



THE REGIONAL MUNICIPALITY OF PEEL
STRATEGIC HOUSING AND HOMELESSNESS COMMITTEE
REVISED AGENDA

Meeting #: SHHC-2/2020
Date: Thursday, October 15, 2020
Time: 1:30 PM - 3:30 PM
Location: Council Chamber, 5th Floor
Regional Administrative Headquarters
10 Peel Centre Drive, Suite A
Brampton, Ontario
Members: G. Carlson, G.S. Dhillon, C. Fonseca, A. Groves (Chair), N. Iannicca, M. Medeiros,
P. Vicente (Vice-Chair)

Due to the efforts to contain the spread of COVID-19 there will be limited public access to the Council Chambers, by pre-registration only. Please email regional.clerk@peelregion.ca to pre-register. The meeting will be live streamed on <http://www.peelregion.ca/>

1. CALL TO ORDER
2. DECLARATIONS OF CONFLICTS OF INTEREST
3. APPROVAL OF AGENDA
4. DELEGATIONS
5. REPORTS
 - 5.1. Region of Peel's Housing Master Plan – Annual Update 2020
(For information) (Related to 5.2)
Presentation by Steve Dickson, Director, Housing Development Office
 - 5.2. Peel Housing and Homelessness Plan – 2020 Annual Update
(Related to 5.1)
Presentation by Aileen Baird, Director, Housing Services
 - 5.3. Angela's Place – Conversion to Permanent Housing
6. COMMUNICATIONS

7. OTHER BUSINESS

8. IN CAMERA

9. NEXT MEETING

Thursday, March 4, 2021

9:30 a.m. – 11:00 a.m.

Council Chamber, 5th Floor

Regional Administrative Headquarters

10 Peel Centre Drive, Suite A

Brampton, Ontario

10. ADJOURNMENT

For Information

REPORT TITLE: **Region of Peel's Housing Master Plan – Annual Update 2020**

FROM: Janice Sheehy, Commissioner of Human Services

OBJECTIVE

To provide the first annual update on the implementation of the Regional Council approved Housing Master Plan.

REPORT HIGHLIGHTS

- On July 11, 2019, Regional Council approved the Housing Master Plan, a long-term infrastructure plan, which includes 31 housing development sites. The plan could add 5,364 new affordable rental units, 226 supportive, and 60 emergency shelter beds to the housing stock in Peel by 2034.
 - On September 26, 2019, Regional Council allocated in principle \$1 billion of funding, to support the initial implementation of the Housing Master Plan to yield 2,240 units and beds through 17 projects by 2028.
 - To date, \$672.8 million of funding has been secured, which includes \$276.4 million of federal investment through the National Housing Strategy, which is administered by the Canada Mortgage and Housing Corporation (CMHC). The CMHC funding will be a combination of repayable and forgivable loans that the Region would be taking on as debt.
 - While CMHC funding will support the Region in building more affordable housing units, the Region's involvement and contribution remains significantly and disproportionately high. As such, advocacy efforts to secure long-term non-debt funding commitments from both the federal and provincial levels of government will continue.
 - The Housing Development Office is currently completing a total of 700 affordable units and beds, in addition to conducting preliminary planning feasibility assessments for nine sites and overseeing two third-party led affordable and supportive housing projects.
 - Results from the planning feasibility assessment will support moving forward work on other Housing Master Plan projects, namely, Chelsea Gardens, Peel Manor Affordable Housing Sites, and the Mayfield West Family Site.
 - In July 2020, Regional Council approved the affordable housing incentive program that will support the development of rental housing for middle income households; the Housing Development Office will be designing the pilot program parameters for a scheduled launch in 2021.
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Region of Peel's Housing Master Plan – Annual Update 2020

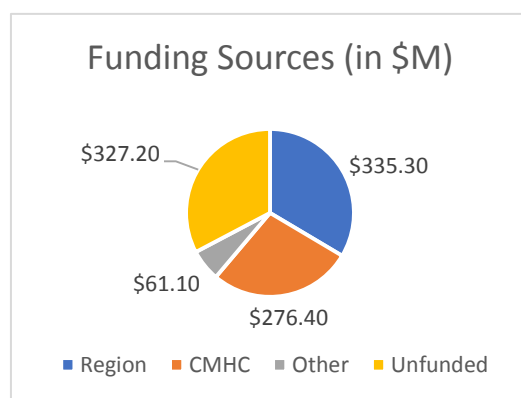
DISCUSSION

1. Background

On July 11, 2019, Regional Council approved the Housing Master Plan (HMP) that includes 31 housing development sites on the Region and the Peel Housing Corporation (PHC) owned lands. The plan anticipates the addition of 5,364 new affordable rental units, 226 supportive, and 60 emergency shelter beds to the housing stock in Peel by 2034.

On September 26, 2019, Regional Council allocated in principle \$1 billion of funding to support the initial implementation of the Housing Master Plan to yield 2,240 units and beds through 17 projects by 2028. To date, \$672.8 million of funding has been secured. The proposed funding breakdown is as follows:

- \$335.3 million Regional funds;
- \$276.4 million federal funds through the National Housing Strategy and the related National Housing Co-Investment Fund, which is administered by CMHC; and,
- \$61.1 million in funds committed through existing federal and provincial housing programs, which include the Investment in Affordable Housing Extension, the Social Infrastructure Fund, and the Ontario Priorities Housing Initiative.



There remains a gap of \$327.2 million. Moreover, the CMHC funding will be a combination of repayable and forgivable loans that the Region would be taking on as debt. While CMHC funding will support the Region in building more affordable housing units, the Region's involvement and contribution remains significantly and disproportionately high. As such, advocacy efforts to secure long-term non-debt funding commitments from both the federal and provincial levels of government will continue.

In 2019, Regional Council authorized staff to continue negotiations with CMHC to finalize the terms and conditions of the funding contribution and associated funding agreements. Staff have continued to work on moving this forward and it is expected that the final terms of the deal and a master loan agreement will be completed by the end of the current year.

This report provides an update on progress made by the Housing Development Office in implementing the Housing Master Plan, the CMHC funding application and agreement, HMP projects, and the third party affordable/supportive housing projects currently under construction.

2. CMHC – National Housing Co-Investment Fund Application

In January 2020, the Region received a Letter of Intent from the Canada Mortgage and Housing Corporation furthering the federal government's commitment to provide portfolio level funding to support the Housing Master Plan. On August 7, 2020, the federal government publicly announced its \$276.4 million of investment in Peel to help create 2,240 affordable housing units and shelter beds by 2028. These funds represent one of the largest

Region of Peel's Housing Master Plan – Annual Update 2020

affordable housing investments made by the Government of Canada in Peel. This funding will support 12 projects on Region of Peel sites and 5 projects on PHC owned sites, within the Council approved \$1 billion envelope. These projects will create a total of 2,240 units and beds, which includes replacement of the existing 125 affordable rental units and 100 shelter beds (a net increase of 1,955 affordable units and 60 new shelter beds) to address the housing needs in Peel.

