

# Reaching Home:

## The Region of Peel Homelessness Plan 2019 – 2024

### Note:

All communities receiving funding from Designated Communities stream are required to use this template in order to complete the community plan under Reaching Home. In completing this template, communities are encouraged to develop comprehensive community plans that reflect the contributions of all funding partners, including other orders of governments, not-for-profit organizations, and the for-profit sector.

Please note that in communities that receive funding from both the Designated Communities and Indigenous Homelessness streams, cross-stream collaboration is expected to promote the adoption of a community-wide planning process and support the achievement of community-level outcomes reflecting the needs of the whole community. To support communities in completing their community plans, a Reference Guide has been developed. It is recommended that this be reviewed prior to completing your community's homelessness plan to ensure understanding of the requirements and completeness.

The Community Plan for Reaching Home must be approved by the Community Advisory Board (CAB) of the Designated Community before it is submitted to Service Canada. If your community is developing a joint plan with the Indigenous Community Entity, both Community Advisory Boards must approve the community plan.

In addition to the core requirements provided in this template, communities may also wish to include other components that provide insight into the community's housing and homelessness context or contribute to community-level homelessness challenges, such as a map of the community's current homelessness services and/or gaps in homelessness services or infrastructure (e.g. housing stock). Communities have full flexibility in drafting these sections.

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## 1. Community Engagement

The renewed 10-year Peel Housing and homelessness Plan (PHHP - available at <https://www.peelregion.ca/housing/homelessness/pdf/plan-2018-2028.pdf>) sets the foundation for the Region's housing and homelessness system in which people have access to affordable housing, and homelessness is prevented in Peel. The PHHP is the reference document used to create the Reaching Home Community Plan.

In the development of the PHHP there was an assessment of housing options available across the Region including emergency, temporary and affordable housing. In line with federal and provincial housing strategies, the needs of specific populations were considered in the PHHP i.e. people experiencing chronic homelessness, indigenous communities, survivors of domestic violence and people transitioning from provincial institutions. In some cases, such as survivors of domestic violence and indigenous communities, available data was limited. One Indigenous agency sit on the Peel Alliance to End Homelessness Senior Leadership Table and is regularly engaged to contribute to the development of Regional plans such as the PHHP, Community Plan, etc. Efforts will continue to engage with these individuals to better understand their needs in Peel.

### PHHP Long Term Outcomes

#### Long Term Outcomes

- Affordable housing is available to all Peel residents
- Homelessness in Peel is prevented

#### Short Term Outcomes

Each outcome has a set of definitive strategies and actions to achieving the desired results.

#### The outcomes include:

- Reduced chronic homelessness.
- Increased successful tenancies; supports to maintain housing and prevent eviction

#### Measurement:

- Individuals that were formerly experiencing chronic homelessness remaining housed for 3 months.
- Home for Good Program and Reaching Home sub-project outputs - Number of individuals experiencing chronic homelessness that are housed.

The PHHP review was also informed by a thorough review of studies and plans that had been developed since the original plan was developed in 2013. This included work that had been done by and for the Region of Peel such as Understanding the Homeless

Serving System in Peel and the Supportive Housing Demand Study and Action Plan. These plans included significant consultation with stakeholders including service providers, residents and people with experience of homelessness. The review also included plans developed by local municipalities such as the City of Mississauga's Affordable Housing Strategy "Making Room for the Middle."

In an effort to receive input from housing system leaders, over 30 community service agencies that were identified as having influence and impact on homelessness in Peel, participated in a ½ day workshop on July 10, 2019.

The focus of the session was:

- Provide an overview of what Coordinated Access is
- Identify characteristics of what an Access Point should have as part of the system
- Identify criteria for prioritization lists
- Obtain input into what the CAS model in Peel could look like
- Build an understanding of the different partners and roles they play in the system

The Region continues to consult with community stakeholders in the implementation of the PHHP. Recently there were consultation sessions conducted in the Summer 2019 with external community partners to discuss the design of the new Client Pathway i.e. how individuals will access human services at the Region.

## **2. Investment Plan**

During the transition year of the RH funding the Region has decided to extend the funding for 2018-19 HPS an additional year. Going forward, the Region is going to be focused on the successful implementation of the 10-year PHHP. The focus on the plan is to assist individuals find and keep housing and the implementation of a Coordinated Access System. The Region and the CAB realize that additional supports such as staffing and practical assistance provided through Reaching Home will ensure the implementation of the plan will be successful. To this end the Region will be using the funding to support Housing services, Prevention and shelter diversion and Support services.

