Regional Municipality of Waterloo
Consolidated
Community Services Committee
Agenda
Tuesday, June 20, 2017

Approximately 11:00 a.m. (← Note Time Change)
Immediately Following Administration and Finance Committee
Regional Council Chamber
150 Frederick Street, Kitchener, Ontario

* Denotes item(s) not part of original agenda

1. Declarations of Pecuniary Interest under the “Municipal Conflict Of Interest Act”

2. Presentations

2.1 Dr. Fred Mather, Medical Director, Sunnyside Home re: CSD-SEN-17-02, Medical Director’s Annual Report for Sunnyside Home (Information)

3. Delegations

 *a) Alim Nathoo re: Racism and Discrimination

 *b) Jamie Moffat re: Code Reds for Paramedic Services

<table>
<thead>
<tr>
<th>Consent Agenda Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items on the Consent Agenda can be approved in one motion of Committee to save time. Prior to the motion being voted on, any member of Committee may request that one or more of the items be removed from the Consent Agenda and voted on separately.</td>
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2442095
4. Request to Remove Items from Consent Agenda

5. Motion to Approve Items or Receive for Information

5.1 **PHE-HPI-17-06**, Bishop Street Community Trichloroethylene (TCE) Groundwater Contamination Update (Information)

5.2 **CSD-CHS-17-07**, Provincial Budget Approval for Children’s Services

**Recommendation:**

That the Regional Municipality of Waterloo take the following actions with respect to the 2017 Children’s Services Budget as outlined in Report CS-CSD-17-07 dated June 20, 2017:

1. Approve 3.0 additional Infant spaces at the Elmira Child Care Centre;
2. Approve the addition of 1.0 Full Time Equivalent child care teacher for the Elmira Child Care Centre; and
3. Increase the 2017 Operating Budget for the Children’s Services Division by $3,849,030 gross and $0 net Regional Levy.

5.3 **CSD-CHS-17-08**, Ontario Early Years Child and Family Centre Planning (Information)

5.4 **CSD-CHS-17-09**, Journey Together Initiative Update (Information)

5.5 **CSD-EIS-17-08**, Ontario Works Caseload: January - March 2017 (Information)

5.6 **CSD-EIS-17-10 / TES-TRS-17-13**, Affordable Transit Pilot Project (Information)

5.7 **CSD-HOU-17-14**, 2016/17 Housing Stability Data Summary Report (Information)

5.8 **CSD-HOU-17-15**, Housing Services May 2017 Proposal Submissions (Information)

5.9 **CSD-HOU-17-16**, Waterloo Region’s 20,000 Homes Campaign Progress Report (Information)

Regular Agenda Resumes
6. Reports – Public Health and Emergency Services

6.1 PHE-HPI-17-05, Updates to Grand River Conservation Authority’s Beach Management Program (Information)

Reports – Community Services

6.2 CSD-HOU-17-13, 10 Year Housing and Homelessness Plan 2016/17 Progress Report (Presentation)

Recommendation:

That the Regional Municipality of Waterloo approve the 10 Year Housing and Homelessness Plan 2016/17 Progress Report as outlined in report CSD-HOU-17-13, dated June 20, 2017.

7. Information/Correspondence

7.1 Council Enquiries and Requests for Information Tracking List

8. Other Business

Walk-in Reports – Community Services

*8.1 CSD-CHS-17-10, Canada-Ontario Early Learning and Child Care Agreement and 2017 Revised Provincial Budget for Children’s Services

*8.2 CSD-CHS-17-11, Ontario Early Years Child and Family Centre 2018 Funding Allocation

9. Next Meeting – August 22, 2017

10. Motion to go into Closed Session

That a closed meeting of the Community Services Committee be held on Tuesday, June 20, 2017 immediately following the Community Services Committee meeting in the Waterloo County Room in accordance with Section 239 of the “Municipal Act, 2001”, for the purposes of considering the following subject matters:

a) proposed or pending litigation related to a matter before an administrative tribunal, security of the property of the municipality and disposition of land in the City of Kitchener

11. Adjourn
Region of Waterloo
Community Services
Seniors’ Services

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017
File Code: S06-80
Subject: Medical Director’s Annual Report for Sunnyside Home

Recommendation:
For information.

Summary:
The Medical Director’s Annual Report provides an update from Dr. Fred Mather regarding key principles of care for the residents of Sunnyside Home.

Report:
This report covers five principles of care for Sunnyside Home residents which include:

1. Quality of resident care
2. Resident safety
3. Respect for autonomy
4. Wise use of resources
5. Assurance of privacy and confidentiality

Previous Medical Director’s reports have outlined quality indicators and the Quality Improvement Plan for Sunnyside Home. The Quality Improvement Plan (QIP) was introduced a few years ago by Health Quality Ontario (HQO). The QIP is mandated by Ontario’s Action Plan for Health Care.

Priority QIP indicators for Long Term Care Homes in Ontario include:

- Falls
• Pressure Ulcers (bedsores)
• Restraints
• Incontinence
• Appropriate Prescribing
• Resident Experience
• Avoidable Emergency Department Visits

Last year’s report stated that Sunnyside Home had a reduction in potentially inappropriate use of antipsychotics, down to 20.5% from 31.2%. For the 2015-2016 year, inappropriate usage of antipsychotics continued to decrease, down to 17.4%. This is well below the provincial average of 22.9%.

Other quality indicators reported by HQO include restraint use, falls, bladder continence, mood changes and pain. Falls remain a problematic indicator for Sunnyside. The indicator is for falls that occur in the prior 30 days. Many of Convalescent Care residents fall prior to their admission. The quality indicator tracks all falls within thirty days. Convalescent Care data cannot be separated from overall data for the home.

Choosing Wisely Canada - Long Term Care was released in January and presented at Sunnyside’s Professional Advisory Committee in February. The Choosing Wisely Canada (CWC) campaign highlights six recommendations to address issues of safety, resource management and autonomy. The CWC campaign assists physicians, residents (or patients) and families to engage in conversations about clinical decision-making. Smart and effective choices ensure a high quality of care. This includes avoiding unnecessary tests. Unnecessary tests and treatments expose the patient to harm. False positive results lead to more investigations.

The Long Term Care Medical Directors Association of Canada (LTCMDAC) has joined the CWC campaign. LTCMDAC’s vision is to increase physician leadership capacity in the long term care (LTC) home, to improve the quality of care and more importantly the quality of life for patients. The LTCMDAC created recommendations that are valid and relevant for frail, elderly Canadian patients in LTC homes. These are the six recommendations released on January 18:

1. Don’t send the frail resident of a long term care home to the hospital, unless his/her urgent comfort and medical needs cannot be met in the care home.
2. Don’t use antipsychotics as first choice to treat behavioural and psychological symptoms of dementia.
3. Don’t do a urine dip or urine culture unless there are clear signs and symptoms of a urinary tract infection (UTI).
4. Don’t insert a feeding tube in individuals with advanced dementia. Instead, assist the resident to eat.
5. Don’t continue or add long-term medications unless there is an appropriate indication and a reasonable expectation of benefit in the individual patient.

6. Don’t order screening or routine chronic disease testing just because a blood test is being drawn.

The first recommendation is to avoid transfer to hospital. This indicator is now receiving closer examination by the Ministry of Health and Long Term Care (MOHLTC), as restraints and antipsychotic use have in the past.

Transferring the frail elderly to hospital is not only costly but exposes the individual to possible harm. The transfer and change in environment poses a high risk for delirium in frail residents. The resident is exposed to multiple-resistant organisms that are then returned to the home. Lack of sleep worsens medical and cognitive conditions. A decrease in mobility and programming causes a decrease in muscle mass.

According to a 2009 study, 47% of LTC transfers to hospital in Ontario were considered avoidable. Data released last year showed the Waterloo-Wellington Local Health Integration Network (WW LHIN) had the lowest rate of avoidable emergency department transfers at 18% compared to the other thirteen LHINs in Ontario. Sunnyside home was below the WW LHIN average at 15% making it one of the lowest in the province.

The four physicians at Sunnyside Home are Drs. Thomas Irvine, Fred Mather, Kent McKinnon and Jonathan Peet. There is also the support of a Nurse Practitioner, Carrie Heer, who attends at the home two days a week. The Nurse Practitioner works in collaboration with other health professions. A project of Ms. Heer is to reduce avoidable transfers to the emergency department. The recent results show both a decrease in transfers and residents requiring admission to hospital.

An important aspect of assuring appropriate care is Advance Care Planning. Advance Care Planning (ACP) is about deciding who will make health care decisions when one is incapable of doing so. ACP includes conversations about an individual’s wishes, values and beliefs. Waterloo Region has a history of promoting ACP over the past couple of decades. A group of stakeholders developed an “Advance Directive” form that was used across facilities. The terminology and application have now been changed from Advance Directive to ACP.

The Waterloo Wellington Advance Care Planning Education Program “Conversations Worth Having” is a three-year initiative funded by the WW LHIN. The Medical Director participates in the LTC Advance Care Planning and Health Care Consent (ACP&HCC) Working group of the WW LHIN. The activities included a full day session with lawyer, Judith Wahl, to develop policies, forms and templates to facilitate ACP conversations in long term care.
Medical assistance in dying (MAID) may be part of the ACP conversation. There has been significant attention to MAID since Bill C-14 was passed in June, 2016. Sunnyside Home has developed policy and educational materials for staff, residents and families considering this option.

The cloud-based electronic health record used at Sunnyside Home, and at most LTC facilities in Ontario, is PointClickCare (PCC). The PCC application Secure Conversations has been introduced. This assures accurate and secure transmittal of information among health care providers. Besides assuring confidentiality, Secure Conversations provides for better responses, accurate decision making and improved outcomes. Like Blackberry Messenger (BBM), it is a secure text messaging application. Unlike BBM, it allows the conversation to be stored in the resident’s progress note.

Two new additions have joined the clinical management team at Sunnyside Home. Gerard Reuss has been hired as the Coordinator of Quality and Risk Management. This is a new position approved by Council in the 2016 Budget. Julie Wheeler is the new Administrator at Sunnyside. She was part of the Sunnyside community as manager of Community Programs since 2012. Julie replaces Helen Eby who served in this position for twenty years.

The medical care at Sunnyside Home continues to strive for quality, autonomy, safety and privacy while using resources wisely.

Corporate Strategic Plan:

This Report relates to Strategic Objective 4.4 Promote and support healthy living and prevent disease and injury.

Financial Implications:

Nil

Other Department Consultations/Concurrence:

Nil

Attachments

http://www.choosingwiselycanada.org/recommendations/long-term-care/

Prepared By: Dr. Fred Mather, Medical Director, Sunnyside Home

Connie Lacy, Director, Seniors’ Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services
Region of Waterloo

Public Health and Emergency Services

Health Protection and Investigation

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017 File Code: P07-30

Subject: Bishop Street Community Trichloroethylene (TCE) Groundwater Contamination Update

Recommendation:

For information.

Summary:

A multi-agency public information meeting (with afternoon and evening sessions) was held for the Bishop Street Community on May 31, 2017 at Fairview Mennonite Home in Cambridge. The purpose of the meeting was to provide an update to residents on the progress of trichloroethylene (TCE) groundwater remediation and indoor air mitigation activities.

The Ministry of the Environment and Climate Change (the ministry) has primary responsibility for the site. To date, remediation and mitigation measures in the Bishop Street Community have been very successful at substantially reducing community trichloroethylene (TCE) indoor air levels in homes. In order to continue this progress, Public Health recommends that the ministry continue to direct resources towards effective remedial options, in order to achieve the long-term goal of less than 0.5 μg/m³ TCE in homes.

The ministry also confirmed that they will continue to fund the costs associated with indoor air monitoring and installation of indoor mitigation systems. They also indicated that they would continue to work with relevant agencies such as Public Health and Regional Water Services, and support the community, as long as required.
Background

Elevated concentrations of trichloroethylene (TCE) were initially detected in the groundwater in 2004 and in indoor air in homes in 2005 in the Bishop Street Community. Public Health, together with the Ministry of the Environment and Climate Change (the ministry), continues to monitor and oversee environmental work to remediate and mitigate TCE in the Bishop Street Community. The environmental work completed to date, including indoor air sampling, ground water remediation, and indoor air mitigation activities, has been very effective at substantially lowering overall TCE levels in homes and reducing exposure to TCE. The concentrations of TCE in the large majority of homes are now below 5 μg/m³. The indoor air levels of TCE in homes do not present an acute health risk. While health risks associated with chronic TCE exposure are possible, they are unlikely given the very low concentrations of indoor TCE in the Bishop Street Community.