On November 14, 2019, Regional Council as sole shareholder of the Peel Housing Corporation, authorized the PHC Board to be a co-borrower of the National Housing Co-Investment Fund with the Region and enter into required agreements with CMHC to secure funding to support the initial implementation of the Housing Master Plan. Council also authorized PHC to provide such guarantees and securities against its real property assets as necessary to secure the funding.

The Region's Housing Development Office and PHC staff are working with CMHC staff to finalize the terms and conditions of the funding arrangement, in anticipation of completing the master loan agreement by the end of this year.

a) Social and Environmental Outcomes

The National Housing Strategy includes specific targets and outcomes related to affordability, energy consumption and green house gas emissions, accessibility, and supporting vulnerable populations. These outcomes are aligned with and support objectives in Peel's Housing and Homelessness Plan and the Climate Change Master Plan. The Region of Peel has committed to achieving the National Housing Strategy's outcomes on a portfolio level basis through the CMHC funded projects.

In terms of affordability, at least 41 per cent of the units built with the National Housing Co-Investment Fund will be offered, on average, at rental rates below 60 per cent of the median market rent for the area. The current practice at the Region regarding the mix of Rent-Geared-to-Income and market rent units would allow Peel to achieve the affordability outcomes and address the needs of vulnerable population groups.

In terms of accessibility, the National Housing Strategy requires that projects meet full universal design criteria and at least 20 per cent of the units meet accessibility standards. The Region's Affordable Housing Guidelines require each project to meet universal design criteria and future CMHC funded Housing Master Plan projects will be built to meet the National Housing Strategy's accessibility requirements.

Regarding energy efficiency, the CMHC funded projects will achieve, at a minimum, a 25 per cent decrease in energy consumption and Greenhouse Gas emissions relative to the 2015 National Building Code. Moving forward, staff will work with internal and external partners with the intent to achieve a higher reduction in energy consumption in the new builds.

3. Progress Update on Housing Master Plan Projects and Housing Development Activities

Work is underway to implement the Housing Master Plan, which will result in achieving tangible outcomes for the Peel community. The Housing Development Office is completing a total of 700 affordable units and beds. To date, the Mayfield West Seniors project in the

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Town of Caledon has been completed and occupied, providing 60 units for seniors. A summary of the HMP projects underway is provided hereafter.

HMP Projects	Number of Affordable Units and Shelter Beds	Completion Timeline	Status
Mayfield West Seniors	60 units (Seniors)	Completed in 2019	Complete
360 City Centre Dr	174 units (affordable, seniors and market units)	2021 (Q1)	On target
Brightwater	150 units (affordable)	2023	On target
East Avenue	156 units (affordable)	2023	On target
Peel Family Shelter Relocation	120 shelter beds	2021	On target
Brampton Youth Shelter Relocation	40 beds	2021	On target
Total	700 units/beds (540 units and 160 beds)		

Details on the above listed projects are provided in Appendix I.

a) Future Housing Master Plan Projects

In addition to the above listed projects, preliminary planning feasibility assessment studies have been completed for two HMP sites and are underway for nine other sites. The feasibility studies will identify the type of housing, the bedroom mix, and the planning approval process and time required to successfully achieve HMP goals and affordable housing units. Staff are working in collaboration with local municipal planning staff to ensure planning goals and consistencies are maintained at all levels. The studies, anticipated to be completed by the end of this year, will directly support advancing work on these projects: Chelsea Gardens, and Peel Manor Affordable Housing sites in Brampton and Mayfield West Family site in Caledon.

b) Third Party Affordable Housing Projects

The Region's Housing Development Office also oversees the development of affordable housing projects by community-based organizations. These third-party builds are supported through funding from the Region and from federal and provincial programs such as the Investment in Affordable Housing and Social Infrastructure Funds. Construction is underway at the Brampton Bramalea Christian Fellowship Residences site in North East Brampton. The project will create 90 affordable rental units in 2021; 45 of these units will be dedicated to clients from the Region's Centralized Waiting List for subsidized housing.

Another project, Indwell Community Homes in south Mississauga is under construction, and will create 68 supportive housing units, ready for occupancy in 2021. The Compass Food Bank in Mississauga will be relocating to the ground floor commercial area of this project.

c) Region of Peel's Affordable Housing Pilot Project

In July 2020, Regional Council approved the affordable housing incentive program that will support the development of rental housing for middle income households, with a

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focus on larger, family sized units. The Housing Development Office is currently developing a detailed work plan and designing program parameters and material for the launch of the program in 2021. Staff will continue working with the local municipalities to support additional incentives and greater municipal collaboration in program implementation.

d) Community Awareness and Engagement

Access to affordable housing is vital and at the core of community wellbeing. Targeted community engagement is required to create an awareness about the need for affordable housing and the opportunities presented to address those needs through the incentives pilot program and the HMP projects. Purposeful engagement with the community can help address challenges such as “Not-in-my-Backyard (NIMBYism)” and seek the neighbourhood's and community's acceptance to allow for all types of housing and land uses to co-exist. The Housing Development Office is drafting a community engagement toolkit to support implementation of the incentives pilot program and the Housing Master Plan.

4. Next Steps

Staff will continue to work with CMHC to finalize the terms and conditions of the funding contribution and associated funding agreements within the stipulated timelines, to enable the Region to draw funds from the National Housing Co-Investment Fund beginning in 2021.

Regional Council has allocated in principle \$1 billion of funding to support an initial implementation of the Housing Master Plan. To date, \$672.8 million of funding has been secured to implement 17 projects within the Housing Master Plan. As highlighted earlier in the report, the initial as well as full implementation of the Housing Master Plan can only be achieved if Peel Region and the three local municipalities continue to receive federal and provincial funding to meet the community's affordable housing needs. Staff, with Council's support and direction, will continue to advocate to both the federal and provincial governments for further allocation of funding to Peel.

The successful implementation of the Housing Master Plan is contingent on having dedicated resources to support the work identified in this report. Staff anticipate a request for two full time employees through the 2021 budget process.

RISK CONSIDERATIONS

The current affordable housing challenges in Peel require bold and innovative approaches to managing housing development. The portfolio-based approach of the Housing Master Plan allows the Region of Peel to manage affordable housing development more strategically as an infrastructure portfolio. It permits long-term funding arrangements from senior levels of government.

Council's commitment of Regional funds and CMHC's investment will advance the work on several HMP projects and increase the supply of affordable housing in Peel over the next 10 years. Without these investment commitments, the challenges related to housing affordability will continue to rise. Further funding is required to close the gap of \$327.2 million in the \$1

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billion HMP capital envelope, and advocacy efforts with the provincial and federal governments will continue.

FINANCIAL IMPLICATIONS

There are no financial implications attached to this report. In September 2019, Regional Council allocated in principle \$1 billion investment to support an initial implementation of the Housing Master Plan, the work cited in this report is within the approved capital envelope.

