial Legislation for Private Supportive Living Accommodations
 Current Due Date: December 7, 2017
 Proposed New Due Date: March 26, 2018
 - (v) Item "BB" - Residential Care Facilities Subsidy Program
 Current Due Date: November 20, 2017
 Proposed New Due Date: January 22, 2018

- (vi) Item "CC" - Fire Underwriters Survey (FUS) Insurance Grading Review
Current Due Date: Q2 2018
Proposed New Due Date: June 11, 2018
 - (vii) Item "EE" - Gateway Arena Purchase
Current Due Date: October 5, 2017
Proposed New Due Date: January 22, 2018
 - (viii) Item "FF" - Ministry of Housing re: Re-introduction of the Promoting Affordable Housing Act, 2016
Current Due Date: November 20, 2017
Proposed New Due Date: June 11, 2018
 - (ix) Item "LL" - Heat Response Plan Initiative
Current Due Date: November 20, 2017
Proposed New Due Date: March 26, 2018
 - (x) Item "MM" - Ambulance Dispatch Services
Current Due Date: December 7, 2017
Proposed New Due Date: February 12, 2018
 - (xi) Item "SS" - Poverty Reduction Investment Plan
Current Due Date: TBD
Proposed New Due Date: June 2018
- (b) Items to be Removed:
- (i) Item "S" - Neighbourhood Engagement Matching Grant Program Extension
(Addressed as Item 7.1 on the November 6, 2017 agenda)
 - (ii) Item "KK" - Senior's Advisory Committee request regarding Hearing Loops
(Addressed as Item 7.3 on the December 7, 2017 agenda)
 - (iii) Item "OO" - Adequate Funding to Legal Aid Ontario to Avoid Cuts to its Immigration and Refugee law services
(Addressed as Item 5.4 on the December 7, 2017 agenda)
 - (iv) Item "PP" - "I Am Committed" Poster Campaign - Diversity Audit
(Addressed as Item 5.7 on the December 7, 2017 agenda)

- (v) Item "TT" - Information on the Installation of Hearing Loops in Public Facilities
(Addressed as Item 7.3 on the December 7, 2017 agenda)

CARRIED

(ii) Update from Chief Sanderson (Added Item 11.3)

(Jackson/Whitehead)

That the update from Chief Sanderson respecting the recent shooting of Yousif Al-Hasnani, be received.

CARRIED

(j) ADJOURNMENT (Item 13)

(Skelly/Green)

That, there being no further business, the Emergency & Community Services Committee be adjourned at 6:13 p.m.

CARRIED

Respectfully submitted,

Councillor A. Johnson
Chair, Emergency & Community
Services Committee

Councillor J. Farr
Acting Chair, Emergency &
Community Services Committee

Lisa Chamberlain
Legislative Coordinator
Office of the City Clerk

Form: Request to Speak to Committee of Council

Submitted on Monday, January 8, 2018 - 10:41 am

==Committee Requested==

Committee: Emergency & Community Services

==Requestor Information==

Name of Individual: Calvin Cain & Sonia Brown**Name of Organization:** Ontario Home for Special Needs Association (OHSNA) / Residential Care Facility Operator**Contact Number:****Email Address:** ohsnahamilton@gmail.com**Mailing Address:**

Hamilton ON

Reason(s) for delegation request: Presentation: Negative impact of the new minimum wage rate have on the Housing with Supports services , Residential Care Facilities and pending increase growth in the City of Hamilton homelessness population. The high risk of people with Mental Health challenges being homeless due to RCFs potentially closing their doors in 2018-2019.**Will you be requesting funds from the City? Yes****Will you be submitting a formal presentation? Yes**

Presentation to the City of Hamilton Emergency and Community Services Committee

Housing With Related Supports Hamilton Residential Care Facilities January 22, 2018

Presented By:

Calvin Cain : Hamilton Region Director OHSNA
Sonia Brown: RCF Operator

Housing with Related Supports

Residential Care Facilities

Each facility licensed with service agreement to provide:

Housing & Care Services to the most vulnerable population who are unable to afford housing coupled with their inability to live independently.

Approximately 1,200 licensed beds.

- 2011 approximately 1040 beds with service agreement (62 Operators)
- 2018 approximately 780 beds with service agreement (52 Operators) ↓

Note: Operator receive subsidy payment only for occupied beds. Unoccupied beds are ready & available for utilization.

Housing with Related Supports Residential Care Facilities

Community Homelessness Prevention Initiative (CHPI)

Programs:

FOOD BANK

EMERGENCY SHELTER SYSTEM

HOUSING STABILITY BENEFITS

EMERGENCY ENERGY FUND

CONSOLIDATED HOMELESSNESS
PREVENTION PROGRAM

➤ Residential Care Facilities

Outcomes:

- People experiencing homelessness obtain/retain housing
- People at risk of homelessness remain housed

The RCFs have delivered & exceeded Provincial required service levels guidelines under CHPI which governs the Housing with Related Supports housing model.

Housing with Related Supports

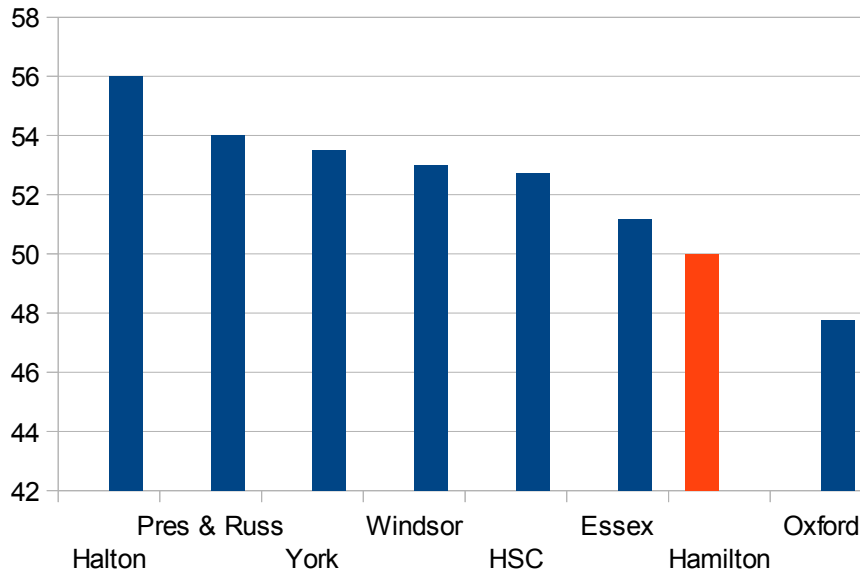
Residential Care Facilities

Independent Program Reviews

- ▶ SHS Program Review Report was commissioned by the City of Hamilton in 2011
 - Recommended \$55 to \$60 per-diem with annual adjustment for CPI
 - Financial data to support the report was provided by Hamilton RCF Operators
- ▶ Grant Thornton Program Review 2014 was commissioned by Ontario home for Special Needs Association.
 - Recommended \$59.80 to \$59.32 per-diem with annual adjustment for CPI
 - Financial data to support the report was provided by Operators across Ontario.

Housing with Related Supports Residential Care Facilities

Per-diem



- Halton: \$56.00/day
- Prescott & Russell :\$54.00
- York : \$53.50
- Windsor: \$53.00
- HSC Homes:\$52.72
- Essex : \$51.19
- **Hamilton: \$50.00**
- Oxford County: \$47.75

Housing with Related Supports

Residential Care Facilities

Critical Pressures

- ▶ Program grossly under funded
- ▶ Growing Vulnerable Population
- ▶ Hamilton is the most regulated region
- ▶ Unique Services
 - **24/7 Staffing**
 - **Can not download cost pressures to residents**
- ▶ Impacted by the minimum wage hike
 - 25% to 30% in labour cost
- ▶ 20 to 25 % increase in Food Cost
- ▶ 100 % increase in Maintenance Cost

Effects on the Program

- ▶ Potential closing of RCF's 2018–2019
- ▶ **Vulnerable population losing their housing (800 people affected)**
- ▶ Employment: Care Workers & PSWs (Approx: 500–600 workers affected)
- ▶ Reduction in City Tax Revenue (est. \$800,000.00 to \$1,000,000.00)
- ▶ Operators can not meet the City's compliance requirements
- ▶ Operators will have difficulties making their payroll obligations

Housing with Related Supports

Residential Care Facilities

Summary

We ask the City of Hamilton to move proactively with immediate emergency assistance:

To identify inefficiencies among other programs in order to assist & assure continued operation of the RCFs in Hamilton because we support of our vulnerable population.

- 1.Saving can be used as an emergency funding to maintain service levels as we await the outcome of the Provincial Budget.**
- 2.To draft a letter to the Premier of Ontario advocating for immediate & adequate Provincial funding to offset the minimum wage hike.**
- 3.To commit to adequately fund the RCFs moving forward with annual CPI adjustment.**

Housing with Related Supports

Residential Care Facilities

Summary

Our vulnerable residents are at risk of losing their housing & supports
Our employee jobs are in jeopardy

Residents quality of life is a priority; It is not acceptable to:

Reduce levels of support

Reduce levels of care

Reduce quality & quantity of food

Reduce staffing levels

Reduce levels of maintenance & upkeep

This situation is urgent & we look forward for your emergency assistance

Thank you

Form: Request to Speak to Committee of Council
Submitted on Wednesday, January 10, 2018 - 8:42 pm

==Committee Requested==

Committee: Emergency & Community Services

==Requestor Information==

Name of Individual: Tony Tollis

Name of Organization: ADT Consulting

Contact Number: !

Email Address: "

Mailing Address: _____!

Reason(s) for delegation request: To speak to a Staff report on the possible sale of Gateway Arena to the City of Hamilton. The meeting date requested is the meeting in which the staff report on the Gateway Arena is being presented, or any date the Committee or its Chairperson decides to hear my presentation. I am available for the January or March Meeting dates but will be out of the Country for the February date. If the February date is chosen I will have a replacement person to make the presentation on my behalf.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes

Form: Request to Speak to Committee of Council

Submitted on Friday, January 12, 2018 - 9:10 am

==Committee Requested==

Committee: Emergency & Community Services

==Requestor Information==

Name of Individual: Alan Whittle

Name of Organization: Good Shepherd Centre Hamilton

Contact Number: 905.528.5877.

Email Address: _

Mailing Address:

143 Wentworth St. S.

L8N 2Z1

Reason(s) for delegation request: It is our understanding that an item related to the following 'Notre Dame Community Resource Centre' will be on a future agenda of the Committee. We would like to appear at that time.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes



Hamilton

Minutes

Hamilton Veterans Committee

Tuesday, October 24, 2017

4:00 p.m.

Room 192 – City Hall

Present: Chair: Dave Steckham
Vice Chair: Ed Sculthorpe
Members: Dan Muir, Geordie Elms, Rod Paddon

**Absent with
Regrets:** Councillor B. Johnson, Councillor Pasuta, Art Tompkins, Marko Babic, Keven Ellis

Also Present: Bruce Woods – Guest
Robert Fyfe – Guest
Anna Bradford, Director, Tourism and Culture Division
Brydie Huffman, Staff Liaison to HVC, Tourism and Culture Division
Rebecca Oliphant, Tourism and Culture Division
Julie Richards-Bramhill, Admin Assistant, Tourism and Culture Division

CHAIR'S REMARKS:

- 1. CHANGES TO AGENDA**
No changes.
- 2. DECLARATION OF INTEREST**
None declared.
- 3. APPROVAL OF MINUTES OF PREVIOUS MEETING**

(Ed Sculthorpe/Dan Muir)

- 3.1** Hamilton Veterans Committee Meeting Minutes, dated September 26, 2017.

CARRIED

4. BUSINESS ARISING FROM THE MINUTES

4.1 Web presence for HVC

Update: Ed Sculthorpe – nothing to update at this time.

4.2 Flagpoles at Veterans Place

Update – It was suggested by Rebecca that this item could be removed from the agenda. Agreed by Committee.

4.3 Artillery Pieces

Update: Therese is waiting for a response from the Armouries.

4.4 Annual Presentation to Emergency & Community Services Thursday, December 7, 2017 ~ 1:30 p.m. ~ Council Chambers

For review: Draft presentation prepared by Dave Steckham –
Dave presented his presentation and received constructive feedback.
Inquiry if we should change the word “service” to “ceremony” for next year? Decided not to take any action at this time.

5. STANDING ITEMS (includes all HVC hosted events)

5.1 Decoration Day– Sunday, June 10, 2018 ~ Eastlawn Cemetery – Brydie suggested, due to the changes the HVC wants to make for next year, that a special Decoration Day meeting be held , with all coming to the meeting with ideas. Ed suggested a January and February meeting to focus on and have working groups directed strongly towards the youth involvement. Robert asked about location and Eastlawn is indeed the location for 2018. Suggested we have Cadets and Leaders come to the meeting. Julie will book a room for the 4th Tuesday.

5.2 Dieppe Memorial – Sunday, August 19, 2018

Update: water barrels need to be filled and will reschedule for it to be done properly. There was no mention of the missing plaque.

5.3 Remembrance Day

Garrison Parade – Saturday, November 11, 2017

City Service – Saturday, November 11, 2017

Brydie presented a chart of who is doing what role for program printing. Comadore Skjerpen will be visiting and eager to participate. Lieutenant General Paul Wynnyk, commander of the army will be there also. Discussed the Saluting Officer should be Lieutenant General Paul Wynnyk. Ed nominated/Bob seconded. Dave nominated George Roach of the RHLI for the position as the Veteran accompanying the Saluting Officer. Gun crew will not have any guns so we will use the sound of a base drum at the park. Will have to Leave by 10:10am. Put drummer with them. Wreath coordinator. Need two rows for officials reserved. Some need to be organized with their wreaths. Invited Officials and Special “those that need assistance” chairs. Stands will be in place.

Silver Cross Mother, Rod wanted “Silver Cross Family” not “bearer” in program. Band term “Duty Band” and “Duty Bugler”

Anna suggested before ceremony begins to announce to the people laying a wreath people to congregate at the area.

Email from police asking how many officers do we need? We have four. Ed moves that we need more than four. Decided to only keep our four.

Singer asked for no fee. We will give her an honorarium.
Geordie suggested a younger veteran police officer to do the veteran’s prayer. Brydie will be Asking police chief.

Café Red church wants to do a display poppies and offer free coffee for veterans.

Mr. Penner with his horse will parade with the Mounties.

5.4 BUDGET Review

- Event Expense Review – collectively reviewed the budget .

6. NEW BUSINESS – HAMILTON VETERANS COMMITTEE

6.1 100th Anniversary of the end of World War I

Guest: Mr. Bruce Woods

Proposal for large scale event Sunday, November 11, 2018 is on a Sunday and suggests a ceremony at First Ontario Centre along with his church followers. Asked how can we raise money and plan a program. Anna thanked him for presenting and suggested to committee that we not lose the essence of the idea. Maybe open it to something else. Bob mentioned Serena and her production and the money involved. Mr Woods wants us to talk with Mayor and see if he has leverage and feels there’s merit.

7. ROUNDTABLE (Items that members feel may be of interest to the committee such as upcoming events) – Glanbrook service Nov 5th.

Lance Sgt. Earl McAllister was honoured at Council on October 11, 2017. Mayor’s office is investigating street re-naming and possible plaque.

The HVC is concerned that there is a disconnect between the Mayor’s office and Council and the purpose of this Committee. Anna suggested Dave draft a letter

as Chair, to remind the Mayor and Council that HVC is here to offer advice or assistance and to inform on items that pertain to the City's veterans.

Geordie suggested the HVC speak to staff about more appropriate naming criteria. Rebecca to ask the staff liaison to the Facility Naming Sub-committee attend a future meeting.

8. ADJOURNMENT

(Ed Sculthorpe /Dan Muir)

The meeting adjourned at 6 p.m.

Next Meeting: **Tuesday, November 28, 2017**
 4:00 p.m. to 6:00 p.m.
 Room 192, 1st floor, City Hall



Hamilton

Minutes
Seniors Advisory Committee
Friday, November 3, 2017
10:00 a.m. – 12:00pm
Rooms 192/193, City Hall

Present: Barry Spinner, Bob Thomson (Chair), Carolann Fernandes, Dahlia Petgrave, Doug Stone, John Kennard, John Winslow, Karen Thomson, Lou DeStephanis, Marjorie Wahlman, Margaret Cheyne, Mary Sinclair, Penelope Petrie.

Regrets: Councillor Brenda Johnson, Emmy Weisz, George Hough (leave of absence), Jeanne Mayo, Paula Kilburn, Ramanath Kamath.

Also

Present: Jessica Bowen (Human Rights, Diversity & Inclusion), Councillor Tom Jackson, Eleanor Morton, (Emergency & Community Services), Tom Hewitson, Manager of Current Budgets and Financial Policy
 Gloria Rojas, Senior Tax Policy Advisor, Corporate Services
 Fred Fuchs, Westdale Cinema Community Conversion Project
 Graham Crawford, Westdale Cinema Community Conversion Project

Guests: John Hawker

WELCOME & INTRODUCTIONS

Chair, Bob Thomson welcomed everyone.

**Seniors Advisory Committee
Friday, November 3, 2017**

1. CHANGES TO THE AGENDA

Addition of agenda item:
6.2 (j) Ontario Health Coalition
9.2 Resignation
9.3 Christmas lunch

2. DECLARATION OF INTEREST

None declared

3. APPROVAL OF MINUTES

P.Petrie / J. Mayo

That the minutes of October 6, 2017 be approved, as amended.

All in Favour

Carried

4. CONSENT ITEMS

None declared

5. PRESENTATIONS

5.1 Tax Deferral Program, Tom Hewitson & Gloria Rojas

T. Hewitson and G. Rojas provided the Committee with a presentation on Hamilton's Tax Deferral Program. The presentation included an overview of the provincial legislation, Hamilton's deferral program as well as the deferral programs in place in other municipalities.

T. Hewitson indicated that the program is currently under review and a report is being prepared to be submitted to Council in early 2018. T. Hewitson requested the Committee's feedback by December 1, 2017.

**Seniors Advisory Committee
Friday, November 3, 2017**

M. Wahlman / K. Thomson

That the Tax Deferral Program presentation be received.

All in favour

Carried

**5.2 The Westdale Cinema Community conversion
Project**

Fred Fuchs and Graham Crawford provided the Committee with an overview of the Westdale Cinema Community Conversion project. They shared the history of the theatre, its current status and the next steps in restoring the building as well as its anticipated opening date. F. Fuchs and G. Crawford acknowledged that a hearing loop would be installed in the theatre for enhanced accessibility.

F. Fuchs and G. Crawford indicated that they are interested in meeting with constituents in order to get their feedback in order to enhance their programming. They requested a representative from the Committee to participate in a committee that relates to future programming.

M. Wahlman / P. Petrie

That the Westdale Cinema Community conversion Project presentation be received.

All in favour

Carried

6. Business / Discussion Items

6.1 Business Arising From Previous Minutes

Seniors Advisory Committee Friday, November 3, 2017

6.1.1 Recreation Centre Fee Increase, Eleanor Morton, Manager Senior Services, Community Emergency Services

E. Morton reported that there were two fee increases in 2017. The Recreation Division follows an annual process for updating its user fees. There was an increase of 2% in response to a report submitted to Council from the Recreation Division in September 2016. The fee increase became effective on January 1, 2017.

The second increase came as a result of the operating budget process where the City was investigating ways to reduce net levy impact. As a result of a Report submitted by the Recreation Division titled "Increase in Recreation User Fees (CES17019) (City Wide)" to the GIC Committee recommending an increase of 5% to all admission, program, and rental fees (excluding ice rentals) was effective July 1, 2017. This increase was in addition to the 2% inflationary increase in January 2017.

6.2 Working Groups/Committees

a) SAC – Housing Working Group (M. Sinclair)

M. Sinclair shared a request for feedback from the Committee regarding a Housing Working Group motion to have all City owned builds deemed smoke-free.

A suggestion was made to invite an appropriate contact from the Building Division to determine the advantages and opportunities to making a motion of this nature.

M. Sinclair reported that the glossary for the Housing Guide should be done towards the end of November.

She further inquired about the cost of the previous guidebook that was produced for the Seniors Housing

Seniors Advisory Committee Friday, November 3, 2017

Guide. J. Bowen will consult with L. Maychak on this item.

b) SAC – Getting Around Hamilton Working Groups [GAWWG] (J. Mayo)

P. Petrie provided an update in J. Mayo's absence.

She shared that the Age Friendly Pedestrian Safety workshops have been ongoing. The final workshop for November is scheduled for the 30th.

The main part of GAHWG meeting explored HSR issues. Andy McLaughlin, Senior Project Manager attended the meeting as the representative from HSR.

