

**Ministry of  
Municipal Affairs  
and Housing**

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Ontario

**RECEIVED**

**April 1, 2020**

REGION OF PEEL

OFFICE OF THE REGIONAL CLERK

April 1, 2020

Mr. Nando Iannicca  
Regional Chair  
Regional Municipality of Peel  
10 Peel Centre Drive, 5th Floor, Suite A  
Brampton ON L6T 4B9

REFERRAL TO **Human Services and Finance**  
RECOMMENDED  
DIRECTION REQUIRED \_\_\_\_\_  
RECEIPT RECOMMENDED \_\_\_\_\_

Dear Regional Chair Iannicca:

Protecting the health and well-being of all Ontarians is our government's number one priority. Last week, we announced a new, **\$200 million Social Services Relief Fund** in response to the ongoing COVID-19 crisis, a shared initiative between the Ministry of Municipal Affairs and Housing and the Ministry of Children, Community and Social Services.

During this unprecedented time, it is vital that we take decisive action to support the most vulnerable in our communities, including people who are homeless or at-risk of becoming homeless, low-income households, social assistance recipients, people without jobs, households who depend on housing supports to maintain stable housing, people whose financial situation is precarious due to the COVID-19 crisis, people who live in community and supportive housing, and people who depend on social services to meet their basic needs.

We are committed to working closely with both our federal and municipal partners to make sure appropriate financial assistance and supports are provided to those most in need due to the COVID-19 crisis. The services you provide are needed now more than ever.

**Social Services Relief Fund – Funding for Service Managers**

To help you and your partners respond to increased demands for services and supports, my ministry is making an immediate investment of **\$148 million for Service Managers under the Social Services Relief Fund**. The investment will allow communities to expand a wide range of services and supports for vulnerable populations, based on local need, so they can better respond to this emergency situation. This investment complements additional resources provided by the Ministry of Children, Community and Social Services to directly support individuals and families in financial crisis who are not able to access federal assistance.

I am pleased to announce, under the Social Services Relief Fund, the Regional Municipality of Peel will be eligible to receive **\$5,988,400** in 2020-21. To ensure this investment is delivered as quickly as possible and to provide maximum flexibility for local needs, we will be providing funding through the Community Homelessness Prevention Initiative (CHPI).

The current target is during the week of April 6, 2020, you will receive 50 per cent of your Social Services Relief Fund allocation to enable you to immediately respond to the COVID-19 crisis. Please ensure you provide an email to electronically confirm your receipt of this allocation letter and the terms and conditions of the Social Services Relief Fund.

The first payment is not conditional on your execution of the sign back below. You may send your email confirmation to:

Jim Adams, Director of the Housing Programs Branch  
Ministry of Municipal Affairs and Housing  
[jim.e.adams@ontario.ca](mailto:jim.e.adams@ontario.ca)

In recognition of the costs you are facing, funding provided under the Social Services Relief Fund may be used to offset eligible costs incurred on or after March 1, 2020.

I would like to stress that this expanded funding is intended to allow you to help a diverse range of vulnerable people in need in your community. This includes people living in community housing, supportive housing, people with low incomes, social assistance recipients, or others who require social services support as well as those that are experiencing homelessness.

Please note that this funding is in addition to your base 2020-21 CHPI allocation that the ministry previously communicated to you on April 17, 2019. There will be no change to the program administration or payment process for these regular payments under CHPI. Your first 2020-21 quarterly payment under CHPI will be advanced based on the amount you requested in your initial Investment Plan.

As this emergency situation evolves, my ministry will continue to evaluate local needs and respond accordingly. Where necessary, the balance of your Social Services Relief Fund allocation may be subject to reallocation or adjustment. Any changes will be communicated to you as soon as possible.

### **Community Homelessness Prevention Initiative (CHPI)**

CHPI is a 100 per cent provincially-funded 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. The 2020-21 program allocation is \$338.7 million, an increase of \$15 million over 2019-20.

Under CHPI, Service Managers are given the flexibility to design proactive programs based on local needs and priorities.

