

SCHEDULE 1

**SERVICE MANAGER SERVICE AGREEMENT**  
**Community Homelessness Prevention Initiative**

**BETWEEN:**

**HER MAJESTY THE QUEEN IN RIGHT OF ONTARIO**

**AS REPRESENTED BY**

**THE MINISTER OF MUNICIPAL AFFAIRS AND HOUSING**

(hereinafter called the "Minister")

- and -

**[INSERT NAME OF SERVICE MANAGER]**

(hereinafter called the "Service Manager")

**RECITALS:**

- A. The Minister is responsible for the policies and programs of the Government of Ontario in relation to housing and related matters, pursuant to s. 4(1)(c) of the *Ministry of Municipal Affairs and Housing Act*, R.S.O. 1990, c. M-30 ("MMAH Act").
- B. The Minister has the authority under s. 4(2) of the MMAH Act to enter into agreements with any municipality or any other person in order to implement housing policies and programs.
- C. The Minister has the authority under s. 4(5)(b) of the MMAH Act to provide financial assistance to assist in the implementation of housing policies and programs.
- D. The Minister has announced it will provide provincial funding to Service Managers to address housing and homelessness in Ontario by improving access to adequate, suitable and affordable housing that is linked to flexible support services.
- E. The Minister has established the Community Homelessness Prevention Initiative ("**CHPI**") pursuant to which the Minister will provide Service Managers provincial funds as per said announcement.
- F. CHPI consolidates five provincial homelessness-related programs currently administered by either the Ministry of Community and Social Services ("**MCSS**") or the Ministry of Municipal Affairs and Housing ("**MMAH**"): Consolidated Homelessness Prevention Program; Emergency Energy Fund; Emergency Hostel Services; Domiciliary Hostel Program; and, Provincial Rent Bank ("**Consolidated Programs**").

- G. CHPI includes four service categories: Emergency Shelter Solutions; Housing with Related Supports; Other Services and Supports; and, Homelessness Prevention (“**CHPI Service Categories**”).
- H. The Service Manager has agreed to receive provincial funding from the Minister to administer the CHPI.
- I. The Minister and the Service Manager have entered into this Agreement for the purpose of establishing the Service Manager’s obligations with respect to the administration of the CHPI and the Minister’s obligation to provide funding to the Service Manager for the administration of the CHPI.

NOW THEREFORE, the Minister and the Service Manager agree with each other as follows:

## 1. INTERPRETATION

1.1 In this Agreement, unless the context requires otherwise, the following terms have the meanings set out in this Section:

- “**Agreement**” means this agreement entered into between the Minister and the Service Manager and includes all of the schedules listed in Section 1.2 and any amending agreement entered into;
- “**Business Day**” means each Monday, Tuesday, Wednesday, Thursday and Friday except when any such day occurs on a statutory holiday observed in Ontario;
- “**CHPI**” has the meaning given to it in the recitals;
- “**CHPI Service Categories**” has the meaning given to it in the recitals;
- “**Consolidated Programs**” has the meaning given to it in the recitals;
- “**Effective Date**” means January 1, 2013;
- “**Event of Default**” has the meaning prescribed to it in Section 12.1;
- “**Fiscal Year**” means the period from April 1<sup>st</sup> of one year to March 31<sup>st</sup> of the following year;
- “**Force Majeure**” has the meaning prescribed to it in Article 16;
- “**Funding**” means funding provided under the CHPI, as set out in the Program Guidelines;

- “**Investment Plan**” as set out in Article 6 and the Program Guidelines means the plan developed by the Service Manager that sets out how the Service Manager will use its Funding;
- “**Ministry Notification**” means a notice in writing from the Minister to a Service Manager regarding the CHPI;
- “**Notice**” means any communication given or required to be given pursuant to the Agreement;
- “**Notice Period**” means the period of time within which a Service Manager is required to remedy an Event of Default, and includes any such period or periods of time by which the Minister considers it reasonable to extend that time;
- “**Parties**” means the Minister and the Service Manager and “**Party**” means either or both of them, as the context may require;
- “**PIPEDA**” means the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5, including any amendments thereto;
- “**PIPEDA Protected Information**” means any “Personal Information” or “Personal Health Information”, as defined under PIPEDA;
- “**Program Guidelines**” means, subject to Article 8, the CHPI guidelines set out in Schedule A, attached to the Agreement; and
- “**Wind Down Costs**” means the Service Manager’s reasonable costs to wind down any of the CHPI Service Categories.

1.2 The following Schedules are attached to and form part of this Agreement:

Schedule A - Program Guidelines

1.3 In the event of a conflict or inconsistency between the provisions of this Agreement and the provisions of a Schedule, the provisions of this Agreement shall prevail.

1.4 All references in this Agreement to section numbers are references to sections of this Agreement unless stated otherwise.

## 2. PRIOR AGREEMENTS

2.1 This agreement supersedes and replaces all prior oral or written representations or agreements relating to the Consolidated Programs including the Rent Bank Agreement between [**Insert Name of Service Manager**] and Her Majesty the Queen in Right of Ontario as represented by the Minister of Municipal Affairs and Housing and dated April 1, 2009.

### **3. TERM OF THIS AGREEMENT**

- 3.1 This Agreement shall be in force from the Effective Date until it is superseded or replaced by a subsequent agreement or unless terminated in accordance with Article 11 or 12.
- 3.2 The Parties acknowledge that the period January 1, 2013 to March 31, 2016 shall be a transitional period for the implementation of CHPI as described in the Program Guidelines.

### **4. SERVICES**

- 4.1 The Service Manager agrees to provide services under the CHPI in accordance with the terms of this Agreement including the Program Guidelines.

### **5. FUNDING**

- 5.1 The Minister shall make an allocation of Funding to each Service Manager as set out in the Program Guidelines.
- 5.2 The Minister shall make payment of the Funding under Section 5.1 to Service Managers as set out in the Program Guidelines.
- 5.3 The Service Manager shall spend Funding received under Section 5.2 as set out in the Program Guidelines.
- 5.4 The Minister may reduce, recover, reallocate, or adjust the allocation and/or Funding as set out in the Program Guidelines.

### **6. INVESTMENT PLAN**

- 6.1 The Service Manager shall develop and submit to the Minister an Investment Plan and any updates to the Investment Plan as set out in the Program Guidelines.
- 6.2 The Investment Plan must be approved by the Minister before the Service Manager receives CHPI Funding for any fiscal year starting April 1, 2013 or later.
- 6.3 The Service Manager agrees to carry out any of the CHPI Service Categories in a manner consistent with its approved Investment Plan, as updated from time to time.
- 6.4 The Service Manager acknowledges that the Minister will use the Investment Plan to review the Service Manager's progress against the Service Manager's allocation of Funding.

## **7. DATA COLLECTION AND REPORTING REQUIREMENTS**

- 7.1 The Service Manager agrees to collect data as described in the Program Guidelines.
- 7.2 The Service Manager agrees to comply with the reporting requirements as set out in the Program Guidelines.

## **8. PROGRAM GUIDELINES**

- 8.1 The Minister may at its sole discretion amend the Program Guidelines from time to time. The Minister agrees to provide the Service Manager with reasonable Notice of any such amendments.
- 8.2 The Parties acknowledge that the Minister will be amending the section in the Program Guidelines entitled "Housing with Related Support", one of the CHPI Service Categories.
- 8.3 The Minister intends to consult with Service Managers and other key stakeholders on the amendments described in Section 8.2.

## **9. CONFLICT OF INTEREST**

- 9.1 The Service Manager shall carry out the CHPI and use the Funding without an actual, potential or perceived conflict of interest.
- 9.2 For the purposes of this Article, a conflict of interest includes any circumstances where:

- (a) the Service Manager; or

- (b) any person who has the capacity to influence the Service Manager's decisions,

has outside commitments, relationships or financial interest that could, or could be seen to, interfere with the Service Manager's objective, unbiased and impartial judgement relating to the CHPI and the use of the Funding.

- 9.3 The Service Manager shall:

- (a) disclose to the Minister, without delay, any situation that a reasonable person would interpret as either an actual, potential or perceived conflict of interest; and

- (b) comply with any terms and conditions that the Minister may reasonably prescribe as a result of the disclosure.

## **10. COMMUNICATION PROTOCOL**

- 10.1 The Service Manager shall make the details of the services it provides under the CHPI available to the public.
- 10.2 Unless otherwise directed by the Minister, the Service Manager shall, in a form approved by the Minister, acknowledge the support of the MMAH in any publication of any kind, written or oral, relating to the CHPI using the statement provided below:

The CHPI has received funding support from the Ontario Ministry of Municipal Affairs and Housing.

## **11. TERMINATION ON NOTICE**

- 11.1 Either Party may terminate the Agreement at any time upon giving at least 60 days' Notice to the other.
- 11.2 If the Minister terminates the Agreement pursuant to Section 11.1, the Minister may:
- (a) cancel all further instalments of Funding;
  - (b) demand the repayment of any Funding remaining in the possession or under the control of the Service Manager; and/or
  - (c) determine the Wind Down Costs, and:
    - (i) permit the Service Manager to offset the Wind Down costs against the amount the Service Manager owes pursuant to Section 11.2(b); and/or
    - (ii) provide Funding to the Service Manager to cover the Wind Down Costs.
- 11.3 If the Service Manager terminates the Agreement pursuant to Section 11.1, the Minister may:
- (a) cancel all further instalments of Funding;
  - (b) demand the repayment of any Funding remaining in the possession or under the control of the Service Manager; and/or
  - (c) demand the repayment of an amount equal to any Funding the Minister provided the Service Manager.

