



City of Hamilton

EMERGENCY & COMMUNITY SERVICES COMMITTEE ADDENDUM

Meeting #: 21-009

Date: September 9, 2021

Time: 1:30 p.m.

Location: Due to the COVID-19 and the Closure of City Hall (CC)

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City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton> or Cable 14

Tamara Bates, Legislative Coordinator (905) 546-2424 ext. 4102

10. DISCUSSION ITEMS

- *10.3. Municipal Affairs and Housing Social Services Relief Fund Phase 4 and Canada-Ontario Community Housing Initiative (HSC20036(b)) (City Wide)
- *10.4. Encampment Response Update (PED21188/HSC20038(c)) (City Wide)

12. NOTICES OF MOTION

- *12.1. Youth Violent Crimes



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Housing Services Division

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 9, 2021
SUBJECT/REPORT NO:	Municipal Affairs and Housing Social Services Relief Fund Phase 4 and Canada-Ontario Community Housing Initiative (HSC20036(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rob Mastroianni (905) 546-2424 Ext. 8035 Nadia Zelisko (905) 546-2424 Ext. 2548 Brian Kreps (905) 546-2424 Ext. 1782
SUBMITTED BY:	Edward John Director, Housing Services Division Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

That the General Manager of the Healthy and Safe Communities Department, or their designate, be authorized and directed to enter into and execute an Agreement with the Ministry of Municipal Affairs and Housing (MMAH) to administer the additional Social Services Relief Fund Phase 4 (SSRF4) allocation to a maximum amount of \$13,823,000 and Canada-Ontario Community Housing Initiative (COCHI) allocation to a maximum amount of \$1,028,000 and any agreements with Community Services Provider(s), as well as any ancillary agreements, contracts, extensions and documents required to give effect thereto in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

On August 16, 2021, the Ministry of Municipal Affairs and Housing (MMAH) announced that the City of Hamilton is to receive an additional SSRF4 funding allocation of \$13,823,000 for the 2021-22 fiscal year to support challenges brought on by COVID-19, as well as an additional funding allocation for COCHI of \$1,028,000 for the 2021-22

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SUBJECT: Municipal Affairs and Housing Social Services Relief Fund Phase 4 and Canada-Ontario Community Housing Initiative (HSC20036(b)) (City Wide) - Page 2 of 7

fiscal year to support community housing (attached as Appendix “A” to Report HSC20036(b)).

Under SSRF4, the fourth and final phase of the province’s Social Services Relief Fund, funds are intended to complement initial allocations provided through the MMAH SSRF, SSRF2, SSRF2 Holdback and SSRF3 as part of the provincial government’s COVID-19 response plan. The City of Hamilton received:

- \$6,880,800 through the SSRF in April 2020,
- \$11,323,812 through the SSRF2 in July 2020,
- \$6,395,900 through the SSRF2 Holdback in December 2020, and
- \$12,301,538 through SSRF3 in March 2021.

COCHI is intended to support community housing providers across Ontario, including the state of repair of the legacy social housing stock. This funding is in addition to Hamilton’s 2021-22 COCHI allocation of \$2,784,784 that was communicated on May 6, 2021, bringing the total 2021-22 funding for COCHI to \$3,812,784.

Hamilton continues to coordinate closely with critical community partners in health and social services to plan for the risk of infection, spread or outbreak of COVID-19. The SSRF4 funding will further support the continuation of Hamilton’s COVID-19 emergency supports, as well as transition planning through post-COVID recovery to a more responsive, resilient, sustainable and housing-focused homeless-serving system in alignment with the outcomes and strategies within Hamilton’s Housing and Homelessness Action Plan.

Alternatives for Consideration – Not Applicable

FINANCIAL IMPLICATIONS

As of March 31, 2021, \$24.6 M of SSRF funding was received with \$23.4 M being committed by the end of the fiscal year. \$1.2 M was returned to the Province as eligible projects could not be identified within the time constraints of the funding guidelines. As of March 31, 2022, projected COVID operating costs will total \$30.3 M with \$26.1 M of the projected costs funded by SSRF according to the table below.

Housing Services Division will be completing a business case for the Ministry to demonstrate the use of \$13.8 M in SSRF4 additional funding by the utilization deadlines of March 31, 2022 for operating and December 31, 2023 for capital expenses, in accordance with the guidelines. A portion of the SSRF4 funding is expected to cover additional costs projected to December 2021 and reduce the pressure on the levy for costs projected between January to March 2022 within Report HSC20020(c). Remaining SSRF4 available funds are expected to be used for Capital. The Housing

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Services Division will continue to monitor the projected costs to ensure 100% funding is maximized by March 2022.

