



CITY OF KINGSTON
REPORT TO HOUSING AND HOMELESSNESS
ADVISORY COMMITTEE

Report No.: HHC-12-005

TO: Chair, Housing & Homelessness Advisory Committee
FROM: Lanie Hurdle, Commissioner, Community Services
RESOURCE STAFF: Sheldon Laidman, Director, Housing Department
DATE OF MEETING: January 30, 2012
SUBJECT: 2013-2015 Consolidated Homelessness Prevention Program (CHPP) & Homelessness/Housing Strategy Funds (HHSF)

EXECUTIVE SUMMARY:

The City of Kingston, as Service Manager, receives approximately \$1.3M yearly in funding from the Ministry of Community and Social Services to deliver programs under the “Consolidated Homelessness Prevention Program” (CHPP). This funding is provided to municipalities to address a prescribed range of community-based programs and services for people who are homeless or at risk of becoming homeless throughout the service area. Programs supported through the CHPP funding are in addition to the per diem funding to maintain emergency beds. In 2007, City Council decided to supplement the provincial program by creating the municipal “Housing/Homelessness Strategic Fund” (HHSF) program and \$150,000 was dedicated to the HHSF program and funded by the City for the past five years. The HHSF program has no impact on the County of Frontenac budget.

As part of the service manager’s responsibilities to ensure compliance and effective service, staff completed an operational review of each of the CHPP and HHSF funded organizations in 2011. These reviews included client, management, and front line staff interviews. Staff also conducted targeted community consultations with service agencies which provide homelessness services, with a goal of identifying which of the current services are viewed as essential services to the homeless community and also to identify what additional services are required to address the most immediate gaps in the broader geographic community.

From 2007-2011 the City extended the yearly agreements with the seven agencies which receive a portion of the \$1.3M in CHPP funding and \$150K in HHSF funding to provide services to assist in homelessness prevention. 2012 CHPP funding was approved by City Council in

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2011, with six of the seven agencies having their funding renewed. The seventh agency received interim funding from the social services stabilization fund and will have a follow up review in March 2012 to determine future program funding.

In order to provide stability to households at risk of homelessness or experiencing homelessness, and to agencies providing homelessness services, the Housing Department recommends issuing a Request for Proposal in 2012 for homelessness services provided under the CHPP and HHSF programs to cover the period from 2013 to 2015. In order for services to be funded all three years, service providers will need to meet CHPP targets and outcomes and deliver one or more of the services identified as essential and/or lacking in the community. All service delivery will be monitored by City staff throughout this timeframe.

As part of the Housing Services Act (HSA) which came into effect on January 1, 2012, the following provincially funded housing and homelessness programs will be consolidated: Consolidated Homelessness Prevention Program (CHPP); Emergency Energy Fund (Provincial Utility Bank); Emergency Hostels (shelter per diems); Domiciliary Hostels (Kingston has none); and Rent Bank (Provincial). The final details on this consolidation have not yet been released, but it is expected that the consolidated funding will begin in 2013 and that there will be local discretion on the allocation of this funding. Based on the importance of each of these funding areas, City staff do not anticipate making any major changes to the CHPP funding envelope. Currently, CHPP funding is annualized and meeting provincial targets therefore this funding is not expected to decrease. The RFP should be issued in a timely manner as alternate arrangements will need to be made for the service providers and their clients should there be changes to the current funding allocations.

RECOMMENDATION:

THAT Council approve the issuance of a Request for Proposal (RFP) in 2012 for the allocation of annual Consolidated Homelessness Prevention Program (CHPP) funding and \$150,000 municipal Homelessness/Housing Strategy funds (HHSF) for the period from 2013 to 2015 for homelessness programs and services that meet the Consolidated Homelessness Prevention Program goals and local identified priorities; and

THAT City staff report back to City Council with the results of the RFP with recommendations on the award of funding based on the CHPP goals and the identified gaps and priorities and the evaluation criteria.

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AUTHORIZING SIGNATURES:

ORIGINAL SIGNED BY COMMISSIONER <hr/> Lanie Hurdle, Commissioner, Community Services
ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER <hr/> Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

OPTIONS/DISCUSSION:

Current Homeless Funding and Services

On January 1, 2006 the Province collapsed five funding programs for homelessness prevention into one consolidated program called the Consolidated Homelessness Prevention Program (CHPP). The City of Kingston administers this consolidated program. The goals of the CHPP are:

- 1) To improve access to service and connect households that are homeless with the system of community services;
- 2) To support households experiencing homelessness to obtain and keep longer-term housing; and
- 3) To assist households at risk of homelessness to retain their housing.

