

# **Housing Services**

# **Annual Update**

**Regional Council - July 8, 2021**

# Purpose of Presentation

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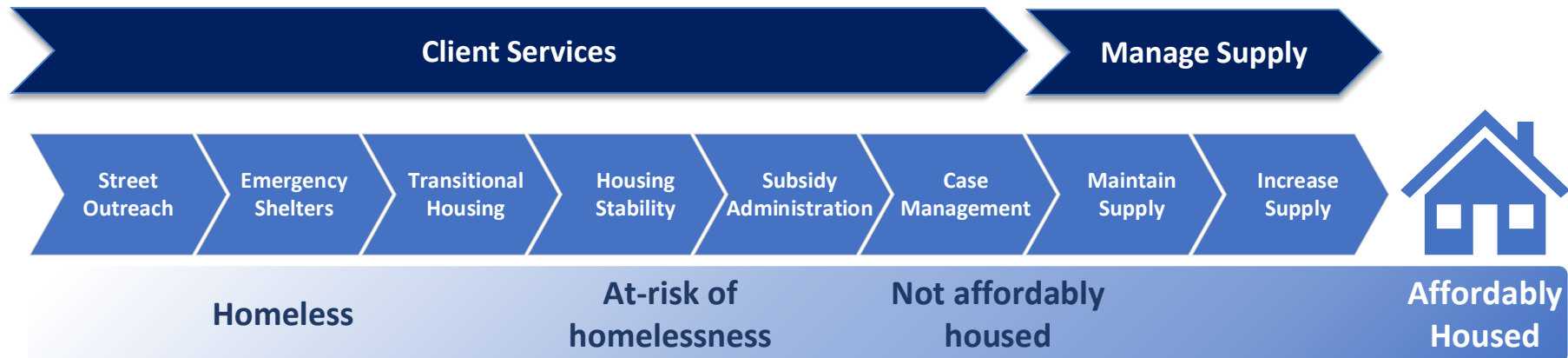


To provide an overview of:

1. 2020 Key Accomplishments
2. Today's reports on Transforming Service
3. Growing resource pressures and next steps

# Affordable Housing System

The Region of Peel is the Service Manager for the affordable housing system in Peel. We provide a range of supports along this continuum.