CONCLUSION

The Housing Master Plan allows the Region of Peel to strategically plan and manage housing development on Regional lands and create that much-needed affordable housing stock to meet the needs of the community. The HMP has positioned Peel to tap into the funding opportunity presented through the National Housing Co-Investment Fund. Regional Council's commitment of Regional funds and the CMHC's investment would allow staff to advance work on several HMP projects, leading to create 700 affordable units and beds by 2023 and a total of 2,240 units/beds by 2028.

APPENDICES

Appendix I - Detailed Progress Update on Housing Master Plan Projects

For further information regarding this report, please contact Steve Dickson, Director, Housing Development Office, Ext. #4323, Steve.Dickson@peelregion.ca.

Authored By: Archana Vyas, Advisor, Housing Development Master Plan

Reviewed and/or approved in workflow by:

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



N. Polsinelli, Interim Chief Administrative Officer

Detailed Progress Update on Housing Master Plan Projects

The progress made on the Housing Master Plan projects is outlined below.

a) 360 City Centre Drive

The project has progressed well and as per the construction schedule. The project was anticipated for completion in October 2020; however, the COVID-19 pandemic impacted the completion date, which is now pushed to the first quarter of 2021. Staff are working on organizing the rent-up sessions for the apartments to place clients from the Region's Centralized Wait List for Subsidized Housing. When completed, the 360 City Centre project will create 174 new affordable rental units, including seniors' and market rent units.

b) Port Credit West Village (Brightwater)

The Brightwater site, formerly known as Port Credit West Village site, is a development on the former Imperial Oil lands located at 70 Mississauga Road South and 181 Lakeshore Road West. The site is slated to include approximately 5,000 people and 2,970 new residential units, supported by retail, parkland, commercial and campus (school) uses on this 72-acre site.

Through the planning process, the Region was provided a gratuitous dedication of land. Staff have been working with the City of Mississauga planning staff to discuss and finalize site plan concepts for the project. When completed, this project will create 150 new affordable housing units by 2023.

c) East Avenue Site Redevelopment

This project includes regeneration of the PHC site which is an opportunity to optimize its location and size. The project will replace the existing 30 units and create a total of 156 affordable housing units. Through a comprehensive tenant relocation plan, all tenants from the existing units have been relocated.

Regional staff have been working closely with City of Mississauga staff to initiate a planning application for Official Plan and zoning bylaw amendments. When completed, this project will replace the existing 30 units and create a total of 156 affordable housing units (a net increase of 126 units). The project is slated for completion in 2023.

d) Relocation of the Peel Family Shelter

The Peel Family Shelter is currently located adjacent to the Twin Pines site in Mississauga. Relocating the Peel Family Shelter will allow further planning and procurement of a development partner for the Twin Pines site. The Region is in the process of acquiring a property in the North West part of Mississauga to support the relocation of the Peel Family Shelter. As the need to address homelessness in Peel continues to grow, the new shelter will add approximately 120 beds, which includes replacement of 60 beds at the current location. The work on Twin Pines redevelopment

Appendix I
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project is progressing and Regional Council will be provided with a detailed update through a separate report in early 2021.

e) The Brampton Youth Shelter

The Brampton Youth Shelter, currently located at Goreway Drive and Queen Street, is a 40-bed facility. The current location is in a leased property and extensive work has been done to find a suitable property to relocate the Shelter. Regional staff are working with IBI Group, a planning consulting agency to assess the feasibility of using identified Regional surplus land to relocate the shelter. Staff have been working with City of Brampton staff to identify steps to move forward with a formal planning application for that site.

Region of Peel's Housing Master Plan: Annual Update 2020

**Strategic Housing and Homelessness Committee
October 15, 2020**

Housing Development Office

- The Role
- Achievements To Date
- Priorities for 2021



Creating homes for people to live and thrive

Our [first video](#) features our current development projects - and most importantly - the people for whom the Region creates affordable homes

Our [second video](#) highlights the work of the Housing Development Office and the outcomes being achieved

2021 Priorities

- Opening 360 City Centre Dr., Mississauga for occupancy
- Continuing the work on the HMP projects on all fronts
- Launch the Incentives Pilot Program
- Create a plan to engage the broader community
- Working with partners on new affordable housing opportunities

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

Steven Dickson, Director, Housing Development Office
Steven.Dickson@peelregion.ca

REPORT TITLE: Peel Housing and Homelessness Plan – 2020 Annual Update

FROM: Janice Sheehy, Commissioner of Human Services

RECOMMENDATION

That the report from the Commissioner of Human Services, titled “Peel Housing and Homelessness Plan – 2020 Annual Update”, be approved;

And further, that the subject report be forwarded to the Ministry of Municipal Affairs and Housing as the Region of Peel’s annual and mandatory housing and homelessness plan update.

REPORT HIGHLIGHTS

- On April 5th, 2018 Regional Council approved “*Home for All: Peel’s Housing and Homelessness Plan (PHHP) 2018-2028*”.
 - In February 2019, Council approved 5 actions from the plan for implementation in 2019-2020. Key accomplishments include:
 - Completed the Housing Master Plan and secured \$276 million from the federal government’s National Housing Strategy to complete 16 projects which will add 2,240 new affordable, supportive and emergency units to the housing stock in Peel over the next 8 years.
 - Created a new incentives program to encourage private and non-profit developers to build more affordable housing which will launch in early 2021.
 - Completed the Private Stock strategy and launched a new second units renovation assistance program.
 - Initiated a solutions lab to explore innovative housing options for seniors.
 - Conducted a census of housing and homelessness clients.
 - Began the implementation of the new needs-based service delivery philosophy, processes and tools to transform how subsidy and supports are provided to housing and homelessness clients.
 - Utilizing the new needs-based service delivery approach, 499 homeless individuals and families have become permanently housed between March and August 2020.
 - In addition, and in response to the pandemic, essential housing and homelessness services have been adapted and new isolation and recovery programs launched, which have successfully prevented the spread of COVID-19 amongst the homeless population in Peel.
 - Staff will continue to implement the proposed priorities for 2021-2022, bringing solutions forward to Regional Council that address the community’s most pressing housing needs.
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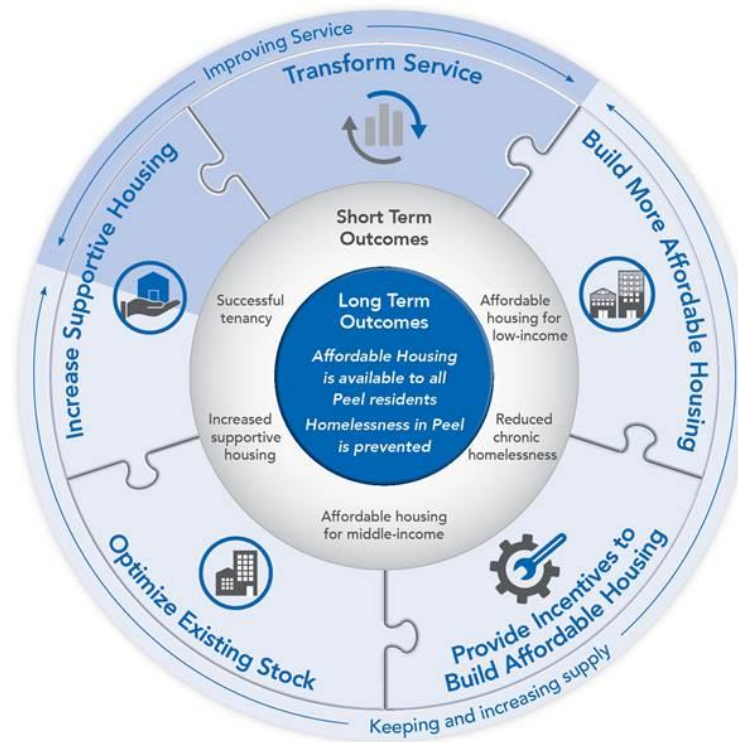
Peel Housing and Homelessness Plan – 2020 Annual Update