The objective of the remediation and mitigation efforts for the Bishop Street Community is to continue the progress of reducing TCE indoor air concentrations and to achieve and maintain indoor air levels of TCE in homes of less than 0.5 μg/m³.

Groundwater Remedial Activities

Throughout the Bishop Street Community, groundwater is being monitored to track changes in TCE concentration and to determine the effectiveness of groundwater remediation efforts.

Overall, the TCE concentrations in the groundwater have been reduced significantly. The ministry has indicated that there has been a ten-fold reduction of TCE in groundwater (upper water bearing zone) since 2006. The ministry commissioned a consultants report entitled Remedial Options Analysis to assess the most effective and feasible remedial options for the community moving forward. The ministry will continue to work with GE Canada and consultants to evaluate the efficacy of treatment and identify remedial options that would be most effective in the community.

Indoor Air Action Levels

The ministry is currently determining the most appropriate indoor air remedial options for the future and is planning to proactively assess homes above 0.5 μg/m³ for indoor air mitigation. Until the ministry’s remedial options are available for residents, Public Health recommends that homes with levels above 0.5 μg/m³ continue to receive annual indoor air monitoring, and that homes above 5 μg/m³ continue to be prioritized for indoor air assessments and remediation. Public Health has also recommended that when choosing between effective options for indoor air mitigation, minimizing stress and inconvenience to residents should be considered.
Public Health’s current indoor air action levels remain unchanged and are as follows:

**Less than 0.5 μg/m$^3$**
- No further remedial actions are required.

**Between 0.5 μg/m$^3$ and 5 μg/m$^3$**
- Annual indoor air monitoring.
- Once ministry remedial options are available, Public Health will work with the ministry to prioritize homes to receive these options.

**Above 5 μg/m$^3$**
- These homes should continue to be prioritized for indoor air assessments and remediation, and continue to receive annual indoor air monitoring.

**Decreasing Indoor Air Concentrations**

Figure 1 illustrates how indoor air concentrations of TCE in homes have progressed and trended down over time. The graphs show how many homes fell into each category compared to the highest values measured.

**Figures 1-3: Indoor Air TCE Levels in Homes**
Drinking Water

The drinking water supplied by Region of Waterloo to Bishop Street Community residents continues to be safe and unaffected by the contamination in the neighbourhood.

Public Meeting

A multi-agency public information meeting was held on Wednesday, May 31, 2017 at Fairview Mennonite Home in Cambridge. The meeting consisted of afternoon and evening sessions. The meeting was an open house format with a formal presentation by the ministry consultant (Dillon Consulting Limited). There were approximately 45 residents in attendance at the afternoon session and 20 residents at the evening session. The focus of the meeting was to provide an update to residents on the progress of TCE groundwater remediation including remedial options from the ministry and GE Canada, a review and formal presentation of the ministry consultants’ report entitled Remedial Options Analysis, and a review of mitigation options going forward. Residents had an opportunity to ask questions and receive information from different agencies, including Public Health and Regional Water Services. Other agencies at the meeting included: the ministry and the ministry consultants (Dillon Consulting Limited), Municipal Property Assessment Corporation, General Electric (GE) Canada, and representatives from the Community Information Centre.

Based on the ministry’s consultant’s recommendations, the ministry is reviewing options for remediation of groundwater and indoor air home mitigation. The ministry is considering a recommendation to replace Soil Vapour Extraction systems with stand-alone Sub Slab Depressurization systems in homes.

The ministry also confirmed that they will continue to fund the costs associated with indoor air monitoring and installation of indoor mitigation systems. They also indicated that they would continue to work with relevant agencies and support the community as long as required to achieve and maintain TCE concentrations in homes below the
indoor air target level of 0.5µg/m³ as recommended by Public Health.

**Ongoing Public Health Support**

Public Health will continue to meet and communicate regularly with partner agencies and industry such as the ministry, Regional Water Services, City of Cambridge, and General Electric (GE) Canada to ensure groundwater remediation and indoor air mitigation is effective and prioritized appropriately.

Public Health staff will continue to be available to the residents of the Bishop Street Community and the public to provide information and answer public health-related questions. Up-to-date information is also available through the Public Health website (www.regionofwaterloo.ca/BSC). The updated TCE fact sheet (Attachment 1) and the Public Health Story Board (Attachment 2) shared with residents at the meeting are available through our website and at the Community Information Centre.

**Ontario Public Health Standards:**

Under the Health Protection and Promotion Act, Region of Waterloo Council serves as Waterloo Region’s Board of Health. Boards of Health are expected to adhere to the Ontario Public Health Standards, which outline the expectations for providing public health programs and services. This report provides information to comply with the Health Hazard Prevention and Management requirements of the Standards as well as providing information that supports ongoing education for Board of Health members to help them remain abreast of relevant trends and emerging public health issues.

**Corporate Strategic Plan:**

This report provides information that will help to protect the quality and quantity of our water resources and enhance efforts to improve air quality (Focus Area 3); help to ensure healthy, safe and inclusive communities (Focus Area 4); and help to provide responsive and engaging government services (Focus Area 5).

**Financial Implications:**

Public Health implements programming and activities related to the health hazard prevention and management standard within the existing base budgets for Public Health Mandatory Programs; the budget is established by Regional Council (as the Board of Health) and is funded up to 75% by the province with the remainder funded by the local tax levy.

**Other Department Consultations/Concurrence:**

Region of Waterloo Water Services
Attachments

Attachment 1 – Region of Waterloo Public Health TCE Fact Sheet
Attachment 2 – Region of Waterloo Public Health Story Board Information
Attachment 3 – Bishop Street Community Area of Investigation Map

Prepared By:       Brandie Bevis, Health Promotion and Research Analyst
                   Chris Komorowski, Manager, Health Protection and Investigation

Approved By:       Dr. Liana Nolan, Commissioner/Medical Officer of Health
Attachment 1 – Region of Waterloo Public Health TCE Fact Sheet

Trichloroethylene (TCE)
For the Bishop Street Community

What is trichloroethylene (TCE)?
TCE is a clear colourless liquid used mainly for degreasing metal parts in the automotive and metal industries. It can also be found in some household products, such as glues, adhesives, paint removers, spot removers, rug cleaning fluids, paints, metal cleaners and typewriter correction fluid.

How does TCE get into the environment?
The largest source of TCE in the environment is through air emissions from factories that use it to remove grease from metals. TCE can also enter air and groundwater if it is improperly disposed of or leaks into the ground. It evaporates easily but can stay in the soil and in groundwater for an extended period of time.

How can I be exposed to TCE?
Aside from workers with occupational exposure, the most common sources of exposure to TCE for the general population are through air and drinking water.

The route of exposure of residents to TCE in the Bishop Street Community is not through the outdoor air (which does not have elevated levels of TCE), but rather through the indoor air. This is due to the presence of TCE in the groundwater underneath the homes. TCE evaporates from the contaminated groundwater, enters the soil vapour (air spaces between soil particles), and migrates through building foundations into the building’s indoor air. This process is called “soil vapour intrusion.”

The municipal drinking water supplied by the Region of Waterloo to area residents continues to be monitored and is safe and unaffected by the contamination.

What are the health risks associated with TCE exposure?
As with exposure to any chemical, a person’s health risk depends on a number of factors, including:

- How much TCE an individual was exposed to (the dose);
- How long the exposure lasted (the duration);
- How the person was exposed (breathing, drinking, eating or skin contact);
- Other factors associated with the individual (such as age, health, lifestyle choices, family traits, and other chemicals the person is exposed to).

Health risks can be categorized into acute effects and chronic/sub-chronic effects. Acute effects are those that occur after short-term exposure (e.g. minutes, a few days) to very high concentrations of TCE (e.g. concentrations in the hundreds of thousands of micrograms per cubic meters (µg/m³) or greater). Symptoms of acute exposure can include drowsiness, decreased memory and perception, visual effects and anesthesis. Indoor air concentrations of TCE in the Bishop Street Community are much lower than those that give rise to acute effects.

Chronic effects are those that occur after long-term exposure (e.g. years). Sub-chronic effects are those that occur after intermediate-term exposure (e.g. months). These effects include cancer (from chronic exposure) and non-cancer effects (from sub-chronic or chronic exposure). The main concern with TCE exposure is the risk of cancer. Overall, studies in humans and animals are highly suggestive of an increased risk for cancer in people who are exposed to elevated levels of TCE over long periods of time (e.g. workers exposed to levels 20,000 µg/m³).

Cancers that have been associated with TCE include kidney, liver and lymphoid tissue cancers.
The risks of cancer associated with chronic exposures to low levels of TCE are as follows: An air level of TCE at 0.5 μg/m³ corresponds to a one in one million risk of cancer over a lifetime (70-year exposure). An air level of TCE at 5 μg/m³ corresponds to a one in one hundred thousand risk of cancer over a lifetime (70-year exposure). An air level of TCE at 50 μg/m³ corresponds to a one in ten thousand risk of cancer over a lifetime (70-year exposure).

Chronic and sub-chronic effects, other than cancer, are less understood and research is ongoing. Potential effects include those to the central nervous system, kidney, liver, respiratory, developmental, and reproductive systems. However, it is generally recognized that cancer is the most sensitive health outcome.

What is the level of risk in the Bishop Street Community?

Although there are many health effects described for TCE, especially for acute exposures to high concentrations, the levels of TCE in the Bishop Street Community are not expected to result in the acute effects described for TCE. While health risks associated with sub-chronic and chronic TCE exposure, in particular cancer, are possible the risk is very low given the current concentrations of indoor TCE in the Bishop Street Community.

What are the recommended action levels?

Recommended action levels are many times lower than the levels that have caused health effects in human and animal studies that have been used to set action levels or standards. The recommended action levels are based on the assumption that people are continuously exposed to TCE in air all day, every day for as long as a lifetime (70 years). This is rarely true for most people who, if exposed, are likely to be exposed for only part of the day and part of their lifetime.

These action levels are for the general population, including infants, children, the elderly and those with preexisting health conditions.

Remediation measures in homes have been very successful at reducing the levels of TCE in indoor air. The concentrations of TCE in the large majority of homes are now below 5 μg/m³.

Public Health recommends that the Ministry of the Environment and Climate Change (the Ministry) continue to direct resources towards effective remedial options, in order to achieve the long-term goal of less than 0.5 μg/m³ TCE in indoor air.

The Ministry is currently determining the most appropriate indoor air remedial options for the future.

Until the Ministry's remedial options are available for residents, Public Health recommends that homes with levels above 0.5 μg/m³ continue to receive annual indoor air monitoring, and that homes above 5 μg/m³ continue to be prioritized for indoor air assessments and remediation.

Public Health's action levels as of May 2017:

Less than 0.5 μg/m³
- No further remedial actions are required.

Between 0.5 μg/m³ and 5 μg/m³
- Annual indoor air monitoring until Ministry remedial options are available.
- Once Ministry remedial options are available, Public Health will work with the Ministry to prioritize homes to receive these options.

Above 5 μg/m³
- These homes should continue to be prioritized for indoor air assessments and remediation, and continue to receive annual indoor air monitoring.

For more information or alternate formats of this document, contact

Region of Waterloo Public Health and Emergency Services
Health Protection and Investigation
519-575-4400

www.regionofwaterloo.ca/ph  519-575-4400  TTY 519-575-4608  Fax 519-883-2241
Attachment 2 – Region of Waterloo Public Health Story Board Information

**Indoor Air Treatment is Effective**

**Public Health’s Role**
- Determine the level of risk to public health, if any, from exposures to hazards such as trichloroethylene (TCE)
- Recommend appropriate levels at which actions should be taken to reduce exposure
- Keep up with changing science
- Provide input to Ministry of the Environment and Climate Change and other relevant agencies
- Provide information to the public

**Current Situation • Indoor Air TCE Levels in Homes**

- Remediation measures in homes have been very successful at reducing levels of TCE in indoor air
- The concentrations of TCE in the large majority of homes are now below 5 µg/m³
- The long-term goal of this program remains unchanged at less than 0.5 µg/m³
- There are no acute health effects expected in the Bishop Street Community
- The risk of chronic health effects remains very low

**Recommendations for Ministry of the Environment and Climate Change**

1. Ministry of the Environment and Climate Change (MOECC) should direct resources towards remedial options for indoor air TCE levels that will achieve the long-term goal of less than 0.5 µg/m³, using the following action levels:

   **Action Levels**
   - **Less than 0.5 µg/m³**: No further remedial actions are required.
   - **Between 0.5 µg/m³ and 5 µg/m³**: Continue annual indoor air monitoring.
     - Public Health will work with the MOECC to prioritize homes to receive remedial options.
   - **Above 5 µg/m³**: Continue to be prioritized for indoor air assessments and remediation.
     - Continue annual indoor air monitoring.