The working group shared with A. McLaughlin the following:

- Information related HSR bus routes to get to Recreation Centres with seniors programming should be included in 55+ program guide.
- Identified that there is no HSR service to the Ancaster Senior Achievement Centre. Some of the senior programs are only offered in Ancaster, but there is no way of getting there via public transportation.
- Inquiries regarding more park and ride areas.
- Discussed TransCab services.
- Presto passes. A. McLaughlin indicated that HSR is currently negotiating with some organisations to increase the number of locations available to purchase Presto passes in Hamilton.
- Trip planning assistance in multiple languages. The working group was advised that assistance can be provided in multiple languages through City's 2424 line.
- Inquiries were raised about improving information related to the HSR. A. McLaughlin advised that

Seniors Advisory Committee Friday, November 3, 2017

there is an App. The working group suggested the need for HSR to collaborate with the Council on Aging. He said they will continue to collaborate.

- The working group's next meeting is November 28, 2017 at 3:00pm at City Hall in Room 718.

c) SAC – Communications Working Group (B.Thomson)

B. Thomson reported that the Communication Working Group has not met but they did write a letter of support for the Hearing Loop project that the Committee was advised of through Councillor Skelly and Julia Colantino. The letter and the Hearing loop report are on the agenda for the Emergency and Community Services meeting scheduled for December 7, 2017.

d) Age Friendly Plan – Governance Committee (J.Mayo/B.Thomson)

B. Thomson reported that that the Governance Committee is concentrating on the restructuring of the committee.

e) Older Adult Network (D.Stone)

D. Stone reported has the group has not met but they are working towards trying to find a different venue for next year's event.

f) AODA – Hamilton Health Sciences (M.Sinclair)

No update

g) International Day of Older Persons Committee (D. Stone)

No update.

h) Social Isolation (K.Thomson)

**Seniors Advisory Committee
Friday, November 3, 2017**

K.Thomson reported that she forwarded the information about the hearing loop to the group. They would like to return to the Committee in the new year.

i) McMaster Institute of Research on Aging (E. Weisz)

Tabled.

j) Ontario Health Coalition (C. Fernandes)

C. Fernandes reported that Ontario ranks lowest in health care funding and Hamilton has had \$185 million dollars in cuts over the last 5 years.

Hospitals have passed the acceptable levels of budget cut and must have an increase of 5% in its budget.

The job cuts that occurred in 2009 have led to short staffing and there has been a surge in patients. The overcrowding experienced currently necessitates that patients be discharged early.

Paramedic Services have been impacted by overcrowding. Two hours delays for offloading patients have now become the new normal.

With new health care needs arising in response to Opioid use and mental health matters the increased distribution for emergency responses will have an impact on the senior population.

7. Notices Of Motion

No Notices of Motion

8. Motions

Seniors Advisory Committee Friday, November 3, 2017

No Motions

9. Other Business

9.1 Update from Councillor T. Jackson

Councillor Jackson shared that Council most recently approved funding for another ambulance to manage some of the concerns outlined by C. Fernandes in relation to the current health care situation. There is a shortage of beds in hospitals resulting in a domino effect where ambulances/paramedic services cannot offload patients because they cannot be admitted. Councillor Jackson encouraged Committee members to raise their concerns with provincial government representatives and local MPPs.

9.2 Resignation

D.Stone / M. Wahlman

That the resignation of Basharat Tayyab be accepted.

All in favour

Carried

9.3 Christmas Lunch

The Committee agreed to order in lunch from 541 Barton Street (pending their ability to deliver). They also indicated their desire to have staff who have been a part of the Committee throughout the year extended an invitation to attend.

9.4 Sackville 25th Anniversary Gala Dinner

P. Petrie shared that the 25 anniversary gala is scheduled for November 15, 2017 at Michelangelo's. The event begins at 6:00pm.

**Seniors Advisory Committee
Friday, November 3, 2017**

10. ADJOURNMENT

K.Thomson / M. Wahlman

That the Seniors Advisory Committee meeting of
November 3, 2017 be adjourned.

NEXT MEETING

Friday, January 5, 2017



Hamilton

Minutes
Seniors Advisory Committee
Friday, December 1, 2017
10:00am – 12:00pm
Rooms 192/193, City Hall

Present: Barry Spinner, Bob Thomson (Chair), Carolann Fernandes, Paula Kilburn, Jeanne Mayo, Dahlia Petgrave, Doug Stone, John Kennard, John Winslow, Karen Thomson, Lou DeStephanis, Marjorie Wahlman, Margaret Cheyne, Mary Sinclair, Penelope Petrie.

Regrets: Councillor Brenda Johnson, Emmy Weisz, George Hough (leave of absence), Ramanath Kamath, Karen Thomson.

Also

Present: Jessica Bowen (Human Rights, Diversity & Inclusion), Councillor Tom Jackson, Eleanor Morton, (Emergency & Community Services), Gloria Rojas, Senior Tax Policy Advisor, Corporate Services Heather Bamsey, McMaster University, Food Security Social Lab Project

Guests: John Hawker

1. Changes to the Agenda

Addition of Item 4.3 Update on *Envisioning Ageing In Place* Conference

Addition of Item 4.4 Recreation Fee Increase **Update**

2. Approval of Minutes

2.1 November 3, 2017

3. Presentations

3.1 Information Hamilton, Directory of Community Resources for Older Adults

Tabled

3.2 Heather Bamsey, McMaster University, Food Security Social Lab Project

H. Bamsey explained that she is a research assistant with the Office of Community Engagement and Social Work at McMaster University. The Office is running a series of social labs. They are engaging community stakeholders to try to find solutions to complex problems. One of the areas they are engaging in is food security. H. Bamsey requested to attend the Seniors Advisory Committee to gain Committee Members' feedback in response to three (3) questions.

H. Bamsey explained that consultation has already occurred with the following groups:

- Immigrant Working Center
- City Hall
- Community Gardens
- Mustard Seed Co-op
- Barton 541 Eatery and Exchange
- Select Professors at McMaster University
- Food Advisory Committee

Question 1:

What are some current issues that older adults have in accessing healthy food on consistent basis in Hamilton, while taking into consideration the diversity of older adults? What is needed to improve this?

Committee's Responses:

- Cost
- Getting to and from the location (transportation / mobility). Carrying products home (this is more challenging during the winter months)

- Access to diverse food and to a variety of food.
- Food selection; fast foods are not healthy and they don't taste good;
- Information about what is healthy and where to get it.
- Not wanting to buy large quantities; individuals may not have the physical dexterity to do the cutting that is required;
- Having the option to have smaller (individual) portions available of meat, vegetables, etcetera, without an increase in price;
- Easy opening containers /accessible packaging;
- The labelling on foods is so small that you cannot read the ingredients list.

Question 2

Are there any current gaps in services, or barriers to accessing available food related services in Hamilton for older adults?
What is needed to improve this?

Committee's Responses:

- Accessibility to grocery store;
- There is no bus route between Mohawk and Stonechurch to get older adults to the grocery stores in this area. The stores should have an option to have groceries delivered.
- Assistance from staff in the grocery stores to help individuals find the products they need. The stores move products around a lot. Staff should be available to assist.
- Grocery stores should have items available and packaged in single portions.
- Grocery store flyers need to be accessible with a text version of flyer items instead of only pictures.

Question 3

Is there anything related to food security or insecurity happening in other communities that would be beneficial for older adults in Hamilton?

Committee's Responses:

- One of the projects that is currently ongoing under the Age Friendly Plan is to have scheduled transportation for older adults to get to and from the grocery stores.
- Committee members noted that another community partnered with Uber in order to ensure that older adults are able to access a series of destinations with a fixed fee. The destinations include grocery stores.
- Committee members noted that providing for individuals with allergies is a priority.

H. Ramsey indicated that once all the feedback had been collected from the various stakeholder consultations she will be in contact with the Committee to provide an update on this project.

Committee members inquired how long this project would be ongoing. H. Ramsey indicated that there no termination date. The project is expected to run over the next two (2) years.

3.3 Working Groups/Committees

a) SAC – Housing Working Group (M. Sinclair)

M. Sinclair advised that the working group has finished the glossary. The group revised and unanimously agreed on a smoke-free motion to be brought forward to the Advisory Committee for People with Disabilities

The group's final meeting of the year is December 19, 2017 at 2:00pm. The group had two parts of the guide to complete: (a) conditions that people have in Housing and (b) Safety tips in Housing.

b) SAC – Getting Around Hamilton Working Groups (J. Mayo)

J. Mayo shared that the "Let's Get Moving" project continues to move ahead. She explained that there have been workshops on walking but that biking and using the HSR are also a part of the project. There have been workshops on

walking and there may be a walk around Gage Park scheduled for January 2, 2018. J. Mayo suggested that those who are interested consult the Hamilton Council on Aging website's calendar of events for more detailed information as the date approached.

The next project is pedestrian safety; there have been four (4) workshops so far and six (6) more are planned through February and March. The sessions have been well received and the evaluations have been positive.

There are two follow-ups happening with this project. One component of the project is related to problems with pedestrian safety. Parallel to this project is Friendly Streets which is focusing mainly on the area around Hamilton General Hospital. We are going to partner with them so that we come up with some recommendations.

The other project that arose from the pedestrian safety sessions is the creation of a pamphlet on walking safety in winter. This has to do with concept of elements such as appropriate footwear. There is research being done now and we want to bring that information into a pamphlet.

J. Mayo also shared that a meeting was held with a representative from the HSR to follow up on several items. One of the items that did not pertain to the HSR promoted the group to make a motion that the Seniors Advisory Committee will adopt in relation to the LRT which is to write a letter to Paul Johnson for the LRT.

The Committee proposed the following motion:

The Seniors Advisory Committee is urging the City of Hamilton to include the provision of park and ride areas at

both ends of the LRT to encourage older adults living in outlying areas to use the LRT.

(J. Mayo / J. Winslow)

CARRIED

J. Mayo will send the letter to the staff liaison.

c) SAC – Communications Working Group (B.Thomson)

The Communication working group has been updating the existing SAC Brochure. The brochure is for information sharing purpose and is shared at events such as the Seniors Kick Off; Age Friendly AGM; and other events deemed appropriate.

**d) Age Friendly Plan – Governance Committee
(J.Mayo/B.Thomson)**

J.Mayo and B. Thomson shared that the adaptations to the rental buildings document were published. There were two publications, one contains information for residents and tells residents what adaptations they should/could have in their apartments. The second is information for Property Managers which was worked on in conjunction with the Property Managers Association.

The publication is available on the Age Friendly website

e) Older Adult Network (D.Stone)
No update at this time.

f) AODA – Hamilton Health Sciences (M.Sinclair)
M. Sinclair shared that the group met on Monday, November 27, 2017. HHS was engaging in some updates to their Customer Service Guidelines.

- g)** International Day of Older Persons Committee (D.Stone)
No update at this time.
- h)** Social Isolation (K.Thomson)
Tabled until January 2018 meeting.
- i)** McMaster Institute of Research on Aging (E. Weisz)
Tabled until January 2018 meeting.
- j)** Ontario Health Coalition (C.Fernandes)
C. Fernandes reported that the Ontario Health Coalition wants Seniors to send a message to their MPP to withdraw Schedule 9 of Bill 160.

The Committee proposed the following motion:

To send the letter support the withdraw of Schedule 9 of Bill 160 signed by the Seniors Advisory Committee.

(C. Fernandes / P. Petrie)

All in favour

CARRIED

4. Business / Discussion Items

4.1 Business Arising from Previous Minutes

4.1.1 Property Tax Deferral

Following the presentation that was provided to the Committee in November 2017, G. Rojas followed up with the Committee to collect their feedback on the program. Committee members provided the following feedback:

Q: How will City of Hamilton residents be made aware of the program?

A: The first step is to get the program approved. The program is to be reviewed on January 17, 2018. If

approved, the Communications Department will be engaged to help make the public aware of the Program.

Q: How many people are taking part in the program?

A: There are 51 referrals. But it is likely the number of participants will increase with advertising. It will be challenging to estimate how many additional applications will be received. In 2016, there were 16 new applications submitted to the City.

Q: Is there a maximum number of applications that the City could sufficiently receive and manage?

A: There would be no maximum as that would not be equitable. The program would be open to anyone who qualifies.

Q: When will a decision be made about the program?

A: There is a report that will be presented at GIC on January 17, 2018.

Committee members agreed that when the program receives approval, the Committee should be consulted on the marketing strategy.

The Chair advised that the intention of having this item on agenda was to provide the Committee with an opportunity to submit their input and to determine if the majority of the Committee supports the full deferral program.

The Committee proposed the following Motion:

- a) That the full tax deferral program for seniors and persons with disabilities be supported in principle.
- b) That the decision of SAC being included as a part of the staff presentation to the General Issues Committees' decision in 2018.

(B.Spinner / P.Petrie)

All in favour

CARRIED

4.2 Supply of Emergency Generators

The Committee was provided with the Report referred to below as well as the following information regarding the status on this item:

Supply of Emergency Generators (PED17186) (City Wide) (Outstanding Business List Item) (Item 5.5)

That Report PED17186 respecting Supply of Emergency Generators, be referred to the Emergency and Community Services Committee for consideration in addition to the information researched by staff regarding the procedures used by the City of Orillia in conjunction with Orillia Power Corporation when there is a large power outage.

B. Spinner shared that he lived in a co-op in Ottawa at the time of the 2003 blackout in a multi-resident unit. The services within the building responded when the power went out; the doors, elevators, and electricity was working when the rest of the world's power went out. The structure of this residence could be provided as an example to support City staff as they research this item.

4.3 Update on the *Envisioning Ageing In Place* Conference

Dhalia Petgrave provided the following update to the Committee regarding the *Envisioning Ageing In Place* Conference

The conference was held on Thursday, November 23, 2017 at Ryerson University in Toronto. The format was that of panel presentations by a number of experts, thought leaders, practitioners, and delegates who are experts in the field.

Panel One focussed on Shifting towards inclusive Municipal Planning processes and land use policies to more effectively support ageing in place. The emphasis was on Community mobility and how to prevent

isolation of seniors who are unable to freely move around in the community. Mention was made of seniors who, due to age, were not able to extend their driving careers and have their drivers' licence renewed and the effect that this had on their independence or lack thereof. Recommendations were also made to re-educate seniors about fire safety codes in their residences so that they will be able to react when the codes are activated. Another important aspect that was looked at was having younger seniors (Seniors in Training – so to speak, that is adults between the ages of 54 – 60) who would volunteer to provide services to older seniors for example run errands, read, sit for a few hours and interact with the older individuals to lessen the feeling of isolation.

Panel Two dealt with Building designs and renovations: Innovative ideas for accessibility and future proofing housing. With building modifications put into place, this is beneficial to not only the individual but also the community as scarce resources would be redirected from emergency care as fall preventions would be kept to a minimum. One of the panelists presented a slide show that illustrated how innovative ideas for future proofing housing can be put in effect in order to ensure the safety of occupants who are not as mobile as they used to be in earlier years and can design new or adapt existing house or business to be completely accessible for people with mobility challenges. At times with the rapid decline in health, building modifications must be a part of the equation so occupational therapists, designers, contractors and architects should play a significant role in the decision making in order to modify structures.

Prior to the lunch break, the conference was addressed by Dipika Damerla, the Minister of Senior Affairs and MPP for Mississauga East – Cooksville. She informed the conference that there were approximately 2.5 million seniors in the province of Ontario and at the current rate of growth in another 25 years, it is estimated that this will increase to approximately 4.5 million seniors in Ontario. Presently, visible minorities account for four times the rate of growth of the

population and are increasing, so plans need to be put into place to satisfy the cultural needs of this growing community.

Panel Three looked at Collaborative and cost- effective strategies to increase the impact and reach of age-friendly communities. The panelists highlighted how seniors can age with confidence in their own communities for as long as possible. One panelist spoke about Senior supportive living which is an alternative to living in retirement residences. Her group called OASIS, advises on how groups can create a community partnership and implement retirement type living with an onsite Personal Support Worker (PSW), social and exercise programs, hot prepared group meals. The program is designed to address isolation, nutrition and physical fitness issues and is an alternative to the higher cost of retirement residences.

All in all, the conference was very informative and eye opening and the National Institute for Ageing must be commended for its efforts to support older adults as they age with confidence and in place.

4.4 Recreation Fee Increase Update

Eleanor Morton advised that there would be another 2% increase in Recreation Center fees in 2018.

The increase for Seniors will increase from \$33.85 to \$34.50.

Committee Members engaged in a discussion about the diversity of users who could access the Recreation Centre but English may not be their first language. Members discussed how the Rec Centre programming caters to the diversity of the City of Hamilton. These barriers prevent seniors from accessing programming and reducing their ability to engage in healthy activity and reduce social isolation.

E.Morton indicated that Recreation is working towards reducing barriers for all City of Hamilton residents to Recreation Centre programming.

5. Adjournment

The meeting adjourned at 12:00 p.m.

(M. Wahlman / P. Petrie)

That the Seniors Advisory Committee meeting be adjourned.

Next Meeting

Friday, January 5, 2018



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Home for Good Local Funding Allocations (CES17042(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Nadia Zelisko 905-546-2424 ext. 3863 Amanda DiFalco 905-546-2424 ext. 3132 Dave Brodati 905-546-2424 ext. 4818
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

Council Direction:

On December 8, 2017, Council approved the following recommendations of Report CES17042(a):

- (a) That the General Manager of Community and Emergency Services or designate be authorized to enter into and execute an Agreement with the Ontario Minister of Housing to administer the Home for Good (HFG) Program as of September 11, 2017 and any ancillary agreements required to give effect thereto in a form satisfactory to the City Solicitor; and,
- (b) the General Manager of the Community and Emergency Services Department or designate be authorized:
 - (i) To approve funding for initiatives in alignment with City's Expression of Interest (EOI) application to the Provincial HFG Program and the priorities identified in Hamilton's Housing and Homelessness Action Plan and Homelessness Partnering Strategy 2014-2019 Community Plan; and,
 - (ii) To implement spending caps, benefit frequency limits, or other controls necessary to ensure costs are contained within the approved budgeted amount.

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**SUBJECT: Home for Good Local Funding Allocations (CES17042(b)) (City Wide) -
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Information:

The provincial HFG program is a homelessness-focused program that supports the Province's goal of ending chronic homelessness by 2025. HFG provides housing assistance and support services to people who are homeless or at imminent risk of homelessness within the provincial priority homelessness areas: chronic homelessness; youth homelessness; Indigenous homelessness; and, homelessness following transitions from provincially-funded institutions.

HFG supports the Housing First approach identified in Hamilton's 10-year Housing and Homelessness Action Plan and aligns with Action Plan Outcome 3: *People have the individualized supports they need to help them obtain and maintain housing.*

In May 2017, Housing Services Division submitted an Expression of Interest (EOI) application for HFG funding. The EOI application sought support for:

- Enhanced Housing focussed resources to ensure that homelessness is a brief and non-recurring experience in people's lives
- Enhanced resources to meet the needs of individuals experiencing homelessness with the most complex, co-occurring issues that are likely to impact overall housing stability, including increased resources for housing allowances and program supports
- Solutions to offset community pressures in effectively supporting individuals at risk of homelessness
- Capital funding for additional supportive housing units

While the EOI application highlighted existing community partnerships and stakeholders for housing and homelessness programs, it did not recommend specific funding allocations to organizations.

The Province advised the Mayor on September 11, 2017, that Hamilton will be awarded \$2,827,351 in program funds over 3 years. This represents 68% of the program funding amount requested in the EOI. Capital funding requested through the EOI was not approved.

Although a three year allocation was announced, the Province has indicated that the City of Hamilton will continue to receive funding for housing assistance and supports through the HFG program on an ongoing basis beyond the initial three years, subject to actual take-up, annual provincial budget approvals, and fulfilment of accountability requirements.

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HFG Program Overview:

HFG is a homelessness-focused program delivered through local municipalities that supports the Province's goal of ending chronic homelessness by 2025. HFG investments must be consistent with the prescribed Provincial guidelines.

HFG Program Guidelines indicate that the funding is intended to be for ending a person's homelessness through housing assistance and supports. There are a series of outcomes related to housing assistance and support services that must be reported back to the Province on a quarterly basis.

The program will contribute to the achievement of the following direct outcomes:

- a) Increased number of households will receive support services and housing assistance, to be reported by provincial priority homelessness area
- b) Increased number of households remaining housed after one year, to be reported by provincial priority homelessness area

Funding Breakdown:

The breakdown of Hamilton's HFG funding allocation is as follows:

Notional Funding Allocation		
Year 1 (2017-18)	Year 2 (2018-19)	Year 3 (2019-20)
\$827,351	\$1,000,000	\$1,000,000

The multi-year funding allocation amounts to \$250,000 quarterly. However, as the City received the current fiscal year's allocation late in the year with only the last quarter of the fiscal year to expend all the funds, an additional one-time surplus of \$577,351 (\$827,351 - \$250,000 = \$577,351) must be spent by March 31, 2018.

The City of Hamilton may use up to 10% of the allocated operating funds to cover administration costs.

