Region of Waterloo Community Homelessness Prevention Initiative (CHPI)

Supportive Housing Program Framework

June 2014

Community Homeless Prevention Initiative (CHPI) Supportive Housing Program Framework

by

Social Planning

Regional Municipality of Waterloo

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Disclaimer:

The CHPI Supportive Housing Program Framework (the Framework) provides a high level description of the redesigned program. The Framework outlines the context, philosophy, program elements, and implementation plans for the CHPI Supportive Housing Program in Waterloo Region (the Program), which will begin under the Framework effective April 1, 2016. The Framework is not intended to provide legal advice. It is the individual Program provider's responsibility to be incompliance with all federal, provincial and municipal legislation or other regulatory authority or statute. Any reference to a statue herein shall include any successor or legislation thereto. This Framework does not supersede any such statute or regulation.

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INTRODUCTION

Prior to 2013, the Regional Municipality of Waterloo (the Region) Social Services - Social Planning administered affordable supportive housing programs through two different provincial funding sources: the Consolidated Homelessness Prevention Program (CHPP) and the Domiciliary Hostel per diem (DH). These two funding programs for supportive housing included different service philosophies, expectations, and funding models. As of January 1, 2013, these two funding programs were consolidated (along with three others) under the Province of Ontario's Community Homelessness Prevention Initiative (CHPI).

This change was one of the following three key factors influencing the need to re-think how supportive housing is delivered locally:

1. Changes with funding and provincial legislation (e.g., a need to align CHPP and DH under the new CHPI Program Guidelines).

2. Increase in service demand (e.g., a 46% increase in the waitlist for CHPP funded supportive housing from 2008 to 2012).

3. Call for system improvements as identified through the local Homelessness to Housing Stability Strategy (the Strategy) and from federal and provincial funders (e.g., enhanced access, improved coordination, improved data, improved housing outcomes, quality assurance, and consistent administrative practices).

As such, CHPI funded supportive housing programs are being redesigned locally. Ultimately, the purpose of the redesign is to meet new provincial expectations, enhance tenant quality of life, and improve services. The CHPI Supportive Housing Program Framework (the Framework) outlines the context, philosophy, program elements, and implementation plans for the CHPI Supportive Housing Program in Waterloo Region (the Program), which will begin under the new Framework effective April 1, 2016 (corresponding with the commencement of the fiscal year for this Program). A Glossary has been included for further information on terms used throughout the Framework.

1.1   Scope of the Framework

The Framework applies only to CHPI funded supportive housing providers in Waterloo Region[1]. The Framework provides an overall description of the Program and will be referenced in the April 1, 2016 Program Agreement.

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[1] For an overview of all types of supportive housing in Waterloo Region, see Appendix A.

While the Framework includes elements related to ensuring quality supportive housing programming, the Framework does not include "program standards". The CHPI Supportive Housing Program Standards (Program Standards) are currently under development will complement the Framework providing greater detail about mandatory Program requirements.

It should be noted that the Framework describes the Program as it is currently understood and planned. Recognizing that the Framework represents a shift in program delivery, the Region has established an implementation period over 2016 to 2018. During this implementation period, the Region will be working closely with Program providers to develop the new program elements listed in section 3. As such, the Framework may be revised and updated on an as needed basis after April 1, 2016.

1.2   Framework Development

The Region has been working closely with the community to understand the experience of homelessness in Waterloo Region and to actively seek avenues to improve supportive housing programs. The Region has been consulting and gathering information related to emerging trends, service improvement, and financial impacts related to providing quality supportive housing programs. Region staff completed the following activities to inform the development of the Framework:

- Conducted 21 site visits with current CHPI funded supportive housing providers.

- Conducted three site visits with local Ministry of Health and Long Term Care funded supportive housing programs.

- Surveyed CHPI funded supportive housing providers (18 respondents).

- Surveyed CHPI funded supportive housing staff (those who either directly support tenants or work in the home/building) (34 respondents).

- Conducted nine focus groups for tenants living in CHPI funded supportive housing (67 participants).

- Reviewed 13 local housing stability reports (listed in Appendix B)

- Analyzed supportive housing program data from 2009 to 2012

- Reviewed results of three pilot programs created to gather information about new elements identified for the Program (e.g., electronic database, tenant quality of life, and common support assessment)

- Held an open community consultation on the draft Framework (98 participants)

- Held seven consultation meetings with current CHPI funded supportive housing providers

- Conducted ten small group consultations with key community stakeholders (approximately 70 participants)

- Created a page on the Region's website providing information on the redesign of CHPI funded supportive housing, including the draft Framework. A total of 13 written feedback submissions and five telephone calls were received from the community.

The Framework incorporates the essential aspects of the CHPI Program Guidelines. Further information about CHPI is included in section 1.3 below. As of this printing, the Ministry of Municipal Affairs and Housing (MMAH) is still in the process of developing their specific program expectations under the CHPI 'Housing with Related Supports' service category, referenced in the CHPI Program Guidelines. Information from the Province will be incorporated as needed as it becomes available.

Finally, the development of the Framework was also influenced by the local Homelessness to Housing Stability Strategy (2007 and updated in 2012). Further information about the Strategy is included in 1.4 below.

1.3   Community Homelessness Prevention Initiative (CHPI)

In 2011, the Province announced its commitment to consolidate the existing patchwork of housing and homelessness programs to provide Service Managers with more flexibility to address local needs and design local programs for people experiencing or at-risk of homelessness. As of January 1, 2013 the following five homelessness related programs were consolidated into a single funding envelope under CHPI:

- Consolidated Homelessness Prevention Program (CHPP)

- Emergency Energy Fund

- Emergency Hostel Services

- Domiciliary Hostel (DH)

- Provincial Rent Bank

CHPI is now funded by the Ministry of Municipal Affairs and Housing (MMAH). As the Service Manager, the Region administers CHPI locally and is able to fund programs under the following four service categories:

1. Emergency Shelter Solutions
2. Housing with Related Supports
3. Other Services and Supports
4. Homelessness Prevention

Supportive housing programs (including the former CHPP and DH) are included under the "Housing with Related Supports" service category. All CHPI funded programs must align with the following two key CHPI outcomes:

1. People experiencing homelessness obtain and retain housing; and
2. People at risk of housing loss remain housed.

The purpose of CHPI is to provide Service Managers with more flexibility to design and deliver programs to assist people experiencing housing instability. With this flexibility comes the responsibility for adequately assessing local needs and monitoring outcomes to better understand the effectiveness of the services being provided. This significant policy change has resulted in the need to redesign former supported housing programs funded under CHPP and DH to incorporate changes to the governing legislation, regulation, funding, policy, and program administration associated with CHPI.

For further information related to CHPI, refer to the provincial Community Homelessness Prevention Initiative Program Guidelines (2012).

The Homelessness to Housing Stability Strategy

In Waterloo Region, the CHPI Supportive Housing Program is informed by *All Roads Lead to Home: The Homelessness to Housing Stability Strategy for Waterloo Region* (Strategy). The overall goal of the Strategy is to end homelessness and to work towards the community vision that, "Waterloo Region is an inclusive community where everyone has adequate housing, income and support to make a home."

The Strategy was developed by housing stability stakeholders as a response to the need for a collective voice and for mutually-reinforcing ways of *thinking* and *doing* – recognizing that collective efforts are necessary to end homelessness rather than individual efforts alone. The Region plays a facilitating role in both the development and implementation of the Strategy. However, progress with implementation depends on strategic investments and requires dedicated, collaborative effort among community partners. Ending homelessness is a shared responsibility. All orders of government, businesses, not-for-profits, community groups, landlords and residents of Waterloo Region have a role to play.

The local community has been involved in implementing the Strategy since 2008. CHPI provides the opportunity to shift how supportive housing is delivered locally to reflect the values and priorities identified in the Strategy, many of which could not be previously implemented due to former provincial program and funding restrictions.