Part of the Housing Services budget will be used to support the provincially funded Home For Good program. Reaching Home funding is used to cover the cost of the outreach component of the program. The CCI funding will be used towards the Coordination of resources and data collection, in addition we will be using a portion of our annual allocation to support the PIT count. The amounts identified for 2019-20 are based on the year's actual allocation. The additional four years are split amongst Housing services, Prevention and shelter diversion and Support services.

Peel Region's Annual Reaching Home allocation:

2019-2020: \$1,925,120  
 2020-2021: \$1,908,120  
 2021-2022: \$2,439,950  
 2022-2023: \$2,431,125  
 2023-2024: \$2,431,125

	2019 -20	Amount	2020 -21	Amount	2021 -22	Amount	2022- 23	Amount	2023 -24	Amount
<b>Housing Services</b>	50%	\$962,560	44%	\$839,572	44%	\$1,073,578	44%	\$1,069,695	44%	\$1,069,695
<b>Prevention and shelter diversion</b>	33%	\$635,290	17%	\$324,380	17%	\$414,791	17%	\$413,291	17%	\$413,291
<b>Support Services</b>			17%	\$324,380	17%	\$414,791	17%	\$413,291	17%	\$413,291
<b>Capital Investments</b>										
<b>Coordination of Resources and Data Collection</b>	7%	\$134,758	12%	\$228,976	12%	\$292,795	12%	\$291,736	12%	\$291,736
<b>Administration</b>	10%	\$192,512	10%	190,812	10%	\$243,995	10%	\$243,112	10%	\$243,112
<b>TOTAL</b>	<b>100%</b>	<b>\$1,925,120</b>	<b>100%</b>	<b>\$1,908,120</b>	<b>100%</b>	<b>\$2,439,950</b>	<b>100%</b>	<b>\$2,431,125</b>	<b>100%</b>	<b>\$2,431,125</b>

### 3. Cost-Matching Requirement

In the table below, please outline all funding for homelessness initiatives your community plans to receive from external partners from 2019 to 2024. Please do not report Community Capacity and Innovation funding in the table. An example has been included in the Community Plan Reference Guide.

\* Projected Estimates

Projected Funding towards Homelessness Initiatives						
Funder	2019-20	2020-21	2021-22	2022-23	2023-24	2019 - 24
Investment in Affordable Housing for Ontario (2014 Extension)	\$6,310,484	N/A	N/A	N/A	N/A	\$6,310,484
Community Homelessness Prevention Initiative	\$17,860,334	\$20,362,752	\$20,362,752	*\$20,362,752	*\$20,362,752	*\$99,311,342
Home For Good – Operating	\$2,666,347	\$2,666,347	\$2,666,347	*\$2,666,347	*\$2,666,347	*\$13,331,735
Canada-Ontario Community Housing Initiative	\$1,465,636	\$1,818,358	\$2,692,622	*\$2,692,622	*\$2,692,622	*\$11,361,860
Ontario Priorities Housing Initiative	\$9,910,600	\$5,134,400	\$7,993,200	*\$7,993,200	*\$7,993,200	*\$39,024,600
<b>Total Financial and Non-financial Contributions</b>	\$38,213,401	\$29,981,857	\$33,714,921	*\$33,714,921	*\$33,714,921	*\$169,340,021

#### 4. Coordinated Access

Please discuss the steps you will take to implement a coordinated access system in your community. If your community has a coordinated access system in place, please describe how it presently functions.

The Region is currently in the process of developing a Coordinated Access System. A dedicated team of staff have been leading the system transformation work in the Region.

The following activities have taken place as a part of planning to implement a coordinated access system:

Some key tasks we have, or are projected to, complete for Fall 2019 are:

- Determined guiding principles for the CAS Program
- Systems mapping completed by HelpSeeker (to launch sign up campaign late fall)

- Staff / lived experience / agency engagement completed throughout late spring 2019 to inform development of the CAS Program.
- Have developed preliminary criteria and priority sequencing model – to be finalized by end of year 2019 as part of program development
- Defined CAS model that will be used
- Determined system governance
  - Determine governance structure for coordinated access model.
  - Initiate recruitment of participating organizations; determine who will be the lead, define roles and responsibilities
  - Develop and sign-off Memorandums of Understanding (MOUs) with all stakeholders to ensure consistent implementation of system.
  - Consultation – Partner agencies and lived experience
- Approved governance model:
  - Lead - Region of Peel
  - Planning - PAEH – Senior Leadership Table
    - expanded as necessary to include access point agencies
    - also leverage Peel Housing and Homelessness Plan Steering Committee / Strategic Housing and Homelessness Committee as required
- Initial approval for work completed to date received by the Peel Alliance to end Homelessness Senior Leadership Team who is serving as the working group of the project.
- Attending Peel Steering Committee on September 23<sup>rd</sup>, 2019 for endorsement of recommendations and provide approval in advance of taking to the Strategic Housing and Homelessness Committee of Council scheduled for November
- MOU development will commence in Fall 2019.