2. When choosing between effective options for indoor air mitigation, consideration should be given to minimizing stress and inconvenience for the Bishop Street Community.

Contact Region of Waterloo Public Health for more information
Phone: 519-575-4400 | Email: PublicHealth@regionofwaterloo.ca | Webpage: www.regionofwaterloo.ca/35C
Attachment 3 – Bishop Street Community Area of Investigation Map

Legend
Area of Investigation Addresses
- In Study Area
- Out of Study Area

Homes to be Sampled as Part of the 2017 Indoor Air Monitoring Program

This map was generated for the express purpose of identifying residential properties which are scheduled to be sampled in 2017 as per the accompanied Revised Residential Indoor Air Protocol. It is not intended for use by a third party.
Region of Waterloo

Community Services

Children’s Services

To:   Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017   File Code: S04-20

Subject: Provincial Budget Approval for Children’s Services

Recommendation:

That the Regional Municipality of Waterloo take the following actions with respect to the 2017 Children’s Services Budget as outlined in Report CS-CSD-17-07 dated June 20, 2017:

1. Approve 3.0 additional Infant spaces at the Elmira Child Care Centre;
2. Approve the addition of 1.0 Full Time Equivalent child care teacher for the Elmira Child Care Centre; and
3. Increase the 2017 Operating Budget for the Children’s Services Division by $3,849,030 gross and $0 net Regional Levy.

Summary:

The 2017 Provincial approval was received by the Region on April 30, 2017. The overall approval of $43,925,613 in provincial funding is $3.85 million greater than the amount included in the 2017 Operating Budget. This report provides information on the final 2017 Provincial budget approval for Children’s Services. The budget identifies a small increase of $147,797 to the base operating budget and $31,132 to the Wage Enhancement program. New to the 2017 budget is an enveloped increase of $3,670,293 for the provincial Child Care Expansion Plan. In addition $109,729 for Data Analysis services was added as part of Child and Family Programs.

It is recommended that the increased provincial subsidy be allocated as follows:

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<th>Description</th>
<th>Amount</th>
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<td>3 Infant spaces – Elmira Child Care Centre</td>
<td>$55,000</td>
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<td>Special Needs Resourcing</td>
<td>360,000</td>
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<td>Increased child care spaces / subsidy</td>
<td>3,434,030</td>
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<td>Total</td>
<td>$3,849,030</td>
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Report:

On April 30, 2017, the Province provided full details on the allocation for the 2017 calendar year. The following chart compares the 2017 approval to the provincial approval for 2016.

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<th>Provincial Approval</th>
<th>2017</th>
<th>2016</th>
<th>Change</th>
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<td>Base Allocation</td>
<td>$32,956,103</td>
<td>$32,808,306</td>
<td>$147,797</td>
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<td>Wage Enhancement</td>
<td>7,121,988</td>
<td>7,090,855</td>
<td>31,132</td>
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<td>Child and Family Program</td>
<td>177,229</td>
<td>67,500</td>
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<tr>
<td>Expansion</td>
<td>3,670,293</td>
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<td>3,670,293</td>
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<td><strong>Total Provincial Subsidy</strong></td>
<td><strong>$43,925,613</strong></td>
<td><strong>$39,966,661</strong></td>
<td><strong>$3,958,952</strong></td>
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Mandated Region Contribution *

| Mandated Region Contribution *     | 5,287,620     | 5,270,378     | 17,242    |
|**Total Provincially Supported Expenditures** | **$49,213,233** | **$45,237,039** | **$3,976,194** |

*Amount Region is required to contribute to meet 80/20 and 50/50 cost sharing obligations.

Base Allocation Impact

The base allocation has increased by $147,797. As noted in the Provincial Budget Approval for Children’s Services on February 6, 2016 (CSD-CHS-16-02), a significant impact was noted in the utilization adjustment grant due to reduction in 100% Regional tax levy funding contribution over the last three years. This issue continues to impact the base budget in 2017. The minimal increase to the base operating budget puts pressure on the Region’s ability to maintain current levels of licensed Early Learning and Child Care services that fall under the base allocation. In addition, the small increase does not address the need for special needs resourcing services for 6 to 12 year olds, a gap that currently exists in our ELCC service system. As a result of the increased base allocation, the Region’s minimum cost share requirement has increased by $17,242. This increase can be accommodated within the overall Children’s Services 2017 Budget.

Provincial Wage Enhancement Program Grant

In 2015, a new Provincial initiative called the Wage Enhancement Program Grant was implemented. Now in its third year, the program provides up to $2 per hour for staff working in licensed child care programs or caregivers working with a licensed home child care agency. This program is funded 100% by the Province. The Region of Waterloo administers this program, on behalf of the Province. The funding for this program increased by $31,132 in 2017. Licensed child care operators must submit a detailed application to the Region of Waterloo to determine what positions are eligible...
for the grant funding. The Province has also provided a one time allocation related to administrative costs for 2017 to support municipalities and operators with the costs related to the administration of the funding. Any portion of these funds not used for the purposes intended is returned to the Province as part of the year end reconciliation process.

**Child and Family Programs**

Funding for data analysis services was transferred to Consolidated Municipal Service Managers (CMSM) in January 2017. Data analysis services are intended to support the initial planning efforts for Ontario Early Years Child and Family Centres, as well as enable the broader collection and mobilization of quantitative and qualitative data to inform ongoing early years community planning processes. Waterloo Region’s 2017 budget approval includes $109,729 (100% Provincial) added for this purpose. On September 21, 2016, Council approved the addition of one (1.0) full time equivalent staff to Children’s Service budget to support this work (CSD-CHS-16-27). A full time Social Planning Associate has been hired for this purpose.

**Child Care Expansion Plan**

Provincially, $120 million has been provided for the purpose of creating access to licensed child care for children who are age 0 to 3.8 years old, as of August 31\(^{st}\). Of this amount, Waterloo Region has been allocated $3,670,293 (or 3.1% of the total allocation). There is no municipal cost sharing requirement associated with this funding. The investment must be used to support new full or partial fee subsidies and increased access to licensed child care (centre-based and home child care) beyond the base allocation provided to the municipality for child care. A minimum of 4.1% of this funding must be spent on Special Needs Resourcing Services to support the increased access, although local data analysis consistently shows that 10% of the overall budget is required to support the inclusion of children with special needs. It is important to note that to avoid disruption of services for children and families, the ministry encourages CMSMs to maintain municipal child care investments consistent with previous years. The Expansion Plan allocation is enveloped which mandates that this funding can only be spent on incremental expenditures (i.e. additional expenditures above the previous year’s expenses) for children 0 to 3.8 years old. The province requires CMSMs to use the funding for this commitment and meet expansion targets up to December 31, 2018. Expansion targets will be set in June 2017 and enhanced reporting is required for all expenses related to the Child Care Expansion Fund.

The following expansion plan is recommended to utilize increased provincial funding:

1. Increased licensed spaces and access to licensed child care.

It is recommended that $3,335,030 or 87% of the increased funding be dedicated to
increase the number of licensed child care spaces and access to licensed child care. This would include:

i. Placing approximately 272 children, age 0 to 3.8 in child care who are currently on the child care subsidy wait list.

ii. Funding subsidy for currently subsidized children aged 0 to 3.8 through expansion dollars. This will allow for capacity within the Region’s base allocation to provide subsidized care to children 3.9 to 12 years old currently on the wait list.

iii. Placing new children age 0 to 3.8 who are eligible for child care subsidy.

iv. Providing operating dollars to new child care programs. Through the Schools First Capital Program, school boards applied for funding to build child care centres in new or re-built schools, with consultation and approval of the Region of Waterloo Children’s Services Director. The decision making process included a review of child population data and current child care locations. As a result of this initiative, there are four new child care centres that have been approved and are expected to open in schools in Waterloo Region before December, 2018. Operating funding supports child care operators in meeting their expenses so they can provide quality, affordable child care.

v. Recruiting more licensed Home Child Care providers by increasing recruitment and community engagement efforts. Licensed Home Child Care is a very important part of our child care system, particularly by providing child care options during the evenings and on weekends.

2. Increase Special Needs Resourcing

It is recommended that $360,000 be dedicated to Special Needs Resourcing to support increased child care access.

3. Elmira Children’s Centre – Approve 3 Additional Infant Spaces

The Elmira Children’s Centre is licensed for 9 infants. As part of the 2017 budget process, Council approved a total annual budget of $428,000 for the operation of 6 infant spaces of which $71,000 is funded by parent fees and the balance ($357,000) from the property tax levy. The 2017 tax levy impact was $267,000 with the balance of $90,000 being part of the 2018 budget annualization.

The expansion funding provides the opportunity to open the 3 remaining infant spaces at a cost of $90,000 gross and $55,000 from the Province. These 9 spaces will represent the only licensed centre based infant spaces in Woolwich Township. There are currently 23 infants on the Wait List for September 2017. In subsequent years, expansion funding can be used to enrol new children and to open the remaining toddler and preschool spaces at the centre. This will ensure there are enough toddler and
preschool spaces for existing infants and toddlers to move into.

**Prioritizing Not for Profit Operators**

The ministry is taking steps to further prioritize provincial funding to the not-for-profit child care sector. Beginning in 2017, a “For Profit Auspice Threshold” has been added in service agreements to support CMSMs with maintaining funding to for-profit entities at or below previous years expenditure levels. Thresholds in Waterloo Region are set at 20% of Base Allocation funding. 2016 figures show the thresholds at the Region of Waterloo were slightly under 20%. Region staff is developing policy to monitor and ensure Ministry thresholds are achieved in 2017.

**Corporate Strategic Plan:**

This report supports the Region’s 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; Strategic Objective 4.1: (to) support early learning and child development.

**Financial Implications:**

The 2017 Operating Budget approved by Regional Council was based on the 2016 Ministry approval. The following compares the 2017 approval and the 2017 budget:

<table>
<thead>
<tr>
<th></th>
<th>Approval</th>
<th>Region Budget</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Allocation</td>
<td>$40,078,091</td>
<td>$39,899,354</td>
<td>$178,737</td>
</tr>
<tr>
<td>Child and Family Program *</td>
<td>177,229</td>
<td>177,229</td>
<td>0</td>
</tr>
<tr>
<td>Expansion</td>
<td>3,670,293</td>
<td>3,670,293</td>
<td>3,670,293</td>
</tr>
<tr>
<td>Total</td>
<td>$43,925,613</td>
<td>$40,076,583</td>
<td>$3,849,030</td>
</tr>
</tbody>
</table>

* Includes Data Analysis

It is recommended that the increased provincial approval be used as follows:

3 Infant spaces – Elmira Child Care Centre $55,000
Special Needs Resourcing 360,000
Increased child care spaces / subsidy 3,434,030
Total $3,849,030

The Region’s 2017 minimum cost share amount of $5,287,620 is $17,242 higher than the 2016 requirement. The approved 2017 Regional budget includes $8,891,771 as the Region’s contribution to Children’s Services programs. This includes $267,000 for the 2017 impact of the Elmira Child Care Centre expansion.

The 2017 Provincial approval will form the basis of the 2018 Budget for Children’s Services.
Other Department Consultations/Concurrence:

The assistance of Corporate Services / Treasury Services is required to support payments and monitor expenditures to the ELCC community.