Service Managers may deliver programs under four broad service categories:

- Emergency Shelter Solutions: for people who are experiencing homelessness or in-crisis;
- Housing with Related Supports: may include long-term housing and transitional housing with supports;
- Services and Supports: services such as street outreach, case management, and transportation; and
- Homelessness Prevention: including rent and utility banks, emergency financial assistance and/or education programs to help people stay in their homes.

### **Social Services Relief Fund – Funding to Service Managers – Program Details**

Additional funding being provided under the Social Services Relief Fund through CHPI will help municipalities and social service providers such as shelters, food banks, emergency services, community and supportive housing providers, charities and non-profits continue to deliver their critical services, hire additional staff, and find ways to promote social distancing and self-isolation to keep people safe and healthy.

Service Managers will determine local needs and distribute the funding, ensuring people are receiving the support they need. Service Managers will have the flexibility to determine how best to use this funding to respond to the need of vulnerable people during this COVID-19 crisis. For instance, we know that in the coming months, many tenants will have challenges paying rent. Service Managers could direct funding to enhance rent bank that are already in operation.

At this time, it is critical for Service Managers to ensure Indigenous peoples are supported. You are encouraged to consider Indigenous homeless shelters and Indigenous organizations through the use of your Social Services Relief Fund allocation.

In the homeless service system, funding provided under the Social Services Relief Fund through CHPI could be used towards initiatives like:

- Building homeless shelter capacity (not including capital expenditures);
- Use of motels or hotels;
- Housing allowances;
- Transportation costs;
- Food and supplies;
- Enhanced cleaning services;
- Non-medical staffing requirements (e.g., enhanced outreach services); and
- Protective equipment.

Funding may also be used in community housing and supportive housing to assist with housing costs for in-situ tenants; protective equipment; and the provision of food and supplies for households in quarantine and/or isolation.

More broadly, this funding could 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 seniors in self-isolation
- Transportation for low-income individuals to get to and from medical appointments

Funding will flow through the Community Homelessness Prevention Initiative Program Guidelines and reporting structures to ensure that this investment can be used for all types of social and housing services. For funding provided under the Social Services Relief Fund only, the requirements set out in the Community Homelessness Prevention Initiative Program Guidelines are modified as set out in Appendix A to this letter.

Despite section 6 of the Community Homelessness Prevention Initiative Service Manager Agreement, no Investment Plan is required for funding provided under the Social Services Relief Fund.

Due to the nature of the current public health crisis and the need to support a wide range of vulnerable individuals and families, Service Managers are encouraged to employ a broad interpretation of those populations that this funding is meant to serve not limited to those who are homeless to include those facing financially precarious situations due to COVID-19, or any individual in need of social services.

We know that service providers and other organizations across the housing, healthcare and social services sectors are experiencing very pressing challenges during this crisis. We strongly encourage Service Managers to work closely with their partners across sectors to determine how best to support vulnerable people in their community with this flexible funding.

Please see the attached Questions and Answers document for more information.

## **Federal Support**

In addition to Ontario's investment, the federal government has announced it is doubling its homelessness funding under their Reaching Home program to respond to COVID-19 related need. This funding will be available to 22 Service Manager areas through their Designated Communities fund and to three other Service Manager areas through their Indigenous Homelessness fund.

We are working closely with the federal government to ensure these Service Managers get the funding they need quickly. For Service Managers that do not receive funding under the Reaching Home program, our provincial investment is there to assist all communities across Ontario.

Our government is also working closely with all Service Managers to implement the Canada-Ontario Housing Benefit program, which will begin in April 2020. Planning

allocations were announced in December 2019 and official application forms will be provided to Service Managers shortly. I encourage all Service Managers to utilize funding under this program to the fullest extent to support vulnerable households as part of your response to the COVID-19 crisis.

As always, I am pleased that our government is able to continue to support the important work you do to improve the lives of our most vulnerable residents. In these challenging times, I look forward to continuing our work together as we serve the people of Ontario.

Yours truly,



The Honourable Steve Clark  
Minister of Municipal Affairs and Housing

- c. Ms. Nancy Polsinelli, Chief Administrative Officer, Regional Municipality of Peel  
Ms. Aileen Baird, Director of Housing Services, Regional Municipality of Peel

Enclosure

The Parties agree to use funds from the Social Services Relief Fund as set out in the Community Homelessness Prevention Initiative Program Guidelines (April 2017), under the Service Manager Service Agreement, with the exceptions noted in Attachment A to this letter.