SSRF Funding Allocations	FY 2020-21	FY 2021-22
SSRF1	6,880,800	
SSRF2	11,323,812	
SSRF2-HB	6,395,900	
SSRF3		12,301,538
SSRF4		13,823,000
SSRF Funding Received	24,600,512	26,124,538
Committed Costs	23,358,494	26,124,538
Returned to the Province	1,242,018	-

The additional funding of \$1.028 M for Canada Ontario Community Housing Initiative will bring the total allocation for 2021-22 to \$3,812,784. Housing Services Division will be completing a business case for the Ministry to demonstrate the use of \$1.028 M in COCHI additional funding.

STAFFING IMPLICATIONS – N/A

LEGAL IMPLICATIONS – N/A

HISTORICAL BACKGROUND

The City of Hamilton received a base funding amount of \$2,784,784 from the Canada-Ontario Community Housing Initiative (COCHI) for the 2020-2021 fiscal year. COCHI is a key program introduced under Ontario's Community Housing Renewal Strategy in 2019, and funding is delivered through the Canada Mortgage and Housing Corporation (CMHC)-Ontario Bilateral Agreement under the National Housing Strategy.

The City of Hamilton received a base funding amount of \$19,645,911 from the Provincial Government's Community Homelessness Prevention Initiative (CHPI) for the 2020-2021 fiscal year. CHPI is a 100% provincially funded outcomes-based program that aims to prevent and end homelessness by improving access to adequate, suitable, and affordable housing and homelessness services for people experiencing homelessness and for people at-risk of homelessness. Housing Services Division brokers many of these services through community partners.

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On April 1, 2020, the City of Hamilton received a funding allocation in the amount of \$6,880,800 under the provincial Social Services Relief Fund (SSRF) for 2020-2021 to support the needs of the most vulnerable in our communities, including people who are homeless or at-risk of becoming homeless, during the COVID-19 crisis. The additional funding was intended to complement Hamilton's CHPI base funding.

On July 2, 2020, the province announced an additional allocation of \$11,323,812 in 2020-21 for the City of Hamilton to support ongoing challenges brought on by COVID-19 through the Social Services Relief Fund Phase 2 (SSRF2). The province communicated that a portion of the total SSRF2 funds would be held back to help communities disproportionately impacted by the effects of COVID-19.

On December 15, 2020, the City of Hamilton received an additional \$6,395,900 in SSRF2 funding in 2020-21. The Ministry held back these funds from SSRF2 and they must be utilized by March 31, 2021 for operating expenses and December 31, 2021 for capital expenses.

On March 10, 2021, the City of Hamilton received a funding allocation of \$12,301,538 under the provincial Social Services Relief Fund Phase 3 (SSRF3). The additional allocation of one-time operating funding was implemented to mitigate the continued impact of the COVID-19 pandemic on the homelessness sector.

On June 3, 2021, the Emergency and Community Services Committee approved recommendations outlined in Report HSC20020(c) Adaptation and Transformation of Services for People Experiencing Homelessness Update 3.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None

RELEVANT CONSULTATION

Quick distribution of COVID-19 emergency response funding is critical to protect those experiencing homelessness or housing instability and the workers supporting them. On March 27, 2020, the Housing Services Division received endorsement from the Community Advisory Board for the investment of Federal and Provincial COVID-19 funds in accordance with the coordination provided by the City of Hamilton's Emergency Operations Centre and information provided by the Indigenous community and community partners. The Housing Services Division committed to reporting back to the Community Advisory Board with details on the investments made.

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Housing Services Division will continue to communicate and engage with the Coalition of Hamilton Indigenous Leadership, partner organizations and sector planning tables to look for ongoing permanent solutions to address system pressures.

Regarding Hamilton's approach to delivery of COCHI and the allocation of the funding between sub-programs, Housing Services Division will communicate and liaise with the Housing and Homelessness Planning Group and the Housing and Homelessness Advisory Committee.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The SSRF4 supports provincial CHPI investments in Hamilton to connect individuals experiencing homelessness to permanent housing with supports and to keep individuals and staff in the homelessness sector safe during COVID-19.

The objectives of SSRF4 are to: mitigate ongoing risk for vulnerable people, especially in congregate care settings; encourage longer-term housing-based solutions to homelessness post-COVID-19; enhance rent assistance provided to households in rent arrears due to COVID-19; and to ensure an orderly wind-down of SSRF-funded supports prior to program expiry on March 31, 2022.

Eligible operating and capital expenses under SSRF4 include but are not limited to:

- continued use of motels or hotels as isolation centres or to support social distancing;
- rental assistance such as funding for rent arrears and short-term housing allowances;
- transportation costs;
- food and supplies;
- enhanced cleaning services;
- non-medical staffing requirements (e.g., enhanced outreach services);
- personal protective equipment; and,
- minor retrofits, alterations and repairs under \$50,000.