The following programs/agencies are receiving 2012 CHPP funding in the following amounts:

Agency	2012 CHPP Funding
Gathering Place – Day Services – Salvation Army	\$115,560
Intake/Outreach Services – John Howard Society	\$ 43,066
Homeowner Assistance Program – Southern Frontenac CS	\$ 81,128
Community Outreach – Elizabeth Fry Society	\$185,307
Housing Help Centre & Fresh Start – Home Base Housing	\$610,442
Eviction Prevention – Home Base Housing	\$ 57,074
Rent Deposit Assistance/Arrears – Salvation Army	\$ 74,998
Case Management and Drop In – Home Base Housing	\$155,000
Total	\$1,322,575

In 2007, Council approved an additional yearly amount of \$150,000 in the municipal Homelessness/Housing Strategy Fund (HHSF) to supplement the CHPP funding received from the Province. Of this amount (\$150,000), \$32,500 is funded from Utilities Kingston toward eviction prevention work. The following programs are receiving 2012 HHSF funding:

Agency	2012 HHSF Funding
Eviction Prevention – Home Base Housing	\$ 50,000
Day Shelter Program – Ryandale	\$ 55,000
Safety/Security – In from the Cold	\$ 45,000
Total	\$ 150,000

Each of these agencies provides quarterly reporting to the Service Manager (City) to meet provincial reporting requirements and to allow the City to assess the program delivery results. In

addition, City staff connects with each agency to review services and identify any service gaps. Attached, as Exhibit A, is a summary of the 2012 funding allocations with program descriptions.

Homeless Service Review

As part of the due diligence process, in May 2011, City staff conducted agency reviews of the CHPP and HHSF services and administration currently under contractual agreement with the City of Kingston.

Both strengths and areas for improvement were identified through the following methodologies:

- Management interviews and questionnaires;
- Front line staff interviews and questionnaires;
- Client interviews;
- File and document reviews; and
- General observations in the facility.

In addition to operational reviews, City staff also conducted two community consultations on homelessness services. The first session, held on September 12, 2011 helped to identify gaps in services and the opportunity for discussions around the areas under which these services fall – i.e. Case Management; Life Skills Training; Rural Services; Financial Assistance; System Co-ordination; Health Issues; Training; Health and Safety; and Housing.

On November 15, 2011, City staff held a second targeted community consultation to review the specific results of the operational reviews, to discuss the homelessness services currently being provided and the identified gaps in services. Community agencies were given the opportunity to review these services and to rank them as to their importance for clients. The following summarizes the results from this session:

		Importance to Homeless Clients									
Services currently being provided:		Lower -----Higher									
		1	2	3	4	5	6	7	8	9	10
1	Housing Help Centre		1	1					2	2	9
2	Daytime drop-in centres for homeless/or those at risk of homelessness		1						3	4	7
3	Eviction Prevention Services	1						2	3		8
4	Support Services and life skills for women in conflict from the law who are homeless or risk of homelessness	1							6		7
5	Personal support services and assistance to find housing for newly-released inmates				1		1		4	1	8
6	Rent Deposit Assistance Program				1		1	1	4	3	4
7	Rural case management services			1				2	2	2	6

		Importance to Homeless Clients									
Services currently being provided:		Lower -----Higher									
		1	2	3	4	5	6	7	8	9	10
8	Rural financial assistance banks (i.e. assistance with utility upgrades, utility or mortgage arrears, etc)						2	1	1	3	7
9	Support services for youth who are homeless or at risk of homelessness								3	1	10

		Importance to Homeless Clients									
Identified gap in homelessness services:		Lower -----Higher									
		1	2	3	4	5	6	7	8	9	10
	Increased hours for drop-in centres			1				3	3	5	3
	Increased life skills programming	1						2	2	4	6
	Improved coordination of homelessness services within City of Kingston and County of Frontenac	1	1						1	1	11
	Increased supportive services for those already housed			1		1		1	3	4	5
	Improved transportation for those at risk of homelessness or homeless			2		1	1		2	7	2
	Increased homelessness services for the rural areas			1					1	5	6
	Increased intensive care management					1		1	4	3	6
	Additional financial resources (please list examples)								3	4	6

A Report to Council on December 23, 2011, detailed the housing pressures in the City with the City’s low vacancy rate and high market rents which is resulting in a higher than average shelter usage. To address this need and the identified gaps in homeless services, City Council supported the purchase of a facility at 333 Kingscourt Avenue by Home Base Housing to open a 12 to 14 bed Family and Women’s emergency shelter. In addition, City Council approved \$155,000 in 2012 CHPP funding to Home Base Housing to provide daytime services at this shelter facility.

