Homelessness Prevention Program (HPP)

Program Guidelines

April 2022

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Introduction

The Homelessness Prevention Program (HPP) is a provincially-funded program that supports Ontario's 47 municipal Service Managers to provide affordable housing and support services for people at risk of or experiencing homelessness. The objective of the program is to support Service Managers in preventing, addressing and reducing homelessness, including chronic homelessness.

This document provides a framework for the administration and delivery of the HPP, including key program requirements. It is intended to assist Service Managers with the implementation of the HPP in their local communities, and forms part of the transfer payment agreement governing the program.

These guidelines are effective April 1, 2022 and will be updated as program implementation progresses. The ministry intends to continuously improve the program design in these guidelines in the coming years to reflect engagement and consultation with Service Managers and to ensure the HPP is effective in achieving intended outcomes.

The ministry welcomes feedback on the design of HPP, as well as questions of clarification on the implementation of the program. Should you wish to share your thoughts or ask a question, please contact MMAH staff.

Context

The HPP is a result of the consolidation of funding from three Ministry of Municipal Affairs and Housing (MMAH) programs. It combines the former Community Homelessness Prevention Initiative (CHPI), Home for Good (HFG)[1] and the Strong Communities Rent Supplement Program (SCRSP) into one new program under a single policy and accountability framework.

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[1] Note that legacy Home for Good capital will continue to be administered through the Home for Good Transfer Payment Agreement.

Homelessness Prevention Program Funding in the 2022-23 Fiscal Year
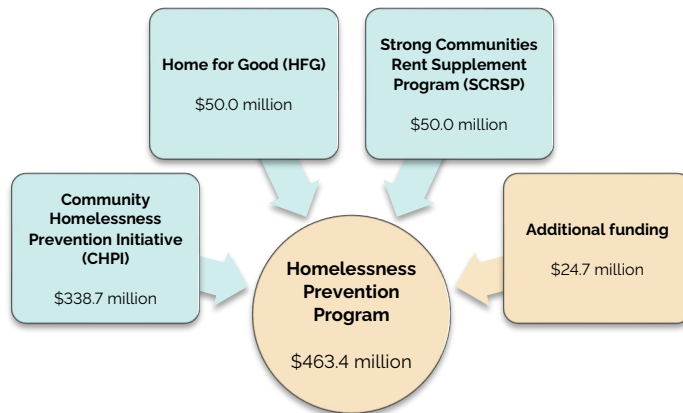
The program consolidation responds to several findings and recommendations from the December 2021 Office of the Auditor General of Ontario (OAGO) Value for Money audit of homelessness programs, the recent Multi-Ministry Supportive Housing Initiative (MMSHI), housing engagement sessions with Service Managers in 2020-21 and program reviews of CHPI, HFG and SCRSP. See Appendix A for more information on the inputs informing the development of the program.

Summary of Changes in 2022-23

The HPP is intended to be flexible and streamlined, so that Service Managers can target funding where community need is greatest and can make the most impact on reducing and preventing homelessness. Key changes include:

Priority	Key Change
1. Sustainability	• *Increased overall funding:* the HPP consolidates the funding envelopes of CHPI, HFG, and SCRSP and provides an additional increase of $24.7M for a total of $463.4 million in 2022-23. • *Stability for recipients of SCRSP:* long-term rent supplement assistance is an allowable program expense and funding will be sustained so that Service Managers can continue to support SCRSP recipients beyond the planned end date of SCRSP on March 31, 2023.
2. Equity	• *Updated funding allocation methodology:* as an immediate step to improve equity of the allocations for 2022-23, the increase of $24.7 million will be allocated based on the proportional share of Deep Core Housing Need and priority population indicators from Census 2016

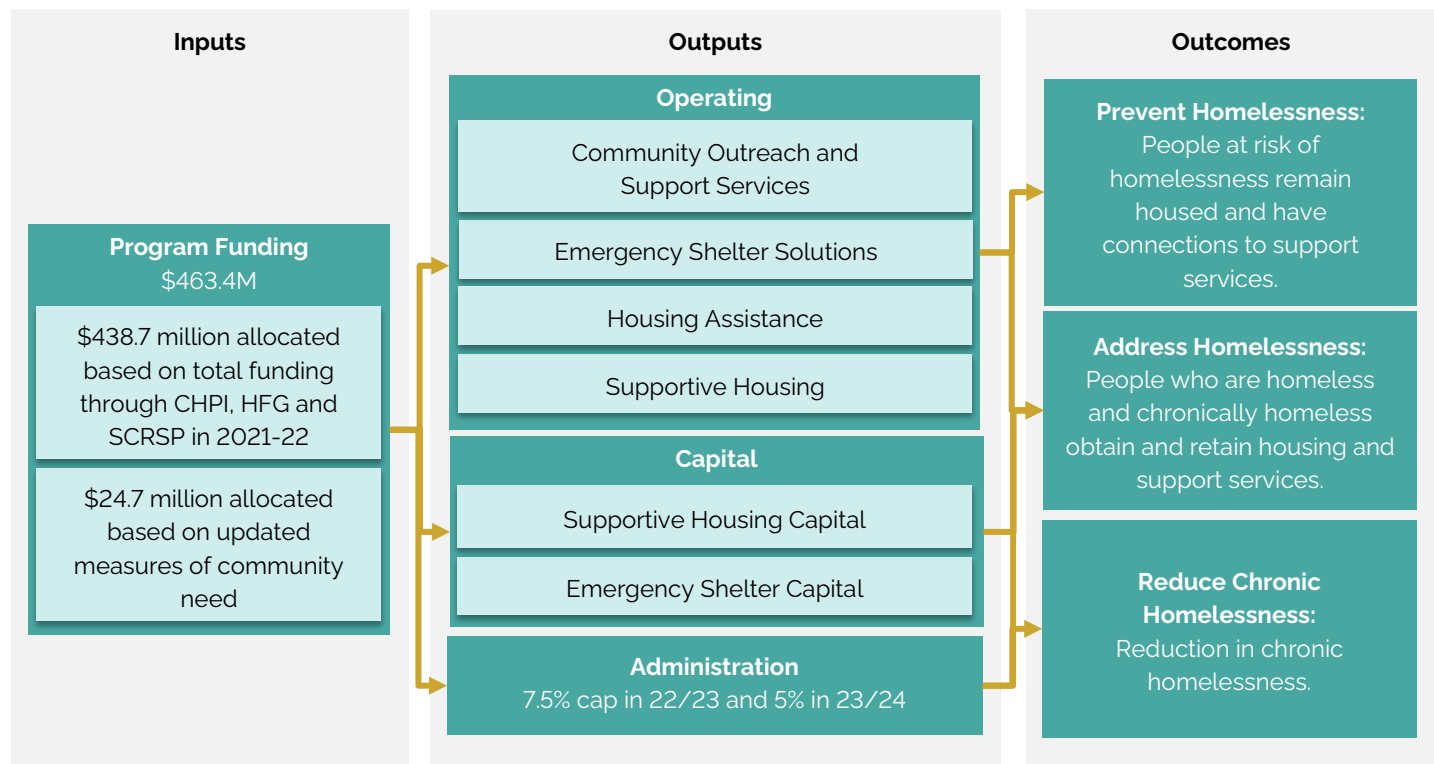|	
	data. A funding model review to further address ongoing equity concerns is planned for 2022-23.
3. Flexibility	• *New, clearer service categories:* consolidated service categories have been developed that clarify eligible expenditures and enable Service Managers to utilize funding for a wider variety of eligible activities. • *Capital expenses:* Service Managers will be able to allocate as much or as little funding as needed to capital spending that supports the creation and renewal of supportive housing and emergency shelters.
4. Accountability	• *Requirements for By-Name Lists* as a condition of HPP funding, Service Managers are required to maintain a By-Name List in accordance with provincial requirements. The ministry intends to release new By-Name List requirements that will build on the current requirements. These new requirements will be expected to be implemented by April 1, 2023. • *New outcomes measures:* Informed in part by recently established By-Name Lists, new outcomes measures have been developed to track provincial progress in preventing, addressing and reducing homelessness, including chronic homelessness.
5. Efficiency	• *Streamlined administration:* The new HPP will streamline the number of transfer payments agreements and associated take up documents and reports that Service Managers need to submit, helping to focus administrative efforts on frontline program delivery. • *Reduced administrative spending:* In order to focus funding on frontline service, the cap on administration spending will be 7.5 per cent of each Service Manager's annual funding allocation starting in 2022-23. This will be reduced to 5 per cent in 2023-24.