The Funding Allocation Prioritization Process:

Provincial deadlines limited the amount of time available to determine local funding allocations for Years 1 and 2 of the program: the Year 1 allocation is to be fully expended by March 31, 2018. The Take Up Plan for Years 1 and 2 were required at the same time.

The tight timelines, together with the fact that the City of Hamilton did not receive the full funding amount requested in the EOI application, limited the ability of Housing Services

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**SUBJECT: Home for Good Local Funding Allocations (CES17042(b)) (City Wide) -
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Division to complete a Call For Applications (CFA) process and launch new programs without significant risk of underspending and returning funds. Instead, City staff needed to prioritize the initiatives in the EOI application using existing information.

City staff engaged in extensive multi-year community consultation to arrive at the strategies outlined in the 10-year Housing and Homelessness Action Plan and the priorities for the 2014-2019 Community Plan. From 2012 to 2015, a far-reaching community consultation and planning process on homelessness funding was conducted.

The City of Hamilton regularly seeks community input relevant to these strategies and priorities through ongoing consultation with numerous planning tables including, but not limited to, the Housing and Homelessness Planning Table, the Homelessness Funding Implementation Group, Aboriginal Community Advisory Board, Housing and Homelessness Advisory Committee, Housing First Check in Table, Women's Housing and Homelessness Planning Collaborative, Men's Emergency Services Committee, and the Street Youth Planning Collaborative. Monthly financial and data reports from funded agencies were also used to identify funding opportunities.

At the same time, the City is currently leading the participatory development of a Coordinated Homelessness Serving System in Hamilton together with an extended project team that includes community experts. Current system gaps that impact the Housing and Homelessness Action Plan strategies and priorities of the 2014-2019 Community Plan are regularly highlighted through this process by management, staff and clients of service agencies throughout the sector.

In February 2017, Council put forth a motion asking the Mayor to correspond with federal and provincial orders of government requesting that they adequately fund the City of Hamilton to deliver homelessness programs and services. The motion noted the effectiveness of Housing First in reducing chronic homelessness in Hamilton and the resource limitations that prevent the existing Housing First programs from adequately serving all qualifying individuals in the community. The letter from the Mayor to the Province requested an annual funding enhancement in the amount of \$3,000,000 over and above Hamilton's current allocation through the Community Homelessness Prevention Initiative (CHPI) program.

Staff developed options for the Year 1 and 2 HFG Take Up Plan in accordance with the priorities highlighted through the mechanisms above and the HFG program guidelines.

It is important to note that the Housing Services Division is also planning for future iterations of Federal and Provincial homelessness funding programs such as the Federal Homelessness Partnering Strategy (HPS) and the Provincial CHPI program.

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**SUBJECT: Home for Good Local Funding Allocations (CES17042(b)) (City Wide) -
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The next funding iterations for these programs will take effect April 1, 2019. It is important that HFG align with these two funding streams, through a combined CFA, to achieve the goal of ending chronic homelessness and the goals outlined in Hamilton's 10 year housing and homelessness action plan.

Staff held focus group discussions with Housing First providers and women's homelessness serving agencies to consult on, and validate, the implementation options for Years 1 and 2, as well as the approach for allocating funding in Year 3.

To assist with the review of funding priorities for HFG, Housing Services Division consulted with the Homelessness Funding Implementation Group (HFIG). The HFIG is the advisory group for homelessness funding that provides funding recommendations, ongoing advice and a review of project outcomes. The group consists of eleven members who have a range of professional and personal experiences related to homeless issues. Representation includes; landlords, health/mental health sector, criminal justice sector, the Urban Indigenous Community, and people with lived experience. All members are volunteers and represent their respective sector.

Hamilton's Aboriginal Community Advisory Board provided a letter of support for an Indigenous funding allocation for HFG.

HFG Funding Recommendations:

The priority areas for HFG funding identified through planning exercises and endorsed by the community are:

- enhancements to Housing First supports; and,
- enhanced supports for people experiencing homelessness who do not meet the criteria for federal Housing First programs, such as Rapid Re-housing support.

To fulfill provincial requirements, for Fiscal Years 2017/18 and 2018/19, the City prioritized the initiatives in the EOI application that align directly with the expected outcomes of HFG and can be delivered through enhancements to existing programs for which there are agreements already in place.

Existing programs that were most aligned with these criteria and HFG Program Guidelines were recommended for HFG funding for fiscal years 2017/18 and 2018/19 on a temporary basis. The recommendation for the 2019/20 fiscal year and on a go forward basis from then is to reset all the homelessness funding (HFG, CHPI and HPS) through a combined CFA. The General Manager of Community and Emergency Services approved these recommendations based on Council approved delegated authority (Report CES17042(a)).

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A list of the approved projects is found in Appendix A of Report CES17042(b)).

Appendices and Schedules Attached

Appendix A to Report CES17042(b): Home for Good Local Funding Allocations

Appendix A to Report CES17042(b)

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Approved Home for Good Funding Projects

Program	Agency	Program Description	2017/2018	2018/19
Homeward Bound	Aboriginal Health Centre	To support chronically homeless individuals who identify as Indigenous to move rapidly from homelessness into permanent housing using a Housing First model.	\$140,470	\$180,000*
Housing First for Youth	Catholic Children's Aid Society	To support the transition of chronically homeless youth directly into stable housing using a Housing First model.	\$133,447	\$171,000
Supporting Our Sisters	Good Shepherd Centres	To support chronically homeless women to move rapidly from homelessness into permanent housing using a Housing First model.	\$168,564	\$216,000
Transitions To Homes	Wesley Urban Ministries	To support chronically homeless men to move rapidly from homelessness into permanent housing using a Housing First model.	\$259,870	\$333,000
Transitional Living Program	Hamilton YWCA	To provide case management supports for women staying in transitional housing to help find permanent housing.	\$125,000	\$100,000
Administration	Housing Services Division, City of Hamilton	N/A	\$0	\$0
TOTAL			\$827,351	\$1,000,000

*Pending future recommendations by the Aboriginal Community Advisory Board.



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Amendments to Housing Services Act, 2011 - Portable Housing Benefit Framework (CES18001) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kim Ryan 905-546 2424 ext. 6285 Adam Sweedland 905-546-2424 ext. 1782
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

Council Direction:

Not applicable

Information:

As Service Manager under the *Housing Services Act, 2011* (the “Act”), the City of Hamilton has responsibility for funding and overseeing social housing programs delivered by 43 non-profit and co-operative housing providers as well as various rent supplement programs. At present, funding is directed to specific housing providers in accordance with the applicable social housing program and a prescribed number of units are targeted for each program.

On September 1, 2017, Regulation 367/11 of the Act was amended to create an optional framework to allow Service Managers to fund portable housing benefits (PHB). Through this framework, Service Managers have the option to offer a locally-funded rent-gear-to-income benefit to low-income households paid directly to the household and not tied to a physical housing unit. The PHB is an optional tool for Service Managers to assist households on the wait list together with the traditional RGI system.

The PHB would allow people to choose where they live in the City, potentially contributing to greater social inclusion and more mixed-income communities. However, the PHB is neither a new provincial funding program nor a requirement for Service Managers. It does not replace the need for existing RGI assistance or the requirement for Service Managers to support physical units. The PHB is not portable across the

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SUBJECT: Amendments to Housing Services Act, 2011 - Portable Housing Benefit Framework (CES18001) (City Wide) - Page 2 of 4

province and participating households are required to be selected from the local centralized waitlist system.

Key points of the new PHB framework are:

- That any PHB created under this framework is Service Manager funded and there is no obligation on the Service Manager to move to PHBs or increase social housing funding beyond the current levels;
- Increased flexibility for Service Managers in achieving its legislated service level standards;
- Increased flexibility for Service Managers in managing the broader social housing system by enabling subsidies to become “portable” rather than tied to physical units; and,
- Simplified annual income eligibility reviews for Tenants by moving away from monthly changes in rent to an annual income test to calculate benefits using income tax information.

Service Level Standards

The Act establishes rent-geared-to-income obligations for Service Managers, known as service level standards that are accomplished by managing the mix of RGI and market rent units in various housing projects. The City is currently required to provide RGI housing assistance to 9,257 households at or below the housing income limit. Each housing project, in turn, has a distinct “market-to-RGI unit” ratio for which the housing provider is required to target. For example, “public housing” projects, which are part of CityHousing Hamilton’s portfolio, target 100% RGI households whereas “municipal non-profit” housing projects (also part of CHH’s portfolio) targets 50% RGI and 50% market rental units.

Hamilton does not currently achieve its service level standards. It provides RGI assistance to approximately 8,600 households. This is simply because households that experience an increase in income or certain changes in household composition may no longer meet RGI eligibility and, as such, are required to pay market rents but are not required to move. Market rents in social housing were established by provincial guidelines and are indexed annually. They are generally at or below 80% of CMHC’s reported average market rents for Hamilton. The converse does not happen. Households currently paying market rents in social housing do not automatically start receiving the benefit of RGI and, instead, must apply through the centralized wait list.

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SUBJECT: Amendments to Housing Services Act, 2011 - Portable Housing Benefit Framework (CES18001) (City Wide) - Page 3 of 4

Portability

The current system of targeting program funding directly to housing providers means that households requiring rent-geared-to-income (RGI) assistance have to live in specific housing units operated by specific housing providers.

Portability of a subsidy means that the benefit is provided directly to an individual rather than a housing unit, which is the model associated with the traditional social housing/rent-geared-to-income system. Portability gives people the advantage of choosing their own homes based on their personal needs and circumstances.

Currently, the City provides a form of portable housing allowance to some households from the centralized wait list. The City pays a flat rate housing allowance directly to an approved participating landlord in an amount determined by program and/or household composition and income. The household pays the difference. The landlord must be providing a legal unit within affordable rents (i.e. at or below average market rent) and the City maintains a relationship with both the tenant and the landlord.

The new PHB framework requires full portability within the municipality, with benefits paid directly to households. Although fully portable housing benefits are a person-centred method to assist households with housing affordability, traditional rent-geared-to-income social housing is still needed. For example, households receiving a portable benefit directly will need to find their own housing from the private market. Depending on the rental market, this could result in higher subsidies paid by the City.

The traditional social housing system also better ensures equity for individuals obtaining housing through a coordinated access system. Housing providers are required to select tenants from a fair and equitable system and the method of selection is monitored. Providers may be challenged and penalized for failing to comply with the system. Private landlords are subject to the Ontario Human Rights Code but some individuals may not be aware of their rights, recognize violations or lodge complaints. In addition, some households may miss out on the various support programs available through the City's housing providers. Despite some advantages, the PHB may not be a suitable alternative for everyone.

Next Steps

In early 2018, staff will begin consultation with housing providers, tenants, service providers, community partners and other City staff to assess and determine whether or not PHBs are a suitable and viable option to implement in Hamilton. Considerations would include, among other things:

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SUBJECT: Amendments to Housing Services Act, 2011 - Portable Housing Benefit Framework (CES18001) (City Wide) - Page 4 of 4

- Whether or not certain household types (e.g. seniors, persons with disabilities, families) are more appropriately suited to PHBs than others based on availability of appropriate housing inventory within the broader market vs. the social housing system;
- How to ensure that additional supports can be readily accessed by individuals living outside of the social housing system;
- Options for piloting or testing a system of PHBs;
- Administrative considerations; and,
- Whether or not PHBs could represent a cost-effective alternative for some current City funded traditional social housing programs.

Any resulting recommendations about implementing a system of PHBs in Hamilton will be brought forward for review and consideration to the Emergency and Community Services Committee.

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CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Residential Care Facility Subsidy Program Waitlist (CES18003) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Greg Tedesco 905-546-2424 ext. 7168 Amanda DiFalco 905-546-2424 ext. 3132 Rob Mastroianni 905-546-2424 ext. 8035
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the current waitlist for the Residential Care Facility (RCF) Subsidy Program continue to be maintained; and,
- (b) That the item respecting the RCF Subsidy Program be considered complete and removed from the Emergency and Community Services Committee's Outstanding Business List.

EXECUTIVE SUMMARY

The RCF Subsidy Program, previously known as the Domiciliary Hostel Subsidy Program, is administered by the City of Hamilton and subsidizes the cost of accommodation, meals, supervision and assistance with activities of daily living for an average of 765 residents living in 54 RCFs. As a form of housing with supports, RCFs are an important part of Hamilton's housing continuum and provide an option for people who may require supports along with permanent housing.

RCFs are operated under a per diem funding model at a current rate of \$50 a day per resident, paid to the Owner/Operator of the facility. Residents of RCFs contribute to the cost of the service according to their income and the balance of the cost is funded through the RCF Subsidy Program which is 100% provincial CHPI funding.

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SUBJECT: Residential Care Facility Subsidy Program Waitlist (CES18003) (City Wide) - Page 2 of 5

On January 4, 2016, the Housing Services Division of the Community and Emergency Services Department introduced a new process for allocating subsidies to RCF residents. A waitlist was introduced in order to manage the number of people accessing the RCF Subsidy Program to monitor and contain expenditures within the Community Homelessness Prevention Initiative (CHPI) operating budget.

The CHPI budget is a capped budget, which means Hamilton receives a fixed annual allocation based on a provincial funding formula. It is important to continue to find ways within this context to manage programs where costs increase over time within fixed budgets.

The waitlist ensures that expenditures within the RCF Subsidy Program remain within budget, while also ensuring that individuals applying to the program are approved for subsidy as soon as possible into available spaces that meet their needs and that are a good fit for the RCF Operators. The Operators have been consulted during the development, implementation and operation of the RCF Subsidy Program waitlist in order to ensure that their operational and programming needs are also being supported.

Alternatives for Consideration – Not Applicable**FINANCIAL – STAFFING – LEGAL IMPLICATIONS****Financial:**

The RCF Subsidy Program is funded 100% through CHPI, with an annualized amount of \$6,702,880. If the current RCF Subsidy waitlist is maintained, there are no budget implications and no impact on the net levy.

A detailed review of the RCF Waitlist by staff in March 2017 concluded that the removal of the RCF Subsidy Waitlist would result in an additional annualized cost of approximately \$670,000, which would impact the net levy at 100%. This amount would be variable each year based on demand and could fluctuate, leading to additional financial pressures.

Staffing:

There are no staffing implications associated with Report CES18003.

Legal:

There are no legal implications associated with Report CES18003.

HISTORICAL BACKGROUND

Previously, the Domiciliary Hostel Program was an 80/20 cost shared program with the Province and City of Hamilton. On January 1, 2013, the Province of Ontario consolidated funding for the Domiciliary Hostel Program into the Community

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SUBJECT: Residential Care Facility Subsidy Program Waitlist (CES18003) (City Wide) - Page 3 of 5

Homelessness Prevention Initiative (CHPI) and transferred oversight from the Ministry of Community and Social Services (MCSS) to the Ministry of Municipal Affairs and Housing (MMAH). Under the CHPI program guidelines, the City has greater discretion in shaping the program.

On October 8, 2013, Report CS10036(c) was received by the Emergency and Community Services Committee regarding the City of Hamilton Domiciliary Hostel Review.

On November 25, 2013, Report CS13017(a) was received by the Emergency and Community Services Committee regarding the Community Homelessness Prevention Initiative Review. This report included a recommendation that the General Manager of the Community and Emergency Services Department or designate be authorized to implement spending caps, benefit frequency limits, or other controls necessary to ensure costs are contained within the approved CHPI operating budget.

On February 23, 2015, Report CES15007 was approved by the Emergency and Community Services Committee regarding a recommendation to increase the Domiciliary Hostel Program per diem rate from \$48.25 to \$50.

On January 18, 2016, Report CES16007 was received by the Emergency and Community Services Committee regarding Changes to Intake Process for Domiciliary Hostel Program.

On August 10, 2016, Emergency and Community Services Committee approved motion 16-007 Item 9.2 "Residential Care Facilities Subsidy Program". The motion included direction to staff to report back on the feasibility of ending the RCF Subsidy Program wait list.

On June 12, 2017, Report CES17030 was received by the Emergency and Community Services Committee regarding Investment Plan for CHPI Homelessness Funding. The report recommended that the current waitlist for the RCF Subsidy Program continue to be maintained.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None

RELEVANT CONSULTATION

During the development of the waitlist process, RCF Operators were consulted to ensure that they were able to provide input into the development and design of the policy and guidelines of the new process.

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SUBJECT: Residential Care Facility Subsidy Program Waitlist (CES18003) (City Wide) - Page 4 of 5

All RCF Operators were invited to an information session in December 2015 to learn about the new waitlist and intake process. The Domiciliary Hostels Working Group meets regularly where ongoing consultation and feedback occurs.

All RCF Operators were invited to a community meeting in July 2017 to receive information and provide feedback on changes to the RCF Subsidy Program waitlist. They were also provided with an update on waitlist statistics, including average wait time and the number of individuals pending subsidy approval.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Since its introduction in January 2016 the waitlist for the RCF Subsidy Program has been successful in containing expenditures within its operating budget, while ensuring that individuals on the waitlist are being approved for subsidy and connected to open spaces within RCFs. The waitlist process has assisted both applicants and RCF Operators in better identifying and matching applicant needs to particular RCFs.

In 2013, in order to ensure that programs funded through CHPI remain within their allocated amounts, Council approved authorization for the General Manager of the Community and Emergency Services Department to implement cost controls such as spending caps, benefit frequency limits, or other methods necessary to contain costs within the approved CHPI operating budget (Report CS13017(a)). The continuation of the current waitlist for the RCF Subsidy Program ensures that it remains within the CHPI operating budget.

Within the CHPI budget, 57.7% of expenditures are variable and driven by demand. This level of variability within the budget requires the implementation of cost control measures in order to ensure that programs funded through CHPI remain within their allocated amounts. Any fluctuations within program expenditures may result in impacts to other CHPI funded programs or impacts to the levy.

Staff undertook a detailed review of the waitlist in March 2017. The review concluded that an additional annualized cost of approximately \$670,000 would be required in order to remove the waitlist and that this increase would be unsustainable within the CHPI capped budget. The estimated increase in annualized cost is variable year to year based on demand and may increase over time. Due to this unpredictability, staff recommended at the time to maintain the waitlist for the RCF Subsidy Program in order to continue to monitor and contain expenditures within the CHPI operating budget.

The current budget allows for subsidizing approximately 765 individuals. Although the waitlist is in place, individuals are still able to be approved for subsidy through attrition. Staff continue to implement waitlist process efficiencies while working closely with RCF Operators to ensure individuals who are approved for subsidy move as soon as

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SUBJECT: Residential Care Facility Subsidy Program Waitlist (CES18003) (City Wide) - Page 5 of 5

possible into available spaces that meet their needs and that are a good fit for the Operators.

As of September 30, 2017, the average time on the waitlist was 25 days with 33 residents active and waiting for subsidy. Expenditures and the waitlist continue to be closely monitored to ensure that as many subsidies as possible are issued while remaining within the existing budget.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None

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CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Notre Dame Community Resource Centre (CES18005) (Ward 2)
WARD(S) AFFECTED:	Ward 2
PREPARED BY:	Dave Brodati (905) 546-2424 ext. 6159 Amanda DiFalco (905) 546-2424 ext. 3132 Lisa Bell (905) 546-2424 ext. 4288
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the Notre Dame House Community Resource Centre (CRC) provided through Good Shepherd Centre Hamilton receive annualized funding in the amount of \$200,000 through the Community Homelessness Prevention Initiative (CHPI), effective April 1, 2018 until March 31, 2019; and,
- (b) That, for the purposes of CHPI contractual funding, the Notre Dame House CRC be considered as part of the Notre Dame House Youth Emergency Shelter.

EXECUTIVE SUMMARY

The Notre Dame House CRC provided through Good Shepherd Centre Hamilton serves at-risk youth and youth experiencing homelessness aged 16 to 21 years of age. These services include meals, case management services, drop-in programming and referrals to housing supports. The CRC is co-located with the Good Shepherd Notre Dame House Youth Emergency Shelter.

The City has provided various iterations of one-time funding since 2004 for CRC services. CRC services were initially funded as part of the shelter, but were separated into a different program after 2010 to maintain access to alternative funding streams as the true cost of the services provided through shelter were not covered by provincial funding at the time. Before 2014, shelters were operating under a per diem funding model that limited funding for services beyond a bed and three meals a day.

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**Subject: Notre Dame Community Resource Centre (CES18005) (Ward 2) - Page 2
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Hamilton's 10-Year Housing and Homelessness Action Plan emphasizes the importance of providing individualized supports that help people obtain and maintain housing, reducing reliance on emergency shelters. In order to do so, case management is needed at shelters to direct individuals to the appropriate housing and related supports. Similarly, Hamilton's Blueprint for Emergency Shelter Services emphasizes the role of shelters in providing services beyond basic needs and supports the provision of case management services for individuals not staying overnight in shelter.

Staff completed a program review of the CRC in 2017 to provide policy and funding recommendations related to how the CRC fits into the continuum of youth services in Hamilton and the role of shelters in service provision beyond basic needs. Staff learned that the provision of CRC services separate from shelter operations is unique to the youth sector.