DISCUSSION

1. Background

As Service Manager for the Housing and Homeless system, the Region is responsible for working with partners to understand the need for emergency, transitional and affordable housing within the community and implementing a 10-year housing and homelessness plan to address those needs. On April 5th, 2018 Regional Council approved “*Home for All: Peel’s Housing and Homelessness Plan (PHHP) 2018-2028* (‘the plan’).

The 10-year plan includes five interconnected strategies to make affordable housing available to all Peel residents and to prevent homelessness. The plan aligns with the Region’s strategic plan and vision of “Community for Life” which focuses on creating a community where all can live, thrive and lead.



Implementation of the plan is well underway. This report provides Council with an update on progress to date.

2. Update on 2019-2020 Priority Actions

In February 2019, Council approved five actions from the plan for implementation in 2019-2020. Three of the actions focused on increasing the supply of affordable housing in Peel, while the remaining two set the foundation to transform how services are delivered to housing and homelessness clients.

Peel Housing and Homelessness Plan – 2020 Annual Update

a) Actions to Increase Supply of Affordable Housing

Peel's 10-year plan includes a variety of actions to increase the supply of affordable housing. In 2019-2020 the actions involved creating new programs and plans to build more housing on Region of Peel and Peel Housing Corporation sites, encourage non-profit and private sector developers to build more affordable rental units in Peel and better leverage existing private stock. These actions have secured the necessary funding, programs and plans to add thousands of new emergency, supportive and affordable rental housing units to the housing stock in Peel over the next several years.

i. Housing Master Plan

The Housing Master plan is a long-term infrastructure plan that will guide how the Region of Peel and Peel Housing Corporation assets and lands will be used to increase the supply of affordable rental, supportive and emergency units and beds over the next eight years. If fully funded and implemented, the plan will create 5,650 new affordable rental units including 226 supportive and 60 emergency shelter beds to the housing stock in Peel by 2034. Key accomplishments include:

- Completed the Housing Master Plan.
- Created an in principle \$1 billion dollar financing plan comprised of federal, provincial and Regional funds to build 2,240 units and shelter beds over the next 8 years.
- Secured and announced together with the Minister of Families, Children and Social Development a federal investment of \$276 million through the National Housing Strategy Co-Investment Fund. This represents the biggest single federal funding announcement ever made in Peel.
- Opened the Mayfield Seniors project in Caledon, adding 60 units to the affordable housing supply.
- Partnered with the Daniels Corporation on a project at 360 City Centre Drive with 174 new affordable rental units scheduled for completion and occupancy in Q1 2021.
- Started pre-construction activities for East Avenue and Brightwater sites in Mississauga.
- Acquired a property to relocate the Peel Family Shelter, which will allow further planning for the redevelopment of the Twin Pines site.

More information on the implementation of the Housing Master Plan is being provided in a companion report titled, "Region of Peel's Housing Master Plan – Annual Update 2020".

ii. Incentives Program Pilot

The Incentives Pilot Program is a new program, similar to the Open Door program in Toronto, designed with our local municipal partners, to create a new way for developers to work with the Region and our local partners to build more affordable housing that meets our community's needs. Envisioned to prevent/minimize ad hoc requests for development charge deferrals and designed to stack incentives from local and other levels of government, this program focuses on the creation of new affordable housing units for middle-income households. The pilot program was approved by Council in July 2020 and will launch in early 2021.

Peel Housing and Homelessness Plan – 2020 Annual Update

iii. Private Stock Strategy

Peel's first ever Private Stock strategy includes eight actions to better leverage existing private stock to increase the supply of affordable housing in Peel. This strategy is designed to supplement traditional housing development, providing relatively quicker and more cost-effective solutions. Key accomplishments include:

- Launched the My Home Second Unit Renovation Program in early October 2020.
- Initiated a Solutions Lab with community partner stakeholders to create new and diverse housing options for seniors in both rural and urban communities of the Region.

b) Actions to Transform Service to Housing and Homelessness Clients

In addition to increasing the supply of affordable housing, Peel's 10-year plan includes a strategy to transform how services are accessed and delivered to housing and homelessness clients.

i. Client Census

A census of housing and homelessness clients was completed over 2 months between December 2019 and January 2020. The census was conducted to better understand the demographic and socio-economic characteristics of our clients and the barriers that prevent them from becoming or remaining stably housed. This data is currently being analyzed and will be provided to Council in a future report. Information gathered through the census has been invaluable and will be used to design and implement improved service delivery processes.

ii. New Needs-Based Service Delivery Model

With extensive feedback from clients, staff and community partners, a new service delivery model was designed to improve access to housing subsidies, divert people from shelters, and better match supports to client needs, ultimately helping more vulnerable residents get and keep housing they can afford.

Several reports have been approved by Regional Council since mid-2019 that have enabled incremental changes to our client service delivery philosophy, policies and processes. This work has added shelter beds into the system for vulnerable women and aided 499 homeless individuals and families to become permanently housed between March and August 2020.

Key accomplishments include:

- Enhanced service levels for street outreach – the new service levels include 24/7 trained support staff on the street helpline and 2 mobile vans (instead of 1) providing 12 hours/day street outreach services as well as a new mobile health clinic. These enhanced service levels, originally planned for March 2020, but

Peel Housing and Homelessness Plan – 2020 Annual Update

delayed by the service provider due to staffing challenges experienced during the pandemic, will be in effect before the end of the year.