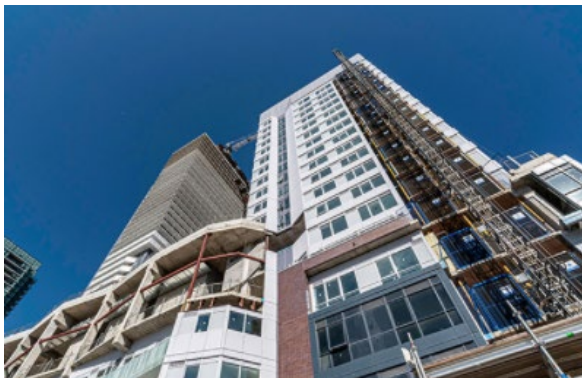
# 2020 Key Accomplishments



Precariously  
Housed

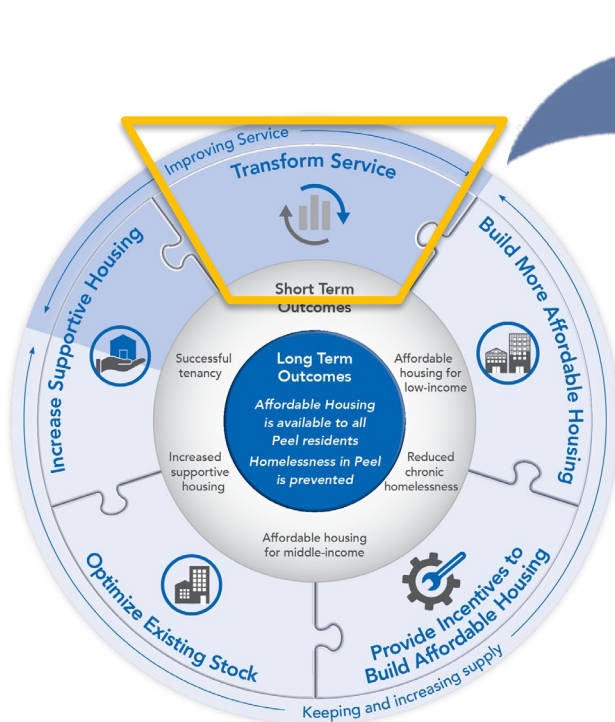


Homeless



- COVID-19 Response
- Enhanced service levels for street outreach
- Increased shelter beds and changing how shelters operate
- Designing a new needs-based approach to subsidy administration
- Completed construction of 360 City Centre Dr. (“the Daniels project”), Mississauga
- Supported construction completion for BBCFR project in Brampton
- Council approval for new Incentives Pilot Program
- Initiated participation in federal government’s Rapid Housing Initiative

# Peel's 10-Yr Housing and Homelessness Plan



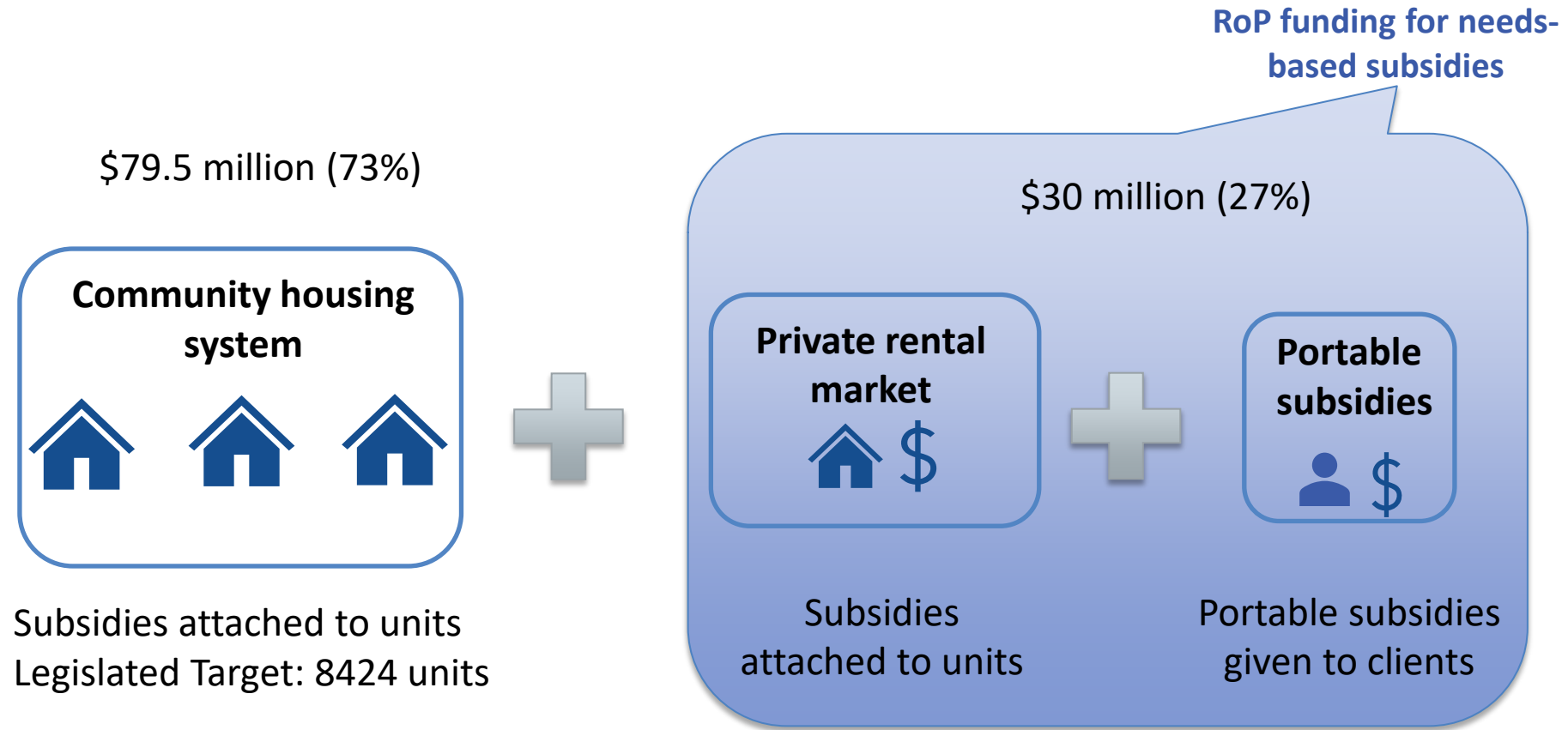
We are transforming services to help our clients GET and KEEP affordable housing, improve their service experience and maximize value for tax dollars.