Now operating under a block funding model, men's and women's emergency shelters in Hamilton provide these services as part of shelter operations. As such, the CRC should be considered part of Notre Dame House Youth Emergency Shelter.

Staff also learned that the CRC is an integral program for at-risk youth and youth experiencing homelessness in Hamilton, and should therefore receive annualized funding until the end of this iteration of homelessness funding in March of 2019. Homelessness programs and services will be re-assessed as part of the next Call for Applications process for federal and provincial homelessness funding expected in 2019.

Funding for CRC services, previously provided through various iterations of one-time funding, should continue to be provided to Notre Dame House as CRC services are considered to be a part of shelter operations. Removing this funding would leave a service gap for youth in the community.

The Notre Dame House Youth Emergency Shelter is the only 24 hour shelter dedicated to youth in Hamilton. As the CRC is located at the shelter, the two programs form a hub for youth to receive a wide range of services, from basic needs to case management and housing supports.

The program review also noted that Notre Dame House should continue to participate in City activities related to coordinated access and systems integration as directed by the Housing Services Division and should continue to align program practices with emerging research on shelter service provision and youth homelessness. Under coordinated access, emergency shelters are not seen as end destinations for individuals experiencing homelessness, but as main entry points for them to be connected to housing and supports throughout the community. Each program must work together to ensure appropriate resources are directed to the most vulnerable individuals and families.

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**Subject: Notre Dame Community Resource Centre (CES18005) (Ward 2) - Page 3
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Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The Community Homelessness Prevention Initiative (CHPI) is a provincial homelessness program funded by the Ministry of Housing (MOH). Hamilton receives annualized CHPI funding from the province, with a total of \$19,455,174 allocated for 2018-19 and \$19,645,911 for 2019-20.

The City currently provides annualized CHPI funding through a block funding agreement for the Notre Dame House Youth Emergency Shelter. One-time funding has been issued to the CRC separately.

Total allocated CHPI funding to CRC for 2016-18 supports more than half of the program's total budget. This includes costs associated with staffing, administration and overhead. The remainder of CRC's funding comes from other sources external to City funds, including donor dollars, federal and other provincial funding programs.

The CHPI budget is a capped budget which means Hamilton receives a fixed annual allocation based on a provincial funding formula. Annualized funding for the CRC will have to be managed within this capped budget.

Staffing: There are no staffing implications associated with Report CES18005.

Legal: Legal Services will review and draft an ancillary agreement, as may be required to deliver the CHPI Program. Legal Services staff will also ensure that the security requirements, as required from the project proponents are fulfilled to protect the interests of the City of Hamilton, in accordance with the service agreement.

HISTORICAL BACKGROUND

The services provided through the CRC grew out of community needs identified by Good Shepherd Centre Hamilton and were added as outreach and personal support services to the Notre Dame House Youth Emergency Shelter in the early 2000s.

Until 2001, Good Shepherd Notre Dame House Youth Emergency Shelter received partial funding from Human Resources and Skills Development Canada (HRSDC), the Province of Ontario and the City's Emergency Shelter program.

In 2001, the Federal Government withdrew approximately \$200,000 as HRSDC stopped funding emergency shelter services. The City allocated provincial one-time funding in 2002 and 2003 in the amount of \$200,000 per year for Notre Dame House to offset the withdrawal of federal funding.

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Since 2004, the City has provided between \$100,000 and \$238,000 per year in one-time funding from operating surplus for the outreach and support services provided at Notre Dame House Youth Emergency Shelter now referred to as the Community Resource Centre (CRC).

The 2007 edition of the City of Hamilton's On Any Given Night Report highlighted how shelter funding was insufficient in supporting the provision of services that people need in order to maintain housing.

On April 29, 2009, Council endorsed the Blueprint for Emergency Shelter Services (Report CSO9015) which focused on the four men's emergency shelters in Hamilton. The Blueprint noted that a high number of individuals were experiencing long stays in shelter and were not receiving the services necessary to find and maintain long-term housing. The Blueprint represented a fundamental shift in emergency shelter system service provision. It stressed a need for funding beyond basic needs services and supported the provision of services in-house such as intensive case management and mobile or outreach supports for individuals not staying in shelter.

Before 2014, shelters were operating under a per diem funding model which limited the provision of services beyond basic needs. This funding for emergency shelters was cost shared between the Province and the municipality using the historical 80/20 split. The per diem covered the cost of a shelter bed and three meals a day.

In 2010, a program review of Notre Dame House was completed on the premise that provincial funding did not cover the true cost for the personal support and outreach services provided within the shelter. The CRC was later separated from the Notre Dame House Youth Emergency Shelter to maintain access to alternative funding streams.

On January 19, 2015, Report (CES14005(b)) named the successful proponents of City of Hamilton's 2014 Call for Application (CFA) for Housing First and Homelessness Prevention services as well as identified programs that would no longer receive funding under this iteration. The Notre Dame House Community Resource Centre (CRC) was unsuccessful in this Call for Application. Projects were unsuccessful in the 2014 CFA because they least aligned with funding objectives, direct housing outcomes and housing intervention best practices. However, by way of a program review conducted in fall of 2017, staff have developed a clearer understanding of the integral role of the CRC in providing services for at-risk youth and youth experiencing homelessness in Hamilton and the CRC's alignment with City objectives on housing and homelessness. Council approved one-time funding to the unsuccessful programs as a transition to provide service providers with the opportunity to plan for and wind down services.

On December 8, 2015, staff informed the Emergency & Community Services Committee (Report CES15061) that the City's Service Agreement for the CRC would be extended

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**Subject: Notre Dame Community Resource Centre (CES18005) (Ward 2) - Page 5
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for another year from April 1, 2016 to March 31, 2017, while a full review of the youth homelessness system was conducted. The review intended to highlight the best practices, programs and services for addressing youth homelessness in Hamilton.

In 2016, a Request for Proposals (RFP) was launched and was unsuccessful in finding a suitable proponent to complete the review of youth homelessness services in Hamilton.

In April of 2017, program staff of the Xperience Annex were consulted to learn more about the importance of the services offered through the CRC and its place within the continuum of youth homelessness services in Hamilton.

In June of 2017, Emergency and Community Services Committee approved Report CES17030. The report recommended that the CRC receive an extension of funding in the one-time amount of \$200,000 through CHPI to March 31, 2018, as removing funding would leave a service gap in the community and may risk destabilizing the Notre Dame House youth emergency shelter.

In fall of 2017, City staff completed a program review of the services, staffing and outcomes of the CRC and the City's history of funding the program to provide policy and funding recommendations.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The following parts of the Housing and Homelessness Action Plan pertain to this report:

Outcome 3: People have the individualized supports they need to help them obtain and maintain housing.

Target #1: Each emergency shelter (men's, women's, youth and family) identifies and achieves annual targets for shorter stays.

RELEVANT CONSULTATION

A program review of the Notre Dame House CRC was conducted by staff from the Housing Services Division in the fall of 2017. This program review included a series of consultations.

Consultation occurred with staff from the Housing Services Division, and senior management and staff from the Good Shepherd Centre Hamilton, Notre Dame House emergency shelter and the CRC. The purpose of this consultation was to gather information on the program and its funding history.

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Discussions were also held with other community organizations that serve individuals experiencing homelessness, which informed this review, including Living Rock Ministries, the Xperience Annex and the Street Youth Planning Collaborative.

Through this consultation, staff learned that the services at Notre Dame House are integral to the system of youth services.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Notre Dame House CRC is located at the Notre Dame House Youth Emergency Shelter and serves as a conduit to in-house and community based supports for homeless and street involved youth aged 16 to 21 years of age. Youth have access to case management and care coordination services; internal referrals to the Notre Dame House School program; daily programming to build life skills, engage with community, build confidence through recreation, and manage and cope with thoughts, feelings and behaviours; assistance in obtaining identification documents; two hot meals per day; clothing and household donations; and laundry, phone and internet services. In addition, all youth accessing services through the CRC or emergency shelter are referred to internal and external supports based on their needs and preferences.

The CRC reported that from April 2016 to June 2017, over 3,000 households at risk of homelessness received services and supports unrelated to the provision of accommodation but contributing to housing loss prevention, retention and re-housing. This data is not tracked uniquely; several services and supports may have been provided to one individual over time, and it is unknown how many youth received supports from both the CRC and shelter.

Staff learned through consultation that unlike the Xperience Annex, the CRC's primary orientation is towards housing and homelessness. The program aims to prevent youth from experiencing homelessness into adulthood, and to provide supports youth need to maintain their housing in the community.

The Notre Dame House Youth Emergency Shelter is the only 24-hour shelter dedicated to youth in Hamilton, with 21 beds available for youth aged 16 to 21. As the CRC is located at the shelter, the two programs form a hub for youth to receive a wide range of services, from basic needs to case management and housing supports.

The role and understanding of emergency shelter service provision has changed in Hamilton over the last decade. Hamilton's 10-Year Housing and Homelessness Action Plan emphasizes the importance of providing individualized supports that help people obtain and maintain housing, reducing reliance on emergency shelters. In order to do so, case management is needed at shelters to direct individuals to the appropriate housing and related supports.

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The Blueprint for Emergency Shelter Services advocated that shelters are to provide more than a bed and three meals in order to ensure that people's experience of homelessness is rare, brief, and non-reoccurring. The CRC's provision of services to youth aligns with the Blueprint's understanding of shelter services, yet is a separately funded program from the shelter. The separation of additional services from basic needs provision within shelters is unique to the youth sector in Hamilton. The men's and women's emergency shelter systems provide similar services as part of their shelter operations.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**Healthy and Safe Communities**

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Resolution from the City of Welland re: Development of Provincial Legislation for Private Supportive Living Accommodations (CES18006) (City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Greg Witt 905-546-2424 ext. 4818 Kirstin Maxwell 905-546-2424 ext. 3846
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community & Emergency Services Department
SIGNATURE:	

Council Direction:

On May 11, 2016, Council received the following correspondence:

5.4 Correspondence from Tara Stephens, Acting City Clerk, City of Welland, requesting support for the City of Welland's resolution respecting the development of Provincial Legislation requiring the registration, licensing and setting Provincial Standards for Private Supportive Living Accommodations and recommended the following:

Be referred to the Emergency and Community Services Committee for consideration.

On August 10, 2016, Emergency & Community Services Committee reviewed the correspondence received from the City of Welland and provided the following direction:

That staff be directed to report back at the next Emergency & Community Services Committee meeting respecting the development of Provincial Legislation requiring registration, licensing and setting Provincial Standards for Private Supportive Living Accommodations.

Information:

In August 2017, City staff consulted with planning staff at the City of Welland. Staff learned the motion in Welland was put forward in response to local residents concerns regarding a single rezoning application for a local Welland supportive living facility.

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SUBJECT: Resolution from the City of Welland re: Development of Provincial Legislation for Private Supportive Living Accommodations (CES18006) (City Wide) - Page 2 of 4

Unlike the City of Hamilton which has a detailed by-law which licenses its Residential Care Facilities, the City of Welland does not and was seeking Provincial leadership to help craft a set of local regulations to better meet its needs.

In Hamilton, Schedule 20 of the Licensing By-Law requires Residential Care Facilities to meet certain standards of care. These standards help ensure an adequate quality of service is maintained for all residents. Municipal officers and Public Health staff are tasked with monitoring and enforcing these standards. Examples of provisions in the by-law include:

- Certification proving the facility complies with the *Ontario Electrical Safety Code*
- Certification proving the facility complies with the applicable health and safety standards
- Certification proving operators possess minimum education and professional qualifications. This includes standards for hiring employees who possess a minimum level of education, professional experience and communication skills
- Maintaining information and records related to the residents, facility and building operations (including employees/volunteers) in a defined and sharable format
- Outlining standards for personal spaces such as the size and structure of bedrooms, beds, closets, personal storage space, linens and specifications related to the water supply
- Outlining standards for maintaining access to and quality of common space areas and amenities such as dining rooms, bathrooms, toilets, bath tubs/showers, telephone etc.
- Maintaining service areas for food storage and preparation so they meet the requirements under the *Health Protection and Promotion Act*
- Ensuring the facility meets all other requirements under the *Ontario Building Code* and *Fire Code*
- Participating in common processes for admission and discharge of residents including provisions respecting privacy when keeping of personal information
- Outlining standards for providing nutritional and medical care including prescription drugs
- Guidelines around processes and frequency for facility inspection and by-law enforcement

In March 2017, as part of its commitment through the update to the Long Term Affordable Housing Strategy (LTAHS) the Province released its Supportive Housing Policy Framework. The City of Welland is in the process of reviewing the Policy Framework and determining next steps.

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SUBJECT: Resolution from the City of Welland re: Development of Provincial Legislation for Private Supportive Living Accommodations (CES18006) (City Wide) - Page 3 of 4

Overview of Provincial Legislation and Provincial Standards for Private Supportive Living Accommodations

In 2013, the Province launched the Consolidated Homelessness Prevention Initiative (CHPI). This ended the Provincial Domiciliary Hostel Program and consolidated its funding into one flexible envelope enabling municipalities to prioritize investments into their choice of homelessness interventions to address local need. Since 2013, as service manager, Hamilton has continued to prioritize the newly named Domiciliary Hostel Subsidy Program through the allocation of CHPI provincial funds; currently subsidizing the program at \$6.8M/year.

In 2015-16 the Province completed a program review of the CHPI and announced a renewal of the LTAHS.

In 2016, the Province released an update to the LTAHS which included a number of new policy initiatives. One new policy initiative was a commitment to develop a new supportive housing framework. The framework is meant to provide a common foundation to guide both provincial and local program improvements and support coordination across sectors to better meet people's needs who access various kinds of supportive housing (including Domiciliary Hostels).

In March 2017, the Province released its Supportive Housing Policy Framework. The updated strategy has both short-term and long-term reforms that can be summarized into 6 Priority Actions.

Supportive Housing Policy Framework – 6 Priority Actions

The framework outlined a vision, set of principles & desired outcomes for supportive housing in Ontario including 6 Priority Actions:

1. Increased Supportive Housing Investment - Bring total investment to \$200 million by 2019-20 (announced in LTAHS)
2. Improving access to supportive housing programs and increasing awareness of housing and homelessness programs and services
3. Developing a Best Practice Guide
4. Developing a plan to modernize the Homes for Special Care program
5. Developing common outcomes with focused performance measures to better understand the impact of supportive housing programs and to improve our ability to measure progress in meeting people's needs
6. Provincial direction promoting collaboration between Service Managers and LHINs to coordinate social and affordable housing and homelessness services with LHIN-funded services

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**SUBJECT: Resolution from the City of Welland re: Development of Provincial
Legislation for Private Supportive Living Accommodations
(CES18006) (City Wide) - Page 4 of 4**

Since the Province has addressed the crux of the City of Welland's request through the release of the supportive housing policy framework, there is no longer a need for the City of Hamilton to provide active support to the City of Welland's call for Provincial leadership in this matter. This was confirmed in consultation with planning staff at the City of Welland.

Next steps

The City of Hamilton will be working closely with our community partners and stakeholders, including the Domiciliary Hostel Working Group, to update them on the Province's supportive housing policy changes.

In 2018, it is expected the Province will be releasing a best practice guide as well as common outcomes and performance measures which will inform changes to the Domiciliary Hostel System.

Using the Provincial framework as a guide, City staff will be conducting a review of the Domiciliary Hostel system in 2018.

APPENDICES AND SCHEDULES ATTACHED

None

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- 1. ACPD requests an opportunity to fully review the staff report and provide comment to the ECS committee prior to any action taken by Committee or City Council.**
- 2. ACPD asserts that persons experiencing injury and hospitalization for the purpose of rehabilitation have few or no accessible housing options upon discharge from hospital and rehabilitation. With virtually no accessible housing options available persons with disabilities are insufficiently housed. ACPD requests that this matter be addressed in some fashion through dialogue and planning.**
- 3. ACPD asserts that persons with disabilities coming to Hamilton to study at the post-secondary level requiring accessible housing in upper years of study have limited to no accessible housing options. As a result persons are compelled to either remain in residence throughout their entirety of their studies or consider other options such as remaining at home and reliance upon public transit to commute between home and school. These options are adversely compounded where persons must rely upon personal and medical care supports**

daily. ACPD seeks dialogue on these matters with a view to find solutions for persons wishing to choose Hamilton as a place to study, learn and possibly reside.

- 4. Hamilton promotes itself as a place for economic development and growth for business opportunities ultimately expanding Hamilton's population growth from outside the city. Where accessible o housing opportunities, - public, private or publicly funded – are limited economic development and employment growth are for the abled community only. ACPD asserts that many persons with disabilities can bring diversity of ideas, creativity, thought and perspective to the community making Hamilton a far more rich and engaging place for all persons. ACPD asks that conversations be undertaken about how to expand accessible housing opportunities for persons with disabilities in a way that makes economic growth and development the same for all persons regardless of ability.**



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Co-ordinated Access System for Social Housing (CES14052(d)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Adam Sweedland 905-546-2424 ext. 1782
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the Access-to-Housing system of coordinated social housing access be approved for direct service delivery effective April 1, 2018 through the Housing Services Division;
- (b) That the General Manager of Community and Emergency Services be directed and authorized to notify Del Management Systems Inc., in writing, of the City's decision not to renew the service agreement for the provision of the coordinated wait list service;
- (c) That the Housing Services Division's budgeted staff complement be increased by 4.5 permanent full-time equivalent positions, effective March 1, 2018, as follows:
- (i) Three (3) Housing Administration Clerks (3 FTE) be approved and funded from the current net levy supported budget for wait list administration (Dept ID 624200) with no additional net levy impact to support the administrative and intake functions of the centralized wait list service;
 - (ii) One (1) Housing Support Worker (1 FTE) be approved and funded from the current net levy supported budget for the wait list administration (Dept ID 624200) with no additional net levy impact to support the enhancements and case management function to households accessing the wait list service or waiting for housing; and,
 - (iii) One (1) Supervisor, Housing Access & Supports (0.5 FTE) be approved and funded by converting an existing vacant 0.5 Housing Administration

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SUBJECT: Co-ordinated Access System for Social Housing (CES14052(d))- Page 2 of 14

Officer position and by utilizing Social Infrastructure Fund administration dollars (6731640602) with no additional net levy impact to support the oversight of the administration of the centralized intake service and its integration with existing housing allowance and rent supplement programs;

- (d) That the estimated capital costs of \$1.1M that will be required for tenant fit-up renovations for any additional office space, as described in Report CES14052(d), be funded from the following 100% provincially funded programs with no additional levy impact;
- (i) \$700,000 from the Social Housing Reserve Fund (#112248);
 - (ii) \$300,000 from the provincially funded Social Housing Improvement Program (SHIP) administration funding allocation;
 - (iii) \$100,000 from the provincially funded 2018 Social Housing Apartment Improvement Program (SHARP) administration funding; and,
- (e) That the Co-ordinated Access System for Social Housing be identified as complete and removed from the Emergency and Community Services Committee Outstanding Business List.

EXECUTIVE SUMMARY

The City of Hamilton, as Service Manager for social housing, is responsible for meeting provincial requirements under the *Housing Services Act, 2011* (HSA) for the establishment and administration of an application and wait list system for social housing. In Hamilton, the current co-ordinated social housing wait list system is called Access to Housing (ATH). ATH serves as a central point for the application and initial eligibility screening for the social housing units operated by Hamilton's 43 social housing providers. The City currently provides the service through a third party agreement with Del Management Solutions Inc. (DMS) at an annual cost of approximately \$360K.

On June 24, 2015, Council approved Item 6 of the Emergency and Community Services Committee Report 15-006 which approved, in principle, bringing the current wait list system in-house, subject to the following direction:

"That Housing Services Division staff be directed to report back to Emergency and Community Services Committee in October 2015 with a detailed implementation plan including costs for such a transition for Council's consideration."

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SUBJECT: Co-ordinated Access System for Social Housing (CES14052(d))- Page 3 of 14

Report CES14052(d) responds specifically to this direction. Interim Reports CES14052(b) and CES14052(c) provided updates and sought approval for annual extensions of the existing service agreement with DMS.

The current administration of the wait list service meets the requirements of the legislation. However, the requirements of the legislation are strictly administrative. With an increasing number of households and individuals requiring rent-geared-to-income housing, the legislated access system needs to be delivered in concert with other support mechanisms, the broader housing continuum and homelessness prevention system. The plan to transition the wait list service to direct delivery includes enhancements to support a client-focused system that better aligns the needs of households and individuals with the most appropriate housing options and supports. It will also allow staff to better monitor processes to ensure individuals accessing housing experience respect, fairness and equity.

Direct program delivery will focus on continuous improvement and accountability through initiatives such as:

- Improving the information available to households and individuals about housing choices and available supports;
- Working more closely with households and individuals to ensure that their housing needs are optimally aligned with the most appropriate housing options;
- Connecting households and individuals with existing homelessness and shelter system workers;
- Reporting annually to Council and the Community;
- Maintaining a comprehensive building inventory with neighbourhood, building and unit amenities;
- Streamlining the application process and implementing an online process and identifying other options for accessing the services;
- Conducting client satisfaction and system improvement surveys;
- Conducting education workshops with applicants, housing providers and other community service providers; and
- Improving data collection to better support non-social housing programming (e.g. establishing community hubs, private sector development of housing, recreational programming).