- Since June 2020, a targeted encampment housing pilot has been initiated where 16 individuals and families have been transitioned off the street into temporary hotel housing. Staff are actively working with these clients to secure permanent housing.
- Opened 8 new shelter beds for single women in Brampton.
- Opened a safe house for survivors of human trafficking.
- Introduced live answer for those requiring urgent housing supports to address immediate needs, divert clients from the wait list and from shelters.
- Secured a vendor for technology solution and commenced development for implementation in 2021 to replace existing failing legacy systems and better automate the delivery of housing services.
- Designed a coordinated access system with our community to improve the services and outcomes for the homeless in Peel. Implementation targeted for the first half of 2021.
- Introduced needs-based approach to some subsidy administration.
- Updated shelter standards and issued a Request for Proposal (RFP) for a new shelter operator contract.
- Implemented several new tools and process improvements to streamline services and remove redundancies, resulting in operational efficiencies. Examples include reallocating 2 staff from administrative work to direct client services, reducing processing application time for priority cases on the waitlist by 1-month, and reducing payment processing time for internal partners by approximately 1 week.

3. Impact of COVID-19

In addition to the above noted actions, the COVID-19 pandemic required staff to work quickly and collaboratively with our local municipal and community partners to adapt existing services while also designing and launching new services to protect and care for the homeless and other vulnerable populations.

The Region initiated a system response to protect the community's most vulnerable population by implementing a range of programs and protocols aimed at preventing and managing the spread of COVID-19 in Peel's homeless shelters, transitional housing and street outreach program. The Region's COVID-19 Homeless Response Program addresses a gap in pandemic planning for the homeless that includes: screening and testing, education on the streets, personal protective equipment, primary care supports, enhanced cleaning of facilities, physical distancing measures in shelters, dedicated transportation for symptomatic individuals, and the use of hotels to reduce shelter occupancy and ensure appropriate physical distancing.

Peel Housing and Homelessness Plan – 2020 Annual Update

With the support of our community partners and emergency funds provided by the federal and provincial governments, shelter occupancy within Regional shelters was reduced to approximately 50 per cent at each site to allow for physical distancing through the use of hotels. Enhanced programs and supports were put in place to provide critical services throughout the pandemic. Additional drop-in centres for street homeless clients were opened, portable washrooms and showers were procured, expanded outreach services were initiated, cleaning, linen and food services were funded for our non-Regional housing partners, and isolation and recovery programs were put in place for the homeless who needed to self-isolate or receive care after a positive COVID-19 test result.

As a result of these efforts, the spread of COVID-19 virus throughout the homeless population Peel has been mitigated and only 18 clients have tested positive and required the medical services provided through the recovery program.

4. Proposed Priorities 2021 – 2022

In order to continue or complete work that began in 2019-2020, while also adapting and responding to emerging needs, staff will implement the following priorities in 2021-2022.

a) Work Already Underway

- Open 360 City Centre Drive, Mississauga (174 units);
- Relocate the Peel Family Shelter to the new site;
- Open the transitional house for survivors of human trafficking;
- Continue to implement these projects within the Housing Master Plan:
 - East Avenue, Mississauga (156 units)
 - Brightwater project, Mississauga (150 units)
 - Chelsea Gardens, Brampton (200 units)
 - Relocation of the Youth Shelter to a Permanent site, Brampton (40 beds)
- Launch the Incentives Pilot Program;
- Complete the Solutions Lab project to identify new affordable housing options for seniors;
- Continue to work with community partners to improve and coordinate how housing subsidies and supports are accessed and delivered to clients;
- Automate key service delivery and management processes; and,
- Continue to advocate to the federal and provincial governments to secure long-term funding to support the initial as well as the full implementation of the Housing Master Plan
- Improve public education and outreach.

b) New Initiatives

- Launch a new Private Landlord Engagement Program;
- Create a Supportive Housing Strategy for Peel;
- Partner with health services to create a proposal and secure funding for improved crisis and longer-term mental health and addictions supports for the homeless and the precariously housed;
- Work with the province and community housing providers to retain units in the system at end of mortgage;

Peel Housing and Homelessness Plan – 2020 Annual Update

- Formalize policy and procedures and initiate other options regarding homeless encampments, and;
- Explore the need for ‘wet’ shelters, safe injection sites, improved harm reduction options for the homeless.

RISK CONSIDERATIONS

The implementation of Peel’s 10-year Housing and Homelessness Plan is well underway. New policies and programs have been created and funding secured to enable improved housing outcomes over the long-term.

At the same time, demand for housing and homelessness services continues to increase, and the current gaps in the system have become exacerbated as a result of the pandemic. Addressing our community’s housing needs requires increased and ongoing funding from both the federal and provincial governments, as well as the ongoing support and collaboration with our local municipal and community partners.

Advocacy will continue to be essential for success.

FINANCIAL IMPLICATIONS

This report has no financial implications. Staff will bring reports forward throughout 2021-2022 as the priority actions are completed. The financial implications of implementing these actions will be addressed in these reports and incorporated into future budget requests as required. Staff anticipate submitting a capital request through the 2021 budget process to enable the continued implementation of new technology.

CONCLUSION

Peel’s 10-year Housing and Homelessness plan is the community’s strategic roadmap to help more Peel residents get and keep housing they can afford. This report provides Council with an update on the progress made since the plan was approved by Council in April 2018. The report also seeks Council approval for proposed priorities for 2021-2022.

While significant progress has been made to date, service gaps remain which have only been exacerbated as a result of the pandemic. Adequately addressing the housing needs of Peel’s residents requires increased and ongoing funding from both the federal and provincial governments. As such, advocacy will continue to be important to Peel’s success.

Staff will continue to bring solutions forward to Regional Council that address the community’s most pressing housing needs, optimizing the return on the Region’s investment in affordable housing.

For further information regarding this report, please contact Aileen Baird, Director, Housing Services, ext. 1898, aileen.baird@peelregion.ca.

Authored By: Laura Tribble, Advisor, Housing Services

Peel Housing and Homelessness Plan – 2020 Annual Update

Reviewed and/or approved in workflow by:

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.

A handwritten signature in black ink, reading "Nancy Polsinelli". The signature is written in a cursive, flowing style with a large initial "N".