**Service Manager:** \_\_\_\_\_

\_\_\_\_\_  
Name:  
Title:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name:  
Title:

\_\_\_\_\_  
Date:

I/We have authority to bind the organization.

## **Appendix “A”**

### **Notice of Amendment to the Community Homelessness Prevention Initiative (CHPI) Program Guidelines (April 2017), under the Service Manager Service Agreement effective January 1, 2013 (Service Agreement).**

Pursuant to Article 8 of your Service Agreement, the ministry is amending the CHPI Program Guidelines. The amendments described below apply only in relation to the funding provided under the Social Services Relief Fund (the “Funding”) and for the fiscal year 2020-21.

The CHPI Program Guidelines are modified as set out below. All other requirements under the CHPI Program Guidelines remain unamended and in full force.

#### **1. Investment Plan**

There is no requirement to submit an updated Investment Plan for Funding provided under the Social Services Relief Fund.

#### **2. Funding**

The Funding may be used to offset eligible costs incurred on or after March 1, 2020.

Service Manager Funding allocation is based on the CHPI funding model with consideration for funding received in a Service Manager area under the federal Reaching Home program.

#### **3. Payments**

Payments will be based on the following: 50 per cent of the Service Manager’s Social Services Relief Funding allocation to be paid in early April 2020; 25 per cent of the Service Manager’s Social Service Relief Funding allocation to be paid in early July 2020. Payments for Quarter 3 and Quarter 4 will be based on projected and actual expenditures as reflected in the Service Manager’s Quarter 1 and Mid-Year report.

#### **4. Housing Allowances and Minor Home Repairs**

Service Managers are not required to submit a business case to use the Funding for housing allowances or minor home repairs.

#### **5. Reporting**

Service Managers must report their actual Quarter 1 expenditures under the four service categories and projected Quarter 2 to Quarter 4 spending through a Quarter 1 report back due on or before July 15, 2020.

Reporting under the Funding will be separate from the reporting on base CHPI funding.

#### **6. Reallocation**

The ministry reserves the right to reallocate Funding at its sole discretion after the end of Quarter 2 based on a review of Service Manager's progress towards the Social Services Relief Fund Funding allocation.

# Ministry of Municipal Affairs and Housing

## Questions and Answers – Social Services Relief Fund

### 1. What is the Social Services Relief Fund?

The Social Services Relief Fund (the “Fund”) is a new, \$200 million investment by the Ontario government in fiscal 2020-21 to help protect the health and safety of the province’s most vulnerable people, through assistance to individuals and to frontline agencies.

This Fund was announced on March 23, 2020 and is a shared initiative between the Ministry of Municipal Affairs and Housing and the Ministry of Children, Community and Social Services. Both ministries are working together so that municipalities and social services organizations have the funding and flexibility they need to respond to local needs.

The Fund includes two streams:

- 1) \$148 million in block funding provided to Service Managers to support municipalities and organizations that administer social services in their response to the COVID-19 crisis (administered by the Ministry of Municipal Affairs and Housing); and
- 2) \$52 million to individuals for those in financial crisis with no access to other supports, and those currently on social assistance requiring additional resources (administered by the Ministry of Children, Community and Social Services and delivery partners).

### 2. How will payments be made to Service Managers?

The \$148 million investment administered by MMAH in fiscal 2020-21 will be provided through the existing Community Homelessness Prevention Initiative Service Agreement and funding will flow through the existing program guidelines and reporting structures. This will ensure that the provincial investment is delivered as quickly as possible and with the maximum flexibility to respond to local needs. Expanded funding is intended to support Service Managers in supporting a range of vulnerable populations, including people living in community housing, supportive housing, people with low incomes, social assistance recipients, or others who require social services support as well as those that are experiencing homelessness.

Service Managers can expect to receive 50 per cent of their Social Services Relief Fund allocation in April 2020. A further 25 per cent will flow to Service Managers in early July 2020. Payments for subsequent quarters will be based on projected and actual expenditures.