Attachments

Nil

Prepared By:  Barbara Cardow, Director, Children’s Services

Approved By:  Douglas Bartholomew-Saunders, Commissioner, Community Services
Region of Waterloo
Community Services
Children’s Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017

File Code: S04-20

Subject: Ontario Early Years Child and Family Centre Planning

Recommendation:
For Information

Summary:

This report provides an update to the council report submitted April 12, 2016, entitled ‘Provincial Announcement Ontario Early Years Child and Family Centres’ with new information on the progress of Ontario Early Years Child and Family Centre (OEYCF) planning. As part of the Ministry of Education plan to implement the Ontario Early Years Policy Framework, the Province has expanded the duty of the Consolidated Municipal Service Manager (CMSM) (Children’s Services, Region of Waterloo) to include child and family programs. The work has involved a community engagement planning process to date that includes exploring potential consolidation and service coordination among early years services providers. The Ministry expects that key features of OEYCFs will be implemented by January 1, 2018.

Report:

Background:

In February 2016, the Ministry announced the plan to integrate and transform all existing child and family programs funded by the Ministry of Education. At the present time the Ministry of Education provides $97 Million to fund four programs, which provide a range of services to families with children 0-6 years.
These programs are:

- Ontario Early Years Centres (including data analysis and planning services)
- Parenting and Family Literacy Centres
- Child Care Resource Centres
- Better Beginnings Better Futures

By January 1, 2018, these programs will be combined into one program model and services will be provided through local OEYCFCs.

Since 2003, YMCA Early Years, Our Place Family Resource and Early Years Centre, and Cambridge Family Early Years were funded directly by the Province to deliver early years and family support programs in Waterloo Region. The local funding envelope amounts to $2.1 million (100% provincial funding).

In the February 2016 announcement, the Province outlined a plan for transformation and integration of these services. In addition, the Province acknowledged the key role CMSMs will play in this transformation.

### Consolidated Municipal Service Manager Role Oversight & Planning

The Province established that CMSMs, with their expertise in local early years service planning would lead the transformation process for the development of OEYCFCs. The Ministry requires municipalities to ensure the delivery of child and family programs intended to support all children, parents and caregivers in learning, growing, and connecting – together. This supports the realization of Ontario’s vision for the early years, where Ontario’s children and families are well supported by a system of responsive, high-quality, accessible and increasingly integrated early years programs and services that contribute to healthy child development today and a stronger future tomorrow.

A partial transfer of funding and responsibility from the Province took place in the 2017 Provincial budget allocation and related to administration costs and funding for data analysis and planning. In addition the Province is working on a new funding formula for child and family support programs that will be implemented in 2018. At this point it is uncertain how the new funding formula may impact the funds that will be provided to the Region of Waterloo.

### Early Literacy and Data Analysis and Planning Services

By January 2018, the funding previously allocated by the Ministry of Children and Youth Services that was dedicated to Early Literacy Specialist will be merged to enhance OEYCFCs. The Region will work with the community to ensure early literacy continues
to be a priority moving forward.

Funding for data analysis and planning services was previously provided to YMCA Early Years to support a Data Analysis Coordinator position. Since May 1, 2017, the funding for this role has been added to Children’s Services to enhance data analysis and planning services provided to the community. The Ministry expects that this role will work closely with the OEYCFC system and ongoing early years planning processes to ensure good data and research for best practices are available and utilized for all planning. At its meeting of September 21, 2016, Regional Council approved 1.0 full time equivalent staff effective January 1, 2017 to support this work (Report CSD-CHS-16-27 dated September 13, 2016). This position is funded entirely through provincial grants.

**OEYCFC Planning Guidelines**

Guided by the Ministry of Education OEYCFC Planning Guidelines, the Region is involved in a community planning process to complete a mandatory review of ministry-funded early years and parent support programs. Region staff will bring forward a recommendation with details of the needs assessment summary and initial plan to Community Services Committee on August 22, 2017 for approval. Submissions to the Province are due on September 29.

The Ministry has identified mandatory core services for all English and French language OEYCFCs. The Region is required to manage the delivery of a suite of core services related to: engaging parents and caregivers, supporting early learning and development, and making connections to other family services. Establishing a set of core OEYCFC services will:

- Ensure that all children, parents and caregivers have access to beneficial, responsive and welcoming programs and services;
- Establish a consistent understanding and awareness of what parents and caregivers can expect from OEYCFC programs and services regardless of where they live;
- Reinforce the use of evidence-based and reflective practices that build on the strengths and address the changing needs of children, parents/caregivers and educators; and
- Promote greater coherence across early years settings as it relates to the use of *How Does Learning Happen? Ontario’s Pedagogy for the Early Years.*
The Region must ensure the provision of the core OEYCFC services at no fee to program participants and in the initial plan, must be able to demonstrate to the Province how the core services are being provided. There is flexibility to determine how these services are delivered and by whom through local planning for OEYCFCs.

There is also flexibility to offer OEYCFC programs and services through a variety of service delivery methods including: centres, mobile services, virtual hubs and local phone lines. While the requirement to establish centres is mandatory, providing mobile services, virtual resources and local phone lines is optional and at the discretion of the Region and local OEYCFC operator(s).

The Ministry recognizes the importance of integrating OEYCFCs within the broader context of local community services and the Region may choose to offer other community resources within OEYCFCs. These services should only be considered once the OEYCFC core service expectations are being met on a regular and consistent basis. A schools-first approach is encouraged, but all decisions about OEYCFC program and service locations must align with identified community needs and priorities.

OEYCFCs are expected to reflect the view of children, parents, caregivers and educators as competent, capable, curious and rich in potential and experience. Guided by *How Does Learning Happen? Ontario’s Pedagogy for the Early Years* (HDLH), OEYCFCs must provide an environment that views parents and caregivers as co-learners and leaders in influencing positive child, family and community experiences and outcomes.

**Approach to Planning**

In the fall of 2016, Children’s Services engaged with the Children’s Planning Table (CPT) to embark on a community-led planning process to develop a recommendation to the Region that includes the needs assessment summary and initial plan. Sixteen (16) members of CPT have participated in planning meetings and time-limited-working groups to develop work plans, guide communication and community engagement activities, develop a needs assessment tool, analyze data and community input, create an updated OEYCFC framework, including a vision, mission, goals, and guiding principles, and provide recommendations to the Region on how to respond to transforming early years programs into OEYCFCs.

**Needs Assessment**

A collection of indicators was used to develop an index of need and vulnerability. The Planning Committee will consider scores for vulnerability and viability to inform the recommendation of priority locations for future OEYCFC sites, which may result in
possible changes to existing locations. The Planning Committee with the assistance of data experts selected the following indicators:

- # Children Aged 0-6
- Total # of Live Births
- Low Income Cut Off – Before Tax (LICO-BT) Children (Aged 0-6)
- Disposable Income
- Families Considered at Potential Risk with Healthy Babies Healthy Children (HBHC)
- Children Considered Overweight or Obese
- Mothers Not Exclusively Breastfeeding at Hospital Discharge
- Children Vulnerable on 2+ Domains on the Early Development Instrument (EDI)

A variety of community engagement efforts have also taken place to inform the needs and priorities of the community including, focus groups, survey’s, working groups, presentations, and newsletters. To date more than 1,100 parents and professionals have engaged in the process. A full update on community feedback will be provided at Community Services Committee on August 22, 2017.

**Timelines**

The province has extended the earlier deadline of May 30, 2017 to September 29, 2017 for CMSMs to submit the needs assessment summary and initial plan. Submissions will receive feedback from the Ministry staff and help guide the provincial direction into consistent and accessible child and family programs. The Region will continue to work closely with community partners, including school boards and service providers to support system planning and community engagement.

A phased implementation approach is expected to mitigate potential service disruptions. Key implementation dates to include:

- Community recommendation submission to the Region (Director, Children’s Services) (June 2017)
- New funding formula and allocations received from the province (June 2017)
- Regional staff recommendation to Council for approval (August 22, 2017)
- Submission of needs assessment summary and initial plan to the Ministry (September 29, 2017)
- Potential Request for Proposal (RFP) or Expression of Interest for revised service delivery (Fall 2017)
- Implementation of key features for OEYCFC (January 2018)
Corporate Strategic Plan:

This report supports the Region’s 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; Strategic Objective 4.1: (to) support early learning and child development.

Financial Implications:

The costs related to the data analysis function are funded by the Province through a 100% grant of $109,729. This funding supports the costs related to 1.0 full time equivalent staff and other planning expenditures. The funding provided by the Province has specific requirements for use in planning related to the development of OYFCF’s and cannot be directed to licensed ELCC.

It is anticipated greater detail on this new Provincial funding and the 2018 OYFC allocation will be provided during 2017. Any impact on the Children’s Services Division will be addressed during the 2018 Regional budget process.

Other Department Consultations/Concurrence:

The assistance of Human Resources & Citizen Service as well as Finance is required to manage the transition plans and funding analysis.

Attachments

None

Prepared By: Tamara Kerr, Social Planning Associate

Barb Cardow, Director, Children’s Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services
Region of Waterloo
Community Services
Children’s Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017

Subject: Journey Together Initiative Update

Recommendation:
For Information

Background:

In January, 2017, the Ministry of Education approved a proposal submitted by Children’s Services for funding to support the Ministry’s early years’ initiatives under “The Journey Together: Ontario’s Commitment to Reconciliation with Indigenous Peoples”. Community Services Committee approved a $50,000 increase (100% provincial funding) to the 2017 Children’s Services Operating Budget for the Journey Together initiative as outlined in Report CSD-CHS-17-04 – Journey Together Funding for Children’s Services.

The purpose of the funding is to support municipalities and communities in enhancing access to culturally relevant, indigenous-led early years programs and services off-reserve, including child care and child and family programs. Specifically, the province is seeking proposals that address two issues:

1. Planning for a service system to better serve Indigenous families by expanding access to culturally relevant child care and child and family programs in Waterloo region; and
2. Building culturally relevant capacity within the local child care and family support agencies to better provide culturally safe services.

One-time, 100% provincial funding in the amount of $50,000 was approved to support
the development of proposed recommendations for directions by Indigenous organizations ($30,000 and $20,000 respectively).

Report:

In February 2017, Children’s Services issued a request for consultative services to engage the services of First Nations, Métis, and/or Inuit organizations or individuals to propose a recommended direction on how to enhance access to culturally relevant, indigenous-led early years programs and services off-reserve, including child care and child and family programs.

In late March, 2017, The Healing of the Seven Generations was awarded the full $50,000 to lead the consultation with local indigenous groups and individuals to provide proposed recommended directions to create culturally safe and indigenous led child care and child and family programs. Healing of the Seven Generations staff has been engaged in broad consultation across Waterloo region and provincially, with both Indigenous and non-indigenous partners.

As outlined in the January 2017 report to Community Services Committee (CSD-CHS-17-04 Journey Together Funding for Children’s Services), the original submission date for the Journey Together report to the Province was May 31st, 2017. The Province has extended that deadline to September 29, 2107. Staff will bring a report to Community Services Committee in September for approval once the report has been finalized.

Corporate Strategic Plan:

This report addresses the Region’s Corporate Strategic Plan 2015-2018, Focus Area 4: Healthy, Safe and Inclusive Communities and Strategic Objective 4.1: Support early learning and child development.

Financial Implications:

The Province has approved a total of $50,000 towards the costs related to the Journey Together Initiative. In accordance with Ministry guidelines, the funds must be spent no later than October 31, 2017.

Other Department Consultations/Concurrence:

Corporate/ Treasuring Services were consulted in the development of the initial report. The assistance of Finance is required to support and monitor expenditures.

Attachments

Nil
Region of Waterloo
Community Services
Employment & Income Support

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017
File Code: S09-80
Subjects: Ontario Works Caseload: January - March 2017

Recommendation:
For Information

Report:
This report provides an update on the Ontario Works (OW) caseload for the first three months of 2017. Employment & Income Support (EIS) in Community Services along with Corporate Services/Treasury Services monitor the caseloads on a monthly basis and provide a report to Council quarterly. As more data is collected, a more detailed caseload profile will be available in March 2018.

OW is an employment-focused program that provides citizens of Waterloo Region with employment, financial, and social supports for improved quality of life by:

- Working with the clients to create an employment or self-sufficiency plan in order to assist them in achieving their potential and an improved quality of life;
- Engaging with employers and the labour market to ensure there are jobs to which to refer clients; and
- Collaborating with internal partners and community.