N. Polsinelli, Interim Chief Administrative Officer

Peel Housing and Homelessness Plan Annual Update

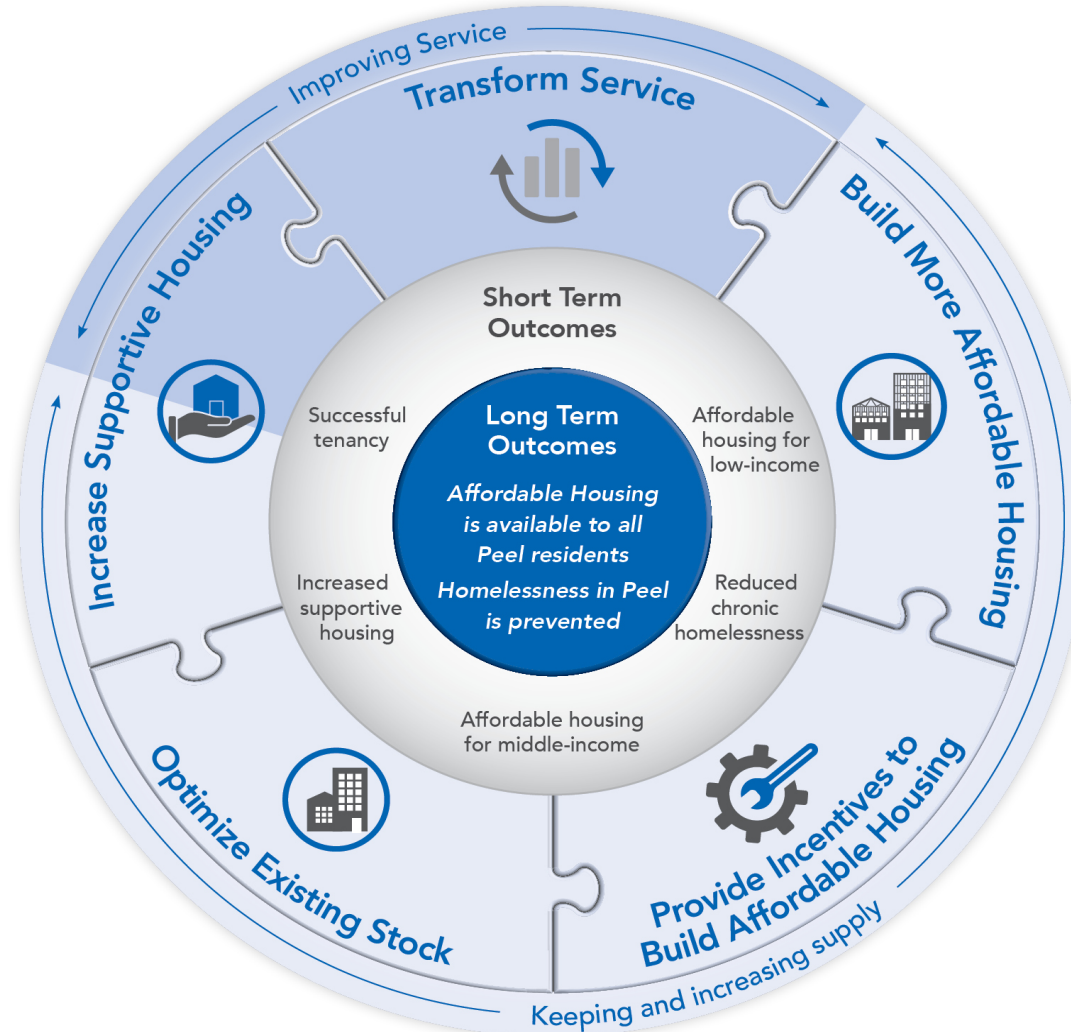
**Strategic Housing and Homelessness Committee
October 15th, 2020**

Purpose of Presentation

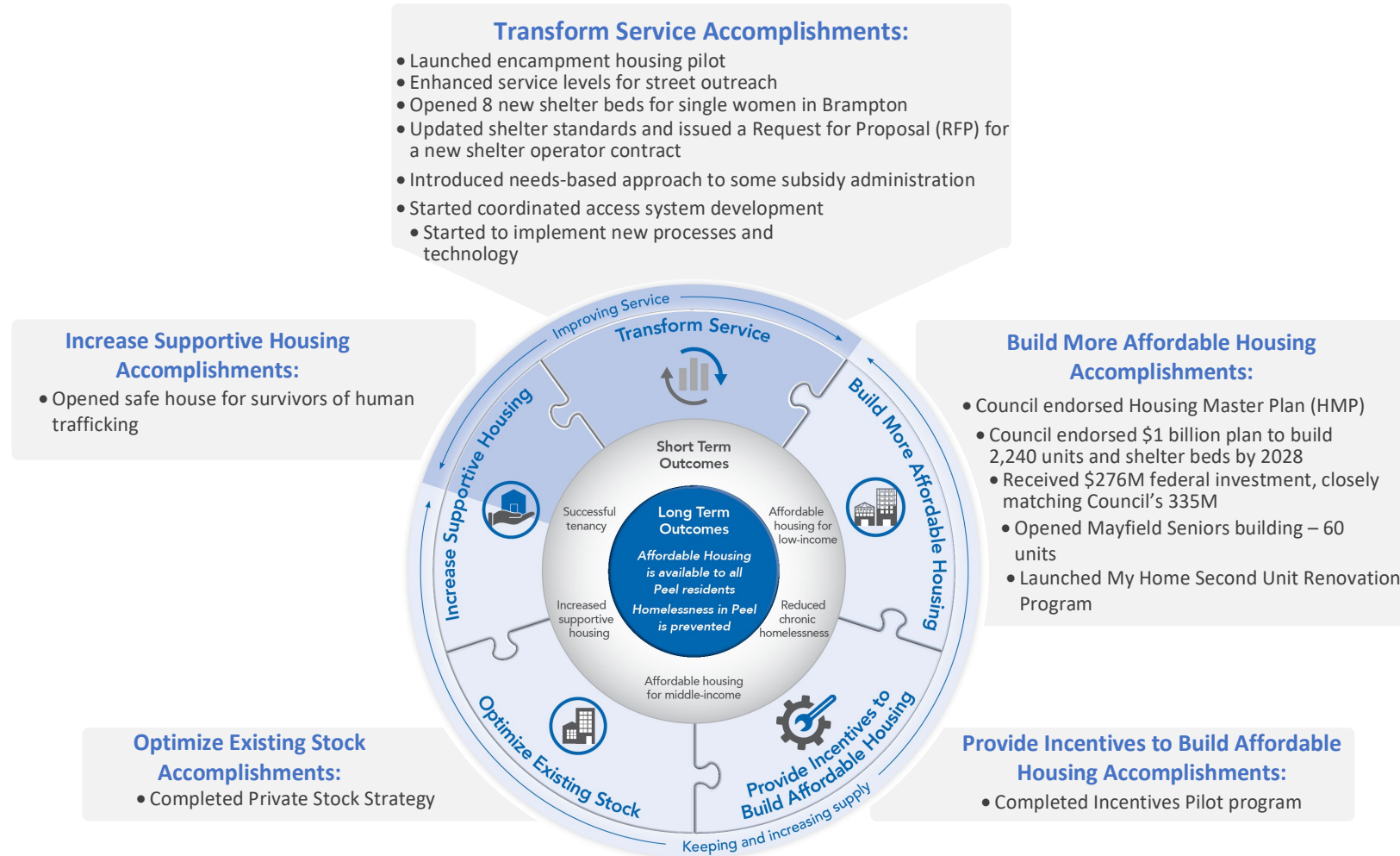


1. Discuss key accomplishments
2. Present priorities for implementation in 2021-2022

How We Are Addressing These Pressures



Key Accomplishments



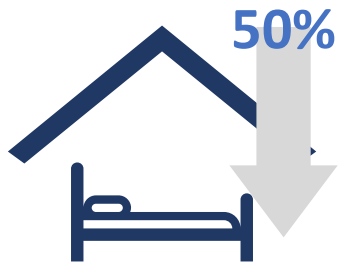
Communicate, Collaborate, Advocate, Measure