More broadly, this funding could also be used towards initiatives delivered through local service agencies like:

- rent bank and emergency energy funds;
- food banks and grocery gift cards;
- community outreach to support vulnerable populations in self-isolation;
- transportation for low-income individuals to get to and from medical appointments; and,
- funding administration needs, including staffing.

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All eligible operating expenses must be spent by March 31, 2022. Service Managers must consider how enhanced supports and services offered through the SSRF will be phased out or continued through other funding sources as the SSRF Phase 4 ends on March 31, 2022. Funding under the SSRF Phase 4 capital components must be committed by December 31, 2021 and must be completed by March 31, 2023.

SSRF4 funding will largely address existing commitments made to date up until March 31, 2022, as outlined in Report HSC20020(c) Adaptation and Transformation of Services for People Experiencing Homelessness Update 3, and will contribute to ensuring an orderly wind-down of SSRF-funded supports prior to program expiry and a transition to a more responsive, resilient, sustainable and housing-focused homeless-serving system in alignment with the outcomes and strategies within Hamilton's Housing and Homelessness Action Plan. Items that SSRF4 will continue to address include: additional shelter capacity within hotel overflow; enhancements to the women's emergency shelter system; continuation of COVID-19 related supports for the homeless-serving system; expansion of drop-in services; continuation of operation of COVID-19 isolation services for people experiencing homelessness, etc.

Enhancements to COCHI will continue to provide an opportunity for the City of Hamilton and housing providers to address the challenges associated with projects reaching the end of their operating agreements and/or mortgage maturity. Significant challenges remain in terms of maintaining this important supply of community housing and the additional COCHI allocation will continue to support the needs identified in Hamilton's Housing and Homelessness Action Plan.

Authorization of the General Manager of the Healthy and Safe Communities Department, or their designate, to enter into and execute an agreement with the MMAH for SSRF4 and COCHI is recommended to facilitate the acceptance and quick distribution of funding from the MMAH, which is critical to Hamilton's COVID-19 ongoing response related to housing and emergency shelter services.

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.

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APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report (HSC20036(b)): MMAH SSRF Phase 4 and additional COCHI
Allocation Letter

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**Ministry of
Municipal Affairs
and Housing**

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Affaires municipales
et du Logement**

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777, rue Bay, 17^e étage
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August 16, 2021

Fred Eisenberger
Mayor, City of Hamilton
City Hall 71 Main Street West, 2nd Floor
Hamilton ON L8P 4Y5

Dear Fred Eisenberger:

I am pleased to be writing to you today with important details regarding an additional investment of \$307 million we are making available through the fourth and final phase of the province's Social Services Relief Fund (SSRF) and through the Canada-Ontario Community Housing Initiative (COCHI).

As you know, protecting the health and well-being of Ontarians has always been our government's number one priority throughout the COVID-19 pandemic. We have made several difficult decisions to safeguard Ontarians, including public health and workplace safety measures made in consultation with the Chief Medical Officer of Health and other healthcare experts.

As well, we have announced multiple investments totalling \$765 million to support Ontario's Service Managers and Indigenous Program Administrators through three iterations of the province's SSRF, and other provincial investments to support those suffering from mental health and addictions issues and to support isolation centre capacity in select municipalities. We know that this funding has been effective in supporting Service Managers and Indigenous Program Administrators to respond quickly, adapt services, and address the housing and economic impacts of COVID-19 in their communities.

Building on these investments, our government is pleased to announce an additional **\$307 million** to Ontario's municipal and Indigenous partners.

Under the fourth and final phase of the SSRF, **\$286.4 million** will be provided in additional one-time operating and capital funding, bringing the government's total SSRF investment to just over \$1 billion. This final phase of SSRF funding will enable Service Managers and Indigenous Program Administrators to continue to support the vital services that were established to address the impacts of COVID-19 on vulnerable

Ontarians, while ensuring an orderly winddown of provincial supports as the SSRF comes to an end.

Under the "SSRF Phase 4", I am pleased to confirm that the City of Hamilton will receive an additional **\$13,823,000** in provincial funding for the 2021-22 fiscal year.

Under the COCHI program, our government has also approved the release of up to an additional **\$21 million**. This funding will support community housing providers across Ontario, including the state of repair of the legacy social housing stock.

Under COCHI, I am pleased to also announce an additional funding allocation in the amount of **\$1,028,000** to the City of Hamilton for the 2021-22 fiscal year.

Program Details – Social Services Relief Fund Phase 4

This funding supports operating and capital expenses to mitigate the continued impact of the COVID-19 pandemic on the homelessness sector. Funding is to be used by Service Managers and Indigenous Program Administrators for eligible expenses (in accordance with the enclosed Social Services Relief Fund Phase 4 Program Guidelines) beginning April 1, 2021 to March 31, 2022.