To provide further context, local concepts and definitions for housing stability, the housing stability system, and supportive housing are described below. For further information, refer to the Strategy (2012).
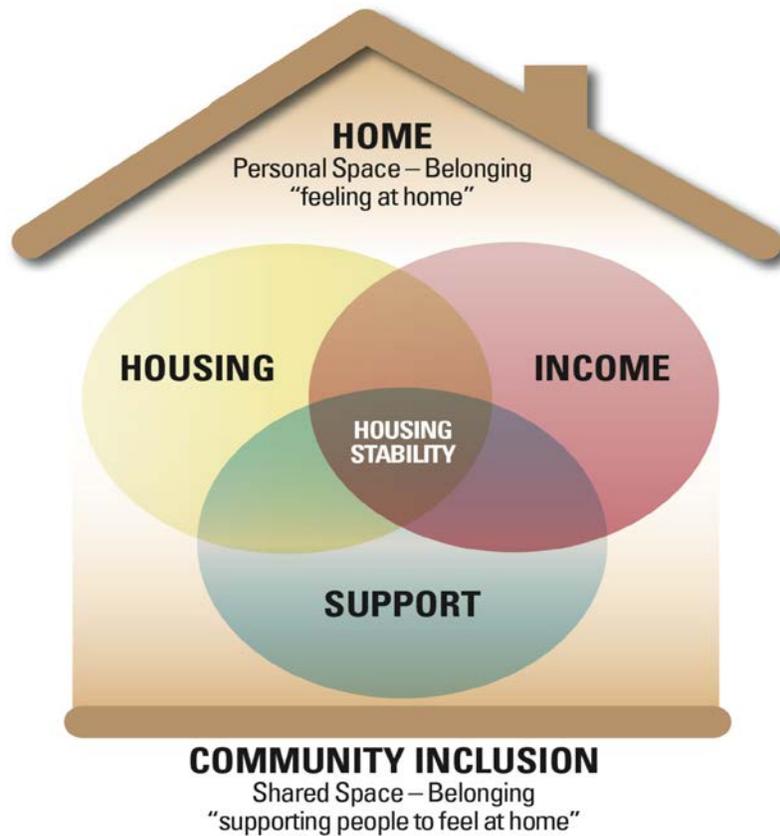
a) Defining Housing Stability

As outlined in the Strategy, housing stability refers to *ideal living circumstances* where people with a fixed address are able to retain adequate housing over the long term. To have housing stability, people must have three key resources:

1. Adequate housing provides security of tenure and is desirable, affordable, safe, adequately maintained, accessible and a suitable size.

2. Adequate income provides enough financial resources to meet and sustain minimum standards for housing (rent or mortgage expenses and utilities) and other basic needs (e.g., food, clothing, child care, transportation, personal hygiene, health/medical expenses, recreation, communication, and education).

3. Adequate support (informal and/or formal) provides enough personal support for living as independently and connecting with others as desired.

When people have access to housing stability (adequate housing, income and support), community inclusion (feeling a sense of belonging to a shared space), and the sense of home (feeling a sense of belonging to a personal space) they have what they need to *retain adequate housing over the long term* (see Figure 1). In the CHPI Supportive Housing Program, the essential elements of housing stability are critical for tenants' wellbeing and quality of life.

Figure 1. Essential elements for ending homelessness ("the essentials").

b) Defining the Housing Stability System

The Province has defined a service system as "an inter-organizational network involved in administering and delivering a set of integrated supports and services that meets the defined needs of people"[2]. The defined need in this case is housing stability. The housing stability system is defined locally as those programs where 50% or more of their activities are dedicated to helping people find, establish, or retain housing, and/or support greater community inclusion. Housing stability programs in Waterloo Region have been categorized into one of the following five program areas:

1. Emergency Shelter

2. Street Outreach

3. Housing Retention and Re-housing

4. Time-Limited Residence

5. Affordable Housing and Supportive Housing

There are over 100 identified housing stability programs in Waterloo Region, of which Affordable Housing and Supportive Housing programs comprise approximately one-third. See the Inventory of Housing Stability Programs (2011) for further information.

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[2] Ministry of Community and Social Services (2001). Roles and responsibilities - 2001: the provincial municipal relationship in human services. Toronto: Queen's Printer for Ontario.

1. PROGRAM PHILOSOPHY AND OUTCOMES

This section provides an overview of the underlying philosophy and expected outcomes within the CHPI Supportive Housing Program (the Program).

The Province's vision for CHPI is:

> A better coordinated and integrated service delivery system that is people centered, outcome-focused and reflects a Housing First approach to prevent, reduce and address homelessness in communities across Ontario.

This vision reflects the Province's direction for programs funded through CHPI to move from reactive responses to homelessness, to services that focus on integrated permanent solutions. The Framework includes five principles and five outcomes that are considered important for creating effective programs that will support tenant's housing stability over the long-term and move the community closer to realizing the vision of CHPI.

2.1 Principles of Quality Supportive Housing

The following five principles for the CHPI Supportive Housing Program were generated by combining the principles identified in both the CHPI Guidelines and the Strategy. The principles include housing first, accessibility, respect, inclusion, and excellence. Each is described in further detail below, with an acknowledgement that they are interrelated and contain some overlapping concepts.

a) Housing First

A Housing First philosophy is rooted in the belief that all people deserve permanent housing and are "housing ready". Housing is not a "reward" for programmatic success, adherence to treatment, or advancement through a continuum of support. Housing First is an approach to ending homelessness that involves supporting people experiencing homelessness to move into permanent housing as a first step – with no preconditions – and then providing or connecting them with additional supports as needed and desired.

At a program level, examples of a Housing First approach include:

- New tenants access supportive housing through a coordinated system where they are offered choices that align with their level of support needs and their desired model of housing.

- Tenants are not rejected based on poor credit or financial history, poor or lack of rental history, criminal convictions or other personal behaviours.

- Tenants' eligibility is not contingent on expecting people to stop, or even reduce, their participation in high-risk or self-harming behaviours (e.g., substance use).

- Direct support workers use a variety of harm reduction approaches to support housing stability (recognizing not all providers will offer the same types of supports).

- Tenants are offered rent support (e.g., subsidy, reasonable flexibility if they cannot pay their rent on time, re-payment plan for arrears, assistance with financial management such as budgeting or trustee program).

- Seeking eviction is a last resort. When no other options are available to retain housing, tenants are supported to find and establish more adequate housing.

b) Accessibility

Providing accessible support services is a person-centered approach that focuses on being flexible and "meeting people where they are at". It means that people are able to access the support they need in the way that works best for them. It recognizes that what works for one person, may not work for another. Supportive housing programs should be sensitive to various levels of (dis)abilities and work towards creating a barrier-free environment that is inclusive and free from discrimination. Supportive housing providers remove barriers to participation (wherever possible).

At a program level, examples of accessibility include:

- Tailoring the frequency and intensity of supports to each tenant according to their individual needs.

- Reducing barriers for tenants to participate in support services by providing a variety of flexible options.

- Creating spaces that are welcoming and inclusive.

- Identifying gaps in service and providing creative solutions to fill the gap (where possible).

- Advocating for tenants to have access to community resources.

- Offering physical accessibility features to support tenant safety and quality of life.

c) Respect

Respect means that tenants are appreciated and treated with thoughtfulness and consideration. Respect requires that people are not judged for their decisions. Tenants should be recognized as being at different places on their life journey, each with their own strengths and capabilities. People have the right to equal treatment and protection from discriminatory practices.

At the program level, examples of respect include:

- Accepting tenants' decisions and choices with a non-judgmental attitude.

- Using respectful language[3]

- Building trusting relationships with tenants over time by demonstrating genuine care and concern, and being open to reciprocal learning.

- Informing people of the resources available to them and of any potential consequences of their decisions.

- Emphasizing people's strengths and helping tenants to identify their own goals.