## Timeline

Major Deliverable	Description	Anticipated Completion
Project Management	Develop project governance and project management documentation including a project charter, scope, work plan and schedule, to guide the planning, execution and close out of the project.	Feb 2019
Define principles of the system	Through stakeholder engagement, define the guiding principles of the system (e.g., equitable, prioritized based on vulnerability and need).	Spring 2019
Determine criteria for accessing system and priority sequencing	Determine which populations the system will serve and how individuals will be prioritized for services.	Spring 2019
Design system model	Determine which CAS model that will be used based on the characteristics of the community and	Spring 2019

	<p>the target population to be served (e.g., centralized, de-centralized, or combination model). Finalize documented model for internal / external use</p>	Winter 2020
Determine system governance	<p>Determine governance structure for coordinated access model.</p> <p>Initiate recruitment of participating organizations; determine who will be the lead, define roles and responsibilities</p> <p>Develop and sign-off Memorandums of Understanding (MOUs) with all stakeholders to ensure consistent implementation of system.</p>	<p>Summer 2019</p> <p>Fall 2019</p> <p>Winter 2020</p>
Complete systems mapping	<p>Conduct a system mapping exercise to establish an inventory of all housing and homelessness service providers in Peel Region to better understand current stakeholders (mandate, programs offered, target population, funding sources) and identify potential gaps in the system.</p> <p>Communicate Mapping system and initiate ongoing management plan</p>	<p>Spring 2019</p> <p>Fall 2019</p>
Conduct engagement	Identify an approach to engaging with the multiple stakeholders impacted by this project informed by the Integrated Engagement Strategy. Plan and conduct engagement tactics to achieve desired results.	<p>Plan: Winter 2019</p> <p>Execute: Spring 2019</p>
Develop a shared and dynamic data set	Establish a data warehouse for system (e.g., Region's Enabling Technology) and develop an approach for sharing information through the identified technology. This will include developing shared consent forms and identifying resources and training.	Winter 2020
Develop a Program Evaluation Plan	Develop an evaluation framework, including tools and processes, to assess the efficiency and effectiveness of the system. The plan will be transitioned to operations for ongoing evaluation and monitoring.	Part of Program Evaluation for Housing Transformation (TBD)
Develop and Execute an Implementation and Transition Plan	Develop and execute a plan to implement the CAS and transition to operations. This will include the provision of training and supports to staff impacted by redesign. This will also include providing recommendations to address gaps to continuously enhance the system on a go forward basis.	Winter 2020

## HMIS

The Region is enhancing our existing enabling technology solutions to develop an end to end technology solution to support all aspects of Housing Services. Coordinated access requirements are being captured in the development of the solution. We are currently finalizing all requirements in order to procure vendor services to commence development. Our current HMIS is being used by our housing services workers and some service providers, including shelters. The expansion of the HMIS will be determined through the next stage of development and the coordinated access implementation plan.

## Indigenous

The Region is supportive of including local Indigenous opinions and recommendation in the planning and implementation of the Coordinated Access System. Indigenous service providers were invited the Peel Aboriginal Network to participate in the service provider workshop we held in the summer 2019. As the Region moves forward, we are developing targeted outreach strategies to ensure we include Indigenous organizations in the design of housing and homelessness services.

## **5. Community-Wide Outcomes**

The Peel Housing and Homelessness Plan (PHHP – attached) aligns with provincial and federal strategic plans. The vision and principles of the National Housing Strategy have informed the development of the plan overall and, more specifically, the development of the recommended strategies. Identified outcomes and measures are based on the targets set in the National Housing Strategy, including the target of 50% reduction in the number of people who are chronically homeless, the number of new affordable housing units created, and the number of existing housing units repaired and renewed.

As identified in the investment strategy, the Region will be using Reaching Home funding to support all aspects of a successful housing and homelessness system. A review of all social services being delivered in the Region is being completed and will help inform where specific supports are required. The type of supports required will range from service delivery i.e. staff to technology needs related to Coordinated Access.

### **Peel Housing and Homelessness Plan Outcomes**

- Affordable housing is available to all Peel residents
- Homelessness in Peel is prevented.