The objectives for SSRF Phase 4 as are follows:

1. **Mitigate ongoing risk for vulnerable people, especially in congregate care settings:**
 - Where appropriate, support changes to the physical design of congregate spaces, permit physical distancing and other modifications based on public health guidance; and
 - Provide ongoing services and supports to address immediate pandemic needs of vulnerable people.
2. **Encourage longer-term housing-based solutions to homelessness post-COVID-19:**
 - Service Managers and Indigenous Program Administrators are encouraged to use funding in ways that create longer-term housing solutions, move towards client service models that are innovative, and support client and organizational readiness for potential future outbreaks or emergencies.
3. **Enhance rent assistance provided to households in rent arrears due to COVID-19:**
 - Service Managers and Indigenous Program Administrators are encouraged to consider using funding to support renter households who may be in rental arrears and at a high risk of becoming homeless.
4. **Ensure an orderly wind-down of SSRF-funded supports prior to program expiry on March 31, 2022:**

- Service Managers and Indigenous Program Administrators must outline a plan for the winddown of SSRF-funded supports and services as part of their SSRF Phase 4 Investment and Winddown Plan.

Of the additional funding, Service Managers and Indigenous Program Administrators may also use up to three per cent of their allocation for program administration costs, consistent with the approach under the SSRF Phase 2 and 3.

This amendment forms part of your Community Homelessness Prevention Initiative (CHPI) Service Manager Service Agreement effective January 1, 2013 with Her Majesty the Queen in right of Ontario as represented by the Minister of Municipal Affairs and Housing ("Service Agreement") and any breach of any of the terms of the amendment shall constitute an Event of Default under the Service Agreement. All other provisions, including Section 17 – Audits and Reviews, of the Service Agreement remain in full force and effect.

Reporting Requirements – SSRF Phase 4

Reporting requirements for the fourth and final phase of the SSRF will be consistent with the current high-level CHPI reporting. However, these requirements will be augmented with monthly reporting to the Ministry. As well, Service Managers will be required to provide specific examples on the use of SSRF Phase 4 funding from time-to-time to demonstrate effectiveness of the investment.

To receive these additional SSRF Phase 4 funds, you are required to complete and submit the sign-back section of this letter and the enclosed Investment and Winddown Plan to demonstrate how your funding allocations would be used to achieve the objectives of the program and to support the winddown of SSRF-funded supports and services. Please return this back to the Ministry by **September 15, 2021**.

You may submit your signed confirmation and Investment and Winddown Plan via e-mail to your respective Team Lead, Regional Housing Services.

Upon receipt of the sign-back and Investment and Winddown Plan, the Ministry will confirm and communicate its approval of your SSRF Phase 4 allocation, and will proceed to initiate your first operating payment based on your cash flow requirements as outlined in your Investment and Winddown Plan.

The Ministry requires that all information set out in this letter regarding SSRF Phase 4 be held confidential until publicly announced by the province. The province will have sole responsibility for the initial public communication regarding the SSRF Phase 4 funding described in this letter.

After the initial public communication by the province, as with all provincial housing programs that provide funding, Service Managers must acknowledge support of the province in a form and manner as directed by the Ministry. While

we understand these exciting funding opportunities are often met with anticipation by residents and community agencies, these communication protocols have been agreed to by Service Managers. If you wish to make an announcement of funding, I would like to remind you that you are required to notify your municipal services office well in advance for consideration by the province.

Program Details – Additional 2021-22 Canada-Ontario Community Housing Initiative Funding

To help sustain, repair and grow the community housing sector, our government introduced the Community Housing Renewal Strategy in 2019. Under this strategy and in response to the COVID-19 pandemic, we allocated almost \$1.8 billion to the sector in 2020-21, and project to invest up to \$1.3 billion in 2021-22.

Despite these investments, we recognize there are continued challenges faced by community housing providers across Ontario, including the state of repair of the legacy social housing stock.

A key program to support our community housing providers has been the COCHI program. As noted above, I am pleased to announce an additional funding allocation of **\$1,028,000** under COCHI for the 2021-22 fiscal year.

This funding is in addition to the 2021-22 COCHI allocation of \$2,784,784 that was communicated to you through the Ministry's letter dated May 6, 2021, bringing your total 2021-22 funding for COCHI to **\$3,812,784**.

All conditions of funding as communicated through the COCHI/OPHI Program Guidelines and our above referred letter remain the same, including the requirement to report municipal social housing expenditures that match the total annual COCHI allocation provided.

To receive these additional COCHI funds, you are required to complete and submit the enclosed Investment Plan (Appendix "D") that should reflect a sound financial plan and forecast of expenditures by program component. Please refer to the Ministry's COCHI/OPHI Program Guidelines for details about eligible program expenses, program administration fees, and key dates.