Consistent with the Community Homelessness Prevention Initiative, quarterly payments will be provided to Service Managers through the Transfer Payment Ontario (TPON) system.

### **3. What can this funding be used for?**

The \$148 million in funding is being provided to Service Managers through the existing Community Homelessness Prevention Initiative to ensure that this new investment can be used for all types of social and housing services.

However, the ministry expects Service Managers will support municipalities and social service providers such as shelters, food banks, emergency services, charities and non-profits continue to deliver their critical services, hire additional staff, and find ways to promote social distancing and self-isolation to keep clients safe and healthy. As well, Service Managers are encouraged to consider Indigenous homeless shelters and Indigenous organizations to ensure Indigenous peoples are supported through this difficult time.

For example, in the homeless service system, this funding could be used towards initiatives like:

- Building homeless shelter capacity (not including capital expenditures);
- Use of motels or hotels;
- Housing allowances;
- Transportation costs;
- Food and supplies;
- Enhanced cleaning services;
- Non-medical staffing requirements (e.g., enhanced outreach services); and
- Protective equipment.

As an illustration, in community housing and supportive housing, this funding could be used towards initiatives like:

- Housing allowances for in-situ tenants;
- Food and supplies for households in quarantine and/or isolation;
- Non-medical staffing requirements; and
- Protective equipment.

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

- Food banks and grocery gift cards
- Community outreach to support seniors in self-isolation
- Recruitment and coordination of volunteers
- Transportation for low-income individuals to get to and from medical appointments

Other examples of eligible use of funds could include funding for utility or rental arrears (e.g., rent bank programs).

**4. Will an Investment Plan be required for the additional funding? How will Service Managers report on spending?**

No, the ministry will not require an Investment Plan to flow this additional funding.

To enable immediate payments to Service Managers, the requirements set out in the Community Homelessness Prevention Initiative program guidelines will be modified for the additional funding under the Social Services Relief Fund. Rather than an Investment Plan, the ministry will require Service Managers to report their actual Q1 expenditures under the four spending categories and administration fees, and projected Q2 – Q4 spending through a report back due on or before July 15, 2020.

Please note that no changes in reporting will be made for base funding under the Community Homelessness Prevention Initiative and this spending will continue to be reported in the normal fashion.

**5. Can funding be used to cover unforeseen eligible expenses incurred late in the 2019-20 fiscal year to support vulnerable households as a result of COVID-19?**

Yes. The ministry recognizes the extraordinary impact of the ongoing COVID-19 crisis which has increased demands on housing and homelessness-related services late in the 2019-20 fiscal year. Funding provided under the Social Services Relief Fund may be used to offset eligible costs incurred on or after March 1, 2020.

**6. Will funding for additional staff members be counted towards a Service Manager's program administration costs?**

Under the program guidelines for the Community Homelessness Prevention Initiative, Service Managers may use up to 10 per cent of their annual allocation for program administration costs. Program administration costs may include costs for staff involved in the planning and administration of the program. It is expected that Service Managers ensure that program administration funds are used efficiently.

However, costs for staff who directly deliver services to clients are not considered administration costs under the program guidelines. These costs are instead considered eligible program costs and may be reported as such.

**7. Does a signed agreement need to be in place before money can flow?**

The Ministry will flow funding under the existing CHPI Services Agreement. A sign back of the allocation letter acknowledging the funding allocation and terms and conditions will be required but is not conditional on payments flowing to the Service Manager.

**8. Is Council approval required to receive the additional funding? If so, how is this acquired if Council's are no longer meeting?**

The appropriate authority is required to sign the allocation letter; the flowing of payments to Service Managers is not conditional on this signature.

**9. How long will the funding continue for?**

The new funding is for the 2020-2021 fiscal year and we will allow expenses incurred in March 2020 to be applied against the allocation.

**10. What is the expectation for individuals and families requesting rental support, that they access OW/EI first before accessing housing assistance?**

The expectation is entirely at the discretion of the Service Manager. If they want to help the individual or family outright, they have that flexibility.

**11. Can Social Services Relief Fund funding be stacked with eligible Reaching Home funding?**

Yes, the Social Services Relief Fund funding can be stacked, but funding under the Reaching Home program will come with its own rules determined by the federal government.