## **12. EVENT OF DEFAULT, CORRECTIVE ACTION AND TERMINATION FOR DEFAULT**

- 12.1 Each of the following events shall constitute an Event of Default:

- (a) in the opinion of the Minister, the Service Manager breaches any representation, warranty, covenant or other material term of the Agreement, including failing to do any of the following in accordance with the terms and conditions of the Agreement:
  - (i) submit an Investment Plan as required;
  - (ii) carry out the CHPI Service Categories in a manner consistent with its approved Investment Plan, as updated from time to time;
  - (iii) deliver services under the CHPI Service Categories that address program outcomes;
  - (iv) collect data as required;
  - (v) provide reports as required;
  - (vi) use or spend the Funding as required;
- (b) an event of Force Majeure that continues for a period of sixty (60) days or more.

12.2 If an Event of Default occurs, the Minister may, at any time, take one or more of the following actions:

- (a) provide the Service Manager an opportunity to remedy the Event of Default;
- (b) suspend the payment of Funding for such period as the Minister determines appropriate;
- (c) reduce the amount of Funding;
- (d) reallocate Funding;
- (e) cancel all further Funding;
- (f) demand the repayment of any Funding;
- (g) terminate the Agreement, upon giving Notice to the Service Manager.

12.3 If, in accordance with Section 12.2(a), the Minister provides the Service Manager with an opportunity to remedy the Event of Default, the Minister shall provide Notice to the Service Manager of:

- (h) the particulars of the Event of Default; and,
- (b) the Notice Period.

12.4 If the Minister has provided the Service Manager with an opportunity to remedy the Event of Default pursuant to Section 12.2(a), and:

- (a) in the opinion of the Minister, the Service Manager does not remedy the Event of Default within the Notice Period;
- (b) it becomes apparent to the Minister that the Service Manager cannot completely remedy the Event of Default within the Notice Period; or
- (c) the Service Manager is not proceeding to remedy the Event of Default in a way that is satisfactory to the Minister,

the Minister may extend the Notice Period, or initiate any one or more of the actions provided for in Sections 12.2 (b), (c), (d), (e), (f), or (g).

12.5 Termination under this Article shall take effect as set out in the Notice.

### **13. FRENCH LANGUAGE SERVICES**

13.1 The Service Manager agrees that where the Service Manager or a subcontractor providing a public service in connection with the CHPI has an office located in or serving an area designated in the Schedule to *French Language Services Act* ("FLSA"), the Service Manager shall:

- (a) ensure services are provided in French; and,
- (b) make it known to the public, including by way of signs, notices, other information on services, and initiation of communications in French, that services provided to and communications with the public in connection with the CHPI are available in French.

13.2 The Service Manager agrees to submit a written report to the Minister by May 31 in each year of the CHPI setting out whether the Service Manager or the subcontractor, as appropriate, have complied with Section 13.1. The report shall be provided in the form set out in the Program Guidelines.

13.3 Nothing in this section authorizes a Service Manager or provides it with the delegated authority to enter into any agreements on behalf of or otherwise bind the Province.

### **14. NOTICE**

14.1 Any Notice or other communication required, desired or permitted to be given by this Agreement shall be in writing and shall be effectively given if:

- (a) delivered personally;
- (b) sent by prepaid courier service; or



(c) sent by facsimile communication, and confirmed by mailing the original documents so sent by prepaid mail on the same or following day, addressed as follows:

(i) in the case of Notice to the Minister:

Ministry of Municipal Affairs and Housing  
Attention: Director, Housing Programs Branch  
777 Bay Street, 2nd Floor  
Toronto, ON  
M5G 2E5

Fax: (416) 585-7003

(ii) in the case of Notice to the Service Manager:

**[insert relevant information]**

or at such other address as the party to whom such Notice or other communication is to be given shall have advised the party giving same in the manner provided in this section. Any Notice or other communication delivered personally or by prepaid courier service shall be deemed to have been given and received on the day it is so delivered at such address, provided that if such day is not a Business Day such Notice or other communication shall be deemed to have been given and received on the next following Business Day. Any Notice or other communication transmitted by facsimile communication shall be deemed to have been given and received on the day of its transmission, provided that such day is a Business Day and such transmission is completed before 4:30 p.m. on such day, failing which such Notice or other communication shall be deemed to have been given and received on the first (1<sup>st</sup>) Business Day after its transmission. If there has been a mail stoppage and if a party sends a Notice or other communication by facsimile communication, such party shall be relieved from the obligation to mail the original document in accordance with this paragraph.

## **15. INDEMNIFICATION**

15.1 The Service Manager shall indemnify and hold harmless the Minister from and against any and all liability, injury, loss, costs, damages, expenses (including legal, expert, and consultant fees), causes of action, actions, claims, demands, lawsuits or other proceedings, by whomever made sustained, incurred, brought or prosecuted, in any way arising out of or in connection with the CHPI, or otherwise in connection with the Agreement, unless solely caused by the negligence or wilful misconduct of the Province.

15.2 The obligation to indemnify will require the Service Manager to exhaust all reasonable opportunities to seek recovery, which efforts shall include but shall not be limited to resorting to legal action to defend third party claims.

## **16. FORCE MAJEURE**

16.1 Subject to Section 16.3, Force Majeure means an event that:

- (a) is beyond the reasonable control of a Party; and
- (b) makes a Party's performance of its obligations under the Agreement impossible, or so impracticable as reasonably to be considered impossible in the circumstances.

16.2 Force Majeure includes:

- (a) infectious diseases, war, riots and civil disorder;
- (b) storm, flood, earthquake and other severely adverse weather conditions;
- (c) lawful act by a public authority; and
- (d) strikes, lockouts and other labour actions,

if such events meet the test set out in Section 16.1.

16.3 Force Majeure shall not include:

- (a) any event that is caused by the negligence or intentional action of a Party or such Party's agents or employees; or
- (b) any event that a diligent Party could reasonably have been expected to:
  - (i) take into account at the time of the execution of the Agreement; and
  - (ii) avoid or overcome in the carrying out of its obligations under the Agreement.

16.4 Subject to Section 12.1(b), the failure of either Party to fulfil any of its obligations under the Agreement shall not be considered to be a breach of, or Event of Default under, the Agreement to the extent that such failure to fulfill the obligation arose from an event of Force Majeure, if the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement.

## **17. AUDITS AND REVIEWS**

17.1 The Service Manager shall, on forty-eight (48) hours prior written Notice, give the Minister, his or her representatives and/or auditors free access to such staff, documents, books, records and accounts as may be determined by the Minister, his or her representatives and/or auditors, for the purpose of verifying compliance with the CHPI and this Agreement. The Service Manager agrees to provide the Minister, his or her representatives and/or auditors full cooperation and

assistance with this process including responding to requests for clarification and/or explanations to questions. The Service Manager shall ensure that the same obligation is imposed on any subcontractor engaged to assist the Service Manager in the performance of this Agreement. The Service Manager acknowledges that the Ministry may conduct an audit of any Service Manager and its subcontractors in any year. The Service Manager agrees to provide the Minister with a copy of any report or document related to an internal audit conducted by the Service Manager or by a sub-contractor on behalf of the Service Manager in connection with CHPI or this Agreement.

- 17.2 The Minister reserves the right to conduct operational reviews on forty-eight (48) hours prior Notice to the Service Manager to evaluate the effectiveness of the Service Manager's operations and delivery of CHPI. The Service Manager shall give the Minister, his or her representatives and/or other persons authorized by the Minister free access to such premises, staff, documents, books, records and accounts as may be determined by the Minister, his or her representatives and/or other persons authorized by the Minister, for the purpose of the operational review. The Service Manager shall ensure that the same obligation is imposed on any subcontractor engaged to assist the Service Manager in the performance of this Agreement. The intent of the operational review is to work in partnership with the Service Manager to identify areas of strength and opportunities, to improve business practices, and to ensure that the effective administration and monitoring of service contracts are maintained. The Minister may provide the Service Manager with recommendations arising out of the operational review and the Service Manager shall give reasonable consideration to those recommendations.
- 17.3 No provision of the Agreement shall be construed so as to give the Minister any control whatsoever over the Service Manager's records. For greater certainty, the Minister's rights under this Article are in addition to any rights provided to the Auditor General pursuant to Section 9 (1) of the *Auditor General Act* (Ontario). This section shall survive any expiry or termination of this Agreement.

## **18. GENERAL**

- 18.1 The Service Manager shall comply with all written Ministry Notifications in relation to CHPI and/or this Agreement that the Minister may give to the Service Manager from time to time.
- 18.2 The Service Manager shall maintain all records and documentation pertaining to CHPI for no less than seven (7) years following the life of CHPI.
- 18.3 The Service Manager represents that it has not knowingly provided the Minister with any false or misleading information respecting the subject matter of this Agreement and agrees that it shall not knowingly provide any false or misleading information to the Minister in the performance of its obligations under this Agreement.

- 18.4 Any power, right or function of the Minister, contemplated by this Agreement, may be exercised by any employee or agent of the Ministry of Municipal Affairs and Housing.
- 18.5 The Parties acknowledge that the Province is bound by the *Freedom of Information and Protection of Privacy Act* (Ontario) and that any information provided to the Province in connection with the CHPI or otherwise in connection with this Agreement is subject to disclosure in accordance with that Act.
- 18.6 The Parties acknowledge that the Service Manager is bound by the *Municipal Freedom of Information and Protection of Privacy Act* (Ontario) ("MFIPPA") and that any information provided to the Service Manager in connection with the CHPI or otherwise in connection with this Agreement is subject to disclosure in accordance with that Act.
- 18.7 The Service Manager shall ensure that an obligation is imposed on all subcontractors assisting the Service Manager in the performance of this Agreement to:
- (a) preserve the PIPEDA compliance of all PIPEDA Protected Information transferred to it by the Minister;
  - (b) ensure the PIPEDA compliance of all PIPEDA Protected Information that it collects in the course of performing its contractual obligations; and
  - (c) ensure the PIPEDA compliance of all PIPEDA Protected Information that it transfers to the Minister.
- 18.8 Each disbursement of Funding by the Minister to the Service Manager under this Agreement is subject to the necessary appropriations from the Provincial Legislature. The Minister shall not have any liability in the event the respective appropriations are insufficient to meet the Funding obligations of the Minister.
- 18.9 Nothing in this Agreement is to be construed as authorizing one Party to contract for or incur any obligation on behalf of the other or to act as agent for the other and nothing in this Agreement shall be construed to constitute the Minister and the Service Manager as partners of each other.
- 18.10 All of the remedies available to the Minister under this Agreement, at equity and/or at law are cumulative and are not alternative and the Minister shall not be precluded from availing himself simultaneously of some or all of the said remedies.
- 18.11 Notwithstanding any of the terms of this Agreement, the Minister shall have the option of waiving any or all of his remedies under this Agreement, but no waiver of a provision shall be deemed to constitute a waiver of any other provision (whether or not similar) nor shall any waiver constitute a continuing waiver unless otherwise provided.