Also enclosed is an amendment to the Ontario Transfer Payment Agreement for the COCHI/OPHI programs signed with the City of Hamilton to include the additional funding allocation. You are required to sign the enclosed amending agreement and return it to the Ministry to confirm your agreement to the terms and conditions of the additional COCHI funding.

Please return your signed amending agreement and Investment Plan via e-mail to your respective Team Lead, Regional Housing Services by **September 15, 2021**.

The Ministry requires that this additional COCHI funding be held confidential until publicly announced by the province.

Again, protecting the health and well-being of all Ontarians continues to be the government's number one priority. We sincerely appreciate your efforts to assist vulnerable people in your communities and I look forward to continuing to work together as we move forward with recovering from the COVID-19 pandemic.

Yours truly,



The Honourable Steve Clark
Minister of Municipal Affairs and Housing

Enclosures

- c. Janette Smith, Chief Administrative Officer
- Edward John, Director of Housing Services
- Ian Russell, Team Lead, Municipal Services Office

The undersigned agrees to the terms of the above letter and to comply with the **Social Services Relief Fund Phase 4 Program Guidelines**.

Service Manager: _____

Name: _____

Signature: _____

Title: _____

Date:

Name: _____

Signature: _____

Title: _____

Date:

I/We have authority to bind the organization.

Appendix "A"

Program Guidelines – Social Services Relief Fund Phase 4

Please see attached.

Appendix "B"

SSRF Phase 4 Investment and Winddown Plan

Please see attached.

Appendix "C"

**Canada-Ontario Community Housing Initiative (COCHI) Amending Agreement for
Additional 2021-22 Funding**

Please see attached.

Appendix "D"

**2021-22 Canada-Ontario Community Housing Initiative (COCHI) Additional
Funding Investment Plan**

Please see attached.



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	September 9, 2021
SUBJECT/REPORT NO:	Encampment Response Update (PED21188/HSC20038(c)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Monica Ciriello (905) 546-2424 Ext. 5809 Edward John (905) 546-2424 Ext. 4860
SUBMITTED BY: SIGNATURE:	Jason Thorne General Manager Planning and Economic Development Department
SUBMITTED BY: SIGNATURE:	Grace Mater General Manger Healthy and Safe Communities Department

COUNCIL DIRECTION

At its August 9, 2021 meeting, Council approved the repealing of the By-law Enforcement Protocol that permitted some individuals to camp in public spaces for up to 14 days. Further to that decision and the three-week winddown associated with it, as of August 30, 2021, the City returned to pre-protocol enforcement of City by-laws that prohibit camping on City property, including park areas.

INFORMATION

The COVID-19 pandemic highlighted and exacerbated ongoing systemic challenges and inequities across Canada as it relates to housing and homelessness. This has been demonstrated by the rise in, and visibility of, unsheltered homelessness and encampments throughout many Canadian cities. Person-centred strategies and approaches are required to address urgent issues associated with supporting residents

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experiencing homelessness and living in encampments, while supporting long-term adequate housing solutions and broader community needs.

Encampment Process

With the repealing of the By-law Enforcement Protocol, staff will proceed with the following Encampment Process:

Step one

Complaints are received by Municipal Law Enforcement (MLE) regarding structures/tents in parks, road allowance and private property.

Step two

MLE attends, determines if there is a violation of a City By-law including the Parks Bylaw, seeks voluntary compliance and notifies Housing Outreach.

Step three

Housing Focused Street Outreach attends site and carries out the following:

- Work from Housing Focused Street Outreach framework and within the context of Hamilton's Homeless Coordinated Access System
- Support individuals, families and groups, in order to promote connection to shelter, housing and the achievement of their optimal health and well-being
- Collaborative development of housing and service plans
- Assist individuals with obtaining necessary documents needed to obtain housing, including the completion of supportive and subsidized housing applications
- Collaborate and co-ordinate services with appropriate community and health agencies
- Crisis intervention
- Provide a summary of these actions (omitting any privileged and confidential information) in the form of an encampment assessment checklist to MLE pursuant to their request

Step four

MLE re-attends and issues a verbal trespass notice and notifies Hamilton Police Service (HPS).

Step five

Hamilton Police Service responds under the *Trespass to Property Act*, R.S.O. 1990, c. T.21

Step six

Park and Waste Divisions are contacted to coordinate a clean up.