- Services will be provided with a client-centred approach, aligned to need
- Access to housing supports will be streamlined
- Wrap around services will be provided to support ongoing housing stability
- Services, data collection and reporting will be automated and modernized

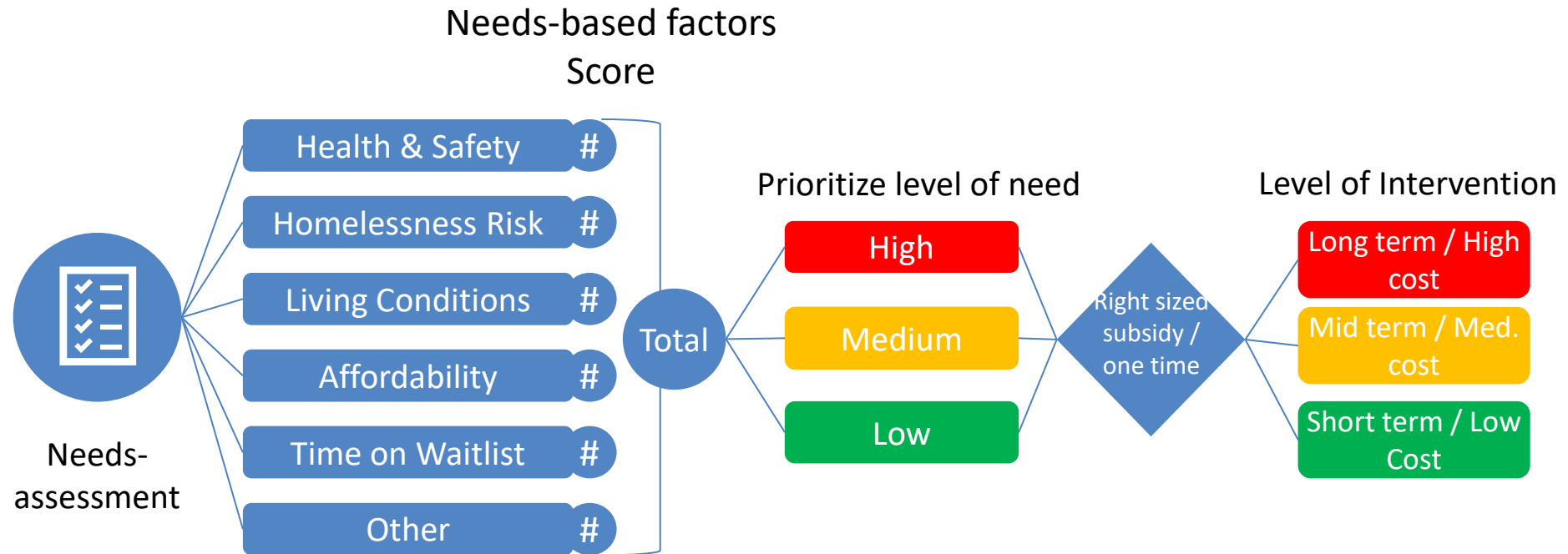
# Needs-Based Subsidy

**2021 Budget: \$109.5 million**

**Funding: RoP 83%; Other 17%**



# Approach to Assessing and Prioritizing Need



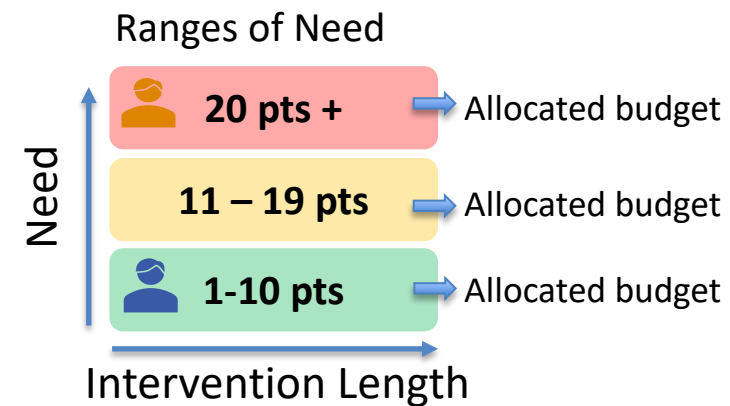
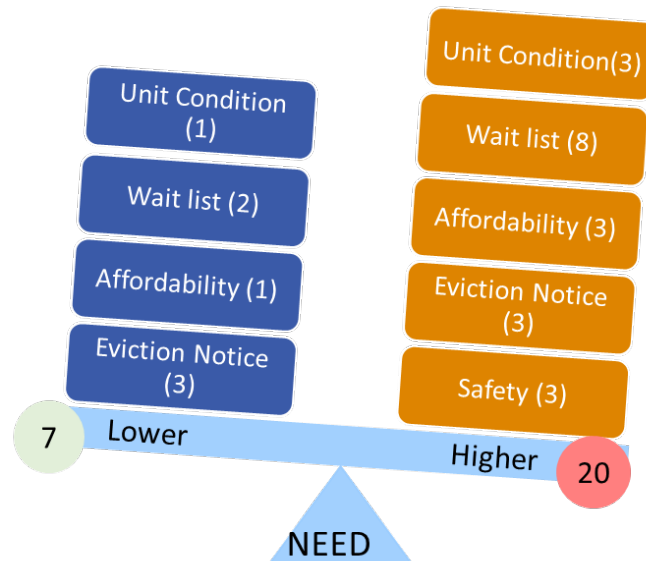
# Example of needs-based prioritization



- **Pending Eviction (end of week)**
- Current rent affordable – based on income
- Unit condition fair – no repairs
- On Wait list for 1 year



- **Pending Eviction (end of week)**
- Current rent unaffordable
- Unit in poor condition – requires repairs
- Personal safety at risk – based on living situation
- On Wait list for over 5 years



**\*NOTE:** depicted points are an illustration only



# Improving Shelter Operations

Pressures & Risks	Solutions from New Model
Out of date shelter standards	Updated shelter standards that focus on improved quality of service
Unclear client complaint process	Transparent and responsive client complaint process
Vague client code of conduct, client's rights and responsibilities and service provider expectations regarding safety, inclusivity and diversity	New client code of conduct, client rights and responsibilities and policies outlining service provider expectations regarding safety, inclusivity and diversity
Inconsistency in approach to diversion across shelter locations	Increased focus on diversion at shelter intake
Informal contract management practices and procedures for shelter operators	Clear, formalized contract management requirements for shelter operators
Inconsistent and decentralized facility management	Centralized, consistent facility management responsibilities
Fragmented and siloed case management services	Comprehensive, collaborative case management services

# Re-purposing \$2.3 million to improve outcomes

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New Approach
Improved referrals to Housing Support Workers
Updated policies and performance expectations to provide a safer environment that fosters a respectful stay for clients
Comprehensive diversion services at shelter intake (including rapid rehousing component after intake)
Improved use of key performance indicators
Overflow facilities will be procured and coordinated by the Region
More proactive approach to combating systematic racism and promoting cultural diversity
Improved accountability and controls

# Addition Resources Are Required to Better Meet Community Need

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- Continued Advocacy
  - Only 23% of operating budget funded by federal or provincial government
  - Significant capital funding shortfalls
  - Lack of mental health and addictions funding
- Options to increase Regional contribution to Housing Supports operating budget to be presented to Council in September
- Review of capital funding pressures underway



## Questions?

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