- Working together with tenants in conjunction with community support providers, family and friends to ensure that tenants evolving support needs are met overtime.

- Respecting tenant's dietary needs and preferences (if food is provided).

- Serving people regardless of their political or religious beliefs, ethno-cultural background, gender identity, sexual orientation, source of income etc.

d) Inclusion

Supportive housing programs seek to support a sense of inclusion both within their housing, the neighbourhood, and the broader community. Supportive housing programs create opportunities for tenants to be involved in decision making and designing services that are responsive to their feedback. Supportive housing providers seek to support tenants' interests, and to build tenants' formal and informal support networks.

At the program level, examples of being inclusive include:

- Fostering a sense of personal control through providing choice and autonomy and building capacity wherever possible.

- Believing that everyone has something to contribute; and creating opportunities for tenants to participate and give feedback.

- Providing opportunities for tenants in be involved in a leadership capacity in their housing environment.

- Supporting tenants to explore and connect with their surrounding neighbourhood.

- Creating opportunities for tenants to participate in activities and events in the broader community.

e) Excellence

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3 Region of Waterloo (2012) *Homelessness to Housing Stability Strategy Summary Series Language Guide*

Supportive housing programs align their efforts with the vision of supporting the community to end homelessness. Programs see themselves as part of a learning community and seek to implement promising practices. Programs seek out partnerships with a broad range of community partners. Programs use their resources wisely, looking for creative ways to maximize their funding, and continuously seek new ways of achieving greater efficiency and effectiveness.

At the program level, examples of excellence include:

- Participating in training.

- Participating in networks and opportunities to learn from other supportive housing providers.

- Implementing promising practices to deliver a high quality supportive housing program.

- Collecting data (e.g., tenant and community partner feedback, program, outcomes) and using the results to become more effective.

- Being transparent in governance and financial reporting.

- Contributing to the local housing stability system learning culture to improve service.

2.2 Core Outcomes for Tenants in Supportive Housing

The CHPI Program Guidelines identify two key outcomes:

1. People experiencing homelessness obtain and retain housing; and,

2. People at risk of homelessness remain housed.

As such, all CHPI funded programs, including supportive housing, must have these key outcomes as their overall purpose and goal.

Other sources have identified key outcomes specifically for supportive housing. For example, the Corporation of Supportive Housing[4] has identified five core outcomes for supportive housing that are recognized throughout Canada and the United States as a best practice for measuring the effectiveness of supportive housing programs. These outcomes will also form part of the CHPI Supportive Housing Program.

For more information regarding the Corporation of Supportive Housing please see their website www.csh.org

a) Tenants Stay Housed

Supportive housing programs are designed to provide tenants that have a history of homelessness or housing instability a permanent supportive place to live for as long as they desire to live there. A thorough intake and common assessment tool that measures the tenant's level of acuity will assist in service prioritization and appropriate referral. Each supportive housing program may need to develop individual responses to help keep tenants housed (e.g., conflict resolution panel, rent arrears re-payment support, support coordination). Ultimately the goal is to keep tenants in permanent housing. Where an eviction is unavoidable, the exit is coordinated with the tenant and their other formal and informal supports to explore options to obtain other appropriate housing.

b) Tenants Maintain and/or Increase their Income Stability

Supportive housing programs encourage tenants to seek and maintain an adequate income. Income sources can include employment and/or any number of income security and benefit programs for which people may be eligible (e.g., Employment Insurance, tax returns, Ontario Works, Ontario Disability Support Program, Old Age Security, Guaranteed Income Supplement, Guaranteed Annual Income, Canadian Pension Plan, Veterans Benefits). Where tenants are interested in securing employment, supportive housing programs encourage skill development and/or volunteering that align with the

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[4] Corporation of Supportive Housing (2013) *Dimensions of Quality Supportive Housing* (2nd edition)

tenant's career related goals. A secure income source directly benefits the tenant's quality of life and wellbeing by providing greater housing stability.

c) Tenants Maintain and/or Improve their Physical and Mental Wellbeing

Supportive housing programs support tenants' access to resources that promote physical and mental wellbeing, to ultimately improve their quality of life. Access can be achieved through direct provision of services, partnerships with community agencies, and/or making referrals to other community resources. Supportive housing programs partner with tenants to coordinate their access to medical care (including preventive care), dental care, mental health supports etc., as needed and desired. A recovery informed approach is often used when tenants have mental health and/or substance use issues. This approach empowers tenants to be active participants in their own planning and ensuring the opportunity to make individual choices (for further information refer to the Glossary).

d) Tenants Maintain and/or Improve their Social and Community Connections

Supportive housing programs support an environment where tenants can develop connections to their community and build social support networks. Being part of the community and experiencing a sense of "home" are critical to tenants experiencing community inclusion. Each supportive housing program will have a different approach to promoting community involvement and building of social networks, depending on tenants' interest and abilities.

e) Tenants are Satisfied with the Quality of the Housing and Support Services

Tenant satisfaction is an important outcome that ultimately impacts quality of life and longer term housing stability. Supportive housing programs should seek to improve services, ensuring they are relevant and responsive to tenants changing support needs overtime. Each housing provider gathers information related to tenant satisfaction and demonstrates how they incorporate tenant feedback into program service design.

3.0 PROGRAM OVERVIEW

This section provides an overview of the CHPI Supportive Housing Program (the Program) and outlines its key features. It also includes the Program approach regarding tenancy and funding. The section concludes with information regarding the Program agreement, quality assurance/standards and reporting.

It is important to note that the following information is intended to describe the Program as a whole. Individual Program providers may focus on a particular tenant population and/or provide different models of housing with different frequency and intensity of support services.

3.1 Program Description

This section includes a brief description, outlines general eligibility criteria, provides clarity and rationale for the supportive housing model focus in the Program, and identifies the purpose and role of the Program in relation to other services in the community. The section ends by clearly identifying what the Program is not. Further details regarding key Program features are outlined in section 3.2.

a) Brief Description

The Region of Waterloo's CHPI Supportive Housing Program includes permanent, affordable, rental housing with attached, on-site supports for people living on a low-income who require support in order to maintain housing stability.

b) Eligibility

A broad range of tenant populations may be served within the overall Program including: individuals, couples, families, youth, adults, and/or seniors (recognizing individual Program providers may focus on a particular population). Program eligibility includes both an assessment of peoples' financial and support needs at time of intake. The Program is designed to serve people with the lowest level of income and medium to high level support needs related to housing stability.

Where other income measures are not already required (e.g., Community Housing), financial eligibility is based on a level of income at intake that does not exceed the maximum Old Age Security/Guaranteed Income Supplement/Guaranteed Annual Income System (OAS/GIS/GAINS). This means that people on Ontario Works (OW), Ontario Disability Support Program (ODSP) or any other form of income below the OAS/GIS/GAINS level at intake would be eligible.

Support eligibility will be based on a common assessment that indicates medium to high level of acuity related to housing stability at time of intake. Examples of support needs may include but are not limited to: a history of homelessness or housing instability, recovery from a serious trauma, physical health

issues, mental health issues, substance use issues, physical disabilities, and/or cognitive disabilities (e.g., development disability, acquired brain injury, learning disability). The Program as whole does not require those eligible to have a diagnosis or have complementary support services already in place before accessing the Program.

c) Model of Supportive Housing (Attached On-Site)

The "Supportive Housing Models Diagram" below shows which supportive housing niche the Program aims to address (attached on-site, connected to the unit, building or neighbourhood which may include self-contained, shared self-contained or group living housing). It is recognized that this form of supportive housing is, and should be, just one option in the community. This form of supportive housing is most often designed to serve people who have greater support needs than what can be provided in a scatter-site detached model of supportive housing, but lesser support needs then what is provided through Community Based Residential Treatment or Long Term Care. It is recognized that in some situations, tenants may also prefer and choose the attached on-site model of housing with support.