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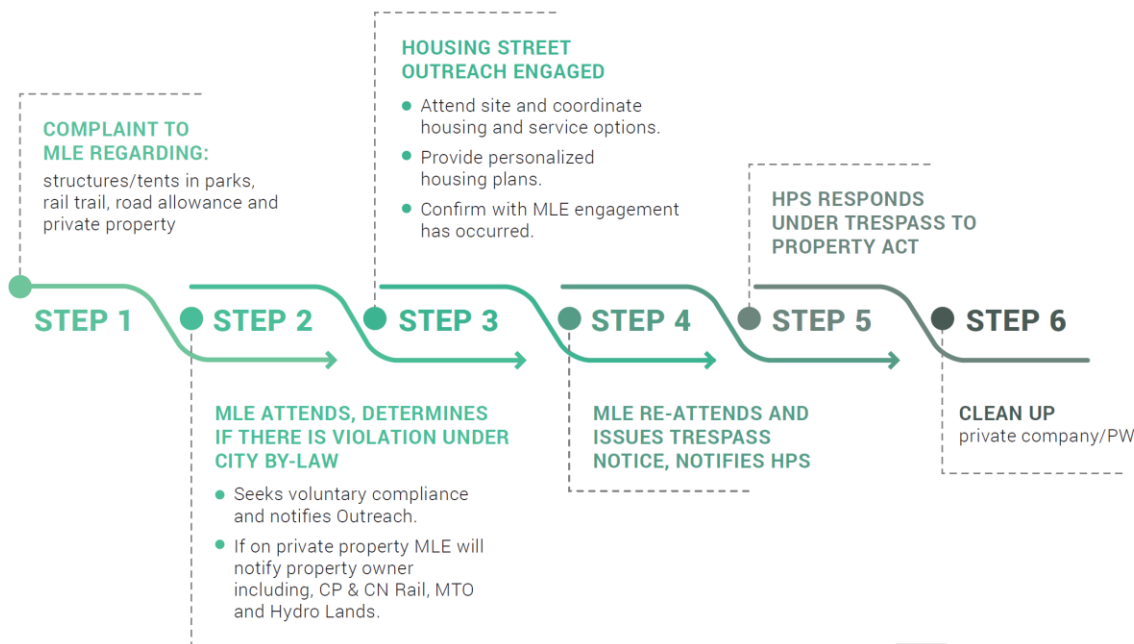
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**SUBJECT: Encampment Response Update (PED21188/HSC20038(c)) (City Wide) -
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Table 1

Encampment PROCESS MAP



Encampment Response

The City of Hamilton’s Licensing and Bylaw Services Division will be the first point of contact for complaints regarding structures and tents in parks, road allowances and private property. MLE Officers will attend to determine if there is a City Bylaw, including the Parks By-law 01-291 violation, which prohibits camping on City property, including park areas. MLE Officers will be responding to complaints proactively Monday to Friday and reactively on weekends along with other COVID-19 By-law and Provincial Regulation priorities. MLE Officers will attend, provide education and seek voluntary compliance under the City Bylaw, ticketing those who are unsheltered will not be a course of action. If determined to be private property, MLE Officers will notify the property owner, including CP & CN Rail and MTO. If voluntary compliance is not achieved, MLE Officers will reach out to the Street Outreach team within the Housing Services Division and the Social Navigator Program.

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The Housing Focused Street Outreach team will, if not already, attend the site and engage with those individuals currently unsheltered. Outreach will endeavor to provide an update summary of the site including identifying potential opportunities for connection to services and housing for those individuals, assess their needs and update MLE of the actions that have occurred.

MLE Officers will re-attend the location and, a verbal trespass notice would be issued to those contravening the bylaw. MLE will contact the Hamilton Police Service as the *Trespass to Property Act*, R.S.O. 1990, c. T.21 is a Provincial Act enforced by HPS. The City will continue to collaborate with HPS and the Social Navigator with regard to the service pathway. The last step will be to contact the Public Works Department (Parks, Streets, Waste Management) to coordinate a clean up.

Following the Council decision to repeal the By-law Enforcement Protocol, the City of Hamilton's Housing Services Division remains focused on supporting individuals experiencing homelessness in securing safe and affordable housing, by continuing to take an individualized approach to connect them to available supports.

Housing Services' Housing Focused Street Outreach Team connects with unsheltered individuals, regardless of their circumstances, to assess their immediate needs and housing preferences. The team completes common consent and intake forms for individuals not yet on the City's By-Name List (BNL), supports with benefit applications, unit viewings, harm reduction supplies, connections and referrals. As part of the City's homeless-servicing system, Outreach uses a shared system-wide database to stay connected to residents in encampments and outside of encampments in areas such as alleys, vacant lands, etc. Outreach services are provided to unsheltered residents across the geographic area of Hamilton Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturday and Sunday from 8:00 a.m. to 4:00 p.m. On a daily basis, the team undertakes progressive engagement to offer shelter or other available (and appropriate) space, works with individuals to find safe and supportive housing options, and works to address any barriers including a referral to our health partners.