5.2-12

Complete list of 2018 – 20 Accomplishments and 2021 – 22 Priorities appear in:
Peel Housing and Homelessness Plan – 2020 Annual Update, Report to Strategic Housing and Homelessness Committee, Oct. 15, 2020
HUM-0749 2019

Prevented Outbreak Amongst the Homeless

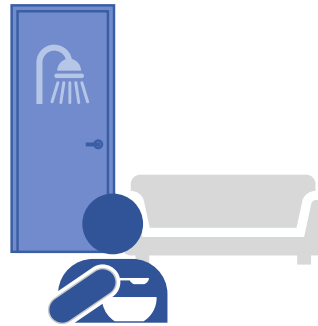
COVID-19 Response



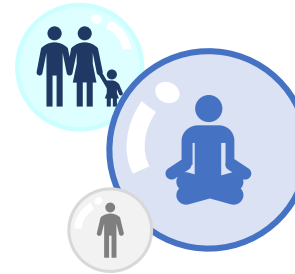
reduced shelter capacity by 50%



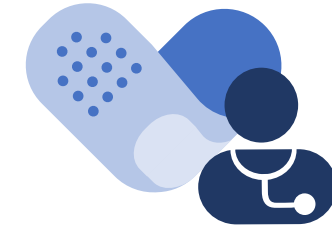
enhanced cleaning & safety measures



additional drop-in centres and supports for street homeless



COVID-19 Isolation Program



COVID-19 Recovery Program

2021-2022 Priorities

Continue with Work Already Underway

- ✓ Open 360 City Centre Drive, Mississauga (174 units);
- ✓ Relocate the Peel Family Shelter to the new site;
- ✓ Open the transitional house for survivors of human trafficking;
- ✓ Continue to implement projects within the Housing Master Plan:
- ✓ Launch the Incentives Pilot Program;
- ✓ Complete the Solutions Lab project to identify new affordable housing options for seniors;
- ✓ Continue to work with community partners to improve and coordinate how housing subsidies and supports are accessed and delivered to clients;
- ✓ Automate key service delivery and management processes; and,
- ✓ Continue to advocate to the federal and provincial governments
- ✓ Improve public education and outreach.

New Work

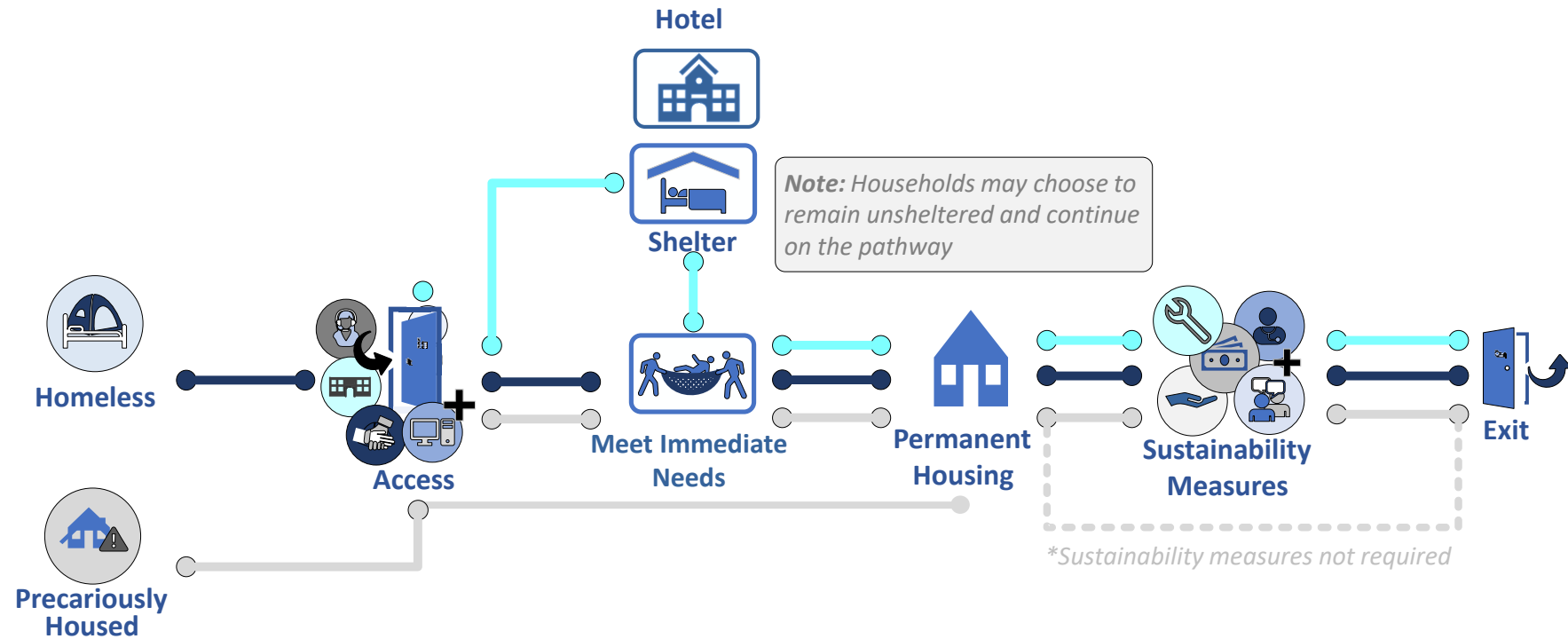
- ✓ Launch new Private Landlord Engagement Program
- ✓ Create Supportive Housing Strategy for Peel;
- ✓ Partner with health services to create a proposal and secure funding for improved crisis and longer-term mental health and addictions supports for the homeless and the precariously housed;
- ✓ Work with province and community housing providers to retain units in the system at end of mortgage;
- ✓ Formalize policy and procedures and initiate other options regarding homeless encampments, and;
- ✓ Explore the need for 'wet' shelters, safe injection sites, improved harm reduction options for the homeless.

For questions or further information, please contact:

Aileen Baird, Director, Housing Services

aileen.baird@peelregion.ca | 905-791-7800 ext. 1898

Housing Services



TOP ISSUES/RISKS IN CURRENT STATE

- Clients have increasingly complex social and health needs and face a gap in the supports available to address those needs (mental health counselling, addictions supports)
- Outreach service levels insufficient
- Multiple access points
- Multiple intake processes, forms
- Increased length of stay at most shelters
- Lack of crisis supports including mental health supports
- No low barrier options
- Lack of affordable and supportive housing options
- Discrimination against clients
- Lack of subsidy
- Lack of ongoing supports, including physical and mental health and addictions supports, long wait lists etc.

REPORT TITLE: Angela's Place – Conversion to Permanent Housing

FROM: Janice Sheehy, Commissioner of Human Services

RECOMMENDATION

That the change in program delivery model at Angela's Place, City of Mississauga, Ward 5, as outlined in the report from the Commissioner of Human Services, titled "Angela's Place – Conversion to Permanent Housing", be approved.