The wait list service will be initially delivered from the current Housing Services Division office space located at First Place. In order to create the required interim space, one section of the Housing Services Division will be relocated temporarily for up to one-year to existing vacant space within the City of Hamilton's leased portfolio.

During this time, additional space adjacent to the Housing Services Division offices may be renovated to properly accommodate the permanent delivery of the wait list service.

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**SUBJECT: Co-ordinated Access System for Social Housing (CES14052(d))- Page
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Preliminary capital cost estimates for the renovations and fit-ups are approximately \$1.1M. Through the provincially funded Social Housing Reserve Fund and administrative funding from other provincial and federal social housing capital initiatives, this can be achieved with no additional levy impact.

The lease costs for the additional space (approximately \$36K annually) and the temporary space (approximately \$20K one time) can be funded from the current levy supported budget for the wait list administration with no additional levy impact.

The ATH service is currently delivered by 5 staff employed by DMS (1 manager, 4 front line clerks). In order to support core service delivery and enhanced service initiatives to applicants and households waiting for housing, Housing Services will deliver the service with one Supervisor, one Housing Support Worker and three Housing Access Clerks. This requires an increase to the Housing Services Division's budgeted complement of 4.5 full time equivalent positions, which can be funded from the existing levy supported budget for wait list administration, by converting a vacant 0.5 FTE (Housing Administration Officer) and by utilizing administrative funding from provincially funded initiatives to offset the cost of the Supervisor position.

Alternatives for Consideration –Not Applicable**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: There is no additional levy impact associated with Report CES14052(d). The current levy supported operating budget for the delivery of the coordinated access to social housing system is approximately \$360K.

The existing levy supported complement for social housing includes a 0.5 FTE (\$49K) which will be repurposed to support the staffing costs with additional funds available from provincial/federal administration funds of \$62K.

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SUBJECT: Co-ordinated Access System for Social Housing (CES14052(d))- Page 5 of 14

Table 1 – 2018 & 2019 Operating Budget Estimate

Description	2018 Est. Cost (Apr. - Dec)	2019 Est. Cost
DMS Service Agreement (Jan – Mar)	\$78,000	\$0
Staffing Costs (current levy supported)(Apr – Dec)	\$225,500	\$300,664
Temporary Space – rental costs (based on costing for available space at City Centre)	\$20,000	\$0
Rental costs at First Place (\$36K annually)	0	\$36,000
Office Set up and moving fees	\$10,000	0
Contingency/Program Costs (e.g. software support, postage, courier) (based on review of DMS' annual administration costs)	\$20,000	\$20,000
Subtotal funded from existing tax supported levy for wait list administration	<u>\$353,500</u>	<u>\$356,664</u>
Repurposed 0.5 FTE from existing levy supported complement	\$36,750	\$49,000
Transferred from Provincial/Federal Admin Funding	\$46,500	\$62,000
Total	<u>\$406,550</u>	<u>\$467,664</u>

Staffing: Direct delivery of the wait list service requires 5 full-time permanent positions:

- 1 FTE Supervisor, Housing Access and Supports*
- 3 FTE Housing Access Clerks; and,
- 1 FTE Housing Support Worker.

* repurposed 0.5 FTE from existing levy supported complement

Staffing requirements will be achieved with no additional levy impact.

Legal: There are no legal implications with Report CES14052(d).

HISTORICAL BACKGROUND

The *Housing Services Act, 2011* (HSA) requires Service Managers to administer a system for administering an access system or wait list for social housing.

At the time of devolution of social housing in 2001, the wait list was operated by a third party, Community Housing Access Network (CHAN). When the contract with CHAN expired, Fengate Property Management Ltd. was awarded the contract through a

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Request for Proposal (RFP) process effective January 1, 2005. As per the City of Hamilton's Purchasing Policy, every three years the City of Hamilton issued another RFP for the delivery of the co-ordinated access system for social housing. Fengate was the successful proponent in all RFPs since 2007. In 2011, Fengate sold its business to Del Management Solutions Inc. (DMS) and the contract continued with DMS effective November 7, 2011.

Access to Housing (ATH) was adopted as the working name for the access system for the City of Hamilton. The primary purpose of ATH is to meet the legislated requirements. However, over time, the context in which the waitlist operates has changed and expectations about the role of the waitlist within the housing access system have evolved.

In 2012, a committee of City staff and housing stakeholders undertook a critical review of the wait list service. Through this process, stakeholders endorsed an enhanced model that would transform the current wait list service to a more person-centred service that could better support individuals and families while they wait for a social housing unit. The recommended model includes increased service coordination and integration in addition to improving the core administration of the coordinated access system.

On September 22, 2014, the Emergency and Community Services Committee received Report CES14052 describing an enhanced service for the ATH system that would better meet the needs of applicants for social housing, and included:

- improving the information available to individuals to support informed decisions and choices regarding their housing options;
- integrating referrals to community resources;
- connecting individuals and households with homelessness and emergency shelter system workers;
- revising and updating forms, letters and building inventory information;
- upgrading technology with potential for submission of on-line applications;
- increasing the supports to help people when they apply, during their time on the wait list and as they prepare to move into RGI subsidized housing; and,
- Integrating supports to help people maintain housing.

A Request for Information (RFI) was issued on May 1, 2013 to see if any organizations were able and interested in delivering the ATH co-ordinated access system. Four submissions were received and the Housing Services Division staff decided to proceed with a Request for Proposals (RFPs). On February 12, 2014, Council approved Report CES14008 to approve a single source contract with DMS because staff anticipated that the RFP process would be completed and a successful proponent would be selected by the end of the third quarter 2014.

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On August 26, 2014, the RFP was issued to secure a qualified service provider to deliver the enhanced ATH Service. After reviewing the two proposals that met the minimum requirements, staff determined that the City should instead explore the option of delivering the service in-house where there is opportunity to better integrate existing services and infrastructure. Therefore, the City's Procurement Division issued a Notice of Cancellation to all of the proponents that submitted proposals for the RFP.

On June 24, 2015, Council approved Report CES14052(a) which approved, in principle, the transfer of the ATH social housing waitlist service from a third party delivery agent to direct delivery by the Housing Services Division.

In March, 2016, Council approved a one-year extension of DMS' contract until March 31, 2017. In February, 2017, Council approved a subsequent one-year extension of DMS' contract until March 31, 2018.

These extensions were required to ensure continued provision of the core service while staff undertook significant review of its available options.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The *Housing Services Act, 2011* required the City of Hamilton, as Service Manager for social housing, to maintain and administer a coordinated system of access to social housing.

RELEVANT CONSULTATION

Sector Working Group

To support the implementation of an enhanced co-ordinated access system to housing, Housing Services Division staff consulted with a working group comprised of social housing providers, tenant advocates and community agency representatives.

Del Management Services Inc. (DMS)

Housing Services Division staff met with management and staff from DMS to discuss the logistics of transitioning the service to an in-house model. Staff conducted operational reviews and process mapping to understand the activity based workload of current DMS staff, such as:

- Information on office visits (the number of clients served "in person" on a daily, monthly and yearly basis and the peak demand times);
- Volume of telephone inquiries;
- Number of new applications, file updates and annual renewals;
- Inquiries from Housing Providers; and,

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- Other value-added services (such as referrals to other service providers or “advice” regarding building selections).

Public Works Department, Energy, Fleet and Facilities Division)

Staff from the Facilities Management and Capital Programs section were consulted on design requirements and helped to assess and determine the additional accommodations to bring the service in-house.

CityHousing Hamilton

Staff from CityHousing Hamilton were consulted with respect to the location chosen and the amendments to the lease agreement, as well as capital upgrades required.

Planning & Economic Development, Economic Development Division (Real Estate Section)

Staff from the Real Estate section were consulted on the lease requirements and negotiation.

Corporate Services, Finance, Administration and Revenue Generation Division

Staff from the Finance, Administration and Revenue Generation Division were consulted regarding the staffing costs and budget considerations. Those recommendations and comments were incorporated into Report CES14052(d).

City Manager’s Office, Human Resources Division

Staff from the Human Resources Division were consulted on job descriptions and compensation for the recommended new positions.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The City of Hamilton, as Service Manager for social housing, is responsible for meeting provincial requirements under the *Housing Services Act, 2011*(the “Act”) for managing the wait list process for social housing. Hamilton’s social housing wait list service is called Access to Housing (ATH). Access to Housing is the access point for households needing subsidized social housing units. Social housing providers are responsible for selecting tenants for vacant rent-geared-to-income (RGI) units from ATH.

Since the downloading of responsibility for social housing, ATH has been administered by a third party. The current ATH service meets the minimum legislated requirements of the Act. However, the minimum legislated requirements are not adequate to address the increasing and complex needs of the individuals and families on the waitlist.

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Hamilton and Ottawa are the only two municipal service managers that continue to provide the coordinated wait list through a third party service delivery agent. Toronto was the most recent service manager to bring the administration of its wait list system in-house in late 2015.

Service Managers that operate the wait list directly have generally higher rates of households housed from the wait list. Feedback suggests that this experience is driven, in part, by the increased level of oversight and policy compliance that ensures housing providers are selecting tenants in accordance with local policies. The Region of Waterloo, which operates its wait list internally, has a history of success in helping people achieve longer term housing stability through broader service integration and targeted program enhancements similar to those proposed in the new service delivery model.

Increasing pressures to the social housing system require a more comprehensive and holistic approach to managing the overall service system, such as:

- a rapidly increasing number of individuals and families applying for social housing (e.g. the waitlist saw an increase of almost 600 households between January 1, 2016 and October, 2017);
- increased needs of tenants (e.g. physical and mental health, aging related needs, newcomers, victims of domestic abuse);
- reduced number of social housing units (e.g. a result of the end of federal operating agreements, poor condition); and,
- the need for high quality data around households' needs (e.g. location, unit sizes, accessibility) that can support evidence-based development of new housing options.

There are a finite number of units that are filled from the wait list. For this reason, despite efforts to address affordable housing needs in Hamilton, the number of households and length of time on the social housing waitlist will continue to increase. It is critical that individuals and households are able to make informed decisions about their housing and are not always forced to depend on traditional social housing as their only housing remedy. Administration of the waitlist by the Housing Services Division will improve the wider social housing system by integrating other housing options and supports for individuals. It will also improve the ability to closely monitor how social housing providers are selecting households and ensure compliance with local rules and legislation.

Direct Delivery Model – Housing Access & Supports

On June 24, 2015, Council approved, in principle, the transfer of the ATH social housing waitlist service from a third party delivery agent to direct delivery by the Housing Services Division (Report CES14052(a)). The contract with the current delivery agent

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expires on March 31, 2018. Direct delivery of the coordinated social housing access system by Housing Services is designed to:

- better align housing options with the needs of individuals and families require housing assistance in Hamilton;
- connect individuals and households with existing homelessness and emergency housing system workers;
- integrate other existing housing supports, such as housing allowances;
- improve client information so that individuals and families can make better choices about housing that suits their needs;
- improve data collection and application to inform better policy and program planning;
- develop program enhancements (such as front end assessments and move-in readiness programs); and,
- establish the service as a key element for broader human service integration.

A key component of the direct delivery of the wait list service is the introduction of program enhancements to better support applicants and help them meet their needs not only related to housing but also by helping applicants identify and get referrals to other supports such as income support, child care and broader social supports. The program enhancements will better guide applicants through the social housing application process and will provide information about other suitable housing options, connect applicants to the available City and community resources and supports that can better position people to obtain and maintain market housing.

Program administration will initially focus on maintaining the legislated service but it will also introduce two new service enhancements: Front-end Assessments and Move-in Readiness.

Front-end Assessments will transform the intake process for accessing housing. It will involve a brief intake interview to:

- Review the housing needs of the applicant (e.g. size, type, building and neighbourhood amenities);
- Discuss the applicant's history of housing stability (on a voluntary basis);
- Discuss any additional supports that might be required to achieve housing stability, if any; and,
- Make referrals to or coordinate with other support options, City services or community agencies, as agreed upon.

Move-in Readiness (MIR) is an enhancement designed to ensure that applicants' are ready to accept an offer of housing when it is likely that an offer will be forthcoming. This

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helps to respond to issues that stand in the way of applicants being able to accept offers, such as:

- not being able to give sufficient notice to their existing landlords;
- not being able to access funding or resources for the moving process;
- making any necessary arrangements regarding child care or school choices;
- making repayment plans or resolving issues around previous arrears with social housing providers, as may be disclosed through the provincial arrears database; or,
- in the case of cooperative housing, having an opportunity to understand how the cooperative functions and getting pre-approval from the board.

The MIR also provides another opportunity for an applicant to review their housing choices, needs and preferences. For example, the household's accessibility needs or family composition may have changed since the last update to their application.

This initial period will also integrate other existing housing support programs currently offered through the Housing Services Division. Rent Supplements and Housing Allowances provide an alternative source of housing support administratively similar to social housing. These programs rely on data and information obtained from the current wait list.

Once the initial transition has occurred, the system can then focus on the application processes and improving information and data. In addition, it will introduce greater accountability through client satisfaction surveys and annual reporting to the community and Council.

By applying a continuous improvement lens, the intended outcome for the wait list is a flexible, responsive and integrated system that focuses on appropriately meeting the needs of individuals and households. It will also focus on quality data and applying this data to support broader human services system planning.

Staffing Requirements

The service will continue to fall within the responsibility of the Manager of Social Housing within the Housing Services' Division of the Community and Emergency Services Department. Housing Services currently oversees the functions that are the legislated duties of the Service Manager on behalf of the City. These include the administration of a system for accessing social housing as well as many other services and systems designed to address homelessness and emergency housing situations.

The new delivery model calls for a total of five additional full time permanent positions to ensure (i) continued service without interruption; and, (ii) planning and implementing the

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initial enhancement initiatives. The current system is delivered by DMS with five staff (one manager, four clerks). The recommended new positions are:

- Supervisor, Housing Access and Supports (1 FTE);
- Housing Access Clerks (3 FTE) to handle the day-to-day administration and front line service delivery; and
- Housing Support Worker (1 FTE) to assist in case management of provisions of the enhanced services housing applicants and assist in crisis intervention.

By leveraging an existing vacant 0.5 position, this only requires an increase to the Housing Services Division's budgeted complement of 4.5 additional full time permanent positions.

The Supervisor will also be responsible for four existing staff delivering rent supplement and housing allowance programs and supports. These programs are administratively and operationally similar to the wait list service. By aligning the proposed new staff and existing staffing resources, all programs can be optimally supported at or above existing service levels by planning appropriate coverage and specific work activities around peak program times.

Location

An assessment of the needs for the delivery of the wait list service as it currently stands requires 3,200 square feet of space for filing areas, public areas, work stations, accessible washrooms and counters, staff areas and mailing stations. Utilizing existing features (such as washrooms, public space, interview rooms) in the current Housing Services Division space brings that square footage requirement down to a minimum of about 2200 square feet.

The current office space occupied by Housing Services is about 8,400 square feet and is occupied and utilized to its maximum capacity. Housing Services leases this space from CityHousing Hamilton for \$15 square foot net of costs. There is approximately 2,400 square feet of commercial/office space available immediately adjacent to the current Housing Services' office. The existing lease agreement with CityHousing Hamilton can be amended to include this available space.

This is the most cost effective option available at this time because it minimizes the cost of capital improvements to achieve an appropriate, accessible front facing service area and leverages other existing features such as interview rooms, accessible washrooms and staff lunch facilities.

However, the service can still be delivered on an interim basis beginning April 1, 2018, from within the existing office space for the Housing Services Division while this additional space is appropriately renovated. This will require a temporary relocation of

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one section of the Housing Services Division to alternative unused office space within the City's current leased portfolio.

The proportionate cost of the additional space that will be attributed to the wait list service annually is approximately \$36K (2,400 square feet at \$15 per square foot). This cost will be funded from the current levy supported budget for wait list administration. Accordingly, there will be no additional levy impact to achieve the additional space needed for the wait list.

Estimated capital costs for the tenant fit-up renovations have been provided by staff in the Energy, Fleet and Facilities Division, as set out in Table 2 to Report CES14052(d).

Table 2 – Estimated Capital Costs

Description	Budget
Consultants (Architect & Engineers; Designated Substance Surveys; Testing & Inspection)	\$92,702
Permits & Approvals	\$6,770
Furniture and Equipment	\$97,707
Miscellaneous Expenses (moving)	\$2,500
Construction	\$677,018
Construction Contingency	\$101,553
Overall Project Contingency	\$24,456
Project Management (internal)	\$54,161
Subtotal	\$1,056,867
Taxes	\$18,604
Total Project Budget	\$1,075,468

The estimated capital costs can be funded from existing provincial/federal capital program and administration funding with no additional levy impact. Specifically, three 100% provincial/federal sources of funding have been identified.

Social Housing Reserve Fund (\$700K)

The Social Housing Reserve Fund (Reserve) was established for the one-time funding that the Province provided to the City at the time of devolution of social housing. The original funding was provided to help with costs of building reviews, capital repairs and other social housing purposes. The original funding was \$3.7M and the reserve currently has an approximate balance of \$781K. The capital costs associated with delivering the legislated services are permissible uses of this funding.

The Reserve was established to support emergency capital repairs in the social housing stock. It was last accessed in 2015 to help unit turnover maintenance for McGivney Homes and the addition of 8 new units of housing at Halam Park Co-operative Homes.

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Since 2015, there has been significant funding available for social housing capital repairs from all levels of government. The City funded building condition assessments in 2015 to help ensure priority repairs were identified and since that time funding has been directed to support identified priority repairs. Current funding and planned projects will continue to be prioritized to health and life safety issues.

Social Housing Improvement Program (\$300K)

In 2016 and 2017, the Social Housing Improvement Program (SHIP) allocated federal funding of \$11,597,400 to support capital repairs in Hamilton's social housing stock. Up to 5% of this funding (\$578K) may be used at the City's discretion to support costs of social housing program delivery.

Social Housing Apartment Improvement Program (\$100K)

Beginning in Q1 2018, the City of Hamilton has been confirmed a minimum funding allocation of \$8.4M (up to \$12,448,133) for year one of the Social Housing Apartment Improvement Program (SHAIP) (2017/2018) and up to \$16,929,236 for years two through four of the SHAIP (2018/2019 through to 2020/2021). Up to 5% of the confirmed overall allocation may be used at the City's discretion to support costs of program delivery.

ALTERNATIVES FOR CONSIDERATION

There are no alternatives being recommended for consideration in Report CES14052(d).

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement & Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

None

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CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Urban Native Homes Incorporated – Management Plan Update (CES16024(a)) (Wards 2,3,4,6,7 and 9)
WARD(S) AFFECTED:	Wards 2,3,4,6,7 and 9
PREPARED BY:	Adam Sweedland 905-546-2424 Ext. 1782
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services
SIGNATURE:	

RECOMMENDATION

- (a) That Council, in its capacity as Service Manager under the *Housing Services Act, 2011*, approve the request of Urban Native Homes Incorporated to transfer ownership and operation of its social housing assets to Ontario Aboriginal Housing Services, as set out in the Resolution of the Board of Directors of Urban Native Homes Incorporated, attached as Appendix A to Report CES16024(a);
- (b) That the General Manager of Community and Emergency Services Department or his designate be authorized and directed to execute a new operating agreement with Ontario Aboriginal Housing Services, in a form satisfactory to the City Solicitor, that reflects the change of ownership and operation of the former Urban Native Homes social housing portfolio and subsidy allocation, including participation in existing rent supplement programs, as summarized in Appendix B to Report CES16024(a);
- (c) That the General Manager of Community and Emergency Services Department correspond with the Minister of Housing, and request that the transfer of social housing assets be exempt from land transfer taxes, in accordance with the provisions of the *Housing Services Act, 2011* and forward a copy of Council's resolution approving Recommendation (a) of Report CES16024(a) to the Ministry of Housing, as notification of:
- (i) the transfer of ownership and operation of the social housing assets, as required under the *Housing Services Act, 2011*; and,

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SUBJECT: Urban Native Homes Incorporated (CES16024(a)) (Wards 2,3,4,6,7 and 9) - Page 2 of 12

- (ii) confirmation that, upon completion of the transfer of ownership and operations, Urban Native Homes' "project in difficulty" designation is no longer in effect; and,
- (d) That the General Manager of Community and Emergency Services Department or his designate be authorized and directed to provide any approvals or execute any documents, in a form satisfactory to the City Solicitor, as may be necessary, to assist in the winding-down of Urban Native Homes Incorporated as an independent non-profit corporation.