In addition to the support services provided under the CHPP and HHSF, the United Way, in its capacity as the Community Entity for federal homelessness funding, administers the federal Homelessness Partnering Strategy (HPS) funding. The City has been allocated (\$492,414) for three years commencing April 2011 and ending March 2014 under the federal HPS program. Under the federal Rural and Remote program, rural agencies can apply for funding for homelessness services. This program is administered by The United Way serving Barrie/Simcoe and also covers the three year period from 2011-2014. As well, other agencies not funded under these programs provide support services to clients in need. Despite the number of programs being provided in the service manager area for households who are

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homeless or at risk of becoming homeless, gaps in support services remain. City staff and the United Way are working together with community agencies on a strategy to better coordinate support services by mapping current services and their funding sources, to avoid duplication of services and best serve clients in need .

Social housing providers have also identified a need for support services for their tenants who experience a range of challenges (i.e. mental health, addictions, former homelessness, abusive relationships) all which can affect their ability to maintain a successful long term tenancy with strong community attachments. \$90K is included in the 2012 operational budget to support housing providers and their tenants. City staff together with the providers will be forming a working group to review and identify the preferred service delivery model and the types of support services that will assist providers and tenants.

Request for Proposal (RFP) for future CHPP funding

Based on the results of the community consultation and research, the RFP for 2013-2015 CHPP and HHSF Services will be targeted to include the following services:

- A housing help centre
- Daytime drop-in centres, increasing present hours of operation
- Eviction prevention services
- Support services and life skills for women and men in conflict with the law
- Rent deposit assistance program
- Rural services (case management and financial assistance banks)
- Support services for youth
- Life skills programming
- Support services for those already housed
- Transportation
- Intensive case management

As a requirement for CHPP funding, agencies will need to make a commitment to work with the City to improve the coordination of services. The City has received an expression of interest from eight (8) representatives from Kingston and Frontenac homeless service providers and will be leading a working group in 2012 to address this issue. In addition, the Community Advisory Board (CAB) and the United Way will continue to work together with the City in its efforts to better coordinate case management and homeless services. CHPP funded agencies located in the City of Kingston provide services to residents in the entire Service Manager (City and County) catchment area. The HHSF is municipally funded and is intended for City of Kingston services only, however, many homeless residents from rural locations tend to migrate to the city to access a variety of supports available and many of the funded services in the city serve county residents as well.

The evaluation of the RFP will include added weighting for agencies that are able to demonstrate their ability to accommodate rural clients accessing services in the City. With the

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above homelessness services being offered along with the coordination of services, staff feel that the City will be providing what the community has identified as the most essential services to aid clients who are homeless or at risk of becoming homeless.

Future Funding

As part of the Housing Services Act (HSA) which has been in effect since January 1, 2012, a range of changes to the housing and homelessness landscape is occurring. Each Service Manager (SM) must have a plan to address housing and homelessness (consolidation of local housing and homelessness programs). These plans must be in place by January 1, 2014 and cover a 10 year period. As well, municipalities will be given the flexibility to consolidate provincially funded housing and homelessness programs including the following: Consolidated Homelessness Prevention Program (CHPP); Emergency Energy Fund (Provincial Utility Bank); Emergency Hostels (shelter per diems); Domiciliary Hostels (Kingston has none); and Rent Bank (Provincial). The final details on this consolidation have not yet been released, but it is expected that the consolidated funding will begin in 2013.

Based on the importance of each of the provincially funded homelessness services, City staff do not expect any major changes to the CHPP funding envelope. Currently, CHPP funding is annualized and the City and the County are meeting the provincial targets therefore this funding is not expected to decrease.

EXTERNAL CONSULTATION:

Susan Beckel, Deputy Clerk, County of Frontenac

EXISTING POLICY/BY LAW:

None

NOTICE PROVISIONS:

No notice requirements

ACCESSIBILITY CONSIDERATIONS:

This report is available in alternative formats upon request.

FINANCIAL CONSIDERATIONS:

CHPP funding is annualized 100% provincial funding and there will be no impact on the 2013 municipal operating budget. Council has previously requested that the \$150,000 in the HHSF funding be included annually in the operating budget.