- 18.12 Time shall in all respects be of the essence in this Agreement, provided that the time for doing or completing any matter provided for under this Agreement may be extended or abridged by agreement in writing signed by the Minister and the Service Manager or their respective solicitors on their behalf, who are hereby expressly appointed in this regard.
- 18.13 This Agreement is made pursuant to and shall be governed by and construed in accordance with the laws of the Province of Ontario.
- 18.14 Any reference to a statute in this Agreement includes a reference to all regulations made pursuant to such statute, all amendments made to such statute and regulations in force from time to time and to any statute or regulation which may be passed and which has the effect of supplementing or superseding such statute or regulations.
- 18.15 The headings and subheadings contained in this Agreement are inserted for convenience and for reference only and in no way define, limit or describe the scope or intent of this Agreement or form part of this Agreement.
- 18.16 The parties agree that there are no representations, warranties, covenants, agreements, collateral agreements or conditions affecting this Agreement other than as expressed in writing in this Agreement.
- 18.17 This Agreement shall be read with all changes of gender and number required by the context.
- 18.18 Each of the Parties shall, at any time and from time to time, upon not less than twenty (20) Business Days prior written Notice by the other Party, execute and deliver to the other Party a statement in writing confirming that this Agreement is in good standing, unmodified and in full force and effect, or if there have been modifications that the same are in good standing and in full force and effect, as modified, and stating the modifications. Where applicable, the statement shall state the defaults, if any, known to the Party to whom such request has been made and the action taken or proposed to be taken by such requested Party with respect to same.
- 18.19 If the Service Manager owes any money to the Minister, whether or not their return or repayment has been demanded by the Minister, such monies shall be deemed to be a debt due and owing to the Minister by the Service Manager and the Service Manager shall pay or return the amount to the Minister immediately unless the Minister otherwise directs. The Minister may charge the Service Manager interest on any monies owing by the Service Manager at the then current interest rate charged by the Province of Ontario on accounts receivable.
- 18.20 The Service Manager shall not assign this Agreement without the prior written consent of the Minister, which consent may be withheld, acting in his sole discretion.

- 18.21 This Agreement shall enure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns, provided that this paragraph shall in no way derogate from the provisions of Section 18.20 restricting the Service Manager's ability to assign this Agreement.
- 18.22 The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement. Any invalid or unenforceable provision shall be deemed to be severed.
- 18.23 Subject to Article 8, this Agreement may only be amended by a written agreement duly executed by the Parties to this Agreement.
- 18.24 The provisions in sections 5.3, 5.4, 11.2, 12.2(c), (d), (e), (f), and Article 1 (Interpretation), 7 (Data collection and Reporting Requirements), 14 (Notice), 15 (Indemnification), 17 (Audits and Reviews), and 18 (General) except for section 18.18 shall survive termination or expiry of this Agreement for a period of seven (7) years from the date of termination of this Agreement.

**IN WITNESS THEREOF** this Agreement has been executed by the Parties.

**HER MAJESTY THE QUEEN IN RIGHT OF  
ONTARIO AS REPRESENTED BY THE  
MINISTER OF MUNICIPAL AFFAIRS AND  
HOUSING**

Per: \_\_\_\_\_

Name: Janet Hope

Title: Assistant Deputy Minister

Date:

**[INSERT NAME OF SERVICE MANAGER]**

Per: \_\_\_\_\_

Name:

Title:

Date: c/s

Per: \_\_\_\_\_

Name:

Title:

Date: c/s

I/We have the authority to bind the Service  
Manager



# Community Homelessness Prevention Initiative (CHPI)

Program Guidelines

November 2012





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## INTRODUCTION

The Community Homelessness Prevention Initiative (CHPI) aims to prevent, address and reduce homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services based on peoples' needs. The CHPI is a result of the consolidation of funding from five provincial homelessness-related programs.

## SCOPE OF THE GUIDELINES

These Guidelines provide a framework for the CHPI and are designed to assist Service Managers (SM) with the delivery of the program in their local communities.

The Ministry of Municipal Affairs and Housing (MMAH or the ministry) recognizes that changes to the program's design may be necessary as a result of SM feedback and consultations. As such, the Guidelines may be updated on an as needed basis and any updates will be communicated to SMs.

The ministry may also conduct a program review that will inform how the CHPI will be administered and delivered in future years.

## CONTEXT

As part of the 2008 Provincial-Municipal Fiscal and Service Delivery Review (PMFSDR) and under Building Foundations: Building Futures – Ontario's Long-Term Affordable Housing Strategy (November 2010), the Province committed to work towards consolidating the existing patchwork of housing and homelessness programs to provide municipalities with more flexibility to address local needs.

The CHPI brings funding for the following five provincial homelessness-related programs together under a single policy and accountability framework:

- Consolidated Homelessness Prevention Program (MCSS);
- Emergency Energy Fund (MCSS)
- Emergency Hostel Services (MCSS)
- Domiciliary Hostel Program (MCSS)
- Provincial Rent Bank (MMAH).

The five programs, which were previously administered by either the Ministry of Community and Social Services (MCSS) or MMAH, will now be consolidated as one program (CHPI) to be administered by MMAH.

Funding and policy responsibility for First Nations on-reserve for the Emergency Energy Fund and Emergency Hostel Services will continue to be administered by MCSS.

This first phase of housing and homelessness consolidation has been designed in partnership with SMs and is consistent with the following provincial priorities:

- Integrating housing services – matching up housing with human services and supports to optimize positive results for people in need
- Preventing homelessness
- Providing emergency shelter when needed
- Supporting rapid re-housing options for homeless individuals and families
- Maintaining accessible housing options.

Implementation of the CHPI begins on January 1, 2013.

## VISION / PRINCIPLES

The vision for the CHPI is the following:

*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 transition to a system that will shift the focus of services over time from reactive responses to homelessness to services that focus on more proactive and permanent solutions.

In partnership with SMs, the Province has established seven principles for the CHPI. These principles, originally identified in the ministry's Long-Term Affordable Housing Strategy, are:

### 1. Housing First:

A Housing First approach is based on the principle that people are better able to move forward with their lives if they are first housed. As such, this approach aims to assist people who are homeless to obtain and maintain permanent, affordable housing and to assist those who are at risk of homelessness to remain housed. Housing is linked to flexible, appropriate support services using a people-centred approach according to people's needs.

We recognize that it will take time for a Housing First approach to be implemented across the Province. Therefore, some initial activities in support of this local transformation may include the following:

- SMs conducting a review of housing and homelessness policies and programs for eligibility criteria and focus
- Improving partnerships between private and not-for-profit housing providers
- Training staff
- Using funding differently to support obtaining and retaining housing.

## 2. People-Centered:

A people-centred approach focuses on positive results for individuals and families who are homeless or at risk of homelessness. Housing programs, services and supports should be based on this approach.

We recognize that increased flexibility in the use of funding will support opportunities for communities to increase people-centred approaches in preventing, addressing and reducing homelessness and may result in changes to services in some communities. As changes take place, it is important for planning, program development and implementation to include consultations with people with lived experience of homelessness or who have been at risk of homelessness. This may include: conducting service user satisfaction surveys/interviews; having people with lived experience of homelessness on volunteer boards of directors and as staff members; and providing service in a manner that is respectful and directed by the needs and wishes of those who are accessing services.

## 3. Partnership Based:

Housing and homelessness related services in Ontario require strong partnership between all levels of government, non-profit and co-operative housing providers, community support services and the people who require housing- and homelessness- related supports to build healthy, sustainable and inclusive neighbourhoods.

We recognize that successful partnerships take time to develop. Such partnerships will vary according to the local housing and homelessness needs as well as capacity in each community. However, partnerships are a key component to the success of a Housing First and people-centred approach.

## 4. Locally Driven:

Homelessness-related services, programs and housing must be locally relevant and based on peoples' needs. This approach will provide opportunities to access affordable and safe housing, as well as employment, support services and other community resources.

It is expected that through local planning processes, an assessment of local housing and homelessness needs – including consultations with people who have lived experience of homelessness or have been at risk of homelessness – will be completed and incorporated into local planning, policies, service design and delivery.

## 5. Inclusive:

All persons have the right to equal treatment and protection from discriminatory practices that limit their housing opportunities. Local services, programs, initiatives and decision making will reflect the voices, experiences and input of people with lived experience of homelessness or risk of homelessness.

## 6. Fiscally Responsible:

Local initiatives funded under the CHPI will meet the intended purpose and outcomes of the program with due regard for economy, efficiency and effectiveness. Local strategies will reflect fiscal conditions as they evolve to promote the goals of the program and will provide value for money.

## 7. Outcome-Focused:

All initiatives designed under this program should be created with the outcomes for the person in need of services in mind and should be informed by the principles of Housing First, people-centred, and inclusive, while being monitored, evaluated and continuously improved to prevent, address and reduce homelessness.

Recognizing that this is a new approach to provincial housing and homelessness programs, the Province will work with SMs to transition to outcome-based programs.