EXECUTIVE SUMMARY

Urban Native Homes Incorporated ("UNH") is a non-profit social housing provider that provides housing which is responsive and culturally sensitive to the Indigenous community. UNH serves a diverse client base that also includes non-Indigenous tenants and newcomers. UNH also plays a role in homelessness prevention for the Indigenous community and provides important housing related supports. Its portfolio includes 242 units of housing and support services provided under various programs funded by the City, the federal and provincial governments and other charitable organizations.

Notice was given to the Province and UNH on April 4, 2016 that UNH met the definition of a "project-in-difficulty" under the *Housing Services Act, 2011* (the "Act") and that the City, in its capacity as Service Manager under the Act, would exercise remedies to help restore stability to the organization and preserve the housing assets of UNH, pending development of a long term plan for UNH.

The first remedy was to appoint a new Board of Directors ("UNH Board") which met for the first time on April 6, 2016. Board members are volunteers and are to be commended for their time, expertise and dedication. Since its appointment, the UNH Board has provided corporate decision making power, as well as day-to-day operational support, thereby maintaining UNH's operations and avoiding potential liability.

On April 27, 2016, Council approved Item 12 of Emergency & Community Services Report 16-004 (Report CES16024) which updated Council on UNH and included the following recommendation:

"That Housing Services' Division staff be directed and authorized to request a proposal for services and/or a portfolio transfer plan from Ontario Aboriginal Housing Services for the consideration of the Service Manager."

Ontario Aboriginal Housing Services ("OAHS") is a province-wide organization with significant experience in delivering safe and affordable housing to the urban and rural Indigenous community. OAHS has a vision to lead the design, development and delivery of a sustainable and culturally appropriate continuum of housing. It has a

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growing presence as a housing provider throughout Ontario, including Brantford, Haldimand-Norfolk, Peterborough, St. Catharines and London. It operates 1,986 units of housing across the province and maintains its own centralized wait list system.

OAHS is also the designated administrator for provincial and federal funding programs for affordable housing programs for the Indigenous community including new rental construction, home ownership programs and home repair programs which OAHS has branded as its “FIMUR” funding programs (“First Nations, Inuit, Metis, Urban and Rural”). Through FIMUR, OAHS has already made significant investment in Hamilton through funding to the Native Women’s Centre, Sacajawea Non-Profit Housing and Urban Native Homes. OAHS is also working closely with the province on the development of the Province’s Indigenous Housing Strategy.

Housing Services’ staff and the UNH Board have met several times with OAHS to discuss the role it might play in the administration of the overall UNH portfolio. As part of these discussions, important themes were raised, discussed and negotiated to ensure that:

- the housing assets for Indigenous people in Hamilton would be preserved and improved, and potentially increased over time;
- the existing housing and homelessness supports for current and future tenants would be maintained and delivered;
- all existing debt, including mortgage debt and obligations, incurred by UNH, would be assumed by OAHS;
- OAHS implement a plan to engage and work with local Indigenous people, current and future tenants, and other organizations that serve Indigenous people in Hamilton to help inform and guide decision making and continuous improvement for its Hamilton operations;
- OAHS develop and implement a plan to honour the legacy, name and founders of Urban Native Homes Incorporated as one of the original organizations established by and for Indigenous people in Hamilton; and,
- OAHS establish a local office in Hamilton and actively work to employ Indigenous people from the Hamilton area to support the ongoing delivery of culturally appropriate and sensitive housing options and supports.

Having satisfied itself on these items, the Board of Directors has unanimously approved the transfer of the assets of UNH, subject to consent from the City, in its capacity as Service Manager. Service Manager consent is a requirement under the Act for the transfer of social housing assets. The social housing assets which are specifically subject to provisions of the Act include:

- 153 individual properties (units range in age from 70 to 100 years); and,

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- *Kenatah* - 52 townhouse units (constructed in 1995).

These projects will continue to be subject to the Act and the City will continue to provide the subsidy for these properties to OAHS pursuant to the requirements of the Act and a new operating agreement between the City and OAHS.

There are additional housing assets not operated subject to the Act and, as such, do not require the consent of the Service Manager for the transfer. However, the City administers provincially and federally funded rent supplement and housing allowances for tenants in these housing projects.

The proposed date for the completion of the transfer is April 1, 2018. Housing Services' staff will continue to support the UNH Board and OAHS throughout the transition to ensure that the 242 housing units and support services are operated in a continuous, responsible manner that not only respects the needs of the Indigenous community but causes no impact to the health, safety or enjoyment of its tenants.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: There are no financial implications related to Report CES16024(a).

Staffing: There are no staffing implications related to Report CES16024(a).

Legal: Legal Services will assist in the preparation of the operating agreement between the City of Hamilton and Ontario Aboriginal Housing Services.

HISTORICAL BACKGROUND

Urban Native Homes Incorporated (UNH) is a non-profit social housing provider that provides housing that is responsive and culturally sensitive to the housing needs of the Indigenous people. The organization serves a diverse client base that also includes non-Indigenous tenants and newcomers. It plays an important role in Hamilton's social housing portfolio as one of only two providers in Hamilton with a specific mandate to serve the needs of the Indigenous community in Hamilton. In addition, it plays a role in homelessness prevention for Indigenous people in Hamilton and provides housing related supports.

UNH owns and operates four types of housing units. Its social housing assets, which are specifically subject to provisions of the *Housing Services Act, 2011* (the "Act"), include:

- 153 individual properties throughout Wards 2,3,4,6 and 7; and,

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SUBJECT: Urban Native Homes Incorporated (CES16024(a)) (Wards 2,3,4,6,7 and 9) - Page 5 of 12

- *Kenatah* - 52 townhouse units located at 229 Candlewood in Ward 9.

UNH also operates the following housing for which the City administers provincially and federally funded rent subsidy assistance:

- *Koo gaa da win Manitou* - 25 apartment units at 42 Mary Street in Ward 2, specifically for seniors; and
- *Odro he>k ta>* - 8 units for single men referred through the Aboriginal Health Centre's Homeward Bound program at 10 Kenilworth in Ward 4.

Residents in these non-social housing properties also receive various housing related supports. To provide supports to the *Koo gaa da win Manitou* residents, UNH receives approximately \$245K annually from the Hamilton Niagara Haldimand Brant Local Health Integration Network. UNH also receives annual funding of approximately \$114K until March 2019 through the Homelessness Partnering Strategy to provide social work support and cultural programming to the residents at *Odro he>k ta>*.

Housing Services' Division staff conducts Operational Reviews of the City's social housing providers every three years. Operational Reviews are an important process to monitor compliance with legislative and policy requirements and identify opportunities for organizational efficiencies and improvements. An Operational Review of UNH was completed in 2013 which resulted in a number of directions requiring compliance by June 2014. UNH did not respond to the directions or any attempts to follow up.

In early 2015, a new Acting Executive Director was hired and began to try to respond to the outstanding directions and recommendations. At this point it had become difficult, and in some cases, impossible, to provide a full response because of the time that had passed. There were new issues of particular concern to the City that were then identified, as outlined below.

Inability to submit an Annual Information Return

The Act requires that housing providers submit an Annual Information Return within five months following their fiscal year end for their housing projects which are subject to the Act. UNH's fiscal year end is March 31. As a result of staff turnover, changes on the Board of Directors and a change in accounting software, UNH management acknowledged that it would be unable to complete its audited financial statements, which is required as part of the annual reporting requirement. This would contravene subsection 80(1) of the Act.

Failure to obtain Service Manager Approval and Ministerial Consent

The Act also requires that a housing provider obtain Service Manager approval and, at that time, Ministerial Consent, to mortgage social housing projects. In September 2014, UNH negotiated and authorized a private second mortgage against four of its social

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housing properties without the knowledge or approval of the Service Manager and without obtaining Ministerial Consent (a process administered by the Service Manager). The mortgaged social housing properties were subject to an operating agreement with the Canada Mortgage and Housing Corporation (“CMHC”) and the second mortgage constituted a violation of that agreement. This contravened subsection 162(2) of the Act.

The additional mortgage payment was not calculated into UNH’s legislated subsidy from the City and, effectively, UNH did not have sufficient additional revenue available to cover this payment. This put UNH at risk of defaulting on the mortgages and left no alternative option but to sell these four social housing properties. The Service Manager worked with the Province and CMHC to obtain the necessary permission for UNH to sell the properties and pay out the mortgages.

The four properties collectively contained five units that were inhabited. All five families were able to be relocated and accommodated within UNH’s remaining housing stock and their subsidies were not impacted. However, this has caused the City to lose five subsidized units of housing.

2016 Operational Review

In January, 2016, the new UNH Acting Executive Director met with the City to review the impact of UNH’s operational problems. Despite her attempts to mitigate operational problems, the new Acting Executive Director asked the City to take purposeful action to help stabilize and secure the long term success of the organization.

The Service Manager completed an updated Operational Review in February 2016. The 2016 Operational Review confirmed that the culmination of the outstanding issues were likely to cause further hardship to the organization and render it unable to fulfil its obligations under the Act. Before the 2016 Operational Review was even finalized, two Board members resigned rendering the Board unable to achieve quorum and unable to effect organizational decision making.

On April 4, 2016, Housing Services’ staff forwarded notice to the Province and UNH advising that UNH had failed or was unable to comply with substantial obligations under the Act and, as a result, had caused a number of triggering events under section 83 of the Act. This decision was undertaken following consultation with UNH management and other stakeholders and the notice included a management plan which, among other things, set out a course of action for stabilizing UNH on a short term and establishing action items to position a longer term solution.

Since that time, Housing Services staff has been working closely with the new UNH Board of Directors (the “UNH Board”) to maintain stability for UNH as a legal entity and help support the UNH management and staff deliver housing and related supports to its tenants, as well as protect the housing assets. Specifically, this has included:

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- Providing governance support to the UNH Board and attending each board meeting;
- Working with the UNH Board and UNH management to address issues identified in an Operational Review conducted in January, 2016; and,
- Providing assistance and direction to UNH management and staff, as needed, in maintaining day-to-day operations.

In addition, as directed in Report CES16024, Housing Services' staff worked with the UNH Board to solicit a plan from Ontario Aboriginal Housing Services (OAHS) with respect to options it could provide to UNH to support a longer term plan to preserve the housing assets for Indigenous people living in Hamilton.

Staff and the UNH Board consulted with the Hamilton Executive Directors' Aboriginal Coalition (HEDAC) regarding the possibility of a transfer of the UNH portfolio to OAHS. HEDAC subsequently provided a letter of support for the transfer and a request to work with OAHS, the UNH Board and the City throughout the transfer process.

On November 6, 2017, the UNH Board voted unanimously to support a motion to negotiate the transfer of the housing portfolio to OAHS and included the following considerations.

Independent Review of UNH by OAHS

The UNH Board wanted OAHS to have full access to UNH records in order to ensure the transfer plan captured all considerations, including staffing. OAHS worked with UNH management and staff to complete an organizational review in November, 2017.

Tenant Consultation/Communication Strategy

The UNH Board requested that OAHS engage and consult the tenants and members of the Indigenous community. Housing Services' staff, the UNH Board and OAHS arranged four separate information sessions on December 11 and 12, 2017 to meet with tenants, hear their stories and enable OAHS' to share its intentions and background. Sessions were held at each housing location or in an appropriate sized venue as close as possible.

Engaging and working with the local Indigenous Community

The UNH Board requested that OAHS engage and work with HEDAC and other local Indigenous organizations before, during and after any transfer to OAHS to ensure a collaborative approach to the transition and ongoing service provision. OAHS already has established relationships with many local Indigenous organizations as a funding agency. It began meeting with HEDAC, together with the UNH Board and Service Manager, in September.

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Honouring the legacy of Urban Native Homes Inc.

UNH is one of the original organizations, founded in 1979, to provide housing for Indigenous people living off reserve in Hamilton. The UNH Board requested that OAHS include a proposal to preserve the name and history of UNH to honour and recognize the contribution of the organization and the members, directors and staff (past and present) to Indigenous people living in Hamilton. OAHS agreed to distinctly name its Hamilton operations to identify UNH.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Housing Services Act, 2011

UNH's social housing assets were part of the housing programs transferred to the City in 2001 and subject to the *Housing Services Act, 2011*. This Act requires the City to fund these social housing projects in accordance with the legislation and requires the City, as Service Manager, to provide its consent to the transfer of any housing assets. This Act also establishes the criteria by which Urban Native Homes was deemed to be a "project in difficulty" and the remedies through which the Housing Services Division worked with the UNH Board to determine its preferred long term plan.

RELEVANT CONSULTATION

Residents of Urban Native Homes

Housing Services' staff and the UNH Board regularly considered the feedback obtained from the residents living in UNH properties throughout the process. This feedback was obtained from several sources:

- feedback or issues received by Housing Services' staff from residents directly or those referred through elected officials, UNH staff and community organizations;
- one-on-one conversations between UNH residents and the UNH Board;
- a healing circle, facilitated by the Hamilton Community Legal Clinic, with UNH Board representatives, City staff and a group of tenants; and,
- four specific information sessions held in December, 2017.

Resident feedback related primarily to issues of maintenance, communication and maintaining culturally appropriate programming and services.

Management and Staff of Urban Native Homes

Housing Services' staff and the UNH Board consulted extensively with UNH management and staff to understand the issues and ensure that the transfer of the housing portfolio to OAHS addressed the needs and challenges identified by management and staff.

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Hamilton Executive Directors' Aboriginal Coalition (HEDAC)

HEDAC is comprised of the executive directors of multiple, key organizations in Hamilton that serve or support Indigenous people in Hamilton. The UNH Board, OAHS, and Housing Services' staff met with the HEDAC to share the challenges that UNH was facing and discuss plans for a possible transfer of UNH's housing portfolio to OAHS. HEDAC provided important feedback and insight on how the current operations of UNH were impacting other organizations and, as such, has provided support for the transfer to OAHS. HEDAC has also agreed to continue to work with OAHS and the City before, during and after the transfer to support collaborative services for Indigenous people in Hamilton.

Ontario Aboriginal Housing Services (OAHS)

OAHS staff met with Housing Services' staff and the UNH Board on several occasions as part of the discussions and negotiations resulting in the UNH Board's approval of the transfer and request for Service Manager consent.

Ministry of Housing

Staff from the Ministry of Housing were involved in the discussions leading up to the notice and have been regularly updated and apprised of the situation with UNH and the Service Manager's proposal to protect the housing assets. Ministry of Housing staff provided comments on the recommendations in Report CES16024(a) regarding the exemption of land transfer taxes which have been incorporated.

Neighbourhood and Community Initiatives Division

The Senior Project Manager responsible for the City's Urban Indigenous Strategy and participated and assisted in engagement and consultation activities with tenants and community organizations providing services to Indigenous people in Hamilton.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

UNH management originally initiated the discussion between Housing Services' staff and Ontario Aboriginal Housing Services ("OAHS") about its ability to potentially play a role in the administration of the UNH portfolio. Housing Services' staff then worked with the UNH Board and management and OAHS to discuss and review options to best utilize the skills and resources that OAHS and its staff could bring to UNH and the City of Hamilton's broader social housing system.

OAHS was incorporated in 1994 following the recommendations of a steering committee comprised of members of organizations that served the housing needs for First Nations, Métis and Inuit People not living on reserve lands and the Ministry of Housing. It has a mandate to provide safe and affordable housing to the urban and rural Indigenous community with a vision to lead the design, development and delivery of a

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sustainable and culturally appropriate continuum of housing that promotes excellence in the community and organization infrastructures. It has a growing presence as a housing provider throughout Ontario, including Brantford, Haldimand-Norfolk, St. Catharines and London.

OAHS is a well-resourced organization with experience in delivering housing and support services to the Indigenous community throughout Ontario. OAHS currently owns and operates 1,986 units of housing. It is well positioned to achieve improved economies of scale and make strategic and informed investments and decisions that can address the capital repair and maintenance pressures with UNH's aging housing stock.

In addition, OAHS is already invested in UNH's housing portfolio as a secured funder of the Odro he>k ta> men's residence and the building in which it is situated at 10-20 Kenilworth Avenue North. OAHS has confirmed that it intends to make immediate investments into completing and improving the exterior appearance of this property, as well as interior repairs aimed to improve the functionality of the commercial space and the conditions for the men currently living in the eight residential units.

OAHS submitted a draft transfer plan for the UNH Board's consideration in June 2016. UNH reviewed the plan with its corporate solicitor, UNH management and Housing Services' staff. The UNH Board recognized that there are strong feelings about Urban Native Homes in the community and, accordingly, sought commitments from OAHS to:

- continue to honour the legacy and history of UNH;
- engage and work with residents, other Indigenous community organizations, and the broader local social housing sector;
- employ existing UNH staff, as reasonably possible;
- create and maintain a local presence; and,
- maintain the existing support services for UNH residents.

OAHS agreed and provided these commitments to the UNH Board. OAHS confirmed it intends to establish a regional office in Hamilton and a local Indigenous housing committee. It expects this model will result in significant portfolio enhancement and growth, better living conditions for UNH residents and, through an experienced communications team, better information and communication to residents, staff and the broader community.

With this feedback from OAHS, Housing Services' staff encouraged the UNH Board to make a decision about the future of UNH by considering all options, including returning the organization to a self-sufficient and self-governed organization. The UNH Board considered the feedback from UNH staff, tenants and community members, the

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mounting maintenance and capital repair pressures and the capacity of other local Indigenous organizations to assist UNH.

The UNH Board ultimately determined that OAHS would bring significant added benefits to the UNH housing portfolio, the broader housing system in Hamilton and improve and grow the housing options for Indigenous people living in Hamilton. Accordingly, the Board of Directors unanimously approved the transfer of its housing assets, subject to consent from the City, in its capacity as Service Manager. Service Manager consent is a requirement under the *Housing Services Act, 2011* (the “Act”) for the transfer of social housing assets. The social housing assets which are specifically subject to provisions of the Act include:

- 153 individual properties (units range in age from 70 to 100 years) located in Wards 2,3,4,6 and 7; and
- *Kenatah* – a 52 unit townhouse complex located in Ward 9 (constructed in 1995).

These projects will continue to be subject to the Act and the City will continue to provide the subsidy for these properties to OAHS pursuant to the requirements of the *Act*.

UNH has other housing assets not operated subject to the Act and, as such, the transfer of these assets does not require the consent of the Service Manager. However, the City administers provincially and federally funded rent supplements for residents in this properties.

The proposed date for the completion of the transfer is April 1, 2018. Throughout the transfer process, Housing Services’ will support the UNH Board and OAHS to ensure that the 242 housing units and support services are operated in a continuous, responsible manner that not only respects the needs of the Indigenous community but causes no impact to the health, safety or enjoyment of its tenants.

ALTERNATIVES FOR CONSIDERATION

None.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement & Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

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SUBJECT: Urban Native Homes Incorporated (CES16024(a)) (Wards 2,3,4,6,7 and 9) - Page 12 of 12

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

Culture and Diversity

Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CES16024(a): Resolution of the Board of Directors of Urban Native Homes Incorporated dated November 6, 2017.

Appendix B to Report CES16024(a): Summary of Urban Native Homes Incorporated Housing Type and Subsidy.

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**Resolution of the Board of Directors of
Urban Native Homes Incorporated**

WHEREAS Urban Native Homes Incorporated (“UNH”) is a non-profit social housing provider that provides housing and support services that are responsive and culturally sensitive to the Indigenous community;

AND WHEREAS on April 4, 2016, the City of Hamilton (the “City”), in its capacity as Service Manager under the *Housing Services Act, 2011* (the “Act”) gave notice to UNH and the Minister of Housing that UNH had triggered events under the Act that required the City to exercise its remedies under the Act to stabilize, restore and preserve the housing assets of UNH;

AND WHEREAS the City developed a Management Plan in conjunction with senior staff from UNH and incorporating input from the Minister of Housing and senior members of the local Indigenous community which set out the remedies to be exercised and the roles of each of the City, the Board of Directors and the UNH management;

AND WHEREAS the Management Plan includes, among other things, the following responsibilities of the City, as Service Manager:

1. The Service Manager will lead the negotiations and approval of a Plan to transfer the assets of UNH to Ontario Aboriginal Housing Support Services Corporation (“OAHS”) (the “Transfer Plan”).
2. The Service Manager will regularly provide the Board of Directors with updates on the Transfer Plan, including requests for Board approvals as may be required.
3. The Service Manager will consult with UNH Management, as may be appropriate, to ensure that the details of the Transfer Plan respect the needs of the Indigenous community and that the Transfer Plan is developed such that it aims to minimize any possible impacts to UNH’s existing staff and tenants, subject to normal performance, operational realities or legislative requirements.