During the COVID-19 pandemic, emergency shelter capacity has been expanded; however, occupancy pressures exist, particularly for women. Challenges remain in the access to available beds and in a number of instances capacity is not available. For example, length of stay in shelters has increased significantly during the pandemic and, with factors such as unaffordable costs of rent, housing availability has not kept pace with demand. Longer stays impact shelter bed turnover frequency, thus reducing the capacity of shelters to serve a higher volume of individuals. Outbreak status, availability of appropriate supports, staff turnover, shortages and burnout further impact the responsiveness of the system. When a move from encampment to emergency shelter occurs, the City of Hamilton recognizes that this remains a temporary measure of accommodation until safe, secure and adequate housing is secured.

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For individuals for whom emergency shelters are not an option, Housing Services' Outreach Team supports connection to health partners, works to address issues related to service restrictions, and continues progressive engagement towards accepting housing assistance. The City of Hamilton funds numerous agencies to assist in the housing of homeless individuals through funding streams such as the Federal Reaching Home program. City staff monitor, advise and assist these agencies in meeting predetermined targets through the homeless-serving sector's coordinated access system. From January 2020 to present, approximately 440 individuals and families have been housed by agencies funded by the City. Of the approximately 440 households housed, this includes people who have been unsheltered at one point during that time period. Since March 2020, more than 70 individuals were housed directly from encampments.

Outreach staff engage with every individual from a rights-based approach, ensuring dignity and confidentiality is maintained. On an ongoing basis, both Housing Services and agency staff work from a person-centred approach to engage with individuals in order to refer and make connections to appropriate support and resources. Referrals may include Intensive Case Management, Rapid Rehousing, Transitional or permanent supportive housing programs, in addition to housing affordability benefits, depending on individuals' needs, preferences and available resources. Increased engagement for the direct purpose of assessing effectiveness of approaches and appropriateness of available resources will continue to inform potential changes or adaptations to service and supports over time.

Coming Together to End Homelessness: Hamilton's Systems Planning Framework outlines a strategic local approach to preventing and ending homelessness, which must account for the systemic over-representation of Indigenous persons experiencing homelessness. The City is committed to ongoing coordination with Hamilton's Urban Indigenous Community to ensure that approaches to service coordination and provision are culturally appropriate, safe and built on principles of relationship, trust and informed consent. This includes ongoing discussion to achieve equitable access to resources including, for example, housing affordability benefits as they become available to support unsheltered individuals who identify as Indigenous. Through ongoing dialogue with the Indigenous community, the City aims to ensure appropriate referrals are consistently made from mainstream supports to Indigenous agencies, including at intake by City outreach staff.

The City continues to commit to permanent housing solutions by implementing increased prioritization of those in encampments for permanent housing and intensive case management support programs while continuing multi-sectoral discussions to enhance permanent housing with supports options. From September to December 2021, Housing Services Division, together with partner agencies, will undertake a

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housing campaign to maximize resources and collaboration to house 250 households experiencing homelessness.

Health and Safety Concerns

Due to the vulnerability and transience of encampment populations, health and safety concerns are present for both residents and City staff. COVID-19 exposure, verbal and sometimes physical aggressions have been noted at various sites. MLE Officers are not trained in outreach or mental health engagement techniques and therefore cannot offer support to address health and safety for encampment residents. This fact extends to include staff themselves, who navigate a challenging array of health and safety concerns when carrying out their duties. For example, Waste management staff have received numerous negative comments, which may be perceived as threats from residents, activists, advocates and the general public. Staff have been videotaped with postings on social media platforms such as Twitter and Facebook. Staff have been called repeatedly at all hours on their cell phone. In one instance a staff member was assaulted during clean up, resulting in injuries to the worker and charges being laid by Hamilton Police Service. As a result, the injured employee has yet to return to work.

There is a steady increase of incidents involving the Hamilton Fire Department and the Hamilton Police Service. Where emergency service response is needed, the City will respond swiftly with staff health and safety supports. Healthy and Safe Communities Department staff are better able to flag resident health and safety concerns to the appropriate support services for timely resolution.

The professional skillset required of Housing Service's Outreach staff facilitates mitigation of challenging behaviours, circumstances and establishment of positive rapport. Staff have been trained in non-violent crisis intervention, work only in pairs and are in constant communication with each other.

Budgetary Implications

Costs vary site to site; while staff time is not itemized by site, typical contractor costs for waste management average \$15 K. Across all encampments, average monthly security costs have been approximately \$23 K from October 2020 to July 2021.

Licensing and By-law Services

Council may direct Licensing and Bylaw Services (LBS) to enforce 7 days a week, inclusive of evenings and weekends. To oversee and coordinate the MLE officer response for encampments 7 days a week LBS requires 1 temporary FTE By-law Clerk at a cost of \$26, 162 and 1 temporary FTE MLE Officer at a cost of \$30, 795 from the date of Council approval to December 31, 2021. These staff will assist in the collection of

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weekly stats on complaints received, locations of encampments, determine priority locations in collaboration with others on the Encampment Response Team, provide status updates as to the step each encampment site is in throughout the City. MLE Officers will be attending encampment sites in pairs, and one additional temporary FTE MLE Officer will allow for a timely proactive and reactive response to each encampment site 7 days a week. The Bylaw Clerk will provide administrative support to the MLE Officers and will ensure all tracking, scheduling, monitoring, entering areas of concern, preparation of orders, and dispatch to this team 7 days a week. The total cost would be \$56,958.