Supportive Housing Models Diagram

More Independence to Less Independence
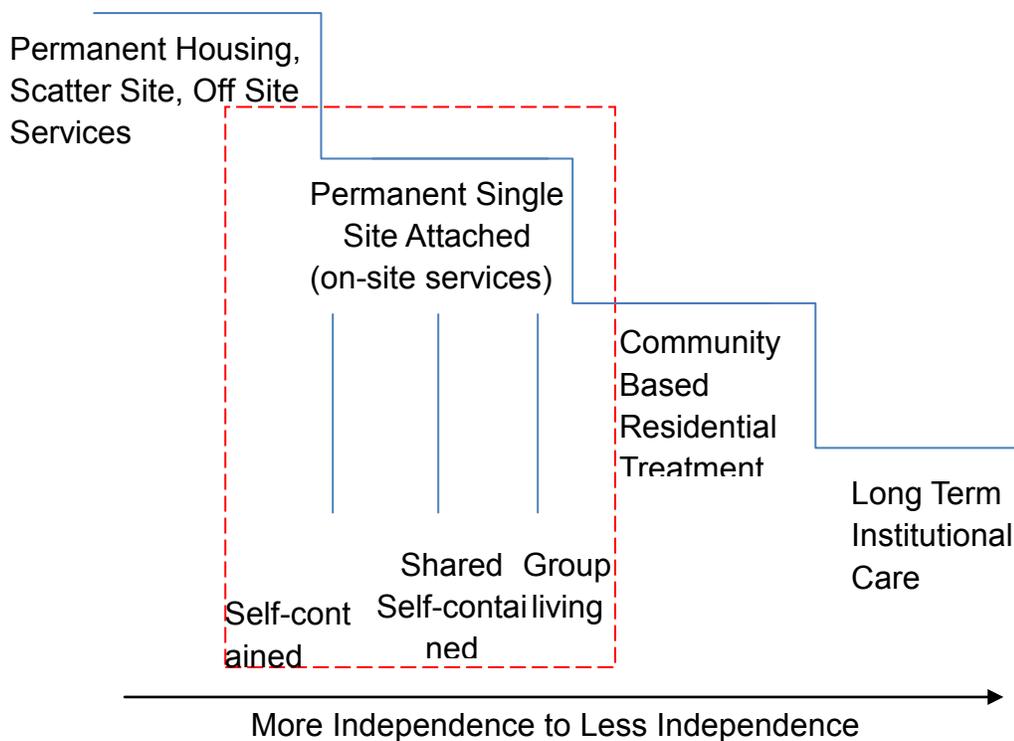
The attached on-site supportive housing model has been chosen as the focus for the Program because there is a need for a full range of supportive housing options in the community. Attached on-site supportive housing was the model previously funded by the Region prior to the CHPI consolidation.

Community stakeholders and tenants identified continuing need for the attached on-site supportive housing model, along with the other models.

It should be noted that all models of supportive housing are present in the community funded both through other Ministries as well as the Region (e.g., the Region funds STEP Home programs offering scatter site housing with off site services as well as Sunnyside Long Term Care Home). However, it is recognized that the demand for all forms of supportive housing exceeds availability. A variety of populations with a variety of support needs have been identified for the Program (see Appendix C for further information).

d) Connection with Other Supportive Housing and Community Services

The purpose of the Program is to meet the identified CHPI outcomes (people experiencing homelessness obtain and retain housing and people at risk of homelessness remain housed) and the goal of the Strategy (to end homelessness).

The Program is not intended to duplicate existing, or replace the need for, other supportive housing and community services designed for specific populations. Rather, the Program seeks to complement these services while fulfilling its purpose. As such, the Program seeks to serve people within its mandate that are either:

- Not eligible for other permanent supportive housing programs (e.g. specific diagnosed disability, high enough level of acuity, or multiple disabilities), or
- Not currently able to access other supportive housing programs for which they may be eligible (e.g., waitlists, difficulties accessing the service, person refusing the service, or the service does not currently exist in the community).

People accessing the Program that are eligible for other supportive housing programs will be encouraged and supported to connect with more appropriate supportive housing programs while continuing to be housed. Some examples of how tenants may be encouraged include:

- Educating tenants about the resources available to them
- Supporting tenants to get on the waitlist for a more appropriate resource, and/or
- Supporting tenants to access resources to complement the on-site supports already in place (e.g., 1:1 specialized support service).

e) What The CHPI Supportive Housing Program Isn't

Given limitations in funding, the Program is not able to meet all the unmet supportive housing needs in the community. As such, the Program is focused on serving households with the lowest levels of income (at intake) and medium to high level acuity (at intake) as these households are the ones most

likely to experience homelessness. This focus meets the intended purpose of the Program which is to end homelessness and promote housing stability.

This focus means that some low income households (above the income eligibility threshold) and people with lower level acuity, though they may benefit from some level of affordable housing and/or support, will not be served within this particular Program. It is anticipated that even with the eligibility criteria identified (lowest income and medium to high levels of acuity) that the Program will be over subscribed. The community should continue to advocate to all levels of government for additional affordable and supportive housing.

3.2 Key Program Features

The Region has established the following three key program elements for the CHPI Supportive Housing Program (the Program). These key elements were informed through the research, consultations and documents outlined in section 1.2. The key elements are included below under the following three headings: Overall Program Design – A Systems Approach, Property and Housing Model, and Support Services.

a) Overall Program Design – A Systems Approach

The Program will operate as a system of services connected with the broader housing stability system. As identified above, individual Program providers within the Program may focus on a particular tenant population and/or support need and may offer different models of housing and different frequency and intensity of support services. However, all providers within the Program will participate in the following planned system elements:

- Coordinated entry (e.g., centralized intake with common tools and a priority service list electronically maintained through a new or an existing database system).

- Common assessment completed as part of coordinated entry to inform the basis of eligibility, priority and appropriate referral for service (note that assessment tools may continue to be used after person is housed as part of on-going support and quality assurance processes) (e.g., Service Prioritization Decision Assistance Tool - SPDAT).

- Common Information and Referral Guide (description of provider's program which clearly outlines their housing and support model to determine tenant suitability and fit)

- Common Eviction Prevention, Arrears, Exit and Referral Protocol (related to eviction prevention, tenant discharge from supportive housing, and/or transfers to other housing or residential options when needed)

- Common Program Standards

- Single electronic data collection system (e.g., Homeless Individuals and Families Information System - HIFIS) with regular reporting requirements

- System-wide networking, capacity building, and learning which may include some form of required training.

- Shared Program-wide supports may be considered (e.g., third party transition and follow out supports, shared specialized service supports, system wide partnerships with other agencies, fund for essential health items, quality of life resources, building condition audits, risk assessment audits, etc.).

b) Property and Housing Model

This section outlines the preferences and requirements for the elements that should be included in the physical set-up and amenities offered in the housing environment. There should be strong alignment between the housing structure and model and what population(s) providers seek to serve.

There is a <u>preference</u> in the Program for the following:

- Self-contained or shared self- contained units and/or private bedrooms.
- A geographic distribution of the supportive housing buildings across Waterloo Region to increase tenant choice
- Private or semi-private bathrooms.
- Accessibility features (e.g., minimal barriers for people with physical disabilities)
- Energy efficiency.
- Multiple common areas available in the home.
- Some level of tenant access to a kitchenette or kitchen.
- Private space for tenants to visit with service providers, friends, and family.
- Green space on the property.
- Sheltered outdoor space (e.g., beyond a front porch).
- Security and privacy features (e.g., staff name tags, cameras, secured entry)

There is a requirement in the Program for the following:

- Located near a Grand River Transit route and in close proximity to community service providers, recreational facilities, shopping and services. In the absence of these, the Program provider must have provisions to provide cost-efficient transportation.
- Consideration for privacy if offering semi-private bedrooms (e.g., larger size, privacy curtain, furniture set-up, etc.).
- Consideration for privacy and security features in shared bathrooms (e.g., locks or latches on doors, separated spaces, shower schedule, etc.)
- Locks on bedroom doors in private or semi-private bedrooms (where there are no required restrictions in doing so).
- Secured space to store valuables and belongings that is easily accessible to the tenant (e.g., safe, locker).
- Air conditioned common and sleeping spaces (either through a central system or window units).