Overview of Program Design

The overall vision of the HPP is to provide Service Managers with the resources needed to establish a coordinated housing and homelessness system in each community so that:

> **People at risk of or experiencing homelessness have the housing and support services that they need to retain and/or obtain stable housing and achieve better outcomes.**

In support of this vision, the HPP provides funding *(inputs)* to support Service Managers in implementing a variety of flexible, local approaches to the delivery of services and supports *(outputs)* aligned with three key goals *(outcomes)*:

1. **Prevent homelessness:** People at risk of homelessness remain housed and have connections to support services.
2. **Address homelessness:** People who are homeless and chronically homeless obtain and retain housing and support services.
3. **Reduce chronic homelessness:** Reduction in chronic homelessness.

Homelessness Prevention Program Logic Model

Inputs	Outputs	Outcomes
Program Funding $463.4M $438.7 million allocated based on total funding through CHPI, HFG and SCRSP in 2021-22 $24.7 million allocated based on updated measures of community need	**Operating** Community Outreach and Support Services Emergency Shelter Solutions Housing Assistance Supportive Housing **Capital** Supportive Housing Capital Emergency Shelter Capital **Administration** 7.5% cap in 22/23 and 5% in 23/24	**Prevent Homelessness:** People at risk of homelessness remain housed and have connections to support services. **Address Homelessness:** People who are homeless and chronically homeless obtain and retain housing and support services. **Reduce Chronic Homelessness:** Reduction in chronic homelessness.

Roles and Responsibilities

MMAH and Service Managers will be responsible for specific tasks, including but not limited to:

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.
Ensuring administrative accountability for the HPP.	Delivering services and administering the program in accordance with these Program Guidelines and the Transfer Payment Agreement.
Entering into Transfer Payment Agreements with Service Managers.	Entering into Transfer Payment Agreements with the Province.
Administering funding.	Creating, entering into, and monitoring service contracts with service providers as appropriate.
Assisting with developing, reviewing and approving Service Manager Investment Plans and quarterly reports.	Submitting annual Investment Plans outlining how program funds (including administrative funding) will be used and submitting quarterly reports outlining use of funds.
Approving capital projects for funding.	Soliciting and reviewing capital project proposals and submit to the Ministry for funding approval. Monitoring capital project progress and affordability requirements.
Monitoring compliance with the Transfer Payment Agreement and Program Guidelines.	Complying with the requirements in the Transfer Payment Agreement and Program Guidelines.
Taking appropriate and progressive corrective action for non-compliance with the terms and conditions of the Transfer Payment Agreement and Program Guidelines.	Submitting timely reporting and complying with the requirements in the Transfer Payment Agreement and Program Guidelines.

MMAH is required to comply with financial management directive and policies as issued by the government. These directives and policies include the [Transfer Payment Accountability Directive](#) and the [Transfer Payment Operational Policy](#).

Where applicable, these directives and policies inform and constrain MMAH. All ministry specific and Treasury Board financial management policies are subject to Public Sector Accounting Standards.

Key Dates and Timelines

Report	Due Date	Details
Investment Plan	April 15th of each year for the next program year	Projected quarterly operating expenditures and capital commitments by Service Category. Proposed Plan including proposed use of funding by Service Category.
Q1 Report Back	July 15th of each year	Actual quarterly expenditures and commitments for Q1 and projected quarterly expenditures and commitments for Q2-Q4 by Service Category.
Q2 Report Back	October 15th of each year	Actual quarterly expenditures and commitments for Q1 and Q2 and projected quarterly expenditures and commitments for Q3 and Q4 by Service Category.
Deadline for Capital Commitments for New Facilities	November 30th of each year	Deadline to execute Contribution Agreements and submit executed Agreements of Purchase and Sale (for acquisition projects), registration of mortgage security or an alternate form of security (for conventional, conversion, or modular housing projects)
Q3 Report Back	January 15th of each year	Actual quarterly expenditures and commitments for Q1-Q3 and projected quarterly commitments and expenditures for Q4 by Service Category. Attestation that Service Managers intends to fully take-up all funding by fiscal year end.

Year End Report	May 31st of each year for the previous program year	Actual quarterly operating expenditures and capital commitment for previous program year. Municipal homelessness program spending. Performance indicator reporting for previous program year.
French Language Services Report	May 31st of each year for the previous program year	Report to the ministry annually confirming that the requisite French language services are being provided by Service Managers who are located in or servicing an area that is designated under the French Language Services Act

The Ministry reserves the right to request additional reporting as required.

Inputs: Program Funding

For the 2022-23 fiscal year, $463.4 million in total HPP funding will be provided to Service Managers. This funding amount represents an increase of $24.7 million from the total combined funding under CHPI, HFG and SCRSP provided in the 2021-22 fiscal year.

Allocation Methodology

Base: sum of funding allocated to the service manager through CHPI, HFG and SCRSP in 2021-22 **+** **Needs-based:** a portion of the $24.7M in additional funding for 2022-23 allocated based on updated data **=** **HPP funding allocation**
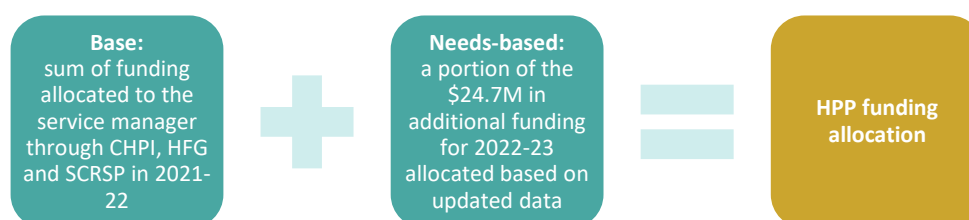
For the 2022-23 fiscal year, the ministry will provide Service Managers with a single funding allocation that is calculated based the sum of two components:

- **Base funding:** to support planning stability, each Service Manager will continue to be allocated a funding envelope equivalent to the sum of operating funding allocated under the former CHPI, HFG and SCRSP programs in the 2021-22 fiscal year.

- **Needs-based funding:** all Service Managers will be allocated a portion of the additional investment of $24.7 million in 2022-23 based on updated Statistics Canada socioeconomic data from the 2016 Census. Approximately half will be allocated based on Deep Core Housing Need, while the other half will be allocated based on the Provincial Priorities Indicator component of the former CHPI program.

Component of Needs-Based Funding	Proportion
Deep Core Housing Need: Service Manager area share of households in Deep Core Housing Need as defined by the Canada Mortgage and Housing Corporation (CMHC).	50%
*Low Income and Shelter***:** Service Manager area share of households that are LIM-BT (Low Income Measure 50 per cent before tax) and that pay more than 50 per cent of before tax income on shelter, as a percentage of total provincial households.	17%
Unemployment: Service Manager area share of unemployed population, as a percentage of total provincial unemployed population.	17%
Indigenous Identity: Service Manager area share of provincial Indigenous identity population (including First Nations, Inuit, and Métis).	8%
Youth: Service Manager area share of youth population aged 16-25 years	8%

Future Fiscal Years

Please note that funding allocations for the 2023-24 fiscal year and beyond are contingent on provincial budget approvals and will be communicated at a later date. Service Managers will be notified of any changes to their HPP allocations and/or allocation methodology.

To make further progress in allocating funding to meet local need, the ministry intends to review the funding allocation methodology for the overall HPP funding envelope. The Ministry intends to consult with Service Managers. Further details regarding consultation and next steps will be communicated in 2022-23.

Transfer Payment Agreements

Service Managers are required to enter into a new Transfer Payment Agreement (TPA) with MMAH in order to participate in the HPP and to receive the funding allocated to them. The TPA outlines the roles, responsibilities, and accountability requirements of the program.

The new HPP TPA will replace the existing CHPI Service Manager Service Agreement, HFG Transfer Payment Agreement and Strong Communities Rent Supplement Program Memorandum of Understanding. Please note, however, that existing HFG capital affordability and milestone transfer payment arrangements committed prior to April 1, 2022 will continue to be administered as a legacy component of HFG.

The TPA may need to be renewed and/or amended as program implementation progresses and the program matures. This may include but may not be limited to amendments to terms and conditions, program updates including updated program guidelines, and additional program communications.

Investment Plan

Service Managers are required to submit an annual HPP Investment Plan for ministry approval outlining how the Service Manager plans to allocate funding among the different service categories of the HPP (see Outputs section below), and how this is intended to contribute to the objectives of the program.