AND WHEREAS on April 27, 2016, Council for the City of Hamilton confirmed its approval of the Management Plan and directed City staff to obtain a draft portfolio transfer plan from OAHS to consider the transfer of the housing assets from UNH to OAHS;

AND WHEREAS the City has worked with OAHS to obtain a draft portfolio transfer plan that has been shared with the Board of Directors for UNH;

AND WHEREAS the Board of Directors has had multiple opportunities to provide input into and request additional information regarding the draft portfolio transfer plan, which has been provided by OAHS;

AND WHEREAS both the City and the Board of Directors of UNH consider the transfer of the housing assets of UNH to OAHS to be highly advantageous to the long term preservation of housing assets and support programs and to the strength and capacity of the overall social housing system in Hamilton;

THEREFORE BE IT RESOLVED THAT:

1. The Board of Directors hereby authorizes and approves the negotiation of an agreement of purchase and sale to transfer all of Urban Native Homes Incorporated (UNH) program assets (the Portfolio) with all associated chattels, fixtures and equipment along with associated funding agreements to Ontario Aboriginal Housing Support Services Corporation (OAHS) (collectively the "Transfer") in exchange for the assumption by OAHS of all mortgage liability associated with the projects and individual agreements. For certainty, the Portfolio includes the 52 unit townhouse complex located at 229 Candlewood Drive, Stoney Creek, a 25 unit apartment building located at 42 Mary Street, Hamilton, 156 scattered units within parts of the City and the UNH owned property at 10-20 Kenilworth Avenue North, Hamilton, which includes eight residential units serving single men.
2. The Board of Directors directs UNH management staff to work with OAHS and the Service Manager to facilitate the Transfer by providing any and all available documentation as requested by OAHS and/or the Service Manager in a timely manner.
3. The Board of Directors directs UNH management staff to work with the Service Manager to facilitate the formal request for an exemption from Land Transfer Taxes specific to the transfer of the Portfolio, such exemption to be sought from the Minister of Finance with the concurrence of the Minister of Housing.
4. The Board of Directors authorizes any two Board members to approve and execute any agreement, including the agreement of purchase and sale, and any other documentation required to give effect to these Resolutions and the Transfer.
5. The Board of Directors confirms that these resolutions have been ratified and approved by the Board of Directors and it agrees to deliver a certified copy of

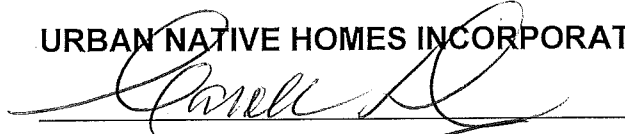
these resolutions to the Service Manager, OAHS, the Minister of Finance and the Minister of Housing, as may be requested.

6. The Board of Directors confirms that these resolutions shall continue in full force and effect until written notice to the contrary is delivered to OAHS, which shall only be provided with the consent of the Service Manager and/or Minister of Housing.

WE HEREBY CERTIFY that the foregoing is a true copy of the Resolutions passed by the Board of Directors of Urban Native Homes Incorporated on the 6 day of November, 2017, which Resolutions were duly enacted in the manner authorized by law and in conformity with the constating documents of UNH and that these Resolutions have not been amended and continue to be in full force and effect.

DATED at Hamilton, this 6 day of November, 2017.

URBAN NATIVE HOMES INCORPORATED



Name: Carol Hill
Title: Chair



Name: ~~KAREN~~ DAVIS
Title: VICE CHAIR

I/We have the authority to bind the Corporation.

Appendix B to Report CES16024(a)

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Urban Native Homes Incorporated - Summary of Housing/Subsidy Type

Funding Program	Housing Type	Project Name	No. of Units	Ward(s)	2017 Levy Supported Subsidy	2017 Fed/Prov Funding
<i>Housing Services Act, 2011</i> <i>(former s.95 Urban Native pre'86)</i>	71 Scattered Units	Phase 1 (Mohawk)	3	3	\$399,262	\$548,614
		Phase 2 (Oneida)	10	3,4		
		Phase 3 (Cree)	10	3,4		
		Phase 4A (Deer)	20	3,4		
		Phase 5A (Snipe)	28	3,4		
<i>Housing Services Act, 2011</i> <i>(former s.95 Urban Native post'85)</i>	82 Scattered Units	Phase 6A (Turtle)	10	3,4	\$491,038	\$860,894
		Phase 6B (Turtle)	15	3,4		
		Phase 7A (Wolf)	16	3,4		
		Phase 8 (Bear)	5	2,4		
		Phase 9C (Loon)	13	3,4		
		Phase 10 (Fire)	9	3,4,6,7		
		Phase 11A (Thunder)	5	3,7		
		Phase 11B (Thunder)	5	3,4		
		Phase 11B (Sun)	2	3,4		
		Phase 13 (Rattle)	2	7		
<i>Housing Services Act, 2011</i> <i>Provincially Indexed</i>	52 Unit Townhouse Complex	Kenatah	52	9	\$376,203	\$0.00

Appendix B to Report CES16024(a)

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<i>Housing Services Act, 2011</i>	Seniors Apartments	<i>Koo gaa da win Manitou</i>				
Rent Supplements			25	2	*\$85,209	**\$11,099
Investment in Affordable Housing	Apartments supporting single men (Housing First)	Odro hek ta	8	4	0.00	\$14,400
			242		\$1,351,712	\$1,435,007

**fluctuates based on tenant income changes*

***proportionate amount of federal funding to offset rent supplement levy impact*



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Neighbourhood & Community Initiatives Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	McQuesten Urban Farm Farming and Community Engagement for the 2018 Season (CES17011(b)) (Ward 4)
WARD(S) AFFECTED:	Ward 4
PREPARED BY:	Adam Watson (905) 546-2424 Ext 7806
SUBMITTED BY:	Grace Mater Acting Director, Neighbourhood & Community Initiatives Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

That the scope of Contract C5-23-15 Farming Services for McQuesten Urban Farm with Plan B Organic Farms for the term February 7, 2018 to February 6, 2019 be expanded from \$96,000 to \$150,500 to be funded from the Maple Leaf Centre Action on Food Security grant in the amount of \$125,500 and from the Neighbourhood Action Strategy Capital fund (#20551255204) in the amount of \$25,000.

EXECUTIVE SUMMARY

The McQuesten Urban Farm became operational in 2016. Staff and McQuesten residents are now preparing for the second full year of farm production in 2018. The McQuesten Urban Farm was awarded a grant in 2017 of \$150,000 per year for 3 years from the new Maple Leaf Foods Centre for Action on Food Security (Maple Leaf). The commitment for this grant is contingent on meeting the identified outcomes yearly.

The grant will cover the majority of farm operating costs, including engagement, staffing, and allow for the urban farm to continue its programming to improve food security for residents, such as weekly popup markets and workshops, and to launch new initiatives.

Staff are proposing an expansion of on-farm and off-farm programming and recommending that the existing \$96,000 contract with Plan B Organic Farms be expanded in 2018 and the value of the contract be increased by \$54,500.

This increase in the contract value permits the following for 2018:

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SUBJECT: McQuesten Urban Farm Farming and Community Engagement for the 2018 Season (CES17011(b)) (Ward 4) - Page 2 of 5

- the farm engagement staff to be employed by Plan B, who were previously funded through a separate now expired grant;
- will fund increased staffing for farm operations, including resident employment opportunities;
- support a tractor rental to increase efficiency of farming and production; and,
- permit the operation of a mobile cargo bicycle food market serving local housing complexes.

The new total contract amount would be \$150,500, of which the Maple Leaf grant funds \$125,500 and the remaining \$24,500 will support evaluation and other farm capital expenses. The \$25,000 shortfall in the total contract amount is recommended to be funded through the Neighbourhood Action Strategy capital fund.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

Total funding commitment requested from the NAS fund, over and above the \$125,500 paid by the Maple Leaf grant is \$25,000. With approval of this funding, \$27,538 will remain within the NAS Fund (#2051255204).

Staffing:

There are no staffing implications related to Report CES17011(b).

Legal:

There are no legal implications related to Report CES17011(b).

HISTORICAL BACKGROUND

The McQuesten Urban Farm project comes out of the McQuesten Neighbourhood Action Plan as a key action to promote greater food security for neighbourhood residents, to improve social connectedness and to provide skills development within the neighbourhood. The urban farm is led by a group of residents who identified the need to address food insecurity by bringing fresh food production and food education to the heart of their neighbourhood. As part of Report CES15023, Council approved \$350,000 from the NAS Capital Fund to fund the main capital works necessary to build the urban farm with staff and volunteers successfully acquiring additional grants and donations of over \$675,000 to fund farm operations, other site features and programming for residents and students.

The McQuesten Urban Farm launched in the spring of 2016 and throughout 2017 staff and volunteers continued to develop the farm through improvements to the soil and beautification of the site as well as growing approximately 15,000-20,000 pounds of

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SUBJECT: McQuesten Urban Farm Farming and Community Engagement for the 2018 Season (CES17011(b)) (Ward 4) - Page 3 of 5

produce. Although farm field production was lower than anticipated due to the abnormally wet spring and cooler summer, the urban farm is still making progress towards its annual production goal of 75,000 pounds. In addition, new neighbourhood farmers markets were established, weekly food education workshops were run from July to October and a farm school tour program was designed and launched with 30 Hamilton schools participating this fall. The goal for the urban farm is to have 50% of the produce sold in the neighbourhood at cost and the other half marketed outside of the neighbourhood to cover some operating costs and additional programming and skill building opportunities.

The McQuesten Urban Farm is operated by Plan B Organic Farms, the successful proponent for Contract C5-23-15, Farming Services for McQuesten Urban Farm, issued through a request for proposals (RFP) in February 2016. The contract was renewed in April 2017 as part of Report CES17011 and the current term of the Farming Contract expires on February 6, 2018. The renewal recommended for 2018 will be the second and final yearly renewal permitted under Contract C5-23-15.

In April 2017, Council approved Report CES17011 which increased the Plan B contract for 2017 from \$96,000 to \$144,480 as a result of securing additional funds to support the farm through the Maple Leaf grant and the ability then to increase the scope of work provided by Plan B. The additional funds were used to fund the majority of farm operating costs and allow for the urban farm to launch new initiatives to improve food security for residents, such as a mobile farm market (vehicle based) and increased engagement programming, including bringing 30 Hamilton Schools to the property for agricultural/food education in conjunction with health Kids Community Challenge funding,

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton By-law #17-064, Procurement Policy, allows for Council to approve any extension to an existing contract as proposed in Report CES17011(b).

RELEVANT CONSULTATION

The Corporate Services Department, Financial Services Division, Procurement section was consulted and supports the recommendations in Report CES17011(b).

The McQuesten Community Planning Team has been consulted and is in favour of continuing to work with Plan B Organic Farms for 2018.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The McQuesten Urban Farm has been awarded a grant from the Maple Leaf Foods Centre for Action on Food Security. The grant commenced in 2017 to fund farm

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SUBJECT: McQuesten Urban Farm Farming and Community Engagement for the 2018 Season (CES17011(b)) (Ward 4) - Page 4 of 5

operations, farming and community engagement staff, resident employment opportunities and the development of new and innovative programs to improve food security. This will be the second year of the three year grant with the full funding amount of \$150,000 for year two confirmed by Maple Leaf Foods on November 20, 2017.

The operation of the McQuesten Urban Farm is carried out through a City contract for farming services overseen by a Project Manager in the Neighbourhood Action Strategy office who works in collaboration with McQuesten residents and the McQuesten Community Planning Team. Plan B Organic Farms was the successful proponent for Contract C5-23-15, Farming Services for McQuesten Urban Farm, issued through a request for proposals (RFP) in February 2016. This contract was awarded to Plan B Organic Farms who was the only respondent to the RFP.

Plan B Organic Farms began activity on the McQuesten Urban Farm site in March 2016 and has successfully developed the site into a functioning and productive farm. In order to expand the farm programming to meet the deliverables of the Maple Leaf grant, staff recommends that the existing \$96,000 contract with Plan B Organic Farms be increased by \$54,500 for 2018.

Table 1 outlines the planned expenditures and funding for 2018.

Table 1

Expenditures	Budgeted Amount
Farming Services contract with Plan B Organic Farms	
<ul style="list-style-type: none"> • Staffing (1 FTE Farm Engagement, 1 FTE Farmer, 3 p/t resident farmhands, 4 resident p/t market staff) • Tractor Rental • Operating Supplies • Consulting (Crop Management, Marketing) 	\$123,500 \$5,000 \$7,000 <u>\$15,000</u>
Total	\$150,500
Program Evaluation	\$15,000
Farm Equipment, Market & Program Supplies	\$9,500
Total Expenditures	\$175,000
Revenues	
Maple Leaf Foods Grant	\$150,000
Neighbourhood Action Strategy Funds	\$25,000
Total Revenues	\$175,000

The majority of revenues from the sale of produce and other farm activities, such as paid workshops and school tours, are being placed in a reserve to be used to fund future farm operations once the grant funding from Maple Leaf Foods finishes in 2020.

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**SUBJECT: McQuesten Urban Farm Farming and Community Engagement for the
2018 Season (CES17011(b)) (Ward 4) - Page 5 of 5**

Approximately \$2,000 of urban farm revenues received in 2017 will be used to cover 2018 operating expenses, such as the purchase of seed and some farm supplies.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement & Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Social Housing Apartment Improvement Program (CES18004) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Joshua Van Kampen 905-546-2424 Ext. 4592 Adam Sweedland 905-546-2424 Ext. 1782
SUBMITTED BY:	Vicki Woodcox Acting Director, Housing Services Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the Social Housing Apartment Improvement Program (SHAIP) funds be deposited into Account # 000100-23194 "Prov Funding SHAIP" and applied accordingly;
- (b) That the General Manager of Community and Emergency Services Department, or his designate, be authorized and directed to enter into a Transfer Payment Agreement with Her Majesty the Queen in right of the Province of Ontario as represented by the Minister of Housing, in a form satisfactory to the City Solicitor;
- (c) That capital project id accounts be established for the program and administrative components respectively for the Social Housing Apartment Improvement Program; and,
- (d) That the General Manager of Community and Emergency Services Department, or his delegate, be authorized and directed to approve and execute funding agreements with eligible housing providers, in a form satisfactory to the City Solicitor, for funding allocated through the Social Housing Apartment Improvement Program.

EXECUTIVE SUMMARY

On August 24, 2017, the Minister of Housing announced that the Province is investing up to \$657M to support energy related retrofits and repairs in social housing buildings over five years (2017-2021). The Social Housing Apartment Improvement Program

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SUBJECT: Social Housing Apartment Improvement Program (CES18004) (City Wide) - Page 2 of 6

("SHAIP") is an investment of Ontario's Climate Change Action Plan, funded by proceeds from the Province's carbon market. Proceeds from the carbon sales must be invested in retrofits that will result in a reduction in greenhouse gas emissions. This investment will also result in operational cost savings by reducing energy costs. In addition, eligible retrofits will also improve the comfort and living conditions for many low-income and vulnerable tenants through upgrades such as new energy efficient heating, improved insulation, and window replacements.

The City of Hamilton has been conditionally allocated *up to* \$12,448,133 for year one of the SHAIP (2017/2018) and *up to* \$16,929,236 for years two through four of the SHAIP (2018/2019 through to 2020/2021). The final allocation amount for year one will be confirmed in February 2018. Subsequent years' allocations will be confirmed in each of those years.

Year one of the SHAIP will fund eligible retrofits in social housing apartment buildings of 150 units or more. There are 15 social housing buildings in Hamilton that meet this particular criterion, 13 are operated by CityHousing Hamilton and two are operated by Victoria Park Community Homes.

Years two through four of the SHAIP will fund eligible retrofits in social housing apartment's buildings of 100 units or more, which increases the total buildings eligible for funding under the SHAIP to 21.

The year one funding allocation must be fully committed by March 31, 2018, or it may be reallocated to other municipal Service Managers. To ensure that eligible projects are identified and properly scoped, staff has been working directly and collaboratively with the two eligible Housing Providers to determine appropriate potential funding allocations based on business cases and other priorities to ensure that project priority and funding allocation is maximized.

For future years' allocation, a project proposal process may be used to prioritize eligible projects, with regard to the SHAIP program guidelines and the City's Capital Funding Proportional Allocation Policy.

Participation in SHAIP is subject to the City and the Province entering into a Transfer Payment Agreement (TPA) and submitting a Program Delivery and Fiscal Plan (PDFP). Municipalities are responsible for planning and delivering the program funding. Up to 5% of a municipality's funding allocation may be used for program administration costs. As has been the past practice for similar funding programs, staff will allocate 5% to administrative funding initially. Unused administrative funding may be later reallocated to program funding but unused program funding cannot be subsequently reallocated to administration costs. The PDFP sets out this initial funding allocation.

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SUBJECT: Social Housing Apartment Improvement Program (CES18004) (City Wide) - Page 3 of 6

Eligible housing providers are required to enter into funding agreements with the City of Hamilton.

Staff are working both with CityHousing Hamilton and Victoria Park Community Homes to identify and prioritize eligible retrofit projects to ensure the 2017/18 year funding is fully committed and submitted to the Minister of Housing no later than March 31, 2018.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: All projects and administration funding under SHAIIP are 100% provincially funded. There are no additional net levy dollars required to deliver SHAIIP.

Staffing: There are no staffing implications associated with Report CES18004.

Legal: The Transfer Payment Agreement has been reviewed by Legal Services. Funding agreements with the Housing Providers will be prepared in a form satisfactory to Legal Services.

HISTORICAL BACKGROUND

On February 12, 2016, the Minister of Municipal Affairs and Housing announced an initial \$82M investment towards energy related retrofits in social housing buildings with 150 units or more through the Social Housing Apartment Retrofit Program (“SHARP”). Service Managers were invited to submit an Expression of Interest for funding which could then be allocated to housing providers with eligible housing projects. The Housing Services Division submitted an expression of interest which resulted in funding of approximately \$7.17M for allocation in Hamilton.

Eligible housing projects were buildings with 150 units or more that will be maintained as social housing pursuant to the *Housing Services Act, 2011* (HSA) for an affordability period of at least 10 years from the last date of funding under SHARP.

In October 2016, staff issued a call for applications to the social housing providers with eligible social housing buildings for projects which demonstrated the greatest reduction in greenhouse gas emissions. CityHousing Hamilton was the successful applicant for thirteen projects totalling a funding allocation of \$7.17M and reducing greenhouse gas emissions by an estimated total of 1,291,360 kilograms of carbon dioxide equivalent per year (the same amount produced annually by roughly 6,000 passenger vehicles each year).

On August 24, 2017, the Minister of Housing announced additional funding and a continuation of SHARP, now rebranded as the Social Housing Apartment Improvement

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SUBJECT: Social Housing Apartment Improvement Program (CES18004) (City Wide) - Page 4 of 6

Program (SHAIP). SHAIP adds an additional four years of funding for eligible retrofits, funded by carbon market sale proceeds. Eligible projects must support the outcomes of Ontario's Climate Change Action Plan by reducing greenhouse gas emissions in eligible high-rise social housing apartment buildings across Ontario.

On October 6, 2017 the City of Hamilton received confirmation that it has been allocated *up to* \$12,448,133 for year one of the SHAIP (2017/2018) and *up to* \$16,929,236 for years two through four of the SHAIP (2018/2019 through to 2020/2021). The final allocation amount for year one will be confirmed in February 2018. Subsequent years' allocations will be confirmed in each of those years.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton By-law 16-070 (Procurement Policy)

Capital funding allocations to social housing providers are exempt from the requirements of the Procurement Policy per Policy 22, Schedule B-Exemptions.

City of Hamilton's Corporate Energy Policy

The SHAIP objectives support the targets set out in the Corporate Energy Policy.

RELEVANT CONSULTATION

Social Housing Providers

CityHousing Hamilton and Victoria Park Community Homes Inc. were the only two social housing providers with buildings eligible for funding under Year 1 of SHAIP. Both have been consulted to help determine eligible projects that will meet the requirements and timelines for the Year 1 funding allocation. Projects for subsequent funding years will be accomplished through a call for applications to eligible housing providers.

Corporate Services, Finance, Administration and Revenue Generation Division

Staff from the Finance, Administration and Revenue Generation Division were consulted and their recommendations were incorporated into Report CES18004.

City Manager's Office, Legal Services Division

Staff from Legal Services was involved in drafting, reviewing and providing advice on the program administration agreement between the City and the Province and the funding agreements with housing providers.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Social Housing Apartment Improvement Program (SHAIP) represents an opportunity for some housing providers in the City of Hamilton to fund and complete energy related social housing capital repairs that can achieve both operational savings

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SUBJECT: Social Housing Apartment Improvement Program (CES18004) (City Wide) - Page 5 of 6

and contribute to the furtherance of the targets established in the City's Corporate Energy Policy.

The key outcomes expected from the program include:

- Reduced Greenhouse Gas Emissions;
- Enhanced living accommodations for Ontario's low-income and vulnerable tenants to modern standards;
- Reduced operating costs for social housing providers through savings derived from retrofits activities, thereby strengthening the viability and sustainability of the current social housing stock; and,
- Support the Greenhouse Gas retrofit sector and create local jobs in communities across Ontario.