The ministry expects that the overall vision, along with these principles, will influence programming at the local level.

## **PROGRAM OBJECTIVES & OUTCOMES**

Consistent with Ontario's Long-Term Affordable Housing Strategy (LTAHS) and the Ontario Housing Policy Statement, the CHPI has the following objectives:

- To enable SMs to better support a full range of services that aim to prevent, reduce and address homelessness at the local level.
- To facilitate the development of seamless support services programming to connect individuals and families to community resources and assist households at risk of or experiencing homelessness to obtain and retain affordable housing that is linked to supports appropriate to their needs.
- To promote a culture of policy, planning and service delivery that is focused on an outcome-based and people-centered approach, while recognizing the complexity of homelessness and issues related to homelessness.
- To create and support opportunities for SMs to develop creative and innovative approaches.
- To increase flexibility at the local level to prevent, reduce and address homelessness.

The Province has established two key program outcomes for the CHPI, which will measure performance and ensure accountability:

- a) People experiencing homelessness obtain and retain housing; and,
- b) People at risk of homelessness remain housed.

SMs are required to deliver services that will address **both** program outcomes.

## ROLES & RESPONSIBILITIES

The ministry expects SMs to directly deliver, or engage agencies to deliver, the CHPI within their local communities. The Province will set the policy and program framework for the CHPI.

Specifically, the Province and the Service Manager will be responsible for the following:

Province	Service Managers
Establishing the policy framework and program guidelines	Engaging in planning activities related to program delivery, which may include assessing service needs, identifying partners, and developing planning processes
Developing tools and acting as a facilitator/convener (where needed) to assist SMs with best practices	Delivering services and administering the program as per the policy framework and program guidelines
Establishing outcomes and performance indicators	Reporting back to MMAH on performance indicators
Entering into a Service Agreement with all 47 Service Managers	Entering into a Service Agreement with the Province
Administering funding for the CHPI	Creating, entering into, and monitoring service contracts with service providers as appropriate
Assisting with developing, reviewing and approving Service Manager Investment Plans	Developing an Investment Plan outlining how CHPI funds will be used
Ensuring SMs are in compliance with the Service Agreement and Program Guidelines	Collecting financial and program data for the services provided
Acting as a liaison with other ministries when inter-ministry service delivery issues arise	Reporting to the Province on financial and program data as per the ministry's reporting timelines

## TIME-FRAMES

Recognizing that the CHPI represents a shift in homelessness program delivery, the ministry has established a transition period for the program, consisting of three phases.

This transition period is designed to give SMs time to adjust to the new program as well as to design and develop local programs and services under the CHPI that meet their local homelessness needs.

### ***PHASE 1 (Present to March 31, 2013)***

Phase 1 includes the period leading up to implementation as well as the period from implementation of the CHPI on January 1, 2013 until March 31, 2013.

Prior to implementation, the ministry will release the CHPI Program Guidelines, the template French Language Services Report, the Service Manager Service Agreement and the Investment Plan template.

In January 2013, SMs will receive their first payment under the program, reflecting funds for Quarter 4 of the 2012-13 provincial fiscal year.

In order to receive this payment, SMs must have submitted a French Language Services Report, where required\*, and have signed a Service Manager Service Agreement with the Province.

SMs may use these funds to continue with the delivery of their current activities and operating agreements with their providers.

SMs are not required to complete an Investment Plan for Phase 1. However, SMs are required to report back to the ministry regarding how these funds were used by May 31, 2013. A section will be included in the 2013-14 Investment Plan for this purpose.

\* A list of the designated areas in the Schedule to the *French Language Services Act (FLSA)* can be found in Appendix A.

### ***PHASE 2 (April 1, 2013 to March 31, 2015)***

Phase 2 of the CHPI will span two provincial fiscal years: 2013-14 (Year 1) and 2014-15 (Year 2).

For Phase 2, SMs will develop and begin to implement Investment Plans that outline how they will be using their CHPI annual allocations for each fiscal year. Please refer to the Investment Plan section for additional information.

Beginning in Phase 2, payments will be advanced to SMs on a quarterly basis. Payments will be made in four equal instalments and will be advanced at the beginning of each quarter.

At this time, SMs will also begin collecting information on performance indicators that support the two program outcomes. Please refer to the Performance Indicators section of the Guidelines for more details.

### ***PHASE 3 (April 1, 2015 to March 31, 2016)***

Starting in Phase 3, SMs will receive notice of their planning allocations for the following three years. Based on these planning allocations, SMs will be expected to develop a three-year Investment Plan outlining how their annual allocations will be used in subsequent years (after March 31, 2016).

During this phase, the ministry intends to conduct a program review that will inform how the CHPI will be administered and delivered in future years.



The following outlines the transition period for the CHPI:

	PHASE 1	PHASE 2		PHASE 3
Dates	Present – March 31, 2013	April 2013 – March 2014 (Year 1)	April 2014 – March 2015 (Year 2)	April 2015 - March 2016 (Year 3)
Activities	<ul style="list-style-type: none"> <li>• Issue Program Guidelines, Service Agreement, and Investment Plan to SMs</li> <li>• SMs, where required, submit a French Language Services (FLS) Report</li> <li>• SM Service Agreements signed by December 10, 2012</li> <li>• Implementation begins January 1, 2013</li> <li>• SMs receive first payment in Jan 2013 (for Quarter 4)</li> <li>• SMs submit Investment Plan for the 2013-14 year by February 15, 2013</li> </ul>	<ul style="list-style-type: none"> <li>• SMs report back on how Quarter 4 funds were used by May 31, 2013</li> <li>• SMs receive notice of 2014-15 allocation</li> <li>• SMs submit Investment Plan for the 2014-15 year by February 15, 2014</li> <li>• SMs begin to receive quarterly payments of their notional allocation</li> <li>• SMs update Investment Plans as per required timelines</li> <li>• SMs begin to collect data on performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>• SMs receive notice of 2015-16 allocation</li> <li>• SMs submit Investment Plan for the 2015-16 year by February 15, 2015</li> <li>• SMs update Investment Plans as per required timelines</li> <li>• SMs report back on performance indicators by May 31, 2014</li> <li>• SMs submit, where required, annual FLS report by May 31, 2014</li> </ul>	<ul style="list-style-type: none"> <li>• MMAH intends to conduct a program review</li> <li>• SMs receive notice of their allocations for the following three years</li> <li>• SMs submit three-year Investment Plan by February 15, 2016</li> <li>• SMs update Investment Plans as per required timelines</li> <li>• SMs report back on performance indicators by May 31, 2015</li> <li>• SMs submit, where required, annual FLS report by May 31, 2015</li> </ul>

## FUNDING

### *Service Manager Allocations:*

The Province will provide SMs with a single funding allocation that is based on a combination of current base funding and needs-based funding as follows:

- **Base Funding:**
  - Consists of a combination of what an SM formerly received under four of the programs (Consolidated Homelessness Prevention Program, Emergency Energy Fund, Domiciliary Hostel Program, Provincial Rent Bank); and
  - SM's three-year (2009-2011) average of expenditures for Emergency Hostel Services (to account for changes in demand for these services over time).
- **Needs-Based Funding:**

- Is calculated based on an SM's share of households in Deep Core Housing Need, as defined by the Canada Mortgage and Housing Corporation (CMHC) (Source: 2006 Census Data). This indicator measures people at risk of becoming homeless who spend over 50% of their gross income on shelter and also have issues related to housing suitability and adequacy.

### ***Program Administration Funding***

SMs may use up to 10% of their CHPI annual allocation for program administration costs.

Program administration costs include:

- Planning activities
- Research, consultations, professional services
- Staffing for those involved in the planning and administration of the CHPI
- Training
- Internal and administrative services (e.g. legal, human resources, etc.).

Program administration costs **do not** include:

- Staff who directly deliver services to clients (this would be considered a program cost)
- Capital expenditures (e.g. purchasing buildings or major equipment)
- Administration costs not associated with the CHPI.

As the ministry recognizes that program administration costs may be higher during the transition period, an SM may submit a business case *for ministry approval* to use more than 10% of their total annual allocation for program administration at any time throughout the three-year transition period (ending March 31, 2016).

The business case should relate to transition costs (e.g. one-time costs for transition purposes) and must include:

- The amount of proposed additional administration funding
- The reasons that additional administration funding is needed
- How funding for program administration will be used, including specific activities.

SMs should ensure that program administration funds are used efficiently.

SMs will be required to include the amount of CHPI funding used for program administration in their Investment Plan.

### ***Payments***

For Phase 1, the ministry will advance the first CHPI payment to SMs, reflecting funds for Quarter 4 of the 2012-13 provincial fiscal year, in January 2013.

Beginning in Phase 2, payments will be advanced to SMs on a quarterly basis. Payments will be made in four equal instalments and will be advanced at the beginning of each quarter.

SMs are required to complete a Direct Deposit form with the bank account information where they would like their CHPI funds deposited and return it to their local MMAH Municipal Services Office contact. The Direct Deposit form will be distributed to SMs with the Service Manager Service Agreement. Please refer to page 18 for the list of MSO contacts.

### ***In-year Adjustments***

In order to respond to changing client needs within their communities, SMs have the flexibility to move or adjust funding planned from one service category to another within a fiscal year. Adjustments are allowed as long as SMs continue to address both program outcomes after adjustments have been made.

SMs are expected to identify in-year adjustments in the updates to their Investment Plans. Additional information on Investment Plan updates can be found on page 12.

### ***Re-allocation***

After the end of Quarter 3 of each provincial fiscal year (December 31<sup>st</sup>), the ministry will be reviewing SMs' progress in their Investment Plans against their annual allocation – to determine if there is likely to be under-spent CHPI funds in an SM area.

The ministry, at its sole discretion, reserves the right to re-allocate CHPI funds to another SM area in instances where an SM may not be able to fully use their annual allocation within a fiscal year.