While planning for the implementation of the HPP, Service Managers are encouraged to consider how investments:

- support a shift away from emergency responses towards prevention and permanent housing and contribute to a reduction in chronic homelessness.
- support priority populations who may be at a greater risk of homelessness (for example, youth, Indigenous Peoples, and people transitioning from provincial institutions.)

The ministry will review Investment Plans for alignment with the intended outcomes of the HPP and to verify compliance with the HPP Transfer Payment Agreement, HPP Program Guidelines, and any other applicable government directives or legislation.

The plan will be **due to the ministry no later than April 15th** of each year and must be approved by the Service Manager's local Council, District Social Services Administration Board, or a delegated authority. The plan must include at minimum the information requested in the ministry's Investment Plan templates, including:

- Projected use of funding and number of households supported for each service category in each quarter.
- Details on the types of services and activities that will be funded for each service category.
- An outline of strategic considerations informing the Investment Plan.
- Attestation that funds used for program administration comply with program guidelines (i.e., they are being used only to fund the administration of HPP services and supports) and that all information submitted is accurate.
- Local standards as required by the standards framework for Residential Services Homes, if applicable (see Appendix C – Guide to the Residential Services Homes Standards Framework for more information)

Please note that there are no requirements for a minimum or maximum amount of operating and/or capital expense within each service category. Service Managers are best placed to determine local needs and will be provided the flexibility to determine these amounts in their Investment Plans.

Service Managers must report back on progress on a quarterly basis through the Transfer Payment Ontario (TPON) system. Quarterly updates must provide a forecast reflective of any

variances from the initial plan and a detailed variance explanation if applicable. When completing the Investment Plan and quarterly updates, Service Managers must provide the most accurate forecast and reflection of expenditures for the year.

Operating Payment Process

Subject to the TPA, operating funding will be issued to Service Managers based on projections in their approved Investment Plans and quarterly updates each year. Payments typically follow a quarterly schedule (in April, July, October, and January of each year), subject to quarterly report reconciliation of actual program spending and forecasts.

The first quarter (April) operating payment for fiscal 2022-23 will be initiated upon receipt of an executed Transfer Payment Agreement, based on 25% of the Service Manager's total allocation. Subsequent quarterly payments (Q2, Q3, Q4) will be issued based on the approved annual Investment Plans and quarterly updates.

Please note that payments related to capital projects follow a different process. Please see Capital Funding Requirements for further information.

Outputs: Service Categories

The HPP recognizes that Service Managers know where community need is greatest and where investments can make the most impact on preventing, addressing and reducing homelessness, including chronic homelessness. Service Managers have the flexibility to use allocated funding for any of the following service categories, provided the ministry has approved the Service Manager's Investment Plan and the expense is eligible.

A. Operating Service Categories

- **Supportive Housing**
  - Refers to a combination of housing assistance with individualized, flexible, and ongoing support services (for example, mental health and addictions supports, assistance with daily living, and other services).
  - For the purposes of HPP, this category includes transitional housing and residential services homes (i.e., former domiciliary hostels).
- **Community Outreach and Support Services**
  - Refers to services and supports, such as community outreach and food security programs, as well as case management and referrals for people on By-Name Lists.
  - Also includes ongoing supports and services (such as counselling, medical care, or assistance with daily living) for people <u>not</u> receiving long-term housing assistance, which would be considered supportive housing under HPP.
- **Housing Assistance**
  - Refers to short-term/emergency assistance, non-financial housing assistance, and long-term housing assistance (such as rent supplements and housing allowances) for people <u>not</u> receiving ongoing support services, which would be considered supportive housing for the purposes of the HPP.
  - Includes rent supplements under the former SCRSP program.
- **Emergency Shelter Solutions**
  - Refers to expenses directly related to operating and staffing emergency shelters.

B. Capital Service Categories

- **Supportive Housing:** new facilities and retrofits.
- **Emergency Shelters:** new facilities and retrofits.

C. Administration

- Costs not directly related to delivering services and supports, such as back-office administration, professional services, and office expenses.

Eligible Expenses

Compared with the former CHPI, HFG and SCRSP programs that the HPP replaces, service categories in the HPP are designed to be better defined, so that Service Managers have more guidance on how program costs should be classified. They are also more flexible in that a wider variety of program expenses are recognized.

Please note, however, that Service Managers **may only allocate funding towards eligible expenses under each service category**. If a proposed expense does not clearly fall within a service category's eligible expenses as outlined in this guide, the Service Manager should contact MMAH staff for guidance. In some cases, the ministry may authorize Service Managers to allocate funding to an expense not specifically listed in this document and may reflect this approval in future versions of these program guidelines.

A. Operating

Supportive Housing

Supportive housing combines long-term housing assistance (e.g., rent supplements, housing allowances) with individualized, flexible, and ongoing support services (e.g., , counselling, life skills training, activities of daily living, behaviour supports) to enable people to live as independently as possible in their community.

Supportive housing may be place-based (situated in one building or location) or in scattered sites where supports are delivered through home visits, in the community or via phone/virtually. As well, supportive housing may include congregate living arrangements or may be available through a self-contained unit. For further clarity, this could exist within the context of social housing and other forms of government-assisted housing (e.g., rent supplements, housing allowances).

For the purposes of HPP, supportive housing also includes:

- Transitional housing, which is typically considered as an intermediate step between emergency shelter and permanent housing and has limits on how long an individual or family can stay (generally up to four years). It is intended to offer a supportive living environment for its residents, including offering them structure, supervision, support (for addictions and mental health, for instance), and life skills to become more independent.

- Residential Services Homes, i.e., housing in which the Residential Services Homes Standards Framework applies (see Appendix B). Residential Services Homes include long-term housing facilities that were previously funded under the former Domiciliary Hostel Program, or housing where the housing provider delivers both long-term housing and on-site daily supports and services to its tenants. Examples of on-site daily supports and

services may include providing tenants with meals, laundry and cleaning services, and assistance with personal care and medication.

Eligible Expenses

- **Housing assistance for people in supportive housing.**
  - o Ongoing / long-term housing assistance including rent supplements and housing allowances provided as part of supportive housing.

- **Support services for people in supportive housing.** E.g.:
  - o Mental health and addictions (MHA) supports:
    - Activities could include assessment, support, treatment, withdrawal and counselling services; case management and navigation; delivery of harm reduction activities; prevention, interventions and recovery related supports.
  - o Other health-related supports not covered under MHA supports.
    - Activities could include community nursing; community paramedicine; assistance with medication; and wellness/health promotion activities and education.
  - o Life skills development and daily living supports:
    - Activities could include life skills development such as budgeting; assistance with personal care; daily living supports such as housekeeping, laundry, cooking and shopping; and assistance to access education, training, employment or income support.
  - o Culturally-relevant supports for Indigenous people:
    - Activities could include traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community; and supports to access traditional or culturally sensitive healing services (e.g., healing circles, sweat lodges ceremonies, access to traditional medicines).
  - o Other supports not included above for people in supportive housing.
    - For example, costs to reduce the potential for infection and transmission in congregate supportive housing settings, such as the purchase of Personal Protective Equipment.

- **Minor retrofits or upgrades to existing supportive housing facilities** with a total funding request of up to $50,000

- **Residential services homes.**
  - o Costs associated with providing housing in Residential Services Homes.
  - o Necessary basic needs (e.g., food, clothing, blankets, hygiene items, and other essentials).

- On-site daily supports and services (e.g., meals, laundry and cleaning services, and assistance with personal care and medication).
- Costs to reduce the potential for infection and transmission of contagious illnesses among residents and staff of Residential Services Homes (e.g., personal protective equipment).

Community Outreach and Support Services

This service category refers to operating supports and services provided outside to individuals not in supportive housing (i.e., the services are short-term/emergency supports or are ongoing but not linked to a person receiving long-term housing assistance). Services provided on an ongoing basis to a person receiving long-term housing assistance should be expensed under the supportive housing service category.

This category also captures expenses related to maintaining a By-Name List, a real-time list of people experiencing homelessness to help better connect people with the services and supports they need. All Service Managers are required to maintain a By-Name List that meets the provincial requirements.

Costs that can be expensed under this service category include engaging clients from the By-Name List through assessments, case management and referrals, including within emergency shelters or supportive housing settings. Costs associated with maintaining a By-Name List are also eligible under this service category.

Note: Service Managers that receive funding from other sources for By-Name List implementation and associated activities are expected to allocate those funds first before using their HPP funding for By-Name List activities.