Caseload numbers are influenced by external factors such as education levels and the local economy. Below in Table 1 is the total OW caseload for the end of quarter one (March 2017) with comparisons to the previous quarter end (December 2016) and the same month in the previous year (March 2017).
Table 1: Caseload Size

<table>
<thead>
<tr>
<th>Caseload Size*</th>
<th>March 2017</th>
<th>December 2016</th>
<th>March 2016</th>
<th>% of Change December 2016 to March 2017</th>
<th>% of Change March 2016 to March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROW – OW Caseload</td>
<td>9,146</td>
<td>8,782</td>
<td>8,742</td>
<td>+ 4.1%</td>
<td>+ 4.8%</td>
</tr>
<tr>
<td>Ontario - OW Caseload</td>
<td>259,495</td>
<td>253,262</td>
<td>261,056</td>
<td>+ 2.5%</td>
<td>- 0.6%</td>
</tr>
</tbody>
</table>

*As reported in March 2017 Social Assistance Operations Performance Reports

Caseload numbers do not indicate how participants in OW are improving the quality of their lives while in the program. As staff focus on measuring quality of life outcomes, new approaches and reporting tools are being developed. A quarterly caseload profile will be provided to Council that will highlight strengths and opportunities of both the OW program and delivery in the Region of Waterloo. The format of the report is likely to evolve over time as we improve our ability to report on results. EIS is changing how staff enters data about participants' quality of life and hope to be able to report on this by September 2018. Rather than wait for perfect data to report, staff are providing this new format of a quarterly caseload profile so Council can see this baseline data that shows some of the strengths and weaknesses of the OW program and can track our progress as EIS make changes.

Table 2 provides information on the four indicators related to employment that are tracked to show how many clients were employed and compares the Region to the Province. About 13% of clients continue to receive OW supports while earning money from employment because their earnings were low enough for them to still be eligible (see #4 and #6). Even low earnings from employment can indicate a positive connection to the community that may lead to a better quality of life and better job opportunities.

Table 2: OW and Employment

<table>
<thead>
<tr>
<th>OW and Employment*</th>
<th>March 2017</th>
<th>March 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ROW - Number of cases with Employment Earnings</td>
<td>1,254</td>
<td>1,232</td>
</tr>
<tr>
<td>2. Ontario - Number of cases with Employment Earnings</td>
<td>30,277</td>
<td>29,675</td>
</tr>
<tr>
<td>3. ROW - % of caseload with employment earnings</td>
<td>13.85%</td>
<td>14.15%</td>
</tr>
<tr>
<td>4. Ontario - % of caseload with employment earnings</td>
<td>12.49%</td>
<td>12.16%</td>
</tr>
<tr>
<td>5. ROW - Average monthly employment earnings per case</td>
<td>$748</td>
<td>$772</td>
</tr>
<tr>
<td>6. Ontario - Average monthly employment earnings per case</td>
<td>$758</td>
<td>$748</td>
</tr>
</tbody>
</table>
Table 2 also shows the number of times when a case was closed (a termination) for an individual or family because someone in the family began earning enough income to make them ineligible for OW supports, or they voluntarily requested to exit the program because they are working. The challenge with this measurement is that often clients get jobs and no longer need OW supports but do not tell their caseworker. The caseworker may not see or hear from the client again so in the current system of record-keeping the client is not recorded as “exiting to employment”. As part of modernization efforts, EIS is reviewing processes to be able to minimize ‘hidden’ exits to employment and ensure numbers are as accurate as possible.

The Region’s outcomes shown in Table 2 are slightly higher than those of the Province in all of the categories except “% of terminations exiting to employment” in March 2016. The changes being made in EIS through the modernization efforts are intended to increase the numbers in all of the categories in Table 2.

To understand the broader economic context within which OW functions, Table 3 provides the unemployment rates at the end of March 2017 with comparisons to March 2016 and December 2016.

Table 3: Unemployment Rates – Seasonally Adjusted*

<table>
<thead>
<tr>
<th>Area</th>
<th>March 2017</th>
<th>December 2016</th>
<th>March 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo Region</td>
<td>5.6%</td>
<td>5.0%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Ontario</td>
<td>6.3%</td>
<td>6.3%</td>
<td>6.7%</td>
</tr>
</tbody>
</table>

*As revised by Statistics Canada

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1 “% of terminations to employment” means the per cent of OW cases that left OW because they were beginning to earn enough employment income that they were longer eligible for the program or clients who have asked to have their OW case closed as a result of beginning employment.
2 The per cent of cases exiting to employment from the total current caseload.
3 The total number of cases that exited either due to employment income making them ineligible or as a request to exit because they have achieved employment.
In Graph 1 we can see how long people are participating in the OW program from 2014 to 2017. There is a trend of people participating longer in the program each year from 2014 to 2016. March 2017 shows a slight decrease in the longest durations (19+ months).

**Graph 1: Months Participating in the OW Program***

![Graph 1: Months Participating in the OW Program](image)

* The per cents do not equal 100% because the last three categories overlap. Data is from OW Caseload at a Glance Report March 2017.

Lastly, a brief update on the Ontario Disability Supports Program (ODSP) is provided in Table 4 even though ODSP is provincially funded and run independently of the Region. The two programs communicate regularly and the Region refers participants in OW to ODSP as requested. Participants from ODSP may also participate in some OW programs and they are able to draw from the OW Discretionary Benefits.

**Table 4: December Ontario Disability Supports Program Caseload***

<table>
<thead>
<tr>
<th>Area</th>
<th>March 2017</th>
<th>December 2016</th>
<th>March 2016</th>
<th>% Change December 2016 to March 2017</th>
<th>% Change March 2016 to March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waterloo Region</td>
<td>11,838</td>
<td>11,698</td>
<td>11,324</td>
<td>+ 1.2%</td>
<td>+ 4.5%</td>
</tr>
</tbody>
</table>

*As reported in March 2017 Social Assistance Operations Performance Reports*

In summary, the tables demonstrate that for Waterloo Region the caseload numbers for both OW and ODSP have risen over the last year and have increased slightly from December 2016 to March 2017. The unemployment rate has risen slightly from December 2016 to March 2017 and decreased slightly from March 2016 to March 2017 while still remaining lower than the provincial rate.

The increase in caseload numbers may be partly due to the newcomers to Waterloo Region. Some newcomers need time to learn English, upgrade job skills, medical care
and trauma supports before they are ready to sustain full time employment. To increase newcomers’ connections to the work force, EIS provides job skills training and partners with the Immigration Partnership Council of Waterloo Region to connect with local business leaders. The higher caseload numbers may also be the result of EIS not connecting participants to employment supports as quickly as possible. EIS staff are optimistic that the changes being made in EIS (including integrating employment and income supports) will increase exits to employment over the next year.

**Corporate Strategic Plan:**

This report addresses the Region’s Corporate Strategic Plan 2015-2018, Focus Area 4: Healthy, Safe and Inclusive Communities and Strategic Objective 4.2: Mobilize efforts to reduce poverty and the impacts it has on Waterloo Region residents.

**Financial Implications:**

Costs related to the Ontario Works program are cost shared with the Province. In 2017, the cost sharing ratio was 97.2%/2.8%. Costs related to the ODSP caseload are the responsibility of the Province.

**Other Department Consultations/Concurrence:**

Corporate Services / Treasury Services was consulted in the preparation of this report.

**Prepared By:** Carolyn Schoenfeldt, Director, Employment and Income Support  
Nina Bailey-Dick, Social Planning Associate, Employment and Income Support

**Approved By:** Douglas Bartholomew-Saunders, Commissioner, Community Services
Region of Waterloo
Community Services Department
Employment and Income Support Division
Transportation and Environmental Services Department
Transit Services

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017

Subject: Affordable Transit Pilot Project

Recommendation:

For Information.

Summary:

In April 2017 a joint Community Services and Transportation and Environmental Services report (CSD-EIS-17-07 / TES-TRS-17-05) provided an update to members of the Community Services Committee and Regional Council on the progress of a pilot study of a low income transit program.

This report provides an update on the progress of the pilot study.

Report:

Since the April 2017 Community Services Committee report staff members in both Departments have been working to move the project forward. High level updates and milestones include:

- May 8, 2017: Project meeting with community partners (Lutherwood and The Working Centre), Regional staff, and consultant/third party evaluator to determine process and components of the pilot study.
- May 19, 2017: Finalization of the Agreement for Consulting Services between the Region of Waterloo and the consultant/third party evaluator (University of
Waterloo/The Evidence Network).

- June 1, 2017: Detailed Evaluation Plan submitted to the Ontario Trillium Foundation.

At the project meeting on May 8, the group of community partners, Regional staff, and consultant/third party evaluator discussed the process and components of the pilot.

Three fare products will be used for the pilot:

- A half priced adult monthly pass;
- An off-peak adult pass; and
- A per-trip discount (e.g., twenty trips/rides at a reduced rate) preloaded on an EasyGO fare card.

The pilot will research and evaluate low income transit options in order to illuminate the personal, social and economic impacts of affordable transit for people living with low income.

The pilot is intended as follows:

1. Eligible adults on the Transit for Reduced Incomes Program (TRIP) waitlist will be recruited to participate.
2. Participants of the pilot will be asked to fill out a survey every four months (October 2017, January 2018, May 2018, and September 2018).
3. The pilot is targeting approximately 2,400 participants. If the TRIP waitlist does not provide a sufficient number of participants, other community members living with low income will be invited to participate in the pilot.
4. Participants will be randomly assigned to either a pass or control group at the beginning of the pilot. Participants in the control group will not receive a pass. Participants in the pass group will receive access to a discounted fare product (that they selected at the outset of the pilot).
5. In October 2017 and January and May of 2018, a certain number of people (approximately 20% of the control group) will be informed they have been randomly selected for the pass group, and that they can purchase a discounted fare product (that they selected at the outset of the pilot) for the remainder of the pilot.
6. The control group will get smaller as the pilot progresses, and the number of people with access to a discounted fare product will increase as the pilot progresses.
7. Incentives/compensation (gift cards or money) will be provided each time participants fill out the survey.

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1 The pilot study methodology will be reviewed by the University of Waterloo’s Office of Research Ethics. Changes to the pilot methodology or processes may change as a result of this ethics review.
- Participants who have been in the control group throughout the pilot and remain in the control group at the conclusion of the pilot will be given a free monthly bus pass for several months (to thank them for their participation and compensate them for their time).

Next steps and projected timelines:
- Summer 2017: Obtain ethics approval for the pilot study through the University of Waterloo’s Office of Research ethics. Finalize the processes and components of the pilot with the project steering group (community partners, Regional staff, and consultant/third party evaluator).
- Fall 2017: Begin advertisement of pilot and recruitment of participants.
- Fall 2017 to fall 2018: Pilot study is conducted.
- Summer 2018: Preliminary data analysis.
- Winter 2019: Draft and submit final report to Region of Waterloo Council and the Ontario Trillium Foundation.

Corporate Strategic Plan:
This report addresses the 2015-2018 Corporate Strategic Plan Focus Areas of:

2.1 Create a public transportation network that is integrated, accessible, affordable and sustainable.
4.2 Mobilize efforts to reduce poverty and the impacts it has on Waterloo Region residents.
5.4 Ensure Regional programs and services are efficient, effective and provide value for money.

Financial Implications:
The Ontario Trillium Foundation and Province’s Poverty Reduction Strategy Office has approved a grant totalling $551,000 over 2017 and 2018 to offset the one-time costs related to this pilot. The use of funds is detailed in the table below:
In addition to the direct costs related to the pilot program, Regional staff time will be provided as in-kind support.

**Other Department Consultations/Concurrence:**

Representatives from Corporate Services, Transportation and Environmental Services, and Community Services, Employment and Income Support provided input to this report.

**Attachments**

Nil

**Prepared By:** Chris McEvoy, Supervisor, Employment & Income Support
Peter Zinck, Assistant Director, Transit Services

**Approved By:** Douglas Bartholomew-Sanders, Commissioner, Community Services
Thomas Schmidt, Commissioner, Transportation & Environmental Services
Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017
File Code: S13-40
Subject: 2016/17 Housing Stability Data Summary Report

Recommendation:
For information

Summary:
The Region of Waterloo Housing Services has produced the 2016/17 Housing Stability Data Summary to inform the community of current trends in housing and homelessness in Waterloo Region. The Data Summary (attached as Appendix A) includes information for the last three years on emergency shelter use, income, rental housing affordability and availability, and statistics related to the coordinated access to housing supports waiting list. This Council Report provides some background information, a brief analysis of trends and statistics presented in the two-page Data Summary, along with next steps.