- Access to a dedicated tenant telephone line.

- Access to a computer with the internet.

- Access to cable television (or other similar television services).

c) Supportive Services

An essential part of the Program is the supports offered to support tenants' housing stability and quality of life. Supports need to be provided within the context of the Principles and Outcomes identified in section 2.

As mentioned previously, individual supportive housing providers within the Program may focus on a particular tenant population and/or support need(s) and may offer different models of housing and different types and frequency of support services. Individual housing providers will ensure that the appropriate supports are provided for the population(s) they have selected to serve. Direct support workers should be trained to deliver services to the tenants they are supporting and will develop a deep understanding of each tenant's unique needs and ensure support is provided in a way that works best for the tenant.

Tenants have the right to choose the type and frequency of supports that work best for them. People will be offered housing options within the overall Program for which they are eligible (e.g., that match their age, gender, level of support needs), recognizing that for particular populations or support needs, options may be limited. Some individual Program providers may have particular requirements within their housing that tenants would be required to adhere to should they choose that housing option. However, beyond those tenancy requirements, tenants can choose whether to participate in particular activities or supports and have the ability to select the services they prefer.

The list of potential supports included below may be offered directly by the individual Program provider, through coordination or partnership with other community support service organizations, and/or accessing resources available in the community. The level of support offered in each of these areas will be dependent on the tenant's skills and capabilities which may change over time. Providers will ensure the level of support offered focusses on retaining and building the tenant's skill and capacities to support the greatest level of independence.

Potential supports to be offered (this list is not necessarily exhaustive):

- Access to community support services (e.g., referring, connecting, coordinating).

- Appointments (e.g., scheduling, coordinating, and/or accompaniment as needed).

- Medication (e.g., prompting, safekeeping, supervision, and/or managing as needed).

- Personal supports (e.g., providing or coordinating supports for shaving, bathing).

- Housekeeping and laundry (e.g., prompting, assisting, providing as needed)

- Meals and/or food security (e.g., assistance in accessing a community food bank,

providing an emergency food cupboard, supporting tenants to purchase food and

prepare meals, and/or prepare meals for tenants).

- Access to transportation (e.g., providing access to bikes, supporting tenants to access public transportation, and/or providing transportation).

- Assist tenants to build an informal support network (e.g., friends, family, other tenants, church, clubs).

- Tenant participation in both on-site and/or off-site social, recreational and/or skill building activities (e.g., community events, activities, classes).

- Tenant skill building and participation in pre-employment activities (e.g., assisting to access training, volunteering).

- Offering groups on-site or supporting access to off-site (e.g., trauma counselling, Alcoholics Anonymous(AA)/Narcotics Anonymous(NA), peer support).

- Provide tools and resources to prevent eviction (e.g., flex fund, small loans). In times of conflict with landlord, ensure a separate staff to provide support to the tenant.

- Financial inclusion (e.g., opening a bank account, filing taxes).

- Communication (e.g., returning messages, organizing mail).

- Tenant engagement within their housing (e.g., suggestion box, tenant meetings, tenant association, volunteering).

Tenancy Approach

This section identifies issues of tenancy as it relates to the Residential Tenancies Act, role of transitional housing and rent payments as well as the Program stance related to smoking and pets.

a) Residential Tenancies Act (2006) Implications

All housing within the Program is permanent housing under the Residential Tenancies Act, 2007 (RTA). Some individual Program providers may be part of other programs, such as Community Housing, with their own specific requirements or policies. Further information about Community Housing can be found at https://www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx. Some individual Program providers may be identified as Care Homes under the Residential Tenancies Act, 2006 (RTA) and other individual Program providers may fall under a different section under the RTA.

It is recognized that both tenants and landlords have rights and responsibilities as it relates to rental housing as outlined in the RTA. As the purpose of the Program is to end homelessness and promote housing stability, preventing evictions and retaining tenancies is an essential component of the Program. Given tenants in the Program have support needs, a variety of supports and measures must be in place to prevent evictions. Evictions are possible within the Program, but may only be employed as a last resort. In addition to requirements outlined in the RTA, the Program will have additional expectations (identified through the Program Standards) related to supporting tenants and communicating with other service providers in the event of an eviction.

Further information about the RTA and the Care Home designation can be found:

- Landlord and Tenant Board website at http://www.ltb.gov.on.ca/en/ or
- Residential Tenancies Act http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm or
- CLEO http://www.cleo.on.ca/en/publications/carehome.
- CLEO http://www.cleo.on.ca/en/publications/fightev.

b) Clarifying Role of Transitional Housing

Housing within the Program is not time-limited and is not intended for respite. While some individual Program providers may provide supports that are transitional in nature and intended to help people move to more independent housing situations, there are no time-limits identified in the Program and tenants can remain in the housing for as long as needed or desired.

Tenants should be encouraged and supported to move to more appropriate housing when their housing and/or support needs significantly change. In homes identified as a Care Home, where the

supports are no longer suitable to a tenant's support needs, individual Program provider will have to follow the RTA - Care Home eviction process and assist with securing another housing arrangement that is appropriate for the type and frequency of support needed by the tenant. In housing that is not identified as a Care Home, tenants can and should be encouraged and supported to move to more appropriate housing when their support needs are no longer suitable for the program; however, if the tenant desires to remain in their housing, they have the legal right to do so.

c) Rent Payments

The Program is rent-based (rather than room and board). Tenants who are in receipt of OW or ODSP will be supported to move from "Board and Lodging Rates" or "Room and Board Rates" to receive their regular Basic Allowance and Shelter Allowance.   Where there are not other rent level requirements in place (i.e., Community Housing), rents will align with the maximum shelter portion of ODSP. Wherever possible, direct rent deposits from the funding source or through a bank account should be arranged. In situations where food is provided or purchased as a group, individual Program providers may charge a "food contribution amount" (separate from the rent). Where eligible, tenants will continue to receive Special Diet Allowance under OW/ODSP. Tenants in the Program will not be charged for support services.

Tenants will no longer receive Personal Needs Benefit/Allowance (PNB/A). Tenants retain the remainder of the income for their own personal use (e.g., personal care items, clothes, bus tickets/passes, activities), which will vary depending on their income source. During the two year implementation period, the Program will retain a small fund for which tenants (with limited income remaining after rent/food have been paid) can apply, to support access to essential health items that are not otherwise covered/provided while alternative resources are identified.

d) Smoking

It is currently at the discretion of the individual Program providers who offer self-contained units to determine if their building will be "non-smoking" or will allow smoking in the unit/building. The Smoke Free Ontario Act dictates rules regarding smoking, including those for multi-unit residences (e.g., smoking prohibited in common areas) and residential care facilities (e.g., smoking prohibited inside – smoking shelters must be nine meters from building). For further information, refer to http://www.mhp.gov.on.ca/en/smoke-free/legislation/default.asp.

e) Pets

The Program as a whole does not have a stance on pets. Please refer to the RTA for information on landlord and tenant rights and responsibilities related to pets. Individual Program providers may have a "house" pet or offer pet therapy as a form of support, keeping in mind any risks or concerns of tenants.

3.3 Program Funding Approach

The following funding approach will be piloted over the implementation period 2016 to 2018. Funding will be provided as a grant distributed on a monthly basis and negotiated on an annual basis through a supportive housing provider submitted budget template (which will show expenses and revenues associated with both the physical housing property and the support services).