Eligible Expenses

- **Case Management and Outreach.**
  - For example, outreach to people experiencing homelessness which may include wellness checks; clothing and blankets; hygiene items; referrals to community agencies and other supports.
  - Costs associated with other important case management and individualized planning processes, such as pre-discharge planning from provincial institutions (e.g., hospitals and correctional facilities) and development of support service plans.
- **By-Name List related activities** and other important case management/referrals processes. E.g.:

- o Costs associated with engaging clients from the By-Name List including assessments, case management, navigation, referrals, assistance to access support service, and development of support service plans.
- o Costs associated with maintaining a By-Name List to meet provincial requirements (e.g., staffing, data management, and training).

- **Food security.**
  - o For example, food banks, grocery vouchers, food assistance.

- **Employment, education, training supports.** E.g.:
  - o Services directed towards individuals and families to help them access income benefits.
  - o Pre- and post-employment services that bridge individuals and families to the labour market and assist them to maintain employment and build self-sufficiency.
  - o Services to support essential skills development; and services to connect individuals and families to education and training programs.

- **Mental Health and Addiction (MHA) supports for individuals not in supportive housing.**
  - o For example, support, treatment, withdrawal and counselling services; case management and navigation; delivery of harm reduction activities; prevention, interventions, and recovery.

- **Other health-related supports not included under MHA supports for individuals not in supportive housing.**:
  - o For example, community nursing; community paramedicine, assistance with medication; and wellness/health promotion activities and education.

- **Life skills development and daily living supports in the community.**:
  - o For example, life skills development such as budgeting; assistance with personal care; daily living supports such as housekeeping, laundry, cooking and shopping; and assistance to access education, training, employment or income support.

- **Culturally-relevant supports for Indigenous people.**
  - o For example, traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community; and supports to access traditional or culturally sensitive healing services (healing circles, sweat lodges ceremonies, access to traditional medicines)

Housing Assistance

This service category covers the use of operating funding to support people in obtaining and retaining housing, including both financial and non-financial housing assistance. This kind of assistance is an important tool in preventing and addressing homelessness.

Please note that long-term financial housing assistance for people receiving ongoing support services should generally be expensed as part of the supportive housing service category.

Eligible Expenses

• **Short-term / emergency financial assistance:**
  o This could include assistance with rent arrears (e.g. rent banks), utilities arrears, time limited rental assistance (e.g. rapid rehousing; emergency housing assistance), and emergency repairs to housing units.
  o Financial assistance to set up a housing unit. This includes: first/last months' rent, moving costs, costs for start-up items such as furniture, household products and housewares.
 	
• **Long-term housing assistance:**
  o Housing allowances or rent supplements intended to be ongoing (e.g., lasting for year or more) not provided as part of supportive housing, transitional housing or Residential Services Homes.
 	
• **Non-financial assistance:**
  o Activities could include housing help, eviction supports, legal supports to avert eviction, budgeting assistance, shelter diversion, hoarding assistance, landlord-tenant assistance.

Emergency Shelter Solutions

Emergency shelter solutions include services and supports that provide immediate relief or protect households / people who are experiencing homelessness. Operating funding under the Emergency Shelter Solutions service category may be used to support the operating costs of providing shelter, services, and basic needs in emergency shelter facilities.

Emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services. This would include hotel and motel stays, for example where no emergency shelters exist or in overflow situations.

The ministry recognizes that emergency shelters are an important pillar of support for people experiencing homelessness. However, as Investment Plans are developed, Service Managers are encouraged to consider how investments can best be made to shift from a reliance on emergency shelters towards prevention and long-term housing.

Eligible Expenses
• **Services related to the provision of emergency shelter beds** including beds provided in hotels/motels and vouchers for hotels/motels.
• **Necessary basic needs.** E.g., food, clothing, blankets, hygiene items, diapers, and other essentials
• **Services offered within the emergency shelter or by shelter employees.** E.g., housing search assistance; childcare within the shelter; nursing; transportation for shelter residents; outreach to former shelter residents.
• **Costs to reduce the potential for infection and transmission among shelter residents and those who work with them.** E.g., purchase of Personal Protective Equipment.
• **Minor retrofits or upgrades to existing emergency shelters** with a total funding request of less than $50,000.

B. Capital

To support Service Managers in maintaining and expanding the supply of supportive housing and in maintaining the availability of emergency shelters where there is a local need, the HPP provides the flexibility for Service Managers to allocate funding towards capital expenses.

Please note that all ongoing operating costs associated with capital projects funded under HPP will be the responsibility of the respective Service Manager, and Service Managers will be expected to articulate how they plan to manage these costs as part of Project Information Forms. .

Please refer to Capital Funding Requirements later in this document for further guidance on approval, reporting and payment processes related to capital.

Eligible capital expenses include the following.

Supportive Housing

- **New Facilities:**
    - Acquisition and, where required, rehabilitation of existing buildings to create transitional housing or permanent supportive housing.
    - Conversion of existing buildings to create transitional or permanent supportive housing.
    - Expansion of an existing transitional housing or permanent supportive housing facility.
    - Conventional or modular construction of a new permanent supportive or transitional housing facility or expansion of a current transitional or permanent supportive housing construction project in-progress to increase capacity.
- **Retrofits:**
    - Renovation, retrofitting, repair and upgrading of existing transitional housing and permanent supportive housing facilities, for example, to meet building code standards and public health requirements. (Note that retrofit / renovation costs below $50,000 should be considered as an operating expense.)

Emergency Shelters

- **New Facilities:**
    - Costs to assist with the acquisition of buildings that would be converted/upgraded to provide emergency shelter.
    - Conversion of an existing property and/or expansion of an existing facility to create additional emergency shelter spaces.
    - Conventional or modular construction to increase emergency shelter capacity.
- **Retrofits:**
    - Renovation, retrofitting, repair and upgrading of existing emergency shelters to meet building code standards and public health requirements (e.g., building self-contained bedrooms, adding walls/partitions, washrooms)

C. Administration

Eligible administrative expenditures are those supporting but not directly related to the delivery of HPP programming, including but not limited to:

- **Staff that do not directly deliver services to clients.**
    - o Salaries, wages and benefits for administrative staff and back-office functions, such as those providing accounting, reporting, IT support, communications, security, and human resources and program management functions.
    - o Administrative costs associated with planning, managing and evaluating homelessness supports and services, enumeration (in years the ministry requires Service Managers to complete enumeration).
    - o Professional development and staff training.
- **General office expenses:**
    - o Utilities, information technology, phone/internet, postage/courier, office supplies, and cleaning.
- **Professional services:**
    - o Contracting for services such as bookkeeping, consulting, communications, translation, legal fees, and audit costs.

Ineligible expenses include administration costs not associated with the HPP program delivery and capital costs (outside of eligible expenses related to supportive housing and emergency shelters outlined in other service categories.)

In the 2022-23 fiscal year, Service Managers may use up to 7.5 per cent of their annual HPP allocation for program administration costs. Starting in the 2023-24 fiscal year, this cap will be reduced to 5 per cent of each Service Manager's annual funding allocation, to help ensure more funding is directed towards front line programming.

Service Managers must ensure that program administration funds are used efficiently and only in support of the delivery of HPP services and supports. Service Managers are required to include the amount of HPP funding used for program administration in their Investment Plans and report back on the use of this funding in their quarterly updates and year-end reports. Service Managers must ensure any underspending in administration is recovered by the ministry or reallocated towards eligible HPP operating expenses in the same fiscal year (see Other Program Requirements below.)

Notwithstanding the cap on administrative spending, the ministry may authorize Service Managers to spend above the cap in exceptional circumstances. Prior approval from the ministry must be sought; Service Managers should contact MMAH staff for guidance.

Outcomes

Reporting

Generally, all Service Manager reporting must be done through the government's Transfer Payment Ontario (TPON) system, unless otherwise indicated by the ministry. This includes but is not limited to the submission of investment plans, quarterly reporting, project information forms, and project documentation.

There are five reports due for each program year:

Report	Due Date	Details
Investment Plan	April 15th of each year for the next program year	Projected quarterly operating expenditures and capital commitments by Service Category. Proposed Plan including proposed use of funding by Service Category.
Q1 Report Back	July 15th of each year	Actual quarterly expenditures and commitments for Q1 and projected quarterly expenditures and commitments for Q2-Q4 by Service Category.
Q2 Report Back	October 15th of each year	Actual quarterly expenditures and commitments for Q1 and Q2 and projected quarterly expenditures and commitments for Q3 and Q4 by Service Category.
Q3 Report Back	January 15th of each year	Actual quarterly expenditures and commitments for Q1-Q3 and projected quarterly commitments and expenditures for Q4 by Service Category. Attestation that Service Managers intends to fully take-up all funding by fiscal year end.
Year End Report	May 31st of each year for the previous program year	Actual quarterly operating expenditures and capital commitment for previous program year. Municipal homelessness program spending. Performance indicator reporting for previous program year.