### ***Reconciliation***

SMs are required to submit a year-end financial report to the ministry by May 31<sup>st</sup> of each year, outlining actual expenditures for the prior fiscal year (April 1<sup>st</sup> to March 31<sup>st</sup>). For the May 31, 2013 year-end financial report, SMs are only required to report on actual expenditures for the period between Jan 1, 2013 and March 31, 2013.

If an SM does not fully use a previous year's allocation, this under-spending will result in a deduction in payments in the next fiscal year. For example:

- If an SM is allocated \$1 million in 2013-14 and \$1 million in 2014-15 but spends only \$900,000 in 2013-14, the \$100,000 in under spending in 2013-14 will be deducted from a quarterly payment in the 2014-15 year.

## Stacking

As part of the flexibility under the program, SMs are permitted to stack existing programs with CHPI funding or align funding from other programs with CHPI to improve services for clients and to better use existing resources.

Existing programs / funding may include, but are not limited to:

- SMs' additional investments in homelessness programs
- Funding from the Ministry of Health and Long-Term Care
- Federal funding through the Homelessness Partnering Strategy.

## SERVICE MANAGER SERVICE AGREEMENT

SMs who participate in the CHPI must sign a Service Manager Service Agreement (SA) with the Province. The SA is an agreement that contains an accountability framework between the Province and SMs and outlines the roles and responsibilities of both parties.

The SA outlines:

- Timeframes
- Roles and Responsibilities
- Financial provisions
- Reporting requirements
- Data collecting requirements
- French Language Services requirements
- Audits and Reviews
- Accountability provisions

SAs must be signed by **December 10, 2012** for SMs to receive the first CHPI payment on January 1, 2013. No payments will be made to an SM until the SA is executed.

## FRENCH LANGUAGE SERVICES

SMs providing a service to the public in connection with CHPI and that have an office (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the *French Language Services Act (FLSA)* must:

- Ensure services are provided in French; and,
- Make it known to the public (through signs, notices, other information on services, and initiation of communications in French) that services provided to and communications with the public in connection with CHPI are available in French.

SMs are required to complete and submit a French Language Services Report to the ministry confirming that the SM is providing the requisite French language services. The report must be signed and submitted to the ministry at the time of signing the SA.

SMs are also required to submit annual French Language Services Reports, confirming their continued compliance with the French language services requirements, by May 31<sup>st</sup> of each year.

A template for the French Language Services written report and the list of designated areas can be found in Appendix A.

## **INVESTMENT PLAN**

SMs are required to develop and submit an Investment Plan (IP) that will outline how their funding allocations will be used each year. A template for the IP can be found in Appendix B.

The IP is divided into two sections: a financial section, and a performance indicator reporting section. SMs are required to complete only the financial section when submitting the initial IP.

The financial section of the IP will identify:

- The service categories that the SM will deliver using their funding allocation
- Amount of funding projected to be spent quarterly under the selected service categories
- Amount of funding from each year's funding allocation, which will be used for program administration.

A section of the IP will be dedicated for reporting on the performance indicators identified for the program. SMs will be required to complete this section on an annual basis at year-end. Please refer to the Performance Indicators section of the Guidelines for further information.

### ***Timing of Investment Plans***

For the first three fiscal years of the CHPI, SMs are required to develop an IP for each year. For the fiscal year beginning April 1, 2016, SMs will be expected to develop a three-year IP for subsequent years.

The first Investment Plan is required for the 2013-14 provincial fiscal year (April 1, 2013 to March 31, 2014). An IP is not required for the period from January 1, 2013 to March 31, 2013. However, SMs will be asked to report back on how they used this CHPI funding by May 31, 2013. A section will be included in the 2013-14 IP for this purpose.

The timing of Investment Plan development is as follows:

For Fiscal Year / Period	Type of Investment Plan	Due Date to Ministry
January 1, 2013 – March 31, 2013	No Investment Plan needed	Not applicable
April 1, 2013 - March 31, 2014	1-year Investment Plan for 2013-14	February 15, 2013
April 1, 2014 - March 31, 2015	1-year Investment Plan for 2014-15	February 15, 2014
April 1, 2015 - March 31, 2016	1-year Investment Plan for 2015-16	February 15, 2015
Beginning April 1, 2016	3-year Investment Plan for subsequent years	February 15, 2016

As the IP will be used to identify how SMs will use their annual allocation for the upcoming fiscal year, IPs should be submitted to the ministry by February 15<sup>th</sup> of the previous fiscal year. For example, for the 2013-14 year (beginning April 1, 2013), SMs are expected to submit their IP by February 15, 2013.

The due date for SMs' first three-year IP is February 15, 2016. Subsequent three-year IPs will be due February 15<sup>th</sup> every three years.

### *Investment Plan Approval*

IPs must be approved by Council or by delegated SM authority and must be completed, submitted and approved by the ministry prior to receiving any CHPI funding for the upcoming year.

The ministry will review and approve IPs from a financial and program perspective to ensure that SMs' IPs are in compliance with the Service Manager Service Agreement and the CHPI Program Guidelines.

The ministry is available to work with SMs as they develop their IPs.

### *Investment Plan Updates*

SMs are required to update their IPs three times throughout the fiscal year:

Type of Update	Content	Due Date to the Ministry
Mid-year Update	<ul style="list-style-type: none"> <li>Includes actual expenditures for Quarter 1 and Quarter 2</li> <li>SMs may revise their planned expenditures for Quarter 3 and Quarter 4, if necessary</li> </ul>	October 31 <sup>st</sup>
Quarter 3 Update	<ul style="list-style-type: none"> <li>Includes actual expenditures up to, and including Quarter 3</li> <li>SMs may revise their planned expenditures for Quarter 4, if necessary</li> </ul>	January 31 <sup>st</sup>
Year-End report	<ul style="list-style-type: none"> <li>Includes actual expenditures for the entire year.</li> </ul>	May 31 <sup>st</sup>

SMs will be required to report on actual expenditures and to provide an update on any changes made to their projected use of funding under the selected service categories.

An annual year-end report will be due to the ministry by May 31<sup>st</sup> of each year. An annual report will require a signed statement by the Municipal Treasurer or by delegated SM authority attesting to the accuracy of the reported information.

### 2012-13 Quarter 4 Update

For the January 1, 2013 payment representing Quarter 4 of the 2012-13 fiscal year, SMs are required to report back to the ministry on their actual expenditures for this period by May 31, 2013. A section is included in the 2013-14 IP for this purpose.

### ***Investment Plans and SM Local Housing and Homelessness Plans***

The ministry expects that SMs' IPs will align with their local Housing and Homelessness Plans.

### **SERVICE CATEGORIES**

Under the CHPI, SMs have the flexibility to use funding for any of the following four service categories:

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

SMs are not required to fund activities under all four categories, since there may not be a need for all types of services in every community. SMs must ensure that all services and activities funded under the CHPI address both program outcomes:

- People experiencing homelessness obtain and retain housing; and,
- People at risk of homelessness remain housed.

All services and activities that were eligible to receive funding under the previous five homelessness-related programs being consolidated are eligible under the CHPI. It is anticipated that, with enhanced program flexibility, many additional and innovative service options may be possible to assist SMs to achieve the two key outcomes.

The service categories are described below. See Appendix C for examples of the range of activities that could be provided under each service category.

### ***Emergency Shelter Solutions***

Emergency shelter solutions include services and supports that provide relief or protect households/people who are homeless or are in imminent risk of homelessness.

Emergency shelter solutions are expected to operate from a Housing First and people-centred approach. We recognize that some people may require stabilization in an emergency shelter

solution for longer periods of time.

### ***Housing With Related Supports***

This service category includes providing operating funding for long-term and transitional housing, as well as supports related to the delivery of that housing.

Long-term housing is housing that is safe and adequate, and available in the longer term. Transitional housing is housing that is provided for less than one year, which includes the provision of on-site or off-site support services to help individuals move towards independence and self-sufficiency.

Examples of long-term and transitional housing may include:

- Houses/rooms in houses
- Apartments
- Boarding and lodging homes
- Housing with supports attached.

### ***Housing Funded under the Former Domiciliary Hostel Program***

Under the previous provincial Domiciliary Hostel Program – and as set out in the Domiciliary Hostel Program Framework – the Province outlined 40 provincial expectations under which an SM had to develop standards for their program as a requirement to receive funding.

SMs who opt to use CHPI funding for housing that was funded under the former Domiciliary Hostel Program must continue to comply with the requirement to set standards for such housing to meet the 40 provincial expectations. A list of the expectations can be found in Appendix D. SMs must continue to monitor domiciliary hostel operations for compliance with their standards on an ongoing basis.

MMAH will be retaining these provincial expectations under the CHPI for an interim period.

SMs must also continue to ensure that a personal needs benefit (PNB) is provided to tenants of such housing.

MMAH intends to begin policy work with SMs to develop standards for the Housing With Related Supports service category, including housing formerly funded under the Domiciliary Hostel Program.

### ***Other Services and Supports***

Under this service category, various services and supports are provided to assist vulnerable or at risk clients with immediate relief or support in obtaining housing (e.g. street and housing outreach, case management, securing and retaining housing/shelter, food banks, etc.).



## ***Homelessness Prevention***

This service category includes services that assist households at risk of homelessness to retain their housing (e.g., landlord outreach and mediation, emergency financial assistance in the form of payment of rental and/or utilities arrears).

## ***Services NOT Eligible Under CHPI***

The following services / activities are not eligible to be funded under the CHPI:

- Capital expenditures, which include:
  - New construction and/or conversions of buildings
  - Repairs and renovations
  - Retrofits
  - Buying land
  - Purchasing buildings.
- The construction, repair, and renovation of new and existing social and affordable housing
- Services that do not directly support people who are homeless or at risk of homelessness.