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Sheldon Laidman, Director, Housing Department

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Lee Campbell, Acting Housing Manager, Housing Department
Katie Clarke, Manager of Program Delivery, Community and Family Services Department
Adele Lafrance, Director, Community and Family Services Department
Alan McLeod, Senior Legal Counsel, City of Kingston
Desiree Kennedy, City Treasurer

EXHIBITS ATTACHED:

Exhibit A – 2012 Summary of Homelessness Prevention Funding

Funding Source	Agency and Program	Annual Amount	Program Description	Funding for Staff or Program
Consolidated Homelessness Prevention Program (CHPP)	Salvation Army – The Gathering Place	\$115,560	The Gathering Place provides a non-judgmental atmosphere where homeless or those in need can take shelter from harsh and inclement weather, eat nutritious meals, take part in daily activities such as learning life skills or find respite in a safe and welcoming environment.	<ul style="list-style-type: none"> • Program Staff
Consolidated Homelessness Prevention Program (CHPP)	Salvation Army – Rent Deposit Assistance Program (RDAP)	\$ 74,998	Grant program to assist homeless, over-housed, inappropriately housed individuals in off-setting first or last month's rent or clearance of outstanding arrears in order to secure housing.	<ul style="list-style-type: none"> • Bank Program
Consolidated Homelessness Prevention Program (CHPP)	John Howard Society Support Services	\$ 43,066	Personal support services to assist clients from the community and clients transitioning from correctional institutions to the community from temporary to permanent housing and to connect to other services.	<ul style="list-style-type: none"> • Program Staff
Consolidated Homelessness Prevention Program (CHPP)	Southern Frontenac Financial Assistance Banks and Support Services	\$ 81,128	Provides intake, case management or referral services for low-income or homeless families. Financial assistance banks to maintain/stabilize housing, geared to the needs of rural residents and a rental property improvement program geared to landlords – such as furnace replacements.	<ul style="list-style-type: none"> • Bank Program • Program Staff
Consolidated Homelessness Prevention Program (CHPP)	Home Base Housing 333 Kingscourt	\$155,000	Daytime shelter services including a drop in centre with support services, a family suite, a resource centre to assist clients in their housing searches, one on one and group counselling sessions, and a Resource Centre open to residents and former residents who continue to experience issues, though permanently housed, to assist them in maintaining their tenancy.	<ul style="list-style-type: none"> • Program Staff
Consolidated Homelessness Prevention Program (CHPP)	Elizabeth Fry Society Support Services	\$185,307	Community and housing support program for women who are homeless and women in either transitional or permanent housing. Includes life skills and eviction prevention.	<ul style="list-style-type: none"> • Program Staff

Funding Source	Agency and Program	Annual Amount	Program Description	Funding for Staff or Program
Consolidated Homelessness Prevention Program (CHPP)	Home Base Housing – Housing Help Centre Eviction Prevention Worker	\$ 57,074	Community outreach and drop in support services directed at homeless and at risk of homeless individuals and families.	<ul style="list-style-type: none"> • Program Staff
Consolidated Homelessness Prevention Program (CHPP)	Home Base – Fresh Start Program Youth Net Program	\$610,442	<p><u>Fresh Start</u> – Support services for individuals with a variety of special and complex needs transitioning to and living in “alternative housing”.</p> <p><u>Youth Net</u> – Supportive Housing Program for youth aged 16 – 24 years of age. This is a structured, transitional housing program for young people who want to make changes in their lives and work towards independence. Staff also provides outreach services to youth.</p> <p><u>Housing Help Centre</u> – Community Support Workers for the Housing Help Centre and Barrie Street drop-in.</p>	<ul style="list-style-type: none"> • Program Staff • Program Staff • Program Staff
Municipal Homelessness /Housing Strategy Funds (HHSF)	Home Base Housing Eviction Prevention Worker	\$ 50,000	Eviction prevention services for clients at risk of eviction, including outreach, drop in support services and advocacy services.	<ul style="list-style-type: none"> • Program Staff
Municipal Homelessness /Housing Strategy Funds (HHSF)	Home Base Housing In from the Cold Shelter Safety and Security	\$ 45,000	To ensure that there is an additional staff member available during the overnight shift at the shelter to assist in providing staff and client safety	<ul style="list-style-type: none"> • Program Staff
Municipal Homelessness /Housing Strategy Funds (HHSF)	Ryandale Family Shelter Day Shelter Staff and Services	\$ 55,000	To staff the facility in the day time so that clients who work nights; families with pre-school/school aged children and those with physical limitations do not have to leave the facility during the daytime.	<ul style="list-style-type: none"> • Program Staff