By-Name Lists

A By-Name List is a real-time list of people experiencing homelessness to help better connect people with the services and supports they need. All Service Managers have an operational By-Name List in place to better understand homelessness in their communities, track changes in service needs over time, and effectively coordinate and prioritize service delivery. As part of HPP requirements, Service Managers must maintain their By-Name List in accordance with Ontario requirements and report on key performance measures.

Please note that the ministry intends to release new By-Name List requirements that will build on the current requirements. These new requirements will be expected to be implemented by April 1, 2023. Further details on the new requirements for By-Name Lists will be provided in a separate document to be released in early 2022.

Performance Indicators

Building on the implementation of By Name Lists as well as the recommendations outlined in Appendix A, a set of performance indicators have been developed to monitor and track progress on the achievement of HPP outcomes, including the ultimate goal of measuring a reduction in homelessness and chronic homelessness.

For each performance indicator, data elements will be reported annually in the year-end report by Service Managers. It includes reporting on unique households assisted, By-Name List data and breakdowns by the provincial priority groups (i.e., Chronic Homelessness, Youth, Indigenous, Transitions from Provincial Institutions) as recommended by the Expert Advisory Panel on Homelessness (2015) and (re)recommended by the Auditor General in December 2021.

By collecting data elements to calculate the following indicators, HPP can monitor progress towards the goals of preventing, addressing and reducing homelessness, including chronic homelessness. The data elements will be collected for the overall population participating in the program and by provincial priority group of participants (i.e., Chronic Homelessness, Youth, Indigenous, Transitions from Provincial Institutions).

Performance indicators for measuring the achievement of the HPP's outcomes include:

- #/% of participant households who were at-risk of homelessness at program entry
- #/% of at-risk participant households assisted to retain housing by provincial priority group by housing type
- #/% of at-risk participant households assisted who retained housing for 12 months or more
- #/% of at-risk participant households who received community outreach and support services

- #/% of participant households who were experiencing homelessness at program entry
- #/% of participant households experiencing homelessness who received assistance to obtain housing by provincial priority group by housing type
- #/% of participant households experiencing homelessness assisted to retain their housing for 12 months or more
- #/% of participant households experiencing homelessness assisted with community outreach and supportive services
- #/% of people on BNL who obtain housing
- #/% of people on BNL participating in HPP
- #/% change in units of supportive housing stock preserved and created
- Emergency shelter usage
- Emergency shelter capacity
- Change in number of individuals on BNL
- #/% of people experiencing homelessness by provincial priority group, including chronic homelessness
- # of people who become homeless (new or return)

Please note that a separate **HPP Performance Indicators Reporting Guide** will be released with details on specific data elements, definitions and instructions.

Capital Funding Requirements

New Facilities

Project Submission Process

Service Managers will solicit proposals and select projects through appropriate procurement processes to recommend to the Ministry for funding approval within their allocations.

Recommended projects shall:

- Be approved by Council and/or Board;

- Be able to sign a Contribution Agreement and registration of mortgage security or an alternate form of security (conversion, conventional, or modular housing projects) **no later than November 30** of each program year;

- For acquisition projects, the executed Agreement of Purchase and Sale must have **a closing date no later than March 1** of each program year;

- Commence construction, acquisition, rehabilitation and/or conversion within 120 days of the date of commitment and be completed within two years of the date of commitment;

- Meet the current Ontario Building Code, public health, and other applicable requirements;

- Reflect the best value for money, for example by using competitive procurement processes where possible, and ensuring that costs per unit are reasonable;

- Include information on how the on-going operating financial requirements for the project will be met; and

- Address local housing/homelessness needs.

In addition, for Supportive Housing New Facilities projects:

- have rents that on average are at or below 80 per cent of the Canada Mortgage and Housing Corporation (CMHC) Average Market Rent (AMR) for the community or as approved by MMAH for a minimum of 20 years; and

- Provide a clear indication about the types of supports that will be made available directly, or via partnership (via agreement, Memorandum of Understanding, or other arrangement). Support services must be provided for a minimum period of 10 years.

In addition, for Emergency Shelter Solutions New Facilities projects, facilities must operate for their intended use for a minimum of 20 years.

Service Managers are encouraged to give priority consideration to projects that:

- Have contributions by others, including the Service Manager, host municipality, and proponent, to be used in partnership with HPP funding;

- Are sponsored by providers that agree to project affordability periods beyond the minimum 20-year term to ensure the longer-term supply of affordable housing stock;

- Have energy efficiency features that reduce and/or eliminate greenhouse gas emissions; and

- Are fully accessible and/or have units that are accessible to persons with disabilities.

All projects must be submitted through the TPON system along with additional project background information such as information contained in Council/Board reports.

Contributions by Others

Service Managers and proponents are encouraged to provide contributions in order to increase the financial viability of the project and/or to provide deeper affordability.

Contributions by Service Managers may include: waiving or reducing development charges, planning approvals application fees, building permit fees, and full property tax exemptions as well as contributions of municipal grants, and municipally-owned land.

Project Approval Process

Project approval will be based on alignment with the approved Investment Plan, consideration of the information submitted to the Ministry and the ability to meet the program's eligibility criteria and timelines.

Once approved, a project will receive a Conditional Letter of Commitment from MMAH, which confirms ministry approval and outlines the steps to take prior to signing a Contribution Agreement.

The Contribution Agreement shall describe legal obligations and reporting requirements for the project. All Service Managers are required to enter into Contribution Agreements directly with proponents and shall require the forgivable loan to be secured through a mortgage or alternate form of security.

The deadline to commit funding – i.e., execute Contribution Agreements and submit executed Agreements of Purchase and Sale (for acquisition projects), registration of mortgage security or an alternate form of security (for conventional, conversion, or modular housing projects) – will be November 30 of each program year, to allow time for realignment between operating and capital funding, or reallocation of funds if necessary.

The Ministry reserves the right to return a project application for revision and resubmission if it is

not consistent with these Program Guidelines and/or required information is missing.

Funding

Emergency Shelter Solutions and Supportive Housing New Facilities capital funding must be provided as a secured forgivable capital loan.

Service Managers are required to perform their due diligence to ensure that a project is financially viable from a construction cost and on-going operating perspective, and the program expenditures represent a prudent and best value use of public dollars.

Payment Process

The Ministry will advance funding directly to Service Managers, who will be responsible for making project payments to proponents. Service Managers will advance funds to proponents based on the completion of milestones and compliance with the program requirements.

Funding for acquisition, rehabilitation and/or modular housing will be advanced to Service Managers based on the following instalments:

1.   Up to 90 per cent following signing of the Contribution Agreement; and

   a.   submission of Agreement of Purchase and Sale for acquisition projects (funding will be advanced within 15 business days of the closing date); or,

   b.   registration of mortgage security or an alternate form of security that is acceptable to the ministry.

2.   Remaining funding upon confirmation of completion and submission of required documentation including registered security.

Up to 100 per cent of the funding may be provided, if required, to finance the purchase. If the capital funding provided under the HPP is insufficient to cover the cost of the acquisition of the building and/or any rehabilitation work required, the Service Manager must demonstrate the additional funding sources being accessed to complete the project.

Funding for conventional and other projects will be based on the following instalments:

1.   50 per cent at signing of the Contribution Agreement and submission of mortgage security registration or alternate form of security that is acceptable to the Ministry;

2.   40 per cent at confirmation of 50 per cent construction completion; and

3.   Remaining upon confirmation of completion and submission of required documentation.

All final payments are required to be made within two years of signing the Contribution

Agreement. Service Managers are required to ensure that all projects are completed and request the final payment prior to this deadline.

Project Reporting

Service Managers must complete a Project Information Form (PIF) through the TPON System supplemented by regular milestone updates in TPON, along with detailed construction / acquisition / rehabilitation progress reports to ministry contacts describing project progress and potential issues of concern that might delay or jeopardize the project.

Any delays to the construction start or completion timelines for New Facilities projects must be communicated to the ministry as early as possible. Extensions to the construction start and completion timelines are subject to ministry approval.