## ***Client Eligibility***

The four service categories capture services and activities designed to meet the needs of households who are:

- Currently homeless; or
- At risk or in imminent risk of homelessness.

SMs have the flexibility to set their own eligibility criteria for these services, based on local need.

## **REPORTING**

SMs are required to report three times throughout the year on the financial section in their Investment Plans and report annually on performance indicators related to the two program outcomes.

A template in the financial section of the IP is provided to SMs to assist with their financial reporting.

SMs will be expected to use the template in the performance indicators section of the IP to report annually on the performance indicators. Year-end reports on performance indicators are due no later than May 31<sup>st</sup>.

**PERFORMANCE INDICATORS**

Under CHPI, SMs are required to report on the two provincial program outcomes. The extent to which:

- 1) People experiencing homelessness obtain and retain housing; and
- 2) People at risk of homelessness remain housed

SMs will need to collect and report on the measures described below on an annual basis.

**Outcome #1: People experiencing homelessness obtain and retain housing**

This category should be used in reporting the number of households experiencing homelessness who were supported in obtaining housing (i.e. moving people into more stable housing).

Measure	Description
Street to Emergency Shelters	Number of households that have moved from street to emergency shelters
Street to Transitional Housing	Number of households that have moved from street to transitional housing
Street to Long-Term Housing	Number of households that have moved from street to long-term housing
Emergency Shelter to Transitional Housing	Number of households that have moved from emergency shelters to transitional housing
Emergency Shelter to Long-Term Housing	Number of households that have moved from emergency shelters to long-term housing
Transitional Housing to Long-Term Housing	Number of households that have moved from transitional housing into long-term housing
Supports and Services (households experiencing homelessness)	Number of supports or services provided to households experiencing homelessness that contribute to a positive change in housing status

**Outcome #2: People at risk of homelessness remain housed**

This category should be used in reporting interventions aimed at housing loss prevention, retention and re-housing households at risk of homelessness.

Measure	Description
Housing Loss Prevention	Number of households at imminent risk of homelessness that are stabilized (includes assistance with rental and energy arrears).
Housing Retention	Number of households that were successful in retaining their housing at three month follow-up.
Long-Term Housing to Long-Term Housing	Number of households living in long-term housing that are at risk of homelessness who are supported in accessing alternative long-term housing.
Supports and Services (at risk households)	Number of supports or services provided to households at risk of homelessness that allow them to maintain or retain their housing.

### Reporting Methodologies

SMs will be expected to collect data on the above measures beginning April 1, 2013 and to report back to the ministry on an annual basis on each of the two provincial program outcomes. Over the long-term, the Province will work with SMs to collect baseline information with the intent of establishing targets in future years.

In addition to data collection and reporting to support the two CHPI provincial program outcomes, the ministry may also request further information and reporting from the SMs (e.g. monthly reports, roll-ups) on an ad-hoc basis.

SMs are required to report back on their performance indicator data on an annual basis in the Investment Plan.

To assist SMs with performance indicator reporting, the ministry will be issuing a 'Performance Measures Guide,' which will provide an explanation of each of the above-noted reporting requirements as well as tips for SMs in co-ordinating data collection, roll-up, and reporting. This guide will be available in early 2013.

### IMPORTANT DATES

Date	Description
December 10, 2012	<ul style="list-style-type: none"> <li>Due date to enter into Service Agreement with the ministry in order to receive payment by January 1<sup>st</sup></li> </ul>
January 1, 2013	<ul style="list-style-type: none"> <li>CHPI implementation begins</li> <li>1<sup>st</sup> CHPI payment is made to SMs</li> </ul>
February 15 of each year	<ul style="list-style-type: none"> <li>Due date to submit Investment Plan to the ministry</li> </ul>
April 1, 2013	<ul style="list-style-type: none"> <li>First day of 2013-14 fiscal year</li> </ul>
May 31, 2013	<ul style="list-style-type: none"> <li>Due date to submit financial report on Jan – March 2013 CHPI expenditures</li> </ul>
May 31 of each year	<ul style="list-style-type: none"> <li>Due date to submit Annual Year-End Report for the Investment Plan, Performance Indicators and French Language Services, where required</li> </ul>
October 31 of each year	<ul style="list-style-type: none"> <li>Due date for Mid-Year Investment Plan update</li> </ul>
January 31 of each year	<ul style="list-style-type: none"> <li>Due date for Quarter 3 Investment Plan update</li> </ul>

## **MMAH CONTACTS**

For additional information on the CHPI, please contact your local MMAH Municipal Services Office (MSO):

### ***Housing Programs Branch, Toronto & Aboriginal Programs Unit***

777 Bay Street, 2<sup>nd</sup> Floor  
Toronto, ON, M5G 2E5  
Fax: 416-585-7003

Contact: Chris Ryter, Manager, Toronto & Aboriginal Programs Unit  
Tel: 416-585-6711  
Email: [chris.ryter@ontario.ca](mailto:chris.ryter@ontario.ca)

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### ***Municipal Services Office – Central***

777 Bay Street, 2<sup>nd</sup> Floor  
Toronto, ON, M5G 2E5  
General Inquiry: 416-585-6226; Toll Free: 1-800-668-0230  
Fax: 416-585-6882

Contact: Ian Russell, Team Lead, Regional Housing Services  
Tel: 416-585-6965  
Email: [ian.russell@ontario.ca](mailto:ian.russell@ontario.ca)

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### ***Municipal Services Office – Eastern***

8 Estate Lane, Rockwood House  
Kingston, ON, K7M 9A8  
General Inquiry: 613-545-2100; Toll Free: 1-800-267-9438  
Fax: 613-548-6822

Contact: Mila Kolokolnikova, Team Lead, Regional Housing Services  
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London, ON, N6E 1L3

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Sudbury, ON, P3E 6A5

General Inquiry: 705-564-0120; Toll Free: 1-800-461-1193

Fax: 705-564-6863

Contact: Cindy Couillard, Team Lead, Regional Housing Services  
Tel: 705-564-6808  
Email: [cindy.couillard@ontario.ca](mailto:cindy.couillard@ontario.ca)

Serving: Algoma, Cochrane, Greater Sudbury, Manitoulin-Sudbury, Nipissing, Parry Sound, Sault Ste Marie, Timiskaming

### ***Municipal Services Office – Northwestern***

435 James Street, Suite 223

Thunder Bay, ON, P7E 6S7

General Inquiry: 807-475-1651; Toll Free: 1-800-465-5027

Fax: 807-475-1196

Contact: Peter Boban, Team Lead, Regional Housing Services  
Tel: 807-473-3017  
Email: [peter.boban@ontario.ca](mailto:peter.boban@ontario.ca)

Serving: Kenora, Rainy River, Thunder Bay

## GLOSSARY

Term	Explanation
At risk of homelessness	Households that have difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. A range of factors can put housing security at risk, including: low income, health issues/illness (including mental health issues), substance use, incarceration or other legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/or unsafe housing.
Emergency Shelter	Short-term accommodation intended for 30 days or less for individuals experiencing homelessness. Emergency shelters provide sleeping arrangements with varying levels of support to individuals.
Fiscal Year	Provincial fiscal year that spans from April 1 <sup>st</sup> of one year to March 31 <sup>st</sup> of the following year.
Homelessness	The condition of being without long-term accommodation
Household	Applies to a person or group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada or abroad. The dwelling may be either a collective dwelling or a private dwelling. The household may consist of a family group such as a census family, of two or more families sharing a dwelling or of a person living alone.
Imminent risk	Risk of losing housing within the month.
Long-Term housing	Housing that is available in the longer term; e.g. houses, apartments, boarding and lodging, housing with supports. Does not include transitional housing.
Service Manager	Term used to describe Service Managers as designated under the <i>Housing Services Act, 2011</i>
Street Homelessness	People living in public or private spaces without consent or contract and places not intended for habitation
Transitional Housing	Housing that is provided for less than one year, which includes the provision of on- or off-site support services to help individuals move towards independence and self-sufficiency.

**APPENDIX A  
FRENCH LANGUAGES SERVICES REPORT**

Please complete and submit this Report, including Schedule A, on an annual basis by May 31<sup>st</sup> of each year.

Service Manager:

Service Manager Address:

Service Manager Contact:

Name:

Number:

Email:

This report is to confirm that the \_\_\_\_\_ [Service Manager name] is providing services under the Community Homelessness Prevention Initiative (CHPI) of the Ministry of Municipal Affairs and Housing and has an office(s) located in or serving an area designated in the Schedule to the *French Language Services Act* ("FLSA").

The \_\_\_\_\_ [Service Manager name] confirms that it is:

- a) Providing CHPI services to the public in French in all of its offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the FLSA as described in Schedule A; and,
- b) Making it known to the public, including by way of signs, notices, other information on services, and initiation of communications in French, that services provided to and communications with the public in connection with the CHPI are available in French.

I declare that the above information is true and complete.

\_\_\_\_\_  
Service Manager Signature

Name:

Title:

I have the authority to bind \_\_\_\_\_ [Service Manager name]

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

## Schedule A

As a Service Manager providing services under the CHPI and having offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the *French Language Services Act*, please complete the section below. A list of designated areas can be found in Schedule B.

**Service Manager Name:**

**Name of Designated Area(s):**

**Description of Services:**

Please select all items that apply to the services you are providing under CHPI in an office (or the office of a sub-contractor) that is located in or services a designated area.

- Signage and visibility of available services in French
- Over-the-counter services are available in French
- Written correspondence and telephone service are available in French
- Translation of written material produced for public use is available in French
- Other \_\_\_\_\_[please specify]

Please list any services or locations in designated areas where these French language services are not being provided. Please explain.



## Schedule B

### List of Designated Areas under the *French Language Services Act*

Please ensure to review the Schedule to the *French Language Services Act* for any updates to designated areas.