Emergency Services Responses

The Hamilton Fire Department has attended to an increasing number of incidents involving encampments and individuals experiencing homelessness over the last three years (54 incidents in 2019, 82 incidents in 2020, and 101 incidents to date in 2021). The majority of incidents in 2021 to date have involved burning (controlled) and property fires/explosion.

Hamilton Paramedic Service responded to 55 encampment related calls in four parks from October 1, 2020 to August 31, 2021. There has been a steady increase in paramedic service response to encampments in City parks in 2021, ranging from two in January to 15 in August.

The Hamilton Police Service indicated there were 502 events from October 1, 2020 to August 31, 2021 related to six known encampment locations, but not necessarily due to the presence of an encampment. These incidents include events related to trespassing, assist (ambulance & fire), and other events requiring police service response (i.e. assault, harassment, protests, etc.)

Government Outreach

There remains an ongoing need to align provincial health and housing and homelessness investments to enable service managers to provide permanent housing with supports for high acuity chronically homeless individuals living in shelters and encampments. Strategic investment and partnership between Ontario Health West and City of Hamilton can demonstrably reduce chronic homelessness in Hamilton and the reliance on emergency hospital resources for those with the most complex, co-occurring needs.

Staff are actively pursuing funding opportunities from higher levels of government to address these needs. Specifically, the Ministry of Health (Ontario), Associate Minister of Mental Health and Addictions and the Ministry of Municipal Affairs and Housing (Ontario) in addition to the equivalent Ministries federally such as Health, Housing,

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Infrastructure and Communities, and Families, Children and Social Development. Staff have proposed a pilot project to the Government of Ontario in order to address the needs of high-acuity individuals in Hamilton, this pilot outlines the resources required to take immediate action.

The proposed pilot would include 40 new units of supportive housing to address the needs of higher acuity individuals and continuing existing outreach activities will address needs in a new and improved way. The total funding necessary to undertake this development is \$2,440,000. The request for on-going provincial operational funding is \$1,940,000.

Staff have been using forums like the Association of Municipalities of Ontario (AMO), Federation of Canadian Municipalities (FCM) and Ontario Big City Mayors, of which Hamilton is a member, to further advocacy and align objectives in voicing our concerns about the lack of funding from higher levels of government to address these immediate needs. AMO, FCM and Ontario Big City Mayors are focused on improving supports for mental health. Ontario Big City Mayors has provided recommendations to support and complement the Province's Road to Wellness plan which seeks to improve mental health and addictions services across Ontario. The proposed recommendations and desire to collaborate demonstrate the need for municipalities to work with other levels of government and local service providers to ensure residents can access the help they need, where and when they need it.

APPENDICES AND SCHEDULES ATTACHED

None

CITY OF HAMILTON NOTICE OF MOTION

Emergency and Community Services: September 9, 2021

**MOVED BY COUNCILLOR B. CLARK
SECONDED BY COUNCILLOR**

Youth Violent Crimes

WHEREAS, the City of Hamilton is experiencing several incidents of gun violence across the City;

WHEREAS, it has been reported in the Hamilton Police Services 2020 Youth Services Annual Report that there has been a decrease in youth violent crimes compared to 2019, it is recognized that this is still a serious issue in the City of Hamilton;

WHEREAS, Hamilton Police have indicated that the vast majority of youth violent crimes are targeted; and,

WHEREAS, residents have expressed concern about the risk of injury to innocent bystanders;

THEREFORE, BE IT RESOLVED:

- a) That staff from Healthy and Safe Communities Department be directed to review projects like Operation Ceasefire and other holistic community responses, that were designed to deter youth from joining gangs and holding guns;
- b) That staff be directed to engage youth to inform the process and partner together to address the issues that are driving our youth to guns and gangs;
- c) That staff invite the Ontario Solicitor General, Hamilton Police, youth workers, clergy, criminal justice practitioners, and other experts to identify solutions to create a city-wide action plan response to guns and gangs in our community;
- d) That staff be directed to include a city-wide action plan response to guns and gangs in our community through Hamilton’s Youth Strategy;
- e) That staff be directed to share any data specific to guns, gangs and violence through our 2021 re-engagement for the Youth Strategy; and,
- f) That the city-wide action plan response to guns and gangs in our community be created in collaboration with and incorporated into Hamilton’s Community Safety and Well-Being Plan under the priority of violence.