REPORT HIGHLIGHTS

- Angela's Place is a twenty-unit building, owned by the Peel Housing Corporation, that provides transitional housing of up to 364 days for families experiencing homelessness.
- The Region of Peel is currently transforming housing and homelessness services to align to a Housing First approach, which has demonstrated through evidence, that transitional housing for families is not ideal.
- Housing First seeks to find permanent affordable housing for families experiencing homelessness as quickly as possible, followed by case management supports.
- Staff therefore sought approval from the Peel Housing Corporation (PHC) Board to use Angela's Place for permanent affordable housing for families experiencing homelessness.
- The PHC Board approved this recommendation on October 7, 2020.
- Under the new model, PHC will continue to manage the property and be responsible for capital planning and asset management.
- The permanent housing units will be available for clients of the Coordinated Access system, a person-centred approach that strives to ensure people get equity of access to the appropriate resources they require, while prioritizing those in highest need.
- PHC will also provide tenant supports such as system navigation, referrals and general residential programming through partnerships with community agencies, responsibilities that are consistent with the mandate of the Peel Housing Corporation.
- The new model, if approved by Regional Council, will be operational as of the end of Q2 2021.

DISCUSSION

1. Background

Angela's Place, which opened in 2005, is a twenty-unit building that provides transitional housing of up to 364 days for families experiencing homelessness. It is located at 45 Glenn Hawthorne Blvd in the City of Mississauga, beside Britannia Place. The building has 3 one-bedroom units, 14 two-bedroom units and 3 three-bedroom units. On the first floor, there is one fully accessible one-bedroom unit.

Angela's Place – Conversion to Permanent Housing

The project and property that Angela's Place was built on is owned by the Peel Housing Corporation. Since the project was developed, a Memorandum of Understanding between the Region of Peel and PHC has been in place.

Families living at Angela's Place receive onsite support services designed to overcome the issues that led to their housing instability. These services are currently provided by Services and Housing in the Province (SHIP).

Since 2005, numerous research projects have been conducted nationally and internationally about homelessness. This research has revealed that a Housing First philosophy leads to the best outcomes for families experiencing homelessness. Housing First does not involve transitional housing. Instead, it seeks to find permanent affordable housing for families experiencing homelessness as quickly as possible, followed by case management supports that wrap services around families as required, to maintain housing stability. In our current system, families who move into transitional housing go through a three-step process out of homelessness that includes emergency shelter, transitional housing and then eventually permanent housing. Eliminating transitional housing doesn't create a gap in service, but instead moves families into permanent housing faster. Doing so decreases the upheaval families experience when they are required to move multiple times. By administering needs-based subsidies, which were approved by Council in May 28, 2020, staff can help families experiencing homelessness secure permanent housing more quickly.

Regional Council has endorsed a shift to a Housing First philosophy at Peel. As such, staff recommended to the Peel Housing Corporation Board that Angela's Place be used as permanent affordable housing. The Board approved this recommendation on October 7, 2020.

2. Converting Angela's Place to Permanent Housing

In order to transition Angela's Place to permanent affordable housing for families experiencing homelessness, the existing contract with Services and Housing in the Province (SHIP) will end on June 30, 2021 and will not be renewed.

Under the new model, the Peel Housing Corporation will continue to manage the property and be responsible for capital planning and asset management. As the building will house families that have all experienced homelessness, PHC will also provide tenant supports such as system navigation, referrals and general residential programming through partnerships with community agencies, responsibilities that are consistent with the mandate of the Peel Housing Corporation. PHC will also have the opportunity to develop and capitalize on the use of space in the expansive lower level of the project that currently houses the onsite SHIP offices and some residential support services. The potential exists to utilize the space for tenant programming or to offer it to non-profit agencies seeking space in the community. All options will be explored.

The permanent housing units will be available for clients of the Coordinated Access system, so the original intent of Angela's Place remains – a place that provides affordable housing stability for families who have experienced homelessness.

Coordinated Access is a person-centred approach that strives to ensure people in need of services get equity of access to the appropriate resources they require, while prioritizing

Angela's Place – Conversion to Permanent Housing

those in highest need in a more streamlined manner. Implementing Coordinated Access is an integral part of Peel's Service Transformation strategy. It is one of the five strategies within the 10-Year Housing and Homelessness Plan, which will represent the first large-scale shift to a needs-based service provision for housing and homelessness supports in Peel. Angela's Place represents an opportunity to provide twenty housing units for this new and innovative systems-based approach that will help decrease time to permanent housing for families that have experienced homelessness.

The families that currently reside at Angela's Place will have completed their transitional housing support by the end of May 2021. SHIP will vacate the project within the following month which will allow PHC staff to complete any necessary repairs or small projects (i.e. painting of common areas) required at this time. The Coordinated Access system will be operational as of the end of Q2 2021 and will be used to fill vacancies at the project.

3. Next Steps

Staff from Housing Services and the Peel Housing Corporation will work together over the next year to create a housing program model that aligns with the goals of Coordinated Access. This model will set future residents up with supports that will ultimately lead to better outcomes and will provide an avenue for the Peel Housing Corporation to demonstrate their ability to deliver innovative operational supports that reflects their mandate as a housing provider with a social conscience.

Within 3 to 5 years, staff recommend that Housing Services, in partnership with the Peel Housing Corporation, evaluate the effectiveness of using Angela's Place for permanent housing for families experiencing homelessness. The evaluation would measure outcomes but would also include a review of the services and supports provided by the Peel Housing Corporation.

RISK CONSIDERATIONS

With any change, including one to a program delivery model, there is inherent risk in the process. Staff from Housing Services and PHC will work together over the next year to ensure the transition is smooth and that all partners are communicated within a timely manner and that existing families, are provided with the appropriate supports.

FINANCIAL IMPLICATIONS

There are no financial implications to the Peel Housing Corporation or the Region of Peel as a result of this report.

The project will continue to be funded within the existing budget for Angela's Place located in Housing Supports. Should savings be realized as a result of the program model change, they will be used to address growing pressures within the homelessness system.

Angela's Place – Conversion to Permanent Housing

CONCLUSION

Angela's Place, which opened in 2005, is a twenty-unit building that provides transitional housing of up to 364 days for families experiencing homelessness. Through this report, staff is seeking Council approval to convert Angela's Place to permanent affordable rental housing for families experiencing homelessness. This change is being proposed in order to align our practices to a Housing First philosophy and to support the achievement of outcomes within Peel's Housing and Homelessness Plan.

For further information regarding this report, please contact Aileen Baird, Director, Housing Services, ext. 1898, aileen.baird@peelregion.ca.

Authored By: Laura Tribble, Advisor, Housing Services

Reviewed and/or approved in workflow by:

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



N. Polsinelli, Interim Chief Administrative Officer