Allowable expenses are designed to fund services that directly support the tenants. For the physical property side of the budget, each supportive housing provider budget will be considered individually depending on the housing model, other funding sources, and overall budget. Allowable expenses may include rent subsidies where the ODSP shelter rate is not affordable (e.g., the different between OW shelter rate and ODSP shelter rate for tenants on OW – see section 3.3 for further information on tenant contributions) and/or the regular annual operational expenses of maintaining units, the building, grounds, etc. The following capital expenditures are not available to be funded under CHPI:

- New construction and/or conversion of buildings
- Major repairs and renovations
- Retrofits
- Buying land
- Purchasing buildings

All individual Program providers must consistently demonstrate a low vacancy rate or grant funding levels may be renegotiated. Program providers will be required to submit written requests and receive approval for any significant changes within their budgets during the year. If a provider is overpaid for the previous year based on their audited financial statements, their current year budget may be adjusted to reflect the difference (over expenditures will not be reimbursed).

The pilot will be analyzed through provider feedback and a review of the submission of annual budget requests and annual audited program financials to determine the funding approach beyond 2018.

3.4 Agreement

Program providers who participate in the CHPI Supportive Housing Program must sign a service agreement with the Region. Service agreements are issued annually based on an April 1 – March 31 fiscal year. Each year, Program providers must submit required materials and be in compliance with quality assurance processes to be eligible for an annual service agreement. Required materials may include, but are not limited to the following:

- Program description (template)
- Program budget (template)

- Public Health inspection (both residential and food safety as required)

- Municipal Fire inspection (as required)

- Insurance Certificate (e.g., Business Insurance, Vehicle Insurance as required)

- Business license

- Any relevant provincial or municipal licensing requirement (e.g., City of Kitchener-Boarding home license, Provincial-Retirement Home License)

- Audited annual program financials

- Articles of incorporation (if any changes)

- A copy of the municipal zoning (if any changes)

- Copy of the mortgage lender agreement or copy of the Deed or Rental/Lease Agreement (if any changes)

- Building Condition Audits (to include roof and chimney inspection and heating and cooling system inspection – frequency to be determined)

- Proof of the housing providers ability to cover costs associated with repairs and operations for at least 3 months

3.5   Quality Assurance/Program Standards

New processes to ensure quality services for tenants will be developed and implemented by 2018 (see section 4). The CHPI Supportive Housing Program Standards (Program Standards) will be drafted over the summer of 2014 with input from the current CHPI funded supportive housing providers to form the foundation for the new quality assurance processes and expectations.

The Program Standards will reflect requirements through CHPI and will employ best practices wherever possible (e.g., dimension of quality as identified through Corporation of Supportive Housing). Processes used to monitor the Program Standards and evaluate for quality assurance may include newly developed tools and processes or ones borrowed or adapted from those already existing (e.g., Raising the Bar, Housing Matrix, and previous Domiciliary Hostel Standards). Program-wide protocols will also be developed as part of the Program Standards in consultation with Program providers. The Program Standards will be presented to Region Council in the fall of 2014 for approval. Individual Program providers are expected to be in compliance with Program Standards over 2016-2018.

It should be noted that the Program Standards approved by Council in 2014 will describe the quality assurance process as they are currently understood and planned. The Program Standards will be further revised as a part of the implementation period 2016 to 2018 (see section 4) with opportunity to gather feedback from the broader community.

3.6   Reporting

Program data will be collected through the Homeless Individuals and Families Information System (HIFIS) and will be exported to the Region monthly as outlined in the Data Sharing Protocol. Program providers will be expected to meet all annual data submission requirements (including qualitative data) and participate on the HIFIS working group as outlined in the Data Sharing Protocol. The Region may require the collection of additional data from time to time. Financial reporting will be obtained through submission of an annual audited program statement. Further report requirements will be outlined in the service agreement and Program Standards (e.g., serious occurrence, policies, eviction prevention, and quality of life activities).

4.0 IMPLEMENTATION

The Framework represents a significant shift in thinking and doing related to Region funded supportive housing in comparison to the former CHPP and DH. This section outlines roles and responsibilities in implementing the Program and a summary of the anticipated activities and associated timeframes for implementation over 2016-2018.

4.1 Roles and Responsibilities

Roles related to CHPI and the Housing with Related Supports category are held at the Provincial, Service Manager (Region), and Program provider level as summarized in the following chart.

Province	Region	Program Provider
Establishing CHPI Program Guidelines	Engage in planning activities related to developing local programs aligned with the CHPI Guidelines. Develop Supportive Housing Program Framework for redesigned supportive housing program	Participate in the development of the redesigned supportive housing program and Supportive Housing Program Framework
Administering funding for CHPI with Service Managers	Administering local CHPI funding (planning, resource allocation, accountability, quality assurance)	Applying for CHPI funding, entering into a service agreement with the Region, and delivering the Program as per the service agreement
Enter into a Service Agreement with 47 Service Managers	Creating, entering into, and monitoring Service Agreements with Program providers	
Establishing the Housing with Related Supports Standards Framework	Develop local Program Standards	Participate in the development and implementation of local Program Standards
Ensuring Service Managers are in compliance with the Service Agreement and Program Guidelines including outcomes and performance indicators	Collect CHPI financial and program data and report to MMAH on performance indicators for the services provided	Providing the Region with financial and program data for the services provided

4.2 Activities and Timeframe

Recognizing that change takes time, there will be a two year period (2016-2018) in which individual Program providers will participate in the implementation of the Framework and come into compliance with the Program Standards. New program elements such as coordinated entry, common assessment tool, HIFIS, and quality assurance processes will be implemented in consultation with Program providers. The following chart summarizes the anticipated activities towards the implementation of the Program:

Pre-Implementation 2014/2015	Pre-Implementation 2015/2016	Implementation 2016/2017	Implementation 2017/2018
Stakeholder consultations on Draft Program Framework (March to June 2014)	Annual service agreements for continuing operators with existing DH Standards (2009) (April 1, 2015)	New Supportive Housing Program begins – annual service agreements (April 1, 2016)	Annual service agreement (April 1, 2017)
Program Framework approved (June 2014)	Continue to support tenant transition plans (on-going)	Continue to support tenant transition plans (on-going)	Continue to support tenant transition plans (on-going)
Program Standards Consultation (June - Aug 2014)	Current providers continue to pilot HIFIS and the Common Assessment Tool	Providers using HIFIS begin monthly exports and incorporate the Common Assessment Tool (others are trained and begin using)	Pilot coordinated entry, assessment and priority list (April 1, 2017 – Dec)
Program Standards for April 2016 (Sept 2014)	Request for Proposals (April 2015) with proponents of the RFP informed of results (Fall 2015)	Program Standards planning (April – Sept 2016) and Pilot (Oct – Dec 2016)	Program Standards planning (Sept – Dec 2017)
Prequalification (PQ) (Nov 2014) with proponents of PQ informed of results (Feb 2015)	Service agreements signed with providers under the new program and former CHPP and DH	Planning for coordinated entry, assessment and prioritized list	Provider submit service agreement materials for 2018/19 (Jan/Feb 2018)
Begin to support tenant transition plans			

Pre-Implementation 2014/2015	Pre-Implementation 2015/2016	Implementation 2016/2017	Implementation 2017/2018
as needed	officially end (March 31, 2016)	(2016/2017) Providers submit service agreement materials for 2017/18 (Jan/Feb 2017)	

The Framework describes a significant shift for the CHPI Supportive Housing Program and as such there may be current CHPI funded supportive housing providers through the former CHPP or DH that choose to not participate in the redesigned supportive housing program or are not successful in the Prequalification (PQ) and Request for Proposals (RFP). It is anticipated that should this occur that there would be four periods of transitions including but not limited to the following:

1. The operator chooses to not apply to the Prequalification (PQ) (tenant transition support would begin once known - January 2015)

2. The operator's proposal under the PQ is unsuccessful (tenant transition support would begin in March 2015)

3. The operator chooses to not apply to the Request for Proposals (RFP) (tenant transition support would begin once known – June 2015)

4. The operator's proposal under the RFP is unsuccessful (tenant transition support would begin in fall 2015).

If a supportive housing provider currently in receipt of CHPI funding through the former CHPP or DH is not successful for the redesigned supportive housing program, there would be an immediate hold on new intakes that the Region will subsidize and they would continue under their current annual contract until March 31. Tenant transition planning would begin during the months identified above. The Region is committed to supporting existing subsidized tenants to transition to new housing arrangements (where needed and/or interested) based on an individualized transition plan. For more information about tenant transition plans or the PQ/RFP process please refer to the CHPI Supportive Housing Redesign General Question and Answer.