Report:

1.0 Background
The Housing Stability Data Summary about homelessness and rental housing for Waterloo Region has been produced annually since 2008. It was initially produced by the Homelessness and Housing Umbrella Group (HHUG) as part of an annual report card. With changes in HHUG funding and focus, Waterloo Region Housing Services assumed the responsibility to continue to produce an annual data summary beginning in 2013. The reports are produced to align, where possible, with fiscal year funding and agreement cycles (April 1 to March 31).

2.0 Data Summary Report
The 2016/17 Housing Stability Data Summary (Data Summary) is attached as Appendix
A. This report captures key indicators related to housing and homelessness in Waterloo Region over the past three years. Changes in data from 2015/16 and 2016/17 are highlighted.

The report includes data in five key areas related to finding and keeping housing: emergency shelter; income; rental housing; community housing; and the coordinated access to housing supports waiting list.

**Emergency Shelter**
The emergency shelter system experienced some significant changes including a new funding model in 2013 with the implementation of the provincial Community Homelessness Prevention Initiative (CHPI) and most recently the implementation of a new Emergency Shelter Framework in 2017 (CSD-HOU-17-07).

Emergency shelter data in 2014/15 included information not only from the six Region funded emergency shelters but also from Kitchener-Waterloo Out of the Cold (OOTC) sites and the temporary YWCA Transitional Shelter. Emergency Shelter data for 2015/16 and 2016/17 includes only the six, year-round Region funded emergency shelters and can be found on the Region’s website. The new pilot ‘Bunkies’ shelter at The Working Centre began in March of 2017 and the three people served over that month are included in the 2016/17 data.

Highlights comparing shelter use data over the past two years are included below. Some areas have increased while others have decreased. The reason for these data changes from year to year is sometimes unclear. Where information is available to help understand the changes, it has been included.

- **Numbers Overall and Length of Stay** - The overall number of bed nights increased very slightly (<1%), while the number of individuals accessing shelter decreased by five per cent (2,878 to 2,726). Average length of stay for singles increased by one day (from 28 to 29 days) and for families increased by 7 days (from 36 to 43 days).

- **Chronic and Episodic Homelessness** - The vast majority of people (91 per cent) accessed emergency shelter for a short stay. The remaining nine per cent of people were experiencing episodic or chronic homelessness. The number of people experiencing episodic homelessness (defined as three or more shelter stays in a twelve-month period, with each shelter stay period separated by 30 or more days) increased by four per cent (from 178 to 186). The number of people experiencing chronic homelessness (defined as accessing shelter for more than 180 days in one year) increased by 10 per cent (from 61 to 67). Despite the increase in chronic and episodic homelessness, the percentage of people accessing shelter for the first time remained the same at 51 per cent while those
returning within the year increased by only 1 per cent in 2016/17 (from 27% to 28%).

- **Demographic Trends** - Changes in demographic trends and household types are highlighted below:
  - Unaccompanied youth ages 16-24 accessing shelter dropped by 22% (from 776 to 607 people). This can largely be attributed to diversion and family reconnection efforts by youth shelters.
  - Older adults ages 65+ accessing shelter increased by 33% (from 45 to 60 people). The number of older adults in shelter has fluctuated over the last five years ranging from 46 to 53 people, with 60 in 2016/2017 being the highest to date. The reason for this change is unknown.
  - The number of families accessing shelter increased by 20 per cent (from 108 families to 130 families). Although diversion was attempted for these families for a variety of reasons it was not possible to avoid a shelter stay. Dependents in families decreased by 6 per cent indicating smaller families.
  - There was a one per cent increase in First Nations/Metis/Inuit peoples accessing shelter (from 299 to 303 people).
  - There was a 150 per cent increase in the number of refugee claimants who accessed shelter last year compared to the previous year (from 18 to 45 people). This is consistent with the recent influx of refugee claimants coming to Canada due to social and political change in the US. Refugee claimants are in the process of being considered for refugee status after either crossing a port of entry and making a refugee claim to Canada Border Services Agency (CBSA), or otherwise entering the country and making an inland claim to the Immigration, Refugees and Citizenship Canada (IRCC).
  - In contrast to the increase in refugee claimants, there was a decrease of 26 per cent in the number of immigrants and permanent residents accessing shelter (from 146 to 108). The reason for this change is unknown.
  - There was a 10 per cent decrease in the number of veterans (any former member of the Canadian Armed Forces who successfully underwent basic training and is honourably discharged) accessing shelter (from 30 to 27 people).

**Income**
The Data Summary (Appendix A) provides information on income up until March 2017 (where any changes after that time will be captured in next year’s report). This data shows that while incomes have increased slightly, they remain inadequate to afford even a bachelor apartment at average market rent.

Low social assistance rates continue to exacerbate housing barriers for people. While basic needs allowance increased by eight per cent for singles receiving Ontario Works
(OW) (from $305 to $330) and by two per cent for singles receiving Ontario Disability Support Program (ODSP) (from $631 to 649), the monthly shelter allowance has remained unchanged over the past five years ($376 for OW and $479 for ODSP). A bachelor apartment (at an average cost of $710 in 2016/17) remains impossible to afford using the shelter portion of the OW or ODSP allowances.

Although Ontario’s minimum wage increased from $11.25 to $11.40 (1.3%) over 2016/17, the minimum housing wage (the minimum amount of earned hourly income needed to afford a unit at average market rent) increased between one and 28 per cent (depending on the number of bedrooms). For example, minimum housing wage shows that a person earning $11.40 minimum wage cannot afford a bachelor apartment (which requires hourly earnings of $13.65). Adequate housing in Waterloo Region continues to be out of reach for people earning minimum wage.

Rental Housing
The Data Summary (Appendix A) provides information on the number and cost of private market rental units, and number of units and wait times for Community Housing.

The rental housing data comes from the Canadian Mortgage and Housing Corporation (CMHC). The net number of private market rental units available in Waterloo Region (excluding purpose built student housing) increased by four per cent over the previous year (an additional 1,412 units). However, the vacancy rate declined slightly (0.2%) from 2.4 to 2.2 per cent in 2016 which remains below what housing researchers indicate is a ‘healthy rate’ of three percent. The cost of private market rentals continues to increase year over year (between one to five per cent depending on the number of bedrooms) with a large increase of 28 per cent in the rental cost for a three bedroom unit. This large increase can be attributed to the spike in rental costs in the Waterloo market (the Cambridge and Kitchener market for three plus bedrooms increased within the expected range of around five per cent).

The number of completed Community Housing rental units increased by 7 (or 0.07%) in 2016/17. The number of households on the Community Housing Waitlist for 2016/17 is a point-in-time snapshot showing a 14 per cent increase over the previous year (from 3,004 to 3,432). This increase is partly due to the number of Community Housing applications submitted by Syrian refugee families in 2016 (who arrived in Waterloo Region in 2015). While the number of households on the wait list does fluctuate from year to year, the number has hovered around 3,000 for the last decade. Average wait times for Community Housing have not changed over the past year (with bachelor and one bedroom units remaining at 6+ years for non-seniors, families requiring two or more bedrooms remaining at 3+ years, and seniors remaining at 2+ years).

Supportive Housing
Prioritized Access to Housing Support (PATHS) is the coordinated waiting list process for Region funded supportive housing (STEP Home and CHPI Supportive Housing). PATHS is a prioritized waiting list for those experiencing homelessness with high acuity (priority is determined by client strengths, depth of need, and housing barriers) rather than who has been on the list the longest (first come, first served). See the Supportive Housing Brochure for more information.

The number housed from the PATHS list increased by 20 per cent (from 96 in 2015/16 to 115 in 2016/2017). Despite these housing efforts, as of March 31, 2017, a total of 243 people remained on the PATHS list waiting for supportive housing, compared to 125 the previous year. This increase reflects a more accurate number of people experiencing homelessness with high acuity in Waterloo Region. Over the fall of 2016, it became clear that a number of shelter participants were not captured on the PATHS list. Over the winter of 2016/17, the Region funded an Intensive Shelter Worker in four emergency shelters to support a more focused effort in connecting shelter participants to the PATHS list to be prioritized for supported housing.

People continue to be added and removed from the PATHS list on a daily basis. The PATHS priority list is the tool our community is using to measure homelessness inflow and outflow on our journey towards ending chronic and persistent homelessness in Waterloo Region. The goal is to begin a downward trend towards functionally ending homelessness (for a short video from the US explaining “functionally ending homelessness” see https://www.youtube.com/watch?v=4O8mEwbF0ps). For further information on PATHS see the Waterloo Region 20,000 Homes Progress Report (CSD-HOU-17-16) also on the June 20, 2017 Community Services Committee agenda.

3.0 Next Steps
The 2016/17 Data Summary (Appendix A) supports community planning efforts and provides information used by the Region and many agencies and groups for community education. The Data Summary will be made available on the website for the Region of Waterloo and the Homelessness Hub national clearinghouse at www.homelesshub.ca. In addition, the Data Summary will be distributed through the Homelessness and Housing Umbrella Group (HHUG) list serve and hard copies will be distributed to community agencies for their use and further distribution. The Data Summary serves as a component of the 10 Year Housing and Homelessness Plan update to the community (CSD-HOU-17-13) also on the June 20, 2017 Community Services Committee agenda.

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1 People are added to the list when eligible and are removed once they have moved into housing, have moved out of town, lost contact for 90 days or longer, or passed away.

2 Ending chronic homelessness by 2025 is one of the priorities identified by the Province in their 2016 update of the Long-Term Affordable Housing Strategy.
Corporate Strategic Plan:

Working to strengthen the housing stability system and build the community’s capacity to address issues of housing instability and homelessness is consistent with the Region of Waterloo 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; and specifically, Strategic Objective 4.3.1 to “Implement the Homelessness to Housing Stability Strategy” and Strategic Objective 4.3 Increase the supply and range of affordable and supportive housing options.

Financial Implications:

Nil

Other Department Consultations/Concurrence:

Nil

Attachments

Appendix A: 2016/17 Housing Stability Data Summary

Prepared By: Marie Morrison, Manager, Housing Stability  
Fauzia Baig, Social Planning Associate  
Judy Maan Miedema, Principal Planner (Housing)  
Deb Schlichter, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services
APPENDIX A

2016/17 Housing Stability Data Summary

Housing Stability Data Summary 2016/2017

This Housing Stability Data Summary captures key indicators related to housing and homelessness in Waterloo Region. The data is organized into five areas including: 1) emergency shelter, 2) income, 3) rental housing, 4) community housing, and 5) supportive housing. Changes between 2015/2016 and 2016/2017 are shown in the final column.