## Actions

- Work towards the PHHP's target to create 7,500 affordable housing units.
- Continue with the implementation of the Coordinated Access System to support individuals to find and keep housing

## Measurement

- The ability for the Region to meet its target of 7,500 affordable units.
- The successful implementation of a Coordinated Access System by March 31, 2022.

Achieving these outcomes will require several integrated strategies working in tandem to create a complete solution. These strategies have been designed to address immediate challenges within the housing system and create greater positive impact for the residents of Peel.

## **Housing & Homelessness Service Transformation Program Overview**

The Region is in the process of transforming the way Housing and Homelessness services are delivered by co-designing, with staff, clients and stakeholders, a new service delivery model/client pathway, enabled by new technology.

The objective of this Program is to transform the way we provide housing and homelessness services by "right sizing" the supports provided based on client need, rather than program eligibility.

In 2018 Regional Council approved a new 10-yr Peel Housing and Homelessness Plan (PHHP). The plan contains 5 strategies that will come together to achieve two long-term outcomes: Affordable Housing is available to all Peel residents (GET Housing) and Homelessness in Peel is prevented (KEEP Housing).

The renewed plan is also tied into the broader vision for a Community for Life and makes efforts to coordinate with other well-being (e.g. employment, child care).

The 10-year PHHP outlines how the region will address housing and homeless services to 2028. The plan will involve coordination with other local municipalities, other levels of government, private developers, non-profits housing providers, community agencies and residents.

The 5 strategies in the plan include:

1. Transform service
2. Build more affordable housing
3. Provide incentives to build affordable housing
4. Optimize existing housing stock
5. Increase supportive housing

## Reaching Home Outcomes

### Four Core Outcomes

- A reduction of 50% in chronic homelessness by 2028.
- Homelessness will be reduced – specifically for the Indigenous population
- To reduce new inflows into homelessness
- To reduce returns to homelessness

The four core Reaching Home Outcomes align well with the activities of the PPHP. Using PPHP as a guiding document, the Housing Services in Peel are well positioned to address chronic homelessness and reduce the amount of people that are going to experience homelessness.

During the transitional year the Region will be reporting out on the 4 RH core outcomes. Going forward, the Region is continuing to implement a coordinated access system and developing a data management strategy. Both of which will inform what and how data is collected in the future. Once Coordinated Access has been implemented, baselines will be established so that the Region can reassess the outcomes that are tracked to inform the development of new housing and homelessness programs.

## 6. Official Language Minority Communities

As the Cities of Brampton and Mississauga are designated areas under the FLSA, the Region of Peel must comply with the legislation.

In 2014, the Region submitted its first French Language Services (FLS) plan to the following ministries:

- Ministry of Children and Youth Services
- Ministry of Community and Social Services
- Ministry of Education
- Ministry of Municipal Housing and Affairs

Each year, the Region must submit updated FLS plans, outlining current capacity and future plans to build capacity to provide FLS.

### Highlights from our 2015 FLS Plan:

- Continue to use Multicultural Interpretation Services (MCIS) for translation services as we develop capacity
- Programs and services are culturally sensitive
- Integrated system plans recognize the diversity of Peel's community

A FLS Working Group has been formed and includes representation across the department. We will continue to build plans to provide FLS – with a focus on leveraging technology and a broader multilingualism strategy. Ongoing communication will be

shared as plans are developed and executed.

Peel has an ongoing contract with MCIS Language Solutions to provide language interpreter services. Through this third-party translation services provider, the Region of Peel provides language and translation services, inclusive of French. MCIS interpreter services are readily available for clients over the phone to provide instant interpreter services and in-person supports are available, if required. In addition, clients are also able to request documents and forms in French. The Corporation is a partner in our delivery of services, and we are collaboratively looking for ways to improve our services in French.

The Region of Peel does offer support to non-English speaking residents with the Peel French Language Services Directory, including a notification on all funding applications and monitoring the request for French translation services.

### **Peel French Language Services Directory**

This directory provides access to information on French language services available in Peel, including detailed information about each service and contact information as some services may be dependent on the availability of staff. In addition, it provides links to resources outside Peel. Some of the organizations listed provide all services in French, and some may offer limited services through a French speaking staff member or French interpreter.

The Region of Peel has added a notification in French at the top of the application which provides details on how to obtain a French copy of the Reaching Home funding guide and application. Applications will be translated upon request.

The Region of Peel tracks all requests for applications in French, requests for additional French language support and any complaints received about French language translation.

## **Designated Community – Community Advisory Board**

Note: ESDC has removed all personal and identifying information for members of the Community Advisory Board(s) from this document. To validate or change this information, please contact your Service Canada representative.