A review of the CHPI Supportive Housing Program is planned for 2018/2019.

GLOSSARY

"Acuity" is a term that is used in the SPDAT assessment depth of vulnerability related to housing stability. A person's acuity is assessed and helps inform their priority for service.

"Common Assessment" refers to a standardized support assessment that all tenants would participate in at intake and maybe as a part of on-going service and/or support planning.

"Harm reduction" refers to a range of policies and interventions designed to reduce the harmful consequences associated with various activities. Examples of harm reduction include wearing a seatbelt or bike helmet, needle exchange, managed alcohol programs, etc. A harm reduction philosophy to service means acknowledging where the person is at by providing access to information, support, options, or resources that will support the person's health and safety (as well as the safety of those around them) despite their activities.

"Homelessness Individuals and Families Information System (HIFIS)" is a comprehensive electronic database management system that helps service providers with their day-to-day operations and supports data sharing to increase understanding of homelessness while ensuring information security and privacy.

"Housing First" approach in supportive housing programs is a philosophy built on the belief that everyone experiencing homelessness is "housing ready". People do not need to follow a continuum of housing programs before they are able to access supportive housing (e.g., emergency shelter, transitional housing or time-limited residences). Housing is not a "reward" for programmatic success or adherence to treatment goals, it is a right!

"Housing Stability" refers to *ideal living circumstances* where people with a fixed address are able to retain adequate housing over the long term. To have housing stability, people must have three key resources:

- <u>Adequate housing</u> provides security of tenure and is desirable, affordable, self, adequately maintained, accessible and a suitable size.

- <u>Adequate income</u> provides enough financial resources to meet and sustain minimum standards for housing (rent or mortgage expenses and utilities) and other basic needs (e.g., food, clothing, child care, transportation, personal hygiene, health/medical expenses, recreation, communication, and education).

- <u>Adequate support</u> (informal and/or formal) provides enough personal support for living as independently and connecting with others as desired.

"Housing Stability System" refers to a service system as "an inter-organizational network involved in administering and delivering a set of integrated supports and services that meets the defined needs of people"[6]. The defined need in this case is housing stability. The housing stability system is defined locally as those programs where 50% or more of their activities are dedicated to helping people find, establish, or retain housing. Housing Stability programs have been categorized into one of the following five program areas:

1. Emergency Shelter
2. Street Outreach
3. Housing Retention and Re-housing
4. Time-Limited Residence
5. Affordable Housing and Supportive Housing

There are just over 100 housing stability programs in Waterloo Region of which Affordable Housing and Supportive Housing programs comprise approximately one-third.

"Multiple barriers to housing stability" refers situations where people may be facing multiple barriers to their housing stability (i.e., housing, income, and support) which impact their ability to retain housing. For example: poor rental history, history of arrears, mental health issues, substance use, physical disabilities, cognitive/developmental disabilities, under/lack of employment, financial insecurity, etc.

"Program" refers to the Community Homelessness Prevention Initiative (CHPI) Supportive Housing Program as defined in the Region of Waterloo CHPI Supportive Housing Program Framework.

"Program provider" refers to the individual supportive housing providers funded under Agreement with the Region through CHPI under the CHPI Supportive Housing Program Framework beginning April 1, 2016.

"Program Standards" refers to the CHPI Supportive Housing Program Standards that will form part of the CHPI Supportive Housing Program Agreement and with which all individual Program providers must be in compliance.

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[6] Ministry of Community and Social Services (2001). Roles and responsibilities – 2001: the provincial municipal relationship in human services. Toronto: Queen's Printer for Ontario.

A **"recovery informed approach"** empowers tenants to be active participants in their support planning and ensures the opportunity to make individual choices. For more information please see: http://ontario.cmha.ca/mental-health/mental-health-conditions/recovery/

"RTA" The Residential Tenancy Act came into effect on January 31, 2007. This provincial Act sets out the rights and responsibilities of landlords and tenants who rent residential properties. Landlords and tenants of most rental units are covered by most of the rules in the Act. A rental unit can be an apartment, a house, or a room in a rooming or boarding house. The Act also applies to care homes, retirement homes, and

sites in a mobile home park or land lease community. For more information please see: http://www.ltb.gov.on.ca/stdprodconsume/groups/csc/_ltb/_keyinfo/documents/resourcelist/stel02_11 1704.pdf

Service Prioritization and Decision Assistance Tool (SPDAT)" The SPDAT is an evidence-informed approach to assessing an individual's or family's acuity. The tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person/family's life where support is most likely necessary in order to avoid housing instability.


The SPDAT is designed to:

- Help prioritize which people should receive what type of housing assistance intervention, and assist in determining the intensity of support services

- Prioritize the sequence of people receiving those services

- Help prioritize the time and resources of direct support workers

- Allow Team Leaders and program supervisors to better match people's support needs to the strengths of specific direct support workers on their team

- Assist Team Leaders and program supervisors to support direct support workers and establish service priorities across their team

- Provide assistance with support planning and encourage reflection on the prioritization of different elements within a support plan

- Track the depth of need and service responses to a person over time

For more information please see: http://www.orgcode.com/

Supportive Housing Programs in Waterloo Region

CHPI Supportive Housing funded through Region of Waterloo Social Planning is only one of a number of supportive housing programs in Waterloo Region. Please see the chart below for the breakdown of the 2013 percentage of spaces per supportive housing program area in Waterloo Region[8] (excluding Long Term Care):
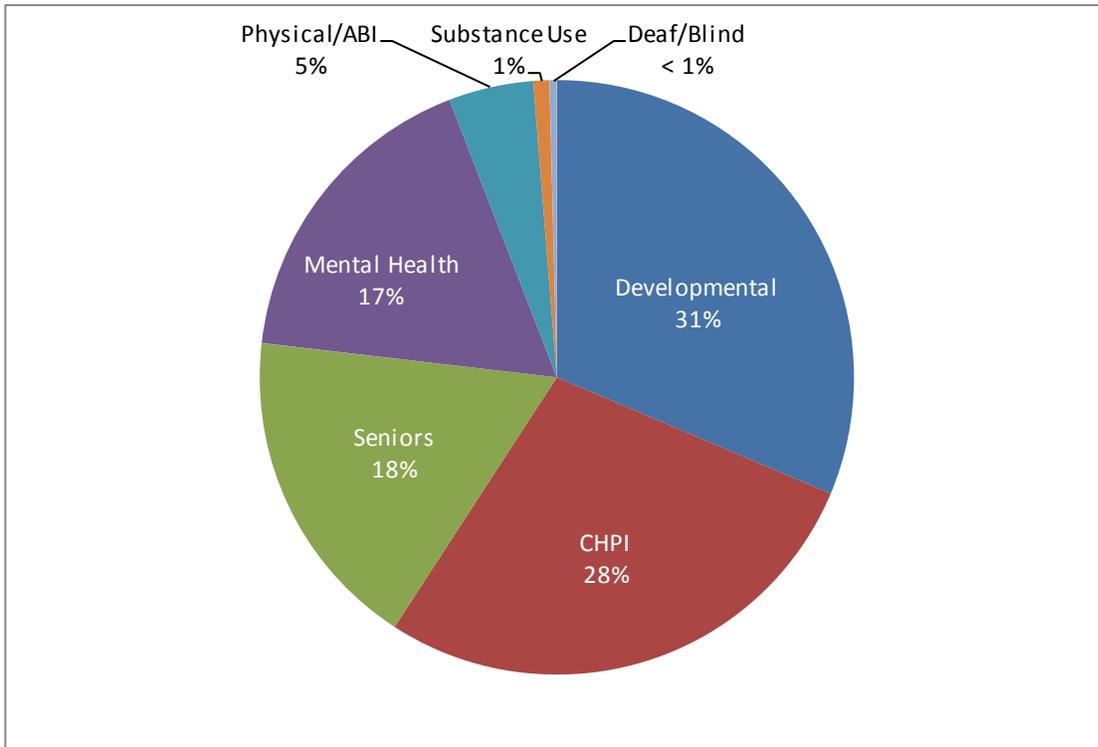
- 565 units/spaces for people with diagnosed developmental disabilities through MCSS