<table>
<thead>
<tr>
<th>Demand for Emergency Shelter</th>
<th>2014/2015</th>
<th>2015/2016</th>
<th>2016/2017</th>
<th>Change Since Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of beds nights</td>
<td>74,447</td>
<td>78,678</td>
<td>78,787</td>
<td>+0.1%</td>
</tr>
<tr>
<td>Number of people who stayed</td>
<td>3,219</td>
<td>2,878</td>
<td>2,726</td>
<td>-5%</td>
</tr>
</tbody>
</table>

Demographic Trends in Emergency Shelter

<table>
<thead>
<tr>
<th></th>
<th>2014/2015</th>
<th>2015/2016</th>
<th>2016/2017</th>
<th>Change Since Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>67%</td>
<td>66%</td>
<td>69%</td>
<td>+3%</td>
</tr>
<tr>
<td>Women</td>
<td>32%</td>
<td>33%</td>
<td>31%</td>
<td>-2%</td>
</tr>
<tr>
<td>Other gender identity</td>
<td>0.4%</td>
<td>0.5%</td>
<td>1%</td>
<td>+0.5%</td>
</tr>
<tr>
<td>Families</td>
<td>112</td>
<td>108</td>
<td>130</td>
<td>+20%</td>
</tr>
<tr>
<td>Dependents ages 0-15</td>
<td>186</td>
<td>220</td>
<td>204</td>
<td>-7%</td>
</tr>
<tr>
<td>All dependents</td>
<td>201</td>
<td>262</td>
<td>246</td>
<td>-6%</td>
</tr>
<tr>
<td>Unaccompanied youth(16-24)</td>
<td>826</td>
<td>776</td>
<td>607</td>
<td>-22%</td>
</tr>
<tr>
<td>Adults (ages 25-64)</td>
<td>1,694</td>
<td>1,722</td>
<td>1,682</td>
<td>-2%</td>
</tr>
<tr>
<td>Older adults (ages 65+)</td>
<td>53</td>
<td>45</td>
<td>60</td>
<td>+33%</td>
</tr>
<tr>
<td>First Nations/Metis/Inuit</td>
<td>286</td>
<td>299</td>
<td>303</td>
<td>+1%</td>
</tr>
<tr>
<td>Immigrants’ Permanent Res.</td>
<td>147</td>
<td>146</td>
<td>108</td>
<td>-26%</td>
</tr>
<tr>
<td>Refugees</td>
<td>5</td>
<td>6</td>
<td>9</td>
<td>+50%</td>
</tr>
<tr>
<td>Refugee claimants</td>
<td>17</td>
<td>18</td>
<td>45</td>
<td>+150%</td>
</tr>
<tr>
<td>Veterans</td>
<td>21</td>
<td>30</td>
<td>27</td>
<td>-10%</td>
</tr>
</tbody>
</table>

Emergency Shelter Stay Trends

<table>
<thead>
<tr>
<th></th>
<th>2014/2015</th>
<th>2015/2016</th>
<th>2016/2017</th>
<th>Change Since Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Episodic homelessness(^1)</td>
<td>182</td>
<td>178</td>
<td>186</td>
<td>+4%</td>
</tr>
<tr>
<td>Chronic homelessness(^2)</td>
<td>43</td>
<td>61</td>
<td>67</td>
<td>+10%</td>
</tr>
<tr>
<td>Singles’ length of stay (avg.)</td>
<td>25 days</td>
<td>28 days</td>
<td>29 days</td>
<td>+4%</td>
</tr>
<tr>
<td>Families’ length of stay (avg.)</td>
<td>23 days</td>
<td>36 days</td>
<td>43 days</td>
<td>+19%</td>
</tr>
<tr>
<td>First time in emergency shelter</td>
<td>48%</td>
<td>51%</td>
<td>51%</td>
<td>0%</td>
</tr>
<tr>
<td>Returning within the year</td>
<td>25%</td>
<td>27%</td>
<td>28%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

\(^1\) Chronic homelessness refers to people with shelter stays of 180 days or more (cumulative) in the past year.
\(^2\) Episodic homelessness refers to people with three or more shelter intakes 30 days apart in the past year.

Data Summary Report: 2414380

Source Notes: 2414388
<table>
<thead>
<tr>
<th>Income</th>
<th>2014/2015</th>
<th>2015/2016</th>
<th>2016/2017</th>
<th>Change Since Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ontario Works (OW) allowance for single person:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic allowance portion</td>
<td>$656</td>
<td>$681</td>
<td>$706</td>
<td>+4%</td>
</tr>
<tr>
<td>Shelter allowance portion</td>
<td>$376</td>
<td>$376</td>
<td>$376</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Ontario Disability Support Program (ODSP) allowance for single person:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic allowance portion</td>
<td>$1,098</td>
<td>$1,110</td>
<td>$1,128</td>
<td>+2%</td>
</tr>
<tr>
<td>Shelter allowance portion</td>
<td>$479</td>
<td>$479</td>
<td>$479</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Minimum wage (hourly)</strong></td>
<td>$11.00</td>
<td>$11.25</td>
<td>$11.40</td>
<td>+1%</td>
</tr>
<tr>
<td>Average hourly wage needed to afford rent for a bachelor</td>
<td>$12.83</td>
<td>$13.54</td>
<td>$13.65</td>
<td>+1%</td>
</tr>
<tr>
<td>Average hourly wage needed to afford rent for a one bedroom</td>
<td>$15.67</td>
<td>$16.35</td>
<td>$16.77</td>
<td>+3%</td>
</tr>
<tr>
<td>Average hourly wage needed to afford rent for two bedrooms</td>
<td>$18.75</td>
<td>$19.17</td>
<td>$20.19</td>
<td>+5%</td>
</tr>
<tr>
<td>Average hourly wage needed to afford rent for three or more bedrooms</td>
<td>$21.27</td>
<td>$22.19</td>
<td>$28.46</td>
<td>+28%</td>
</tr>
<tr>
<td><strong>Rental Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average monthly market rent for a bachelor</td>
<td>$667</td>
<td>$704</td>
<td>$710</td>
<td>+1%</td>
</tr>
<tr>
<td>Average monthly market rent for a one bedroom</td>
<td>$815</td>
<td>$850</td>
<td>$872</td>
<td>+3%</td>
</tr>
<tr>
<td>Average monthly market rent for two bedrooms</td>
<td>$975</td>
<td>$997</td>
<td>$1,050</td>
<td>+5%</td>
</tr>
<tr>
<td>Average monthly market rent for three or more bedrooms</td>
<td>$1,106</td>
<td>$1,154</td>
<td>$1,480</td>
<td>+28%</td>
</tr>
<tr>
<td>Vacancy rate for private market rent units</td>
<td>2.3%</td>
<td>2.4%</td>
<td>2.2%</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Private market rent units</td>
<td>31,680</td>
<td>32,334</td>
<td>33,746</td>
<td>+4%</td>
</tr>
<tr>
<td><strong>Community Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity (number of units)</td>
<td>10,381</td>
<td>10,403</td>
<td>10,410</td>
<td>+0.7%</td>
</tr>
<tr>
<td>Waiting list (number of households)</td>
<td>2,962</td>
<td>3,004</td>
<td>3,432</td>
<td>+14%</td>
</tr>
<tr>
<td>Waiting time for seniors</td>
<td>2+ years</td>
<td>2+ years</td>
<td>2+ years</td>
<td>0%</td>
</tr>
<tr>
<td>Waiting time for non-seniors (bachelor/1 bedroom)</td>
<td>6+ years</td>
<td>6+ years</td>
<td>6+ years</td>
<td>0%</td>
</tr>
<tr>
<td>Waiting time for small families (2-3 bedrooms)</td>
<td>3+ years</td>
<td>3+ years</td>
<td>3+ years</td>
<td>0%</td>
</tr>
<tr>
<td>Waiting time for large families (4-5 bedrooms)</td>
<td>3+ years</td>
<td>3+ years</td>
<td>3+ years</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Supportive Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housed from PATHS</td>
<td>N/A</td>
<td>96</td>
<td>115</td>
<td>+20%</td>
</tr>
<tr>
<td>Remaining on PATHS (as of March 31, 2017)</td>
<td>N/A</td>
<td>125</td>
<td>243</td>
<td>+94%</td>
</tr>
</tbody>
</table>

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3. Basic allowance is for all other personal costs (e.g., food, toiletries, transportation, and telephone).
4. Shelter allowance is the amount provided to cover rent, utilities and tenant insurance.
5. These figures represent point in time information provided in December in each year.
6. Prioritized Access to Housing Support (PATHS) is the coordinated waiting list for supportive housing programs funded through the Region of Waterloo.

Data Summary Report: 2414380
Source Notes: 2414388
Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017

File Code: S13-40

Subject: Housing Services May 2017 Proposal Submissions

Recommendation:
For information

Summary:
A number of funding opportunities have become available as the result of both the Federal and Provincial 2017 budgets announcements. During May 2017, Housing Services responded to the following four funding proposal requests. Results are pending and expected sometime between June and September 2017.

<table>
<thead>
<tr>
<th>Program/Project</th>
<th>Ministry</th>
<th>Released</th>
<th>Due Date</th>
<th>Funding Timeframe</th>
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<td>Ontario Ministry of Community and Social Services</td>
<td>April 3</td>
<td>May 18</td>
<td>Up to three years</td>
</tr>
<tr>
<td>Home for Good</td>
<td>Ontario Ministry of Housing</td>
<td>March 28</td>
<td>May 19</td>
<td>On-going</td>
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<tr>
<td>Innovation, Evidence and Capacity Building Fund</td>
<td>Ontario Ministry of Housing</td>
<td>April 7</td>
<td>May 26</td>
<td>One year</td>
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<td>Everyone Counts: Coordinated 2018 Point-In-Time Count</td>
<td>Employment and Social Development Canada</td>
<td>Feb. 22</td>
<td>May 31</td>
<td>Oct 2017 – June 2018</td>
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This report provides further information on each of these proposal calls and a summary of the responses submitted by Housing Services. Further information will be shared with Council once the results of the proposals are available.
Report:

Housing Services has responded to four funding proposal calls that have resulted from recent Federal and Provincial budget announcements. Included below is further information on the four proposal calls, a summary of the responses from Housing Services, and expected impacts.

1. Anti-Human Trafficking Community Supports Fund

**Background:** The Community Supports Fund is part of Ontario’s Strategy to End Human Trafficking (released June 2016) and includes up to $18.7M over three years. The fund was created to support organizations across a range of sectors that are part of the service delivery continuum for responding to human trafficking, and that are interested in implementing innovative, locally-driven solutions to address human trafficking in their communities. Priority will be placed on supporting survivors of human trafficking and their families in their journey towards healing and recovery, and/or preventing human trafficking.

Individual grant sizes will depend on the type of project. Projects can be funded for a possible duration of up to three years to provide enough time for programs/services to demonstrate results. Eligible applicants include non-for-profit and for-profit corporations as well as municipalities. Where proposals are seeking access to capital funding for housing or rent assistance, they were required to partner with Service Managers who would be responsible for receiving and administering that component of the funding in alignment with other similar provincial funding. Applicants are expected to be informed of results in June 2017.

**Proposal Response:** Two separate but connected proposals were submitted by community partners with the Region partnering on the one proposal that included a housing component. The Housing proposal lead applicant was the Sexual Assault Domestic Violence Treatment Centre (SADVTC) through St. Mary’s Hospital. The proposal seeks funding to help victims of human trafficking access an immediate safe place to stay and then provides support to access permanent affordable housing. The component of the proposal supporting access to permanent affordable housing includes an Anti-Human Trafficking Portable Housing Benefit (AHT-PHB) of up to $494/month (along with first and last month’s rent) administered through the Region (over seven years) paired with short-term support to find and keep housing through SADVTC (over three years) totalling $564,572. The approach builds on the success and lessons from the Region’s Portable Housing Benefit pilot for Survivors of Domestic Violence (SDV-PHB) (CSD-HOU-16-09).
Expected Impact: A total of 32 women will be supported to exit human trafficking in Waterloo Region if this proposal is fully funded. With the local wait for the Region’s affordable community housing several months with a priority, and many years without, the AHT-PHB would provide more immediate access to affordable housing to continue building on the stabilization provided through various immediate, short-term housing options.

2. Home for Good

Background: The Ontario Ministry of Housing (MHO) issued an expression of interest to the 47 Housing and Homelessness Service Managers for supportive housing proposals. The supportive housing must serve one or more of the four Provincial priority groups to support progress towards the Province’s goal to end chronic homelessness by 2025. The four priority groups include chronic homeless, youth homeless, Indigenous homeless, and people experiencing homelessness following transitions from provincially-funded institutions and service systems (e.g., hospitals and prisons). The supportive housing can include mobile or on-site support and could be delivered directly by the Service Manager or through any number of other local service delivery groups. There was no specific allocation made to each Service Manager, rather it is a competitive process with up to $25M is available for 2017/18 and $50M available for 2018/19 after which the $75M is annualized as on-going funding. In addition, capital funding to build up to 400 new units was also available.

Proposal Response: The Region of Waterloo proposed increasing the capacity of our two existing supportive housing programs, STEP Home and CHPI Supportive Housing. The total funding request of $1,554,840 included: $225,000 for 50 housing allowances; $1,040,800 for the STEP Home Redesign; $215,000 to support the already operating but unfunded Working Centre supportive housing on Charles and King Street in Kitchener; and 5% administration of $74,040 (for further information see the proposal summary in Appendix A). These projects were chosen as the ones with the greatest readiness to utilize the funding within the start-up time-frames and where we could make the strongest business case for the funding to match the Home for Good mandate (focusing on ending chronic homelessness which includes youth and Indigenous populations). The draft proposal was shared with, and letters of support were received from, the Waterloo-Wellington Local Health Integration Network, Ministry of Community and Social Services (Violence Against Women and Developmental Services), Ministry of Community and Youth Services, the local Child and Youth Services Planning Council, and the local Counselling Collaborative.