Service Managers must also ensure that the following documentation is submitted in the TPON System:

- For acquisition projects, registration of mortgage security or an alternate form of security once acquisition is complete;

- Confirmation of Construction Start (for conventional and other projects);

- Confirmation of 50 per cent construction completion (for conventional and conversion projects);

- Confirmation of Project Completion/Initial Occupancy Report (for all projects); and

- An Audited Financial Statement for the project within six months following project completion/initial occupancy date, or such additional time acceptable to MMAH.

- Annual Occupancy Reports for the affordability period.

PIFs will require Service Managers to report on the following information for performance indicators:

- Number of new facilities/housing (and number of units) created (i.e. acquisition, conversions, modular units) by type of housing; and

- The population targeted for the housing project.

Service Managers must confirm that capital projects funded under the HPP meet the affordability requirements and/or continue to be used for their intended purpose.

During the minimum 20 year intended use period for Emergency Shelter Solutions New Facilities projects, proponents may not, without the Ministry's consent, dispose of assets developed/acquired with Funds under these Program Guidelines. However, new facilities

developed/acquired by the Service Manager may be sold prior to the expiry of the minimum 20-year intended-use period, so long as the Service Manager is of the view that the facility is no longer needed for its intended use, and ensures that all proceeds are reinvested into the housing and homelessness sector.

Affordability Criteria and Rents

Approved Supportive Housing New Facilities projects must remain affordable for a minimum period of 20 years. Affordability is defined as having rents for the project that are at or below 80 per cent of CMHC AMR at the time of occupancy. If the Service Manager wishes to provide greater affordability to tenants, then rent supplements may also be utilized.

Average rent is calculated using actual rents paid by tenants, and any rent supplements provided by the Service Manager. If rent supplements are used in HPP units to provide deeper affordability for tenants, the Service Manager shall ensure that total rent received by a proponent, including rent from the tenant and any rental supplements from the Service Manager or other party shall not exceed 100 per cent of CMHC AMR. In addition, the total of the rent paid by the tenant and any federal and/or provincially funded rent supplements paid to the proponent must be used to calculate the weighted average rent in a project.

While individual unit rents may be set above or below the 80 per cent threshold, in no instance shall an HPP-funded unit have a rent that is greater than the CMHC AMR for the relevant bedroom type for the area.

If CMHC AMRs are not available for certain communities, or in instances where in the opinion of Service Managers the CMHC AMRs do not reflect the actual AMRs in the local market area, Service Managers may request an alternate AMR by submitting a business case including a local market rent survey for the Ministry's consideration.

Projects may include both HPP units and market units; however, only units with rents that meet affordability requirements will receive HPP funding.

Rent increases under this program must be in accordance with the *Residential Tenancies Act, 2006* (RTA) rent increase guideline. The Transfer Payment Agreement provides that rent increases follow the RTA rent increase guidelines (irrespective of whether they apply) and that average rent for a Supportive Housing New Facilities Project must still remain at or below 80 per cent of CMHC AMR.

Retrofits

Project Submission and Approval Process

The Service Manager is responsible for selecting all eligible projects, monitoring progress, completion of projects, quality of work, and for advancing funds.

Once an eligible project has been approved by the Service Manager, a completed Project Information Form along with an executed loan agreement and promissory note securing the funding must be entered and submitted in the TPON System for ministry review and approval to commit the funding.

MMAH reserves the right to return a project application for revision and resubmission if it is not consistent with the Program Guidelines or if information is missing or incomplete.

Funding

Emergency Shelter Solutions and Supportive Housing Retrofit funding must be provided as a secured forgivable capital loan based on the cost of the work items approved by the Service Manager. Loans are to be secured by a mortgage registered on title upon project completion.

Payment Process

Funding will be advanced to Service Managers and based on the following instalments:

1.   50 per cent when a completed Project Information Form along with an executed loan agreement between the Service Manager and proponent, and signed promissory note are submitted and approved by MMAH in TPON;

2.   40 per cent at confirmation of 50 per cent project completion; and

3.   10 per cent at confirmation of final project completion and mortgage registered on title.

MMAH may consider a higher upfront payment based on local need with supporting documentation.

Service Managers must ensure project status is updated and documents are posted in TPON on an on-going basis. Retrofit activities must start within 120 days of the date of the funding agreement.

Service Managers are responsible for project selection and approval, monitoring progress and completion of projects, quality of work, and for the advancement of funds. Retrofit activities must be completed in two years of the date of loan agreement.

Any delays to the repair start or completion timelines for Retrofit projects must be communicated

to the ministry as early as possible. Extensions to the repair start and completion timelines are subject to ministry approval.

Project Reporting

Service Managers must regularly update progress on project activities and payments to proponents through the TPON system. Confirmation of construction start and completion for each project must be submitted in TPON.

PIFs will require Service Managers to report on the following information for performance indicators:

- Number of units retrofitted/repaired.
- Vulnerable population group(s) targeted for the housing project.

Service Managers must confirm that Retrofit projects funded meet the affordability requirements (i.e., with rents at or below AMR for the bedroom type for the local area) and/or continue to be used for their intended purpose, for a minimum period of 10 years following completion.

Other Program Requirements

Reallocation

Service Managers must make best efforts to ensure that planned operating and capital expenditures are accurate. If changes in operating and capital funding are required, Service Managers must submit a business case to the ministry for approval. Please note that **requests to realign operating and capital funding made after November 30th of the respective fiscal year may not be approved.**

The Ministry, at its sole discretion, reserves the right to re-allocate funds to another Service Manager in instances where a Service Manager may not be able to fully utilize their annual HPP allocation within a fiscal year.

After the end of Quarter 3 of each fiscal year (December 31st), the Ministry will review Service Manager progress in their spending against their annual allocation to determine if there will likely be unspent program funds in a Service Manager area. If it is determined that under-spending is likely to occur, funds may be reallocated to another Service Manager area before the end of the fiscal year.

Year-End Reconciliation

Service Managers are required to fully spend their annual operating funding and commit capital funding in the fiscal year that the funds are allocated.

With the ministry's approval, where an approved eligible capital project is cancelled or reduced after the end of the fiscal year (March 31st) in the year approved, the affected funding will be considered to remain approved provided that the Service Manager recommits the affected ministry funding to previously approved eligible project(s) eligible under the same capital service category and within the same fiscal year in which the cancellation or reduction occurred within the original approved allocation.

The recommitment period is limited to one subsequent fiscal year (i.e. the subsequent March 31st) following the year of initial commitment. Any subsequent savings identified through cancelled or reduced projects must be returned (recovered) to the Ministry upon demand and generally cannot be carried over into the next fiscal year.

Service Managers are required to submit a year-end financial report to the Ministry by May 31 of each year outlining actual expenditures for the prior fiscal year (April 1 to March 31). Identified savings will remain unspent (recoveries) and may be required to be returned (recovered) to the Ministry upon demand and cannot be carried over into the next fiscal year.

All recoveries will be completed through the Transfer Payment Ontario (TPON) system. Service Managers will be notified by the Ministry prior to any recoveries made with information regarding the recovery and next steps.

Return of Funding

Operating funds allocated in a fiscal year are required to be fully spent by March 31. Operating expenditures are considered spent if funds have been paid by March 31 and, if not paid, owed to [others] as of March 31 by the Service Manager.

If funds are not fully spent by Service Managers or are not used for an eligible expense under these Program Guidelines, funds shall be returned to MMAH on demand.

All remedies under these Program Guidelines shall survive any termination or expiry of the Program.

Audit Requirements and Reviews

Service Managers shall support the ministry in exercising its rights to audit and inspect Service Managers to ensure program funding is used in compliance with these Program Guidelines as is set out in the HPP Transfer Payment Agreements.

Risk Assessment

The ministry is committed to ensuring risk management planning is incorporated into policies, operations and program delivery. Service Managers are encouraged to assess their risk and capacity to deliver the HPP on an annual basis. The ministry will make available a Risk and Capacity Assessment template to assist service managers in this work.

Indemnification and Repayment

There are obligations for all HPP parties with regard to the indemnification and recovery of government funding. Specific obligations and provisions are included in the Transfer Payment Agreement.

Compliance with Statues: Attestation and Tax Compliance Verification

Service Managers are required to have good standing with tax laws and attest to being in good standing with labour and environment laws. Valid compliance information is required to be submitted within the organization's profile in TPON by April 1, 2022:

- Compliance with tax laws – tax compliance verification completed on the [Tax Compliance Verification Portal.](#)

- Compliance with labour and environment laws – an attestation. An attestation form is available to be completed within the organization's profile in TPON.