Service Manager	Designated Area(s)
City of Toronto	All
<b>Central Region</b>	
Regional Municipality of Peel	City of Mississauga; City of Brampton
County of Simcoe	Town of Penetanguishene; Townships of Tiny and Essa
<b>Eastern Region</b>	
City of Cornwall	County of Glengarry; Township of Winchester; County of Stormont
City of Kingston	City of Kingston
City of Ottawa	All
United Counties of Prescott and Russell	County of Prescott; County of Russell
County of Renfrew	City of Pembroke; Townships of Stafford and Westmeath
<b>Western Region</b>	
Municipality of Chatham-Kent	Town of Tilbury; Townships of Dover and Tilbury East
City of Hamilton	All of the City of Hamilton as it exists on December 31, 2000
City of London	City of London
Regional Municipality of Niagara	City of Port Colborne; City of Welland
City of Windsor	City of Windsor; Towns of Belle River and Tecumseh; Townships of Anderdon, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester
<b>Northeast Region</b>	
Algoma District Services Administration Board	District of Algoma
Cochrane District Social Services Administration Board	All
City of Greater Sudbury	All
Manitoulin-Sudbury District Services Board	District of Sudbury
District of Nipissing Social Services Administration Board	District of Nipissing
District of Parry Sound Social Services Administration Board	Municipality of Callander
District of Sault Ste. Marie Social Services Administration Board	The part of the District of Algoma that is part of the district for the District of Sault Ste. Marie Social Services Administration Board
District of Timiskaming Social Services Administration Board	All
<b>Northwest Region</b>	
Kenora District Services Board	Township of Ignace
District of Thunder Bay Social Services Administration Board	Towns of Geraldton, Longlac and Marathon; Townships of Manitouwadge, Beardmore, Nakina and Terrace Bay

## APPENDIX B INVESTMENT PLAN

### Community Homelessness Prevention Initiative (CHPI) Investment Plan

The Community Homelessness Prevention Initiative (CHPI) aims to prevent, address and reduce homelessness by improving access to adequate, suitable and affordable housing that is linked to flexible support services based on peoples' needs. The CHPI is a result of the consolidation of funding from five provincial homelessness-related programs.

Service Managers are required to develop and submit an Investment Plan that will outline how their funding allocations will be used each year.

The province has established two key program outcomes that will measure performance and ensure accountability:

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

Service Managers are required to deliver services that will address both program outcomes.

Service Managers should make their best efforts to ensure the full expenditure of allocated program funding. Service Managers have the flexibility to move funding from one service category to another within a fiscal year as long as services provided meet program outcomes. It should be noted, however, that unspent funds cannot be moved from one fiscal year to another.

This initial Investment Plan covers the period between April 1, 2013 and March 31, 2014. Completed Investment Plans must be approved by Council or by a delegated Service Manager authority and submitted to the Ministry of Municipal Affairs and Housing by February 15, 2013.

Please note that although CHPI funding starts flowing to Service Managers in January 2013, Service Managers are not required to submit an Investment Plan covering the period between January 1, 2013 and March 31, 2013 to the ministry. However, SMs are required to report back to the ministry on how the money was used by May 31, 2013.

Service Managers must identify the amount of CHPI funding used for program administration in their Investment Plans for 2013-14. Service Managers may use up to 10% of their annual allocation on administration costs. Please refer to the Program Guidelines for what activities are eligible as administration costs.

Service Managers will be required to report at specific times during the year on their use of CHPI funding and to provide an update on changes made to service categories take up. SMs 2013-14 year-end report and performance indicators are due to the ministry by May 31, 2014. The report must include a statement from the Municipal Treasurer or delegated Service Manager authority attesting the accuracy of the reported information.

The Ministry recognizes that the CHPI represents a shift in homelessness program delivery and that Service Managers need time to adjust to the new program and design and develop local programs and services under the CHPI that meet their local needs. Therefore, until the period ending on March 31, 2016, Service Managers are required to develop an Investment Plan for each year. After March 31, 2016, Service Managers will be required to develop and submit three-year Investment Plans.

## 1. Proposed Plan

Briefly describe how you intend to use your CHPI allocation to address various housing and homelessness-related needs of your SM area.

For example, you can discuss the following matters:

- 1) Range of services you are planning to deliver (e.g. Emergency Shelter Solutions, Housing with Related Supports, Services and Supports, and Homelessness Prevention) - and why.
- 2) Client groups you are planning to assist - and why.

The proposed plan is intended to be a high-level summary and should be no longer than two pages.

Please write in a box below:

## 2. Projected Use of CHPI funding

Complete the following table to indicate how much of your 2013-14 CHPI allocation you plan to use under various service categories in each quarter.

Projected spending in each quarter may be specific to each service category:

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

Please refer to the Program Guidelines for examples of activities that may be provided under each service category.

Please also include the amount of funding to be used to administer the program. Service Managers may use up to 10% of their annual allocation on administration costs.

Please provide your best quarterly estimates when completing the table.  
Please enter information in the YELLOW HIGHLIGHTED cells only.

### PROJECTED USE OF CHPI FUNDING BY QUARTER

Service Categories	Quarter 1 Apr - Jun	Quarter 2 Jul - Sep	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar	TOTAL 2013-14
	\$	\$	\$	\$	\$
Emergency Shelter Solutions					\$0
Housing with Related Supports					\$0
Services and Supports					\$0
Homelessness Prevention					\$0
Program Administration					\$0
<b>Total</b>	\$0	\$0	\$0	\$0	\$0

### 3. CHPI Investment Plan - SM Update Reports

#### FINANCIAL REPORT FOR 2012-13 QUARTER 4 FUNDS

Due: May 31, 2013.

Please identify the amount of funding you projected to spend in each category in the Allocation column.  
Please enter the amount of funding used between January 1, 2013 and March 31, 2013 in the Actual column.

Please enter your information in the YELLOW HIGHLIGHTED cells only.

2012-13			
Service Categories	Q4 Jan - Mar Allocation	Q4 Jan - Mar Actual	Variance
	\$	\$	\$
Emergency Shelter Solutions			\$0
Housing with Related Supports			\$0
Services and Supports			\$0
Homelessness Prevention			\$0
Program Administration			\$0
Total	\$0	\$0	\$0

#### MID YEAR UPDATE

Due: October 31, 2013

Please enter the full amount of the CHPI funding used in Quarter 1 and Quarter 2.  
Also please enter how you plan to use the remaining funding in Quarter 3 and Quarter 4.

2013-14					
Service Categories	Q1 Apr-Jun Actual	Q2 Jul-Sep Actual	Q3 Oct-Dec Forecast	Q4 Jan-Mar Forecast	2013-14 Total
	\$	\$	\$	\$	\$
Emergency Shelter Solutions					\$0
Housing with Related Supports					\$0
Services and Supports					\$0
Homelessness Prevention					\$0
Program Administration					\$0
Total	\$0	\$0	\$0	\$0	\$0

#### QUARTER 3 UPDATE

Due: January 31, 2014

Please enter the full amount of the CHPI funding used in Quarter 1, Quarter 2 and Quarter 3.  
Also please enter how you plan to use the remaining funding in Quarter 4.

2013-14					
Service Categories	Q1 Apr-Jun Actual	Q2 Jul-Sep Actual	Q3 Oct-Dec Actual	Q4 Jan-Mar Forecast	2013-14 Total
	\$	\$	\$	\$	\$
Emergency Shelter Solutions					\$0
Housing with Related Supports					\$0
Services and Supports					\$0
Homelessness Prevention					\$0
Program Administration					\$0
Total	\$0	\$0	\$0	\$0	\$0

Please describe your strategy to reach the full use of your annual allocation by March 31, 2014.

#### 4. Year-End Financial Reporting

Due: May 31, 2014.

Please enter your actual expenditures for each quarter of 2013-14.  
Please enter your information in the YELLOW HIGHLIGHTED cells only.

#### ACTUAL YEAR-END FINANCIAL EXPENDITURES - 2013-14

Service Categories	Q1 Apr-Jun Actual	Q2 Jul-Sep Actual	Q3 Oct-Dec Actual	Q4 Jan-Mar Actual	TOTAL 2013-14 Expenditures	Annual Allocation 2013-14	Variance
	\$	\$	\$	\$	\$	\$	\$
Emergency Shelter Solutions					\$0	\$0	\$0
Housing with Related Supports					\$0	\$0	\$0
Services and Supports					\$0	\$0	\$0
Homelessness Prevention					\$0	\$0	\$0
Program Administration					\$0	\$0	\$0
<b>Total</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Comments

#### TOTAL EXPENDITURES BY EACH SERVICE CATEGORY - 2013/14

Service Categories	CHPI Funding	Municipal Funding	2013-14 Total
	\$	\$	\$
Emergency Shelter Solutions			\$0
Housing with Related Supports			\$0
Services and Supports			\$0
Homelessness Prevention			\$0
Program Administration			\$0
<b>Total</b>	\$0	\$0	\$0

**CMSM/DSSAB:**

**Contact Email and Telephone Number:**

**Date Submitted to MMAH:**

Service Manager Attestation

I certify that I have delegated authority to approve this Report.  
I also certify that to the best of my knowledge, the reported information is true and correct.

X  
(SM Signature)

Name:

Title:

## 5. Performance Indicators

Due: May 31, 2014

Please enter the number of households assisted in 2013 - 2014 for each of the following performance indicators. Please enter your information in the YELLOW HIGHLIGHTED cells only.