- 500 units/spaces of MMAH-CHPI funded supportive housing through Region of Waterloo serving a range of populations

- 318 units/spaces for seniors (30 spaces for Seniors Supportive Housing through the Region and 288 spaces for seniors in the Integrated Assisted Living Program) through the MOHLTC/WWLIN

- 311 units/spaces for people with diagnosed serious mental health issues through MOHLTC/WW-LHIN

- 83 units/spaces for people with physical disabilities or acquired brain injury through MOHLTC/WW-LHIN

- 16 units/spaces for people with problematic substance use issues through MOHLTC/WW-LHIN

- 7 units/spaces for people with deaf/blindness through MCSS

Appendix B

Local Housing Stability Reports Informing the Framework

1. Region of Waterloo (2007) *Understanding Homelessness and Housing Stability Experienced by Adults in Waterloo Region's Urban Areas.*

2. Region of Waterloo (2007) *Understanding Homelessness and Housing Stability Experienced by Older Adults in Waterloo Region's Urban Areas.*

    2.

3. Region of Waterloo (2007 and updated in 2010) *Understanding Homelessness and Housing Stability Experienced by Youth in Waterloo Region.*

    3.

4. Province of Ontario (2009) *A Survey of Domiciliary Hostel Program Tenants in Ontario: Final Report.*

5. Region of Waterloo (2011) *We'll Leave the Lights on for You: Housing Options for People Experiencing Persistent Homelessness Who Use Substances (Alcohol and/or Drugs).*

6. Region of Waterloo (2011) *Program Review Resource Guide: Selected Longer Term Housing Stability Programs for People Experiencing Persistent Homelessness in Hamilton, Toronto and Ottawa.*

7. Region of Waterloo (2011) *The Story of SHOW: Development and Early Impact of Supportive Housing of Waterloo*.

8. Region of Waterloo (2011) *Hearing the Voices: Learning from the Kitchener Waterloo Out of the Cold.*

9. Region of Waterloo (2012) *Exploring Promising Practices in the Domiciliary Hostel Program: Learning from City of Hamilton, City of Ottawa, City of Windsor, County of Wellington, Halton Region, and York Region.*

10. Region of Waterloo (2012) *Working Together: A Snapshot into How Complementary Support Services are Provided in the Domiciliary Hostel Program.*

11. Region of Waterloo (2012) *Waterloo Region: A Housing Overview.*

12. Region of Waterloo (2013) *What We Heard: Housing Issues in Waterloo Region.*

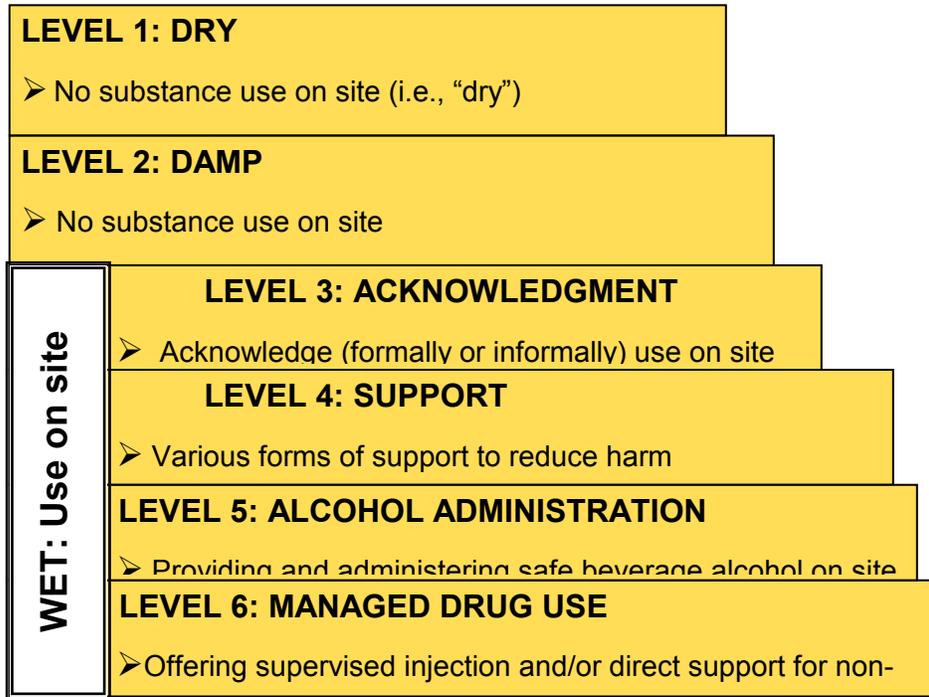13. Region of Waterloo (2013) *Housing Action Plan: 2014-2024.*

Supportive Housing Needs in Waterloo Region - Population & Services

There are more people on the waitlist for supportive housing in Waterloo Region than there are spaces. Gaps have been identified for all populations and for a variety of housing and services models. Please see the table below for a non-exhaustive list:

Tenant Population	Presenting Support Needs	Types of Housing
Youth (ages 16-24) and/or adults (ages 25+) experiencing persistent homelessness	Experiences multiple barriers to housing stability and require <u>intensive</u> support. Supports needs may include: • recovery from a serious trauma • physical health issues • mental health issues • substance use issues • physical disabilities • cognitive disabilities (e.g., development disability, acquired brain injury, learning disability) • prefers harm reduction supports for people who active in substance use (see figure below) • prefers no substance use (see figure below)	• Self-contained units • Shared self-contained units • Some congregate or group living – primarily single rooms Considerations: • Female only housing • Male only housing • Mixed gender housing
Youth (ages 16-24), adults (ages 25+), families, older adults (55+), and/or frail elderly (75+) who are experiencing homelessness or at-risk of housing loss	Experiences multiple barriers to housing stability and require <u>medium level</u> of support. Supports needs may include: • recovery from a serious trauma • physical health issues • mental health issues • substance use issues • physical disabilities • cognitive disabilities (e.g., development disability, acquired brain injury, learning	• Self-contained units • Shared self-contained units • Some congregate or group living – primarily single rooms Considerations: • Female only housing • Male only housing • Mixed gender housing

Tenant Population	Presenting Support Needs	Types of Housing
	disability)	
	• prefers harm reduction supports for people who active in substance use (see figure below)	
	• prefers no substance use (see figure below)	

LEVEL 1: DRY

➤ No substance use on site (i.e., "dry")

LEVEL 2: DAMP

➤ No substance use on site

WET: Use on site

LEVEL 3: ACKNOWLEDGMENT

➤ Acknowledge (formally or informally) use on site

LEVEL 4: SUPPORT

➤ Various forms of support to reduce harm

LEVEL 5: ALCOHOL ADMINISTRATION

➤ Providing and administering safe beverage alcohol on site

LEVEL 6: MANAGED DRUG USE

➤ Offering supervised injection and/or direct support for non-

For further information We'll Leave the Lights On For You Report