French Language Services Act Compliance

Service Managers who are located in or servicing an area that is designated under the French Language Services Act (FLSA) are required to:

- 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 HFG are available in French.

Services being provided to the public directly by Service Managers, or through the office of a sub-contractor (such as a local non-profit agency), are required to comply with the FLSA.

To demonstrate compliance, Service Managers are required to complete and submit a French Language Services Report to the ministry annually confirming that the requisite French language services are being provided.

Glossary

Term	Explanation
At risk of homelessness	Refers to households who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.
Average Market Rent (AMR)	AMRs refer to the average rent by bedroom type for each community published yearly by the Canada Mortgage and Housing Corporation (CMHC) in the Rental Market Report.
By-Name List	Real-time list of people experiencing homelessness in the Service Manager area who consent to be on the list to be connected to supports and services they need.
Chronic Homelessness	Refers to people, often with disabling conditions (e.g., chronic physical or mental illness, substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e., have spent more than 180 cumulative nights in a shelter or place not fit for human habitation). These are individuals who move in and out of homelessness.
Deep Core Housing Need (DCHN)	A household is said to be in DCHN if its housing falls below at least one of the adequacy, affordability or suitability, standards and it would have to spend 50 per cent or more of its total before-tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards).
Emergency Shelter	A facility designed to meet the immediate needs of people who are homeless. Emergency shelters may target specific sub-populations, including women, families, youth or Indigenous persons. These shelters typically have minimal eligibility criteria, may offer shared sleeping facilities and amenities, and may expect clients to leave in the morning. They may offer food, clothing or other services. This would include hotel and motel stays, where no emergency shelters exist or in overflow situations.
Fiscal Year	Provincial fiscal year that spans from April 1st of one calendar year to March 31st of the following calendar year.

Homelessness	The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.
Household	A household may consist of a family group, a couple, or of a person living alone.
Indigenous	Persons who identify as First Nation, Métis or Inuit
LIM-BT (Low Income Measure 50 per cent before tax)	Low-income measure before tax (LIM-BT) is a fixed percentage (50%) of median adjusted total income of households observed at the person level, where 'adjusted' indicates that a household's needs are taken into account. Adjustment for household sizes reflects the fact that a household's needs increase as the number of members increase, although not necessarily by the same proportion per additional member.
Long-Term Housing	Housing that is provided to clients for a longer period of time, beyond one year. Includes: market rental, co-op housing, subsidized housing, group homes, housing formerly known as domiciliary hostels, supportive housing, ownership housing, etc.
Permanent Housing	Term used interchangeably in this document with long-term housing, above.
Provisionally Accommodated	Refers to those who are homeless and whose accommodation is temporary or lacks security of tenure. Provisional accommodations may include: staying with friends/acquaintances, correctional institutions, hospitals, residential treatment, etc. This does not include emergency shelters, group homes, retirement homes, long-term care homes, and crown ward facilities.
Retrofit	Renovation, retrofitting, repair and upgrading of existing capital to meet building code standards and public health requirements
Transitional Housing	Supportive, yet temporary, type of accommodation that is meant to bridge the gap from homelessness to permanent housing by offering structure, supervision, support, life skills, education, etc.
Supportive Housing	Housing that combines long-term housing assistance (e.g., rent supplements, housing allowances) with individualized, flexible, and ongoing support services (e.g., counselling, life skills training, activities of daily living, behaviour supports) to enable people to live as independently as possible in their community.

Youth	Persons aged between 16 and 25 years old.
Youth Homelessness	Youth homelessness refers to the situation and experience of young people under the age of 25 who are living independently of parents and/or caregivers, but do not have the means or ability to acquire a stable, safe or consistent residence.

MMAH Staff Contacts

Questions regarding the HPP may be directed to your respective MMAH Municipal Services Office (MSO) or Housing Programs Branch staff contact, as noted below:

Region & Contact	Contact Information
Toronto: Melissa Grieco • Serving the City of Toronto	Melissa.Grieco@ontario.ca
MSO Central: Ian Russell • Serving Durham, Halton, Hamilton, Muskoka, Niagara, Peel, Simcoe, and York	Ian.Russell@ontario.ca
MSO Eastern: Mila Kolokolnikova • Serving Cornwall, Hastings, Kawartha Lakes, Kingston, Lanark, Leeds and Grenville, Lennox and Addington, Northumberland, Ottawa, Peterborough, Prescott and Russell, and Renfrew	Mila.Kolokolnikova@ontario.ca
MSO Western: Cynthia Cabral • Serving Brantford, Bruce, Chatham-Kent, Dufferin, Grey, Huron, Lambton, London, Norfolk, Oxford, St. Thomas, Stratford, Waterloo, Wellington, and Windsor	Cynthia.cabral@ontario.ca
MSO Northeastern: Cindy Couillard • Serving Algoma, Cochrane, Greater Sudbury, Manitoulin-Sudbury, Nipissing, Parry Sound, Sault Ste. Marie, and Timiskaming	Cindy.Couillard@ontario.ca
MSO Northwestern: Jessica Vail • Serving Kenora, Rainy River, and Thunder Bay	Jessica.Vail@ontario.ca

Appendix A: MMAH Initiatives Informing HPP

In recent years, the province has moved forward with several strategic activities and initiatives to address the challenges of housing and homelessness. The consolidation of the ministry's Community Homelessness Prevention Initiative (CHPI), Home For Good (HFG) and Strong Communities Rent Supplement Program (SCRSP) into the larger HPP is informed by these activities and strategies, which include:

Multi-Ministry Supportive Housing Initiative (MMSHI)

MMSHI is a cross ministry joint initiative between three ministries – MMAH, the Ministry of Health (MOH), and the Ministry of Children, Community and Social Services (MCCSS) – which together have 17 supportive housing programs (as of January 2022) assisting people with a wide range of needs.

In 2019, the province committed to reviewing Ontario's supportive housing system to help identify opportunities to streamline and improve coordination so that people can get the help they need. The review focused on two overarching objectives:

- **Improving services for people** (i.e., people with diverse needs have access to the right housing and supports, enabling them to maintain their housing and live as independently as possible).

- **System efficiency** (i.e., system design ensures that funding is spent where it has the greatest impact on people in the most efficient way).

In late 2020 through early 2021, MMAH, MCCSS, and MOH undertook a virtual engagement to seek input and feedback from key stakeholders, partners and Service Managers on how the government could improve the supportive housing system. Some of the feedback received included that the government consider:

- Reducing administrative and reporting burdens within and across programs.

- Providing greater flexibility within supportive housing programs to address both capital and operating funding needs.

- Additional funding to support the long-term sustainability of projects and increased capacity where needed to support individuals who need high intensity supports as well as linguistically and culturally appropriate service delivery models.

Community Homelessness Prevention Initiative / Home For Good Program Review

MMAH's CHPI and HFG programs were determined in scope for the supportive housing program

review above. MMAH engaged with Service Managers to assess program relevance, delivery, design and efficiency. Key issues identified included:

1. Fragmented funding and significant administrative burden, as well as insufficient operational funding for supportive housing.

2. Limited outcomes tracking and accountability measures needed to address chronic homelessness.

3. Inequitable distribution of funding due to program allocations that are based largely on historical spending and do not adequately reflect updated measures of community need.

The review noted that a redesigned program could incorporate the flexibility of CHPI and the longer-term supports and capital projects available under HFG, create greater efficiency by reducing administration and reporting complexity, and allow more Service Manager areas to create additional supply by incorporating a capital component.

Strong Communities Rent Supplement Program (SCRSP) Review

The recommendation to include SCRSP in the consolidated HPP program was informed by the findings from the Ministry's SCRSP program review. In late-2020, the Ministry launched a review of SCRSP to discuss several elements of the program design, program delivery experience and post-2023 planning as the program was set to expire on March 31, 2023.

Feedback from this consultation indicated widespread agreement that SCRSP is very important and an integral part of the affordable housing system and that significant concerns existed regarding the end of provincial funding. Service Managers have been clear regarding the need for funding certainty beyond March 2023.

Based on the findings of the SCRSP program review, the ministry decided to continue provincial funding through a consolidated HPP. Funding will be sustained so that Service Managers can continue supporting vulnerable households who may otherwise be at risk of homelessness while also providing greater flexibility to minimize underspending. The annual funding associated with SCRSP could be used by Service Managers to support existing recipients with any leftover funding moved across program components under HPP.