### OUTCOME #1: PEOPLE EXPERIENCING HOMELESSNESS OBTAIN AND RETAIN HOUSING

Measure	Description	# of Households Assisted
Street to Emergency Shelters	Number of households that have moved from street to emergency shelters	
Street to Transitional Housing	Number of households that have moved from street to transitional housing	
Street to Long-Term Housing	Number of households that have moved from street to long-term housing	
Emergency Shelter to Transitional Housing	Number of households that have moved from emergency shelters to transitional housing	
Emergency Shelter to Long-Term Housing	Number of households that have moved from emergency shelters to long-term housing	
Transitional Housing to Long-Term Housing	Number of households that have moved from transitional housing into long-term housing	
Supports and Services (households experiencing homelessness)	Number of supports or services provided to households experiencing homelessness that contribute to a positive change in housing status	
<b>TOTAL</b>		0

### OUTCOME #2: PEOPLE AT-RISK OF HOMELESSNESS REMAIN HOUSED

Measure	Description	# of Households Assisted
Housing Loss Prevention	Number of households at imminent risk of homelessness that are stabilized (includes assistance with rental and energy arrears)	
Housing Retention	Number of households that were successful in retaining their housing at three month follow-up	
Long-Term Housing to Long-Term Housing	Number of households living in long-term housing that are at-risk of homelessness who are supported in accessing alternative long-term housing.	
Supports and Services (at-risk households)	Number of supports or services provided to households at-risk of homelessness that allow them to maintain or retain their housing	
<b>TOTAL</b>		0

## APPENDIX C EXAMPLES OF ACTIVITIES THAT MAY BE PROVIDED UNDER EACH SERVICE CATEGORY

There may be instances where some activities may be provided under more than one service category. For example, medical supports can be provided, both, to clients accessing housing supports (Housing With Related Supports) and to clients accessing outreach services (under Other Services and Supports).

### Emergency Shelter Solutions

Emergency Shelter Solutions could include, but are not limited to:

- A 'safe' bed offered in a variety of settings (e.g., emergency shelters and hotels);
- Necessary basic needs (e.g., food, clothing, blankets, hygiene items and other essentials) and
- Support services (transportation from street to shelter, outreach services, assistance with securing shelter).

### Housing With Related Supports

Housing support services could include, but are not limited to:

- Housing allowance, supplement or subsidy;
- Assistance with obtaining long-term or transitional housing
- Household set-up assistance (e.g., transportation, furniture, provision of first/last month rent, utility deposits and hook-up fees, storage costs if other means are unavailable); and
- On-site or off-site support staff.

Assistance with daily living and life skills supports for clients receiving housing supports could include, but are not limited to:

- Provision of personal hygiene supplies, basic furnishings, meals, nutrition and grocery shopping;
- Household tasks;
- Daily self-care and personal hygiene;
- Budgeting and bill paying;
- Laundry assistance, household cleaning/maintenance - if required;
- Visiting and telephone assurance; and
- Transportation assistance.

Supports related to medical needs and well-being for clients receiving housing supports could include, but are not limited to:

- Harm reduction and substance use assessment, support, treatment and withdrawal services;
- Crisis intervention and prevention services;
- Mental health/illness and substance use supports and services, supports related to recovery;



- Dual diagnosis and fetal alcohol supports;
- Medication assistance and medical care;
- Pest and bed bug control/management, de-cluttering/emergency cleaning and maintenance;
- Furniture replacement due to pest infestation, fire, flood or uncontrollable damage;
- Information and referrals to other required support services; and
- Formal linkages and protocols with community and hospital based mental health services and substance abuse services; and
- Counselling.

Supports related to community inclusion and increased independence for clients receiving housing supports could include, but are not limited to:

- Employment supports, placement and training;
- Education, learning and leadership opportunities;
- Family re-unification;
- Peer support; and
- Co-ordination and integration with other services and organizations.

## **Other Services and Supports**

Outreach services could include, but are not limited to:

- Street/community and housing outreach;
- Case management;
- Transportation and/or transportation fares;
- Food and beverages;
- Blankets, clothing/footwear and personal hygiene items;
- Landlord mediation/assistance;
- Assistance with applying for and replacing identification;
- Discharge planning from institutions (e.g., children's aid, justice system, medical and related system);
- Drop-in centres;
- Information and referrals;
- Family support services; and
- Co-ordination and integration with other services and organizations.

Supports related to medical needs and well-being could include, but are not limited to:

- Harm reduction and substance use assessment, support, treatment and withdrawal services;
- Crisis prevention and intervention services;
- Mental health/illness and substance use supports and services, supports related to recovery;
- Dual diagnosis and fetal alcohol supports;
- Medication assistance and medical care;

- Pest and bed bug control/management, de-cluttering/emergency cleaning and maintenance;
- Furniture replacement due to pest infestation, fire, flood or uncontrollable damage;
- Information and referrals to other required support services; and
- Formal linkages and protocols with community and hospital based mental health services and substance abuse services; and
- Counselling.

## Homelessness Prevention

Homelessness prevention services could include, but are not limited to:

- Eviction prevention including landlord outreach and mediation;
- Financial assistance for emergency needs, rental or utilities arrears (or to prevent arrears on emergency basis);
- Short term payment of rent to prevent eviction due to incarceration, hospitalization, unemployment if no other assistance is available;
- Assistance to secure and retain housing (e.g. re-housing); and
- Assistance with budgeting, bill paying, banking, pay-direct to the landlord and financial trusteeship.

Other homelessness prevention activities could include, but are not limited to:

- Provision of basic necessities like food;
  - Legal support and justice redirection;
  - Employment supports, placement and training;
  - Information and referrals; and
- Coordination and integration with other services and organizations, including formal linkages and protocols.

**APPENDIX D**  
**PROVINCIAL EXPECTATIONS FOR HOUSING FUNDED UNDER THE FORMER**  
**DOMICILIARY HOSTEL PROGRAM**

1. Program Administration:

- 1. 1 Eligibility Criteria: SM must establish a standard that defines who is eligible for a domiciliary hostel subsidy.
- 1. 2 Home Criteria: SM must establish a standard that defines what type of home/residence is eligible to house individuals subsidized by the program.
- 1. 3 Intake Process: SM must establish a standard for an intake process to domiciliary hostels.
- 1. 4 Tenant Absence: SM must establish a standard for tenant absences from the domiciliary hostel.
- 1. 5 Confidentiality: SM must establish a standard for tenant confidentiality in domiciliary hostels.
- 1. 6 Tenant Files: SM must establish a standard for tenant files to be maintained in domiciliary hostels.
- 1. 7 Serious Incidents: SM must establish a standard for the reporting of serious incidents in domiciliary hostels.
- 1. 8 Personal Needs Benefit – Process: SM must establish a standard for the process for paying the personal needs benefit to tenants.
- 1. 9 Personal Needs Benefit – Management: SM must establish a standard for managing tenants’ personal needs benefits in domiciliary hostels.
- 1. 10 Staff Qualifications: SM must establish a standard for minimum qualifications of staff working in domiciliary hostels.
- 1. 11 Staffing Levels: SM must establish a standard for staffing levels in domiciliary hostels.
- 1. 12 Staff Conduct: SM must establish a standard for staff conduct in domiciliary hostels.
- 1. 13 Insurance: SM must establish a standard for insurance coverage required for domiciliary hostel operations.

1. 14 Inspection: SM must establish a standard for regular inspection of domiciliary hostels.
2. Hostel Operations:
  2. 1 Physical Safety: SM must establish a standard(s) for physical safety in domiciliary hostels.
  2. 2 Health and Safety: SM must establish a standard(s) for health and safety in domiciliary hostels.
  2. 3 Medication Management/Drug Storage: SM must establish a standard(s) for drug storage and medication management in domiciliary hostels.
  2. 4 Telephones: SM must establish a standard for tenant access to a non-pay telephone(s) in domiciliary hostels.
  2. 5 Furnishings: SM must establish a standard for safe, sanitary and appropriate furnishings in domiciliary hostels.
  2. 6 Bedrooms: SM must establish a standard for tenant bedrooms including the maximum number of tenants per bedroom in domiciliary hostels.
  2. 7 Bathrooms/Washrooms: SM must establish a standard for safe, sanitary bathrooms/washrooms in domiciliary hostels.
  2. 8 Kitchens: SM must establish a standard for safe, sanitary kitchen facilities in domiciliary hostels.
  2. 9 Common Areas: SM must establish a standard for safe, sanitary common areas in domiciliary hostels.
  2. 10 Linens: SM must establish a standard for the provision of safe, sanitary linens in domiciliary hostels.
  2. 11 Water: SM must establish a standard for safe, sanitary and adequate water supply in domiciliary hostels.
  2. 12 Heating/Cooling: SM must establish a standard for air temperature in domiciliary hostels.
  2. 13 Garbage: SM must establish a standard for the safe, sanitary storage of garbage in domiciliary hostels.

### 3. Hostel Supports:

3. 1 Activities of Daily Living: SM must establish a standard(s) for the provision of activities of daily living in domiciliary hostels.
3. 2 Tenant Well-Being: SM must establish a standard(s) for tenant well-being in domiciliary hostels.
3. 3 Tenancy Agreements: SM must establish a standard for tenancy agreements in domiciliary hostels.
3. 4 Access to Home: SM must establish a standard for tenant and visitor access to domiciliary hostels.
3. 5 Privacy: SM must establish a standard for tenant privacy in domiciliary hostels.
3. 6 Rights/Responsibilities: SM must establish a standard for tenant rights and responsibilities in domiciliary hostels.
3. 7 House Meetings: SM must establish a standard for regular house meetings in domiciliary hostels.
3. 8 Conflict Resolution: SM must establish a standard for internal/ in-house conflict resolution processes in domiciliary hostels.
3. 9 Meals/Nutrition: SM must establish a standard(s) for meals, snacks, special diets, and nutrition in domiciliary hostels.
3. 10 Menus: SM must establish a standard for menus in domiciliary hostels.
3. 11 Bedrooms – Personal Use: SM must establish a standard for tenants' personal use of bedrooms in domiciliary hostels.
3. 12 Home Entertainment: SM must establish a standard for the provision of home entertainment in domiciliary hostels.
3. 13 Transportation: SM must establish a standard for tenant transportation to appointments in the community.