Social housing apartment buildings which are eligible to receive funding need to meet the following eligibility criteria:

- Must be a single high-rise social housing apartment building;
- Must contain 150 or more units for year one (2017-2018) and 100 or more units for funding years two through four (2018-2019 through 2020-2021);
- Must be elevator-serviced; and,
- Must be social housing (i.e. must have been a housing program transferred from the Province and subject to the *Housing Services Act, 2011*).

Housing providers with projects approved for SHAIIP funding will be required to enter into funding agreements that include, among other things, a commitment to a 10-year affordability period. SHAIIP guidelines require housing projects to remain affordable for at least a ten-year period after the completion of the funded retrofit, including a minimum of five years during which the project must continue to operate as social housing under the *Housing Services Act, 2011*.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Clean and Green

Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.

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SUBJECT: Social Housing Apartment Improvement Program (CES18004) (City Wide) - Page 6 of 6

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

APPENDICES AND SCHEDULES ATTACHED

None

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Appendix A to Report CM18004/CES18008

Page 1 of 2

Stoney Creek Arenas Ice Availability

2017-18	Total Available	Saltfleet	Stoney Creek	Valley Park	Not Rented	% Unrented
Weekday Hours	75	3	2	1	6	8%
Weekend Hours	90	19.5	15	3	37	41%
Total/Week	165	22.5	17	4	43.5	26%
2016-17	Total Available	Saltfleet	Stoney Creek	Valley Park	Not Rented	% Unrented
Weekday Hours	75	3	0	1	4	5%
Weekend Hours	90	10	9	5	24	27%
Total/Week	165	13	9	6	28	17%

Allocated Hours for Affiliated Ice Users: 2017-18

Affiliated Group	Association	Sport	Allocated Hours
GMHA	OMHA	ICE HOCKEY	83
BMHA	OMHA	ICE HOCKEY	21
CMHA	ALLIANCE	ICE HOCKEY	28
BULLDOGS	OMHA	ICE HOCKEY	15
RMHA	ALLIANCE	ICE HOCKEY	23
HAMILTON SPEED	OSSA	SPEED SKATING	2
DUNDAS BLUES	OHA	ICE HOCKEY	4.5
FGHA	OWHA	GIRLS ICE HOCKEY	44.5
AGHA	OWHA	GIRLS ICE HOCKEY	52.5
HGHA	OWHA	GIRLS ICE HOCKEY	54
HAMILTON RINGETTE	RO	RINGETTE	10
GLANBROOK RANGERS	OHA	ICE HOCKEY	6
HUSKIES	ALLIANCE	ICE HOCKEY	123
DMHA	OMHA	ICE HOCKEY	61
DFSC	SKATE ONTARIO	FIGURE SKATING	22
RWC	SKATE ONTARIO	FIGURE SKATING	7.5
AFSC	SKATE ONTARIO	FIGURE SKATING	20.5
HSC	SKATE ONTARIO	FIGURE SKATING	49.5
GFSC	SKATE ONTARIO	FIGURE SKATING	9
IPSC	SKATE ONTARIO	FIGURE SKATING	2
ACSC		COMMUNITY SKATING	4
CARLISLE OPT. SKATING CLUB		COMMUNITY SKATING	4
HAMILTON PARA-HOCKEY	OHF	PARA-ICE	5
AMHA	OMHA	ICE HOCKEY	99.5
FMHA	OMHA	ICE HOCKEY	116
CHMHA	ALLIANCE	ICE HOCKEY	42.5
ANCASTER AVALANCHE	OHA	ICE HOCKEY	10
LMHA	ALLIANCE	ICE HOCKEY	39
MHMHA	ALLIANCE	ICE HOCKEY	38
SCGHA	OWHA	GIRLS ICE HOCKEY	42
SCMHA	OMHA	ICE HOCKEY	49
HOCKEY COUNCIL IP PROGRAM	ALLIANCE	ICE HOCKEY	26

Appendix A to Report CM18004/CES18008

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City Wide Ice Availability

- The following is based on Prime Time Ice during the Ice Season (October 1, 2017 to March 31st, 2018)
- Prime Time during the week, 5:00 PM – 10:00 PM
- Prime Time during the weekend, 7:00 AM – 10:00 PM

Arena	Total Possible Weekday Hours	Current Availability Weekday Hours	% Available Weekday Hours
Olympic Arena	25	0	0%
Beverly Arena	25	1	4%
Coronation Arena	25	0	0%
Eastwood Arena***	25	2	8%
Harry Howell	50	0.5	1%
Carlisle Arena	25	0	0%
Chedoke Arenas	50	1.5	3%
Glanbrook Arena	25	1	4%
Inch Park Arena	25	2	8%
Bill Friday Arena	25	3	12%
Morgan Firestone Arenas	50	0	0%
Mohawk Quad	54	5	9%
Dave Andreychuk Arena	25	0	0%
Mountain Skating Centre	25	1.5	6%
Pat Quinn Arena	25	0	0%
Rosedale Arena	25	4	16%
Salfleet Arena	25	3	12%
Spring Valley Arena	25	0	0%
Stoney Creek Arena	25	2	8%
Valley Park Arena	25	1	4%
	604	27.5	4%

Total Possible Weekend Hours	Current Availability Weekend Hours	% Available Weekend Hours
30	0	0%
30	5	17%
30	4	13%
15	7	47%
60	4.5	7%
30	0	3%
60	2	2%
30	0	0%
30	0.5	1%
30	3	10%
60	0	0%
57	3	5%
30	1	3%
30	6	20%
30	8	27%
30	12	40%
30	18	60%
30	1	3%
30	16.5	55%
30	4	13%
702	91.5	13%

	Total Possible	Current Unrented	% Available
City Wide Prime Ice Availability	1306	119	9%

Additional Notes

*** Eastwood Arena not programmed for Sunday (15 potential hours)

** J.L. Grightmire Arena, out of service 2017-18 season for renovations



CITY OF HAMILTON
CITY MANAGER'S OFFICE
 Administration
 and
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
 Recreation Division

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	January 22, 2018
SUBJECT/REPORT NO:	Gateway Arena Purchase (CM18004/CES18008) (Ward 10) (Outstanding Business List Item)
WARD(S) AFFECTED:	Ward 10
PREPARED BY:	Steve Sevor (905) 546-2424 ext. 4645 Chris Herstek (905) 546-2424 ext. 4689 John Hertel (905) 546-2424 ext. 2739
SUBMITTED BY:	John Hertel Director, Strategic Partnerships & Communications City Manager's Office Chris Herstek Director, Recreation Division Community and Emergency Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That staff be directed to decline the offer to purchase the Gateway Ice Centre; and,
- (b) That Report CM18004/CES18008 be considered complete and removed from the Emergency & Community Services Committee Outstanding Business List.

EXECUTIVE SUMMARY

Ownership of the Gateway Ice Centre approached the City of Hamilton in the fall of 2016 to consider the purchase of the centre located on 610 South Service Road in Stoney Creek. At the September 26, 2016 meeting of the Emergency & Community Services Committee, staff was directed to explore the feasibility of the purchase of the Gateway Arena (with the addition of the fourth pad) and report back to committee prior to the end of January 2017. The motion was revisited at the January 23, 2017 meeting of the Emergency & Community Services Committee as more information was required from

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SUBJECT: Gateway Arena Purchase (CM18004/CEDS18008) (Ward 10) - Page 2 of 8

the proponents. It remained on the Outstanding Business List until staff were able to receive and analyse information.

Staff in various divisions have reviewed the request. They concluded that there is excess capacity in the current City of Hamilton arena inventory sufficient to accommodate the programming requirements of the community, and that the existing arenas in the area can continue to operate adequately for 7-10 years with maintenance levels of capital investment. The proposed purchase model also assumes the decommissioning of two existing area arenas, however, if the City wishes to achieve operational savings by closing some of its existing arenas, it could be done within the current inventory of arenas and without purchasing the Gateway Ice Centre.

Alternatives for Consideration – See Page 7**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: There are no financial implications related to the recommendation associated with Report CM18004/CES18008.

Staffing: There are no staffing implications related to the recommendation associated with Report CM18004/CES18008.

Legal: There are no legal implications associated with the recommendation associated with Report CM18004/CES18008.

HISTORICAL BACKGROUND

The Gateway Ice Centre opened its door in the fall of 2013 with 3 arena surfaces holding a capacity of 3,000 spectators and 14 change rooms. It also includes a state of the art 8,000-square-foot fitness centre, an on-site restaurant overlooking the main rink, and an in house sports store. It is a privately operated rink that accommodates Senior “A” Level hockey, minor sport programming, adult hockey and various events. It was also the home to the 2014 Esso Cup.

In 2016, the operators of the Gateway Ice Centre requested City staff consider the purchase of the centre from the current ownership group. A formal motion was presented at the September 26, 2016 meeting of the Emergency & Community Services Committee. Upon direction from Council, City staff in Revenue Generation Division, Real Estate Division, Recreation Division and Public Works Division assembled to explore the feasibility of the purchase and conducted a site visit guided by the owners on November 8, 2016.

Recreation staff examined the programming demand of existing facilities at this time. In addition to programming analysis, Recreation staff also consulted with the primary sport users for this community, Stoney Creek Girls Association and the Stoney Creek Minor Hockey Association. The groups have lauded the idea of the City of Hamilton purchasing

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SUBJECT: Gateway Arena Purchase (CM18004/CEDS18008) (Ward 10) - Page 3 of 8

the Gateway Ice Centre as they claim it would provide their organization with a closer identity to Stoney Creek.

The preliminary analysis was briefly discussed at the January 23, 2017 meeting of the Emergency & Community Services Committee; however, since more information from the owners was required, committee permitted staff to continue to gather information to support a recommendation.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no policy or legislative implications associated with the recommendations of Report CM18004/CES18008.

RELEVANT CONSULTATION

Internal consultations were conducted with the following areas:

Planning and Economic Development: Real Estate Division
Public Works: Energy, Fleet & Facilities Management
City Manager's Office: Strategic Partnerships and Revenue Generation
General Manager – Finance & Corporate Services Department
Councillors – Wards 6, 9, 10

Staff from the above areas worked collaboratively to gather and analyse the information presented in the report. All staff that have contributed to this report support the recommendation not to purchase the facility. The above noted Ward councillors also support the recommendation based on staff analysis.

Recreation staff have also consulted with Stoney Creek Girls' Hockey Association (SCGHA) and with Stoney Creek Minor Hockey Association. Both organizations currently purchase ice time at the Gateway Arena. The SCGHA have negotiated with the current ownership group for additional amenities at the facility. The cost of renting ice at Gateway Centre is significantly higher than the subsidized rate that both organizations receive at City owned facilities. The expectation from the user groups is that the City would honour the subsidized rate at Gateway if the facility was purchased. Each organization has openly supported the notion of purchasing the Gateway Arena and would like to consolidate all of their hours to one location.

ANALYSIS AND RATIONALE FOR RECOMMENDATION**Real Estate Considerations**

The land on which the arena sits is valued between \$3-\$4M, which means that the actual building itself is being sold to the City for approximately \$23M. In comparison, Harry Howell Arena cost the City over \$21M to construct and the single rink addition to the Morgan Firestone arena was just over \$10M.

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SUBJECT: Gateway Arena Purchase (CM18004/CEDS18008) (Ward 10) - Page 4 of 8

The owner of the arena is offering to build a fourth pad and sell the complex to the City of Hamilton for \$27M. This price includes all four rinks, the property (5.78 acres) including all required parking per City by Laws, two state of the art laser guided Olympia ice re-surfacers and all associated building systems and equipment.

Purchasing Gateway Ice Centre also involves the operation of the non-ice surfaces including an 8,000-square-foot fitness centre, an on-site restaurant, and an in-house sports store. The offer to purchase presented to the City includes all existing contracts for all leased areas which will be extended for a minimum of 5 years. The non-ice amenities do not represent an area for which there exists an operational service gap. Rather the operation of a commercial fitness centre, licenced restaurant and sport shop are areas in which staff do not have operational expertise.

Financial Valuation

The ownership of Gateway Ice Centre approached the City with an offer to build a fourth ice pad and sell their complex to the City of Hamilton for a price of \$27,000,000. The terms of this proposed sale would include four ice pads, the property (5.78 acres) including all required parking per City by Laws, two state of the art laser guided Olympia ice re-surfacers and all associated building systems and equipment (estimated cost to outfit a four-pad arena with all the furniture, fixtures and equipment is well over \$500,000). The offer also includes the existing contracts for all leased areas, i.e. Don Cherry's Restaurant and Five Star fitness. Staff was advised that these contracts would be extended for a minimum of 5 years.

According to the property owner, the land on which the arena sits is valued at between \$3,000,000 and \$4,000,000, which would therefore estimate the value of the actual facility itself at approximately \$23,000,000. The ownership of Gateway Ice Centre feels that this valuation compares favourably to the \$18,820,000 it cost the City to construct the Flamborough Twin Pad which opened in 2012 and the \$10,334,000 it cost to add an additional pad to Morgan Firestone Arena which opened in 2011. Based on this valuation method, the City would be acquiring four pads at a cost of \$5,750,000 per pad (net of the cost of the land) versus the approximately \$10,000,000 per pad associated with the City's two most recent arena construction projects.

The proposed business model is dependent on the construction of a fourth ice pad. According to MPAC's 2016 Current Value Assessment (CVA) the value of the property is estimated to be \$13,962,000. This MPAC figure includes the value associated with the land and the building which currently houses the existing three pads and the commercial space outlined above. To establish a property's assessed value, MPAC analyses sales of comparable properties in the area. This method is used by most assessment jurisdictions in North America and uses variables such as location, lot dimensions, living area, age of the property, adjusted for any major renovations or additions; and quality of construction.

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SUBJECT: Gateway Arena Purchase (CM18004/CEDS18008) (Ward 10) - Page 5 of 8

The ownership of the Gateway Ice Centre has proposed that the acquisition of this property could become self-financing by:

- 1) Allocating up to \$6,500,000 from the Development Charges Reserves towards the purchase price and debt financing the remaining \$20,500,000, or increasing the debt financing over a longer period of time if less than \$6,500,000 is available.
- 2) Closing down two of the City's underutilized arenas and using the operational savings to finance the debt required to fund this purchase.

Given the existing budgetary pressures and the other competing priorities, staff advise that allocating \$6,500,000 from the Development Charges Reserve to help fund this purchase would not be the most prudent use of these funds at this point in time. In addition, given the current underutilization of a number of the City's existing arenas, if the City wished to achieve operational savings by closing some of our existing arenas, this could be achieved without purchasing Gateway Arena. Given the fact that the City's Recreation Division has advised that there is currently no operational need for an additional four pads within the City of Hamilton's arena portfolio, staff would not recommend moving forward to acquire this property.

Programming Needs

Regardless of ownership, Gateway Arena currently satisfies the arena need in the Lower Stoney Creek recreation district, as outlined in the 2008 Indoor Study (Report ECS07068(b)) and 2016 Indoor Study Update (Report ECS07068(d)). Both reports did not identify arena investment as a priority for the Lower Stoney Creek recreation district, however did suggest that the City explore opportunities for partnering with private arenas in the Stoney Creek area.

Recreation staff assessed the ice availability, as seen in Appendix A to Report CM18004/CES18008, for the three City operated arenas in Stoney Creek (Saltfleet Arena, Stoney Creek Arena, and Valley Park Arena) and determined that there are still a number of unsold hours available to user groups in these three arenas. In addition, staff also analyzed city wide ice availability and reported that there are 94 hours a week of prime time ice that have not been sold and are available to all ice organizations.

There continues to be a significant decline in the participation levels in hockey throughout Hamilton due to interest and cost. In Hamilton, the five year trends shows a consistent decline in registration rates in all but one organization dedicated to the provision of minor youth boys hockey. Registration rates for the four minor girls hockey associations has grown; however, only represents 25.7% of the makeup of hockey in our City.

There have been attempts by various associations in Hamilton to develop strategies to increase participation rates and to identify barriers associated with hockey. Despite

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numerous meetings and discourse there is currently no unified plan by the hockey community to improve the status of hockey which would ultimately impact programming rates.

Hockey participant rates will undoubtedly be impacted by cross-ice hockey which calls for rinks to be divided into thirds and for teams to play across the ice rather than the full length. In January 2017, Hockey Canada mandated that for the 2017/2018 season, cross-ice hockey will be implemented at the initiation level for athletes under the age of seven. By the 2019/2020 season, the mandate will expand to athletes under the age of nine. Physical resources, athletic skill level and volunteer resources have been discussed as potential barriers that may impact participation levels.

As it relates to summer ice, the demand is currently being met by the diversion of programming to the Mohawk 4Ice Centre. The City's agreement with Hamilton Arena Partners stipulates that any operating surplus is distributed to the City of Hamilton (70%) and Hamilton Arena Partners (HAP) (30%). The operating surplus figures from 2016 amounted to \$451. The purchase of Gateway Arena would create an environment that may further erode the potential for any surplus as there would be a greater surplus of summer ice. Staff analysis of HAP finances for the summer of 2017 reveal a surplus of summer ice at Mohawk 4Ice Centre itself.

Demographic Information

Through analysis, Recreation staff have been able to isolate the demographic make-up of the Lower Stoney Creek recreation district which surrounds Gateway Ice Centre and also encapsulates Saltfleet and Stoney Creek Arenas.

From an age perspective, the population has a higher density of seniors (60+) in comparison to the City of Hamilton as a whole and represents about 27% of the population in the area. Children aged 5 to 19 are underrepresented in this area in comparison to the rest of the City, making up about 15% of the population in the area. The average household income for this area is approximately \$89,110, slightly below the City average. 33.2% of the population in the area identify as immigrants, significantly higher than the City as a whole, and the top visible minority presence is of South Asian descent.

Based on some insight provided by Environics' PRIZM5 tool, with regards to sports specifically, this population generally "tend to be fans of professional tennis and basketball, and they enjoy participating in low-cost team sports like soccer and volleyball". A significantly higher portion of the population in the area compared to the City as a whole, participates in soccer. However, when compared to the City as a whole, less people are participating in ice hockey and baseball in this area.

Planning Information

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While the Gateway Arena is not located within the boundary of the Fruitland Winona Secondary Plan, the plan identifies existing and proposed neighbourhood parks, community parks and open space areas. The lands designated community park within the Fruitland Winona Secondary Plan will permit the future development of a variety of recreational uses, such as community/recreation centres, swimming pools, arenas, tennis courts, sports fields, etc. The proposed community park in the Fruitland Winona Secondary Plan is intended to house a recreation centre; however, a study identifying what recreational uses will be incorporated into the community centre has not been completed as of yet.

Staffing Considerations

The Recreation Division, operates 19 separate arenas throughout the City; in the current operational budget envelop, the Recreation Division does not have the funding to operate this facility. The Gateway Centre is currently a private location, it has been suggested through the Council motion that the operating model mimic that of the Mohawk 4Ice Centre in that the asset remain with the City and the facility operations be conducted by a third party group. Should there be a future decision to decommission Stoney Creek Arena and Saltfleet Arena in order to purchase Gateway Arena, and if a third party operator were to be selected to operate Gateway Arena, it would result in staff layoffs.

ALTERNATIVES FOR CONSIDERATION

While local user groups have intimated they would like the City to purchase Gateway Arena for additional prime time hours, the City has sufficient available hours in existing facilities. As there is no demonstrated programming need to purchase the facility, the recommended option is to not purchase the facility.

Notwithstanding the 119 hours of available prime time ice in various City arenas, the following presents an alternative for consideration.

Alternative Option: Rent ice from Gateway

In the event that the actual ice demand from user groups exceeds the available ice in various City arenas, the City could enter into an agreement to purchase rental ice from the owners of Gateway to satisfy the increased hours requested by user groups.

The City purchasing hours from Gateway would provide opportunities for the user groups to have ice in their own community without having to purchase the facility and assume the large operating expenditures associated with managing the facility. The City would be supporting the additional prime time programming requests of the groups without having to assume facility ownership. Should council provide staff direction to enter into an agreement to purchase rental ice, the following implications would apply.

Financial: In order to be able to fund the additional rental hours, staff would need to decommission at least one arena for this option to be viable. Local arenas

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such Stoney Creek Arena or Saltfleet Arena could be considered for decommissioning as the operational savings of \$300,000 a year would be available to subsidize the ice rates at Gateway Arena. The demolition costs that would be incurred would also need to be factored into the overall costs of decommissioning.

Staffing: Closing a facility would have staffing impacts for the facility; however, staff would be redeployed to other facilities in the district. While closure of a Stoney Creek arena is ideal due to low programming, other City operated facilities that are more expensive operationally may be considered for closure. The exploration of closures to another City arena would become contentious. Additionally, closure of an arena would have an impact on the additional uses by City staff. Currently, Stoney Creek Arena is also used for storage of Public Works equipment and the loss of that space would have a negative impact on the City's available storage space

Legal: There are no legal implications associated the above noted alternative option.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**Healthy and Safe Communities**

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

APPENDICES AND SCHEDULES ATTACHED

Appendix A to Report CM18004/CES18008 – Ice Availability & Allocation

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