By-Name Lists

In March 2021, the provincial government directed all Service Managers to implement a By-Name List. A By-Name List is a real-time list of people experiencing homelessness to help better connect people with the services and supports they need. All Service Managers now have an operational By-Name List in place to better understand homelessness in their communities, track changes in service needs over time, and effectively coordinate and prioritize service delivery.

Appendix B: Guide to the Residential Services Homes Standards Framework

(Formerly "Housing with Related Supports")

Introduction

Under the previous Community Homelessness Prevention Initiative (CHPI), SMs had the flexibility to use funding for services and activities in any of the following four services categories:

1. Emergency Shelter Solutions

2. Housing with Related Supports

3. Other Services and Supports

4. Homelessness Prevention

The Housing with Related Supports category included a Standards Framework that applied to certain types of housing with supports. The Standards Framework required that SMs develop local standards under eight provincial categories and that SMs implement a monthly allowance for tenants. This requirement continues under the Homelessness Prevention Program (HPP) for Residential Services Homes under the Supportive Housing service category.

SMs that elect to use HPP funds for housing that is covered by the Standards Framework must meet the requirements under the Standards Framework including developing local standards.

The purpose of this guide is to provide details on Residential Services Homes and to assist SMs with implementation of the Standards Framework at the local level.

Purpose of the Standards Framework

The purpose of the Standards Framework is two-fold:

1. to provide protection for vulnerable tenants who reside in long-term housing where tenants are dependent on the on-site daily supports and services delivered by the housing provider; and

2. to provide continued flexibility for SMs in the delivery of community-based housing solutions that address homelessness and those at risk of experiencing homelessness.

When Does the Standards Framework Apply?

The Standards Framework applies to Residential Services Homes funded under the HPP. This includes housing that was previously funded under the former Domiciliary Hostel Program.

The Standards Framework also applies when HPP funding is used for other long-term housing with supports that meets the following description:

- HPP funding provided to a housing provider to deliver <u>both</u> long-term housing and on-site daily supports and services to its tenants.
  - o Examples of on-site daily supports and services may include providing tenants with meals, laundry and cleaning services, assistance with personal care and medication
  - o Other support services may also be provided

When Does the Standards Framework Not Apply?

The Standards Framework does not apply when HPP funding is used for services and supports that fall do not meet the above description including the following examples:

- housing allowances or rent supplements

- programs or initiatives that provide rent supplements or housing allowances for clients with separate support services (e.g. case management or housing advocacy services provided by a community or housing agency)

- support services only (e.g. funding to community agencies or housing providers to provide support services only, such as case management, advocacy, drop-in support programs, food programs etc.)

- transitional housing beds or programs.

Monthly Allowance for Personal Use

Under the Standards Framework, there is a requirement that tenants living in housing with supports where the Standards Framework applies have a minimum amount of money for personal use. This amount is referred to as a monthly allowance. There is a provincial category requiring that SMs establish standards for the management of the monthly allowance (see Schedule A).

The amount of the monthly allowance must be no less than the amount for personal needs set out in paragraph 1 of section 32(1) of Ontario Regulation 222/98 (General) under the *Ontario Disability Support Program Act, 1997* (see https://www.ontario.ca/laws/regulation/980222#BK35 for more information.)

If during the year, the amount for personal needs changes under the regulation, there must be a corresponding change made to the tenant's monthly allowance effective April 1 of the following

fiscal year.

The tenant must either receive or retain no less than the minimum monthly amount of money for personal use. The allowance must be in the form of a monetary amount (not in-kind).

The ministry encourages SMs to set out the requirement for a monthly allowance in their agreement with the housing provider.

Developing Local Standards

SMs that fund housing where the Standards Framework applies, as described above, must develop local standards for the delivery of that housing.

The Standards Framework includes eight broad provincial categories for which local standards are required. These eight provincial categories are described in Schedule A to this Guide.

In addition, the ministry requests that SMs consider certain health and safety recommendations when developing their local standards under these eight provincial categories. These recommendations are set out in paragraphs one to nine of the <u>Verdict of Coroner's Jury from the inquest into the death of Aron James Firman.</u>

SMs may choose to develop additional standards that go beyond the eight provincial categories set out in the Standards Framework. SMs may also apply their local standards to other types of residential services homes, beyond what is being required by the ministry.

Approval of Local Standards

SMs must have their local standards approved by Council or by a delegated SM authority.

Implementation of Local Standards

Accountability

SMs are accountable to the province for developing local standards under the eight provincial categories and reporting to the province on these standards.

Submission of Local Standards to the Ministry

SMs are required to submit a copy of their approved local standards to the ministry prior to using HPP funding for housing covered by the framework. The ministry will review the approved local standards, and if necessary, work with the SM to ensure local standards meet the requirements under the Standards Framework.

Local standards may be submitted to the ministry with the Investment Plan, through HPP quarterly reporting, or at any time during the fiscal year.

If through their Investment Plan an SM indicates they plan to use HPP funding under the Residential Services Homes service category, the SM must also submit their approved local standards with the Investment Plan.

If an SM decides to fund housing covered under the framework through the Residential Services Homes service category at a later date (after submitting their Investment Plan), they must notify the ministry – either in a HPP report or through written correspondence – that they plan to do so and are required to submit their approved local standards to the ministry at that time.

SMs are required to have their local standards in place prior to using HPP funding for housing covered by the Framework.

Reporting

SMs using HPP funding for housing covered by the Standards Framework will be required to report on such housing in their HPP year-end reports, which are due to the ministry by May 31 of each year.

HPP Year-End Report sets out reporting required from the SM on Residential Services Homes including:

- The names and addresses of the housing providers that received HPP funding and are covered by the Standards Framework.

- For each of the housing providers covered by the Standards Framework:
  - number of spaces/beds that are receiving/received HPP funding
  - average length of stay
  - type of client/tenant group
  - amount of monthly allowance provided to tenants.

Moving Forward with Residential Services Homes

As SMs move forward in developing and implementing Residential Services Homes under the HPP Program Guidelines, the ministry encourages consideration of best practices in this area.

Research identifies that best practice approaches to housing with supports include fostering a level of independence and social inclusion for all vulnerable adults. Research has demonstrated the importance of tailoring supports for each tenant according to their individual needs.[2] Housing stability is more likely to occur when individuals are supported with appropriate levels of assistance in daily living and are provided access to other relevant rehabilitation, treatment and support services in the community.[3]

Historically, some Residential Services Homes programs have been developed based on a custodial model of care. Custodial housing can be described as a service model that provides the same services to all tenants in the same manner, regardless of the level of ability and/or independence of the individual. A fixed range of services may mean, for example, that tenants may be prevented from cooking and cleaning for themselves, which can in some cases result in tenants receiving services that they do not need. This type of housing with supports is focused on care and dependency rather than recovery and independence for clients.

SMs are encouraged to design Residential Services Homes programs and services that move away from custodial models, to approaches that are recovery-oriented and provide access to supports and services that foster independence and social inclusion.

Schedule A - Provincial Categories

The Standards Framework sets out eight broad provincial categories for which local standards are required:

1. **Eligibility:** SMs must establish standards that define the tenant eligibility criteria and the intake process.

2. **Staffing:** SMs must establish standards for the minimum qualifications of staff and volunteers, staff/volunteer levels, staff/volunteer conduct and staff/volunteer training.

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2 See Community Support and Research Unit. (2012) From this point forward: Ending custodial housing for people with mental illness in Canada. Toronto, Ontario, Canada: Centre for Addiction and Mental Health.

3 See Turning the Key: Assessing Housing and Related Supports for Persons Living with Mental Health Problems and Illness. (2013) Canadian Mental Health Commission.

3. **Insurance and Monitoring:** SMs must establish standards for insurance coverage and standards for regular monitoring of the housing provider to ensure compliance with local standards.

4. **Conflict Resolution, Complaints Processes and Reporting:** SMs must establish standards for conflict resolution and complaint processes, and for the reporting of serious incidents.

5. **Rights and Responsibilities:** SMs must establish standards for tenant and landlord rights and responsibilities, including tenancy agreements, tenant confidentiality and privacy, and management of tenant files and other documentation.

6. **Physical Safety, Health and Well-being of Tenants:** SMs must establish standards for tenants' physical health, safety and well-being, including medication storage and/or management.

7. **Provision of, or Access to, Activities and Support Services:** SMs must establish standards for the provision of, or access to, activities and support services for tenants (both within the housing and the community).

8. **Monthly Allowance for Personal Use:** SMs must establish standards for the management of the monthly allowance for personal use for tenants.