

Housing, Social Services and Dearness Home

Community & Protective Services Committee

December 16th, 2014

Mandates

Housing

All members of our community have access to housing that is safe, secure and suitable to their needs and ability to pay.

Social Services

We help individuals and families realize their hopes and dreams. Make a difference. Every person. Every day.

Dearness Home

Compassionate people, enriching the lives of others. Always.

Mandates

HSSDH Provides Service Management and Support to
2 Special Purpose Municipal Corporations:

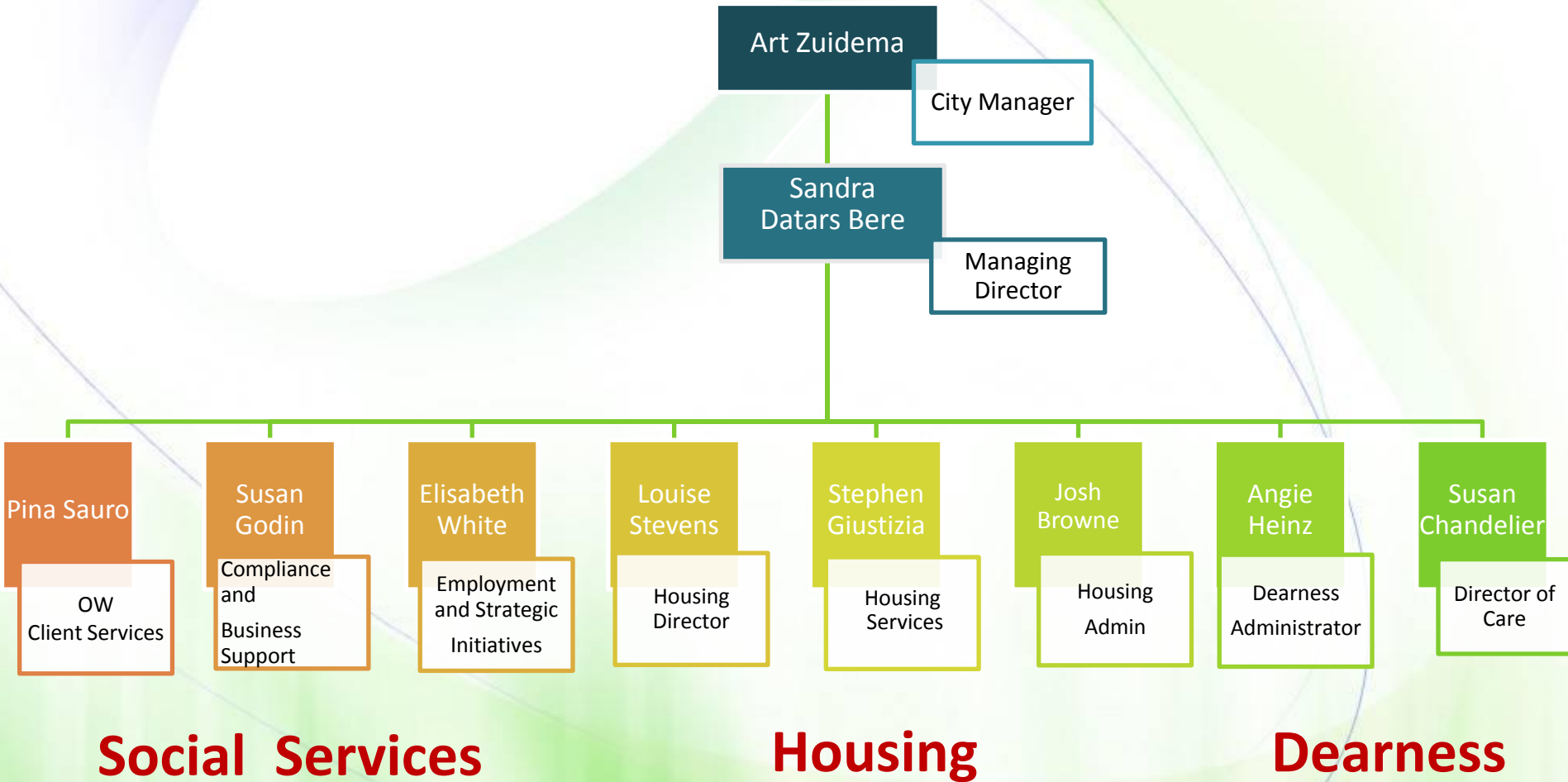
London & Middlesex Housing Corporation

To provide quality, affordable and sustainable housing accessible to those who are eligible.

Housing Development Corporation, London

Stimulating the development and sustainability of affordable housing throughout London and Middlesex.

Housing, Social Services & Dearness Home



Housing

- Service Manager under the *Housing Services Act*, responsible for:
 - Administration and subsidies for 64 social housing providers: non-profit, cooperative and former public housing, with 8,085 social housing units across the City of London & Middlesex County
 - Administration of centralized waiting list for rent-geared-to-income assisted housing through the Housing Access Centre
- Compliance with legislation and policies
- Develop local housing policy and programs

Housing

- Service Manager responsible for delivery and development of New Affordable Housing Programs and units:
 - New Build
 - Homeownership Assistance
 - Convert-to-Rent
 - Renovations (for seniors and persons with disabilities)

Housing

- London Middlesex Housing Corporation
 - 3,282 former public housing units in 31 projects throughout the City of London and Middlesex County
 - A stand alone organization with its own board and administrative structure
 - City is the sole shareholder
 - 55 staff, responsible for the management of public housing. All units are rent-geared-to-income.

Housing

- **Watch for... in 2015**

- Incorporation of Housing Development Corporation, London
 - First shareholder meeting May 2015
- Full update to End Of Operating Agreements (EOA) and implications for social housing providers
- Development of new affordable housing units

Housing

- Collaboration with community stakeholders on Housing First Framework
- Review of Housing Services including Housing Access Centre and Centralized Waiting List
- Housing Collaborative Initiative: in partnership with 7 other municipalities, developing an IT system for social housing administration

Social Services

- Delivery Agent for provincial Ontario Works program
 - Assist over 11,000 London families per month with social assistance and employment supports
 - Cost of program delivery is cost-shared with Province
Net City costs of approximately \$20 million in 2015
 - Agreement with Middlesex County for delivery of services

Social Services

- Financial assistance within the legislated Ontario Works Program
- Discretionary/essential needs benefits
 - Emergency dental, vision care, funeral/burials
 - For program participants as well as low income Londoners
- Intensive case management and supports
 - Youth
 - Individuals with addictions & multiple barriers to employment
 - immigrants

Social Services

- Employment Supports
 - Enhancing employability, increasing employment and earnings toward sustainable employment.
 - Delivery of employment, training, and placements programs delivered through strong outcome focused community agency partnerships
 - Programs include supports for unique barriers (Youth, persons with addictions, new Canadians)
- London-Middlesex Local Immigration Project
 - Co-leading a recognized community strategy supporting new Canadians in their successful engagement in local communities and economy

Social Services

- **Watch for... in 2015**

- Regular case load updates
- Changes to provincial employment strategy
- Opportunities to work with stakeholders to advance a community Housing First framework
- Focus community efforts to address employment system barriers such as transportation, mental health and limitations for those with barriers

Social Services

- Increased partnerships through implementation of new community service model
- Continuation of community service delivery plan and creation of new locations
 - Southwest – Summer 2015
 - Northwest, Southeast, Core – 2016 to 2017

Dearness Home

- **Licensee under the Long Term Care Homes Act**
 - 241 long term and 2 short term/respice beds
 - Funded by Ministry of Health & Long Term Care (MoHLTC) through the South West Local Health Integration Network (SWLHIN) and municipality - Net municipal cost of approx. \$4.4 anticipated in 2015.
 - Contract with Extendicare – For Administrator and consulting services only
 - Committee of Management, comprised of 5 members of Council, oversee provision of service and legislative compliance

Dearness Home

- **Homemaking Program**

- Provision of homemaking services to individuals, to assist them to remain in the community.
- 80/20 funding. MoHLTC/City. 42 clients across City with anticipated increase hours of service
- At present, services are provided to clients through purchase of service arrangements with four agencies in the community
- Deliver approx. 6000 hours of services per year.

Dearness Home

- **Adult Day Program**

- On site day program, caring for frail elderly who still reside in the community; respite for the caregiver
- Funded for 30 people/day by LHIN (no Municipal funds)

- **Participate in Age Friendly Network – Social Participation working group**

Dearness Home

- **Watch for... in 2015**
 - Adult Day Program restructuring with SW LHIN direction
 - Implementation of Responsive Behaviour Program
 - Service Review of Homemaking Program, adding 144 service hours/year to supporting more aging-in-place
 - Enhanced Service Delivery & Community Engagement
 - Continued implementation of policies and procedures to support compliance
 - Review of opportunities to collaborate with other partners