Expected Impact: Full funding of the Home for Good proposal would position the Region to set goals to end chronic homelessness in Cambridge by 2020 and across Waterloo Region by 2025. The funding provides the resources necessary to redesign...
the Region’s mobile rapid re-housing (Housing Help Plus) and housing first programs (STEP Home) into a new team-based model across the Region. This model is currently being tested in Cambridge and in the last year reduced the number of people experiencing chronic homelessness on the PATHS coordinated waitlist for supportive housing by 30 per cent. The Working Centre supportive housing was best positioned for funding given they had already received a capital housing investment through the Region and are already operating and serving people experiencing chronic homelessness. They are able to serve up to 13 people across two buildings in self-contained units with on-site support.

3. Innovation, Evidence and Capacity Building Fund

Background: As part of the implementation of the Long Term Affordable Housing Strategy Update 2016 (LTAHS), the Ministry of Housing (MHO) announced the creation of an Innovation, Evidence and Capacity Building (IEC) Fund. The IEC Fund provides up to $1 million total funding in 2017-18 through grants of varying amounts up to a maximum of $100,000 each. The Proposals must meet at least one of the key themes of the LTAHS Update:

- A sustainable supply of housing stock (public and private);
- A fair system of housing assistance;
- Coordinated and accessible support services;
- Goal of ending homelessness;
- Indigenous housing strategy; and
- Effective use of evidence and best practices to inform policy and program development, and to define and measure outcomes.

Eligible applicants include not-for-profit organizations, municipal associations, registered charities, municipalities, District Social Services Administration Boards (DSSABs), and other public bodies (e.g. academic institutions, and school boards). Applicants are expected to be informed of results over the summer of 2017.

Proposal Response: Region Housing Services was the lead applicant on a proposal entitled “Building On Our Momentum: Customizing HIFIS For By-Name Lists to End Chronic Homelessness in Ontario”. Staff requested $83,000 to partner with eight other early adopter communities in Ontario to develop a HIFIS 4 Toolkit that demonstrates how a Homeless Management Information System (HMIS) with a by-name list can accelerate system transformation and the end to homelessness. HIFIS is the federally supported Homeless Individuals and Families Information System database that is moving to a new web-based platform and will be used by all agencies delivering homelessness prevention programs in Waterloo Region. This project includes a
partnership with the Canadian Alliance to End Homelessness with support through OrgCode Consulting and Acre Consulting.

**Expected Impact:** As part of the local implementation of HIFIS 4, Housing Services will be moving PATHS (the Region's coordinated access to supportive housing and by-name list) from an Excel database into HIFIS 4. This project assists Waterloo Region by providing consultant time and building a community of practice to support developing and operationalizing by-name lists incorporated into HIFIS 4. The resulting Toolkit will then be available to other communities across Ontario supporting the Province’s goal to measure an end to chronic homelessness by 2025.

### 4. 2018 Coordinated Point-in-Time (PiT) Count

**Background:** The second nationally coordinated PiT count will be held between March 1 and April 30, 2018 (CSD-HOU-17-09). Homelessness Partnering Strategy (HPS) funded communities (such as the Region of Waterloo) were invited to apply for a designated amount of funding based on community population and HPS allocation to undertake the PiT Count. The Region of Waterloo is the "community entity" for federal HPS funding, so was eligible to apply for up to $50,000. Successful applicants are expected to be informed of results over the summer of 2017 and will receive funding, training, and implementation tools to conduct a PiT Count.

**Proposal Response:** The Region applied for $50,000 to conduct a joint PiT Count and Registry Week in late April 2018. The funding will support areas such as staffing and consultant time, a planning committee, Indigenous people’s specific activities, gift cards for PiT Count participants, and printing costs.

**Expected Impact:** Homelessness enumeration will help all levels of government to better understand the scale and nature of homelessness and will inform current and future policy and programs. While the PiT Count is voluntary through the federal government, the Province has required Service Managers to conduct Homelessness enumeration in the spring of 2018 (CSD-HOU-17-09). This funding will support the Region of Waterloo to participate in the 2018 PiT Count and meet enumeration requirements through the Province.

**Next Steps**

Home For Good funding begins to flow in October 2017 with additional funding over 2018/19. In anticipation of a successful proposal, Housing Services will be planning to bring the mobile housing support coordination redesign framework (for STEP Home and Housing Help Plus) to Council for approval in October 2017. Following the approval of the framework, there will be an application process for community agencies to participate in the redesigned program. A consultation process on the framework is
taking place over June to September. The redesigned program would begin April 1, 2018.

**Corporate Strategic Plan:**

Working to strengthen the housing stability system and build the community’s capacity to address issues of housing instability and homelessness is consistent with the Region of Waterloo 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; and specifically, Strategic Objective 4.3.1 to “Implement the Homelessness to Housing Stability Strategy” and Strategic Objective 4.3 Increase the supply and range of affordable and supportive housing options.

**Financial Implications:**

Nil

**Other Department Consultations/Concurrence:**

Nil

**Attachments**

Appendix A: Home for Good Proposal Summary

**Prepared By:** Marie Morrison, Manager, Housing Stability

**Approved By:** Douglas Bartholomew-Saunders, Commissioner, Community Services
Appendix A
Home for Good Proposal Summary

We propose increasing the capacity of our two existing best practice and evidence-informed programs that focus on ending chronic homelessness in Waterloo Region: STEP Home and CHPI Supportive Housing. Full funding of this Home for Good proposal would position the Region to end chronic homelessness in Cambridge by no later than 2020 and across Waterloo Region by 2025.

STEP Home/Housing Help Plus
Supports to End Persistent Homelessness (STEP) Home is our mobile housing first program providing a 1:10 staff to participant ratio of housing support to help people find and keep their housing. STEP Home began in 2008. The program has grown over time and currently operates in a collaborative model with ten different agencies and 100 housing allowances with capacity to serve approximately 150 people at one time. The program is being redesigned to improve its effectiveness and efficiency, based on results from the Mental Health Commission’s Housing First Training and Technical Assistance Fidelity Assessment and local evaluation. The new design will be team-based with capacity to provide both shorter-term (rapid re-housing) and longer-term (housing first) support to singles, youth, and families. In this proposal, we are seeking to add 13.5 positions to the staffing complement, increasing to a new total of 47.5 positions. In addition, we are seeking to increase the number of housing allowances by 50 for a total of 150 within the program. The redesign also includes developing new system partnerships and increasing capacity to serve youth and Indigenous peoples.

CHPI Supportive Housing
Community Homelessness Prevention Initiative (CHPI) Supportive Housing is our redesigned supportive housing program offering permanent housing with on-site housing support (housing first). A strong supportive housing proposal was submitted by The Working Centre in Kitchener for the redesigned program but was not funded due to a lack of economy of scale (i.e., the high cost of 24 hour staffing for 6 tenants). However, they have now expanded the model to serve 13 tenants in self-contained units in two closely located buildings. The Region has already invested in the capital component of this project through the Investment in Affordable Housing Extension (IAH-E). The Working Centre has secured and begun operating the two buildings and is now seeking the support staffing necessary to serve people with high acuity who have experienced chronic homelessness as identified from PATHS. This funding would allow almost 24 hours a day staffing, 7 days a week, and provide community inclusion programming for the tenants. With the combination of this funding and the other services The Working Centre offers, tenants would have access to a wealth of resources to support their housing and financial stability, mental health, food security, and job skill/employment needs.
Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017
File Code: S13-40

Subject: Waterloo Region’s 20,000 Homes Campaign Progress Report

Recommendation:
For information

Summary:
Nil

Report:

Waterloo Region is one of approximately 40 communities participating in the national 20,000 Homes Campaign (20K Homes) which aims to house 20,000 of the most vulnerable people experiencing homelessness across Canada from July 2015 to July 2018 (www.20Khomes.ca). 20K Homes is led by the Canadian Alliance to End Homelessness (www.caeh.ca).

In December 2014, Waterloo Region was the first community to pilot the Registry Week as part of 20K Homes. Since that time, Waterloo Region has continued to pilot and participate in the various elements of the campaign including:

1. Know every person experiencing homelessness by name;
2. Implement Housing First;
3. Use data to track progress;
4. Work towards building a coordinated system focussed on ending homelessness;
5. Participate in learning with other communities across Canada; and
6. Provide a united voice at a provincial and national level to secure the resources necessary to end homelessness in Canada.
See Appendix A for a short document summarizing Waterloo Region’s progress with 20K Homes over the past two years. Copies of this document will be distributed at the meeting and will also be available on the Region’s website. This document forms part of the 2016/17 10 Year Housing and Homelessness Plan update (see report CSD-HOU-17-13 also on the July 20, 2017 Community Services Committee agenda).

Corporate Strategic Plan:

Working to strengthen the housing stability system and build the community’s capacity to address issues of housing instability and homelessness is consistent with the Region of Waterloo 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; and specifically, Strategic Objective 4.3.1 to “Implement the Homelessness to Housing Stability Strategy” and Strategic Objective 4.3 Increase the supply and range of affordable and supportive housing options.

Financial Implications:

Nil

Other Department Consultations/Concurrence:

Nil

Attachments

Appendix A: Waterloo Region 20,000 Homes Campaign Progress Report

Prepared By: Marie Morrison, Manager, Housing Stability
Ashley Coleman, Social Planning Associate

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services
Appendix A

Waterloo Region 20,000 Homes Campaign Progress Report

About 20K Homes
Organized by the Canadian Alliance to End Homelessness (CAEH), the 20,000 Homes Campaign (20K Homes at www.20khomes.ca) is “a national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable people experiencing homelessness by July 1, 2018.”

In 2014, Waterloo Region was the first community in Canada to join the campaign and pilot a Registry Week. Through this local event, more than 80 volunteers canvassed the community to identify every person experiencing homelessness by name and their housing needs. The local Registry Week event had an initial goal to use this information to support 40 individuals with the greatest depth of need to find housing as quickly as possible.

For more information about the first Registry Week in Waterloo Region, see the Region’s website. Here you will find a video, data snapshot, and full report www.regionofwaterloo.ca/homelessness/stability.

Key Achievements:
Registry Week 2014 to March 2017

1. By-Name List (BNL)
In June 2015, a process was created to turn the Registry Week list into a By-Name List (BNL). A BNL provides communities with a real-time (“live”) list of people experiencing homelessness and information about their housing needs. The list helps to connect the right resources to people who need and want them, as quickly as possible. A BNL also helps to measure progress toward ending homelessness in the community because it counts the number of people who are newly homeless or returning to homelessness (“inflow”) and the number who have been housed from the list (“outflow”). The Waterloo Region BNL currently has one of the highest scores across Canada (seven out of 11) as measured by the Community Solutions BNL Scorecard.

2. Coordinated Access (PATHS)
Also in June 2015, coordinated access began. Coordinated access is a shared and consistent way to connect people to the services that best meet their needs. Prioritized Access to Housing Support (PATHS) is the Region’s coordinated access process that matches people experiencing homelessness with the right housing support program. PATHS uses the BNL and prioritizes access to support based on a number of things, including depth of need and length of time homeless (chronic homelessness). PATHS is used to fill vacancies in the following housing support programs: Housing Help Plus (mobile, shorter-term housing support), STEP Home (mobile, longer-term housing support), and CHPI Supportive Housing (on-site, longer-term housing support). See the Supportive Housing brochure for more information about these programs and the prioritization process www.regionofwaterloo.ca/supportivehousingbrochure.

3. Housing Results
The first Registry Week had an initial goal to house 40 people over the winter of 2014/15 from the BNL. This goal was exceeded with 50 people housed. Over 2015/16, a further 96 people were housed, and over 2016/17 another 115 people were housed. Since starting the new STEP Home team-based pilot in Cambridge in April 2016, the number of people experiencing chronic homelessness in Cambridge has been reduced by 30 per cent.
Stories

The following are two stories from the Cambridge STEP Home Team. STEP Home is designed to support people experiencing persistent and chronic homelessness to find and keep housing. For more information on STEP Home, refer to the Supportive Housing Brochure. Please note that real names have not been used.

Sam

Sam is a 20-year-old male. He entered service in Cambridge in the summer of 2016 at age 19 and had been homeless for more than two years prior, while using youth shelter services in Waterloo Region. His substance use had led to family breakdown, and as a result, he was no longer able to reside in his family home which led to his homelessness. Once connected with the service, the Cambridge STEP Home team was able to ensure he had access to income supports as well as necessary documentation needed to secure housing. Staff supported him to create a detailed housing plan, link him with a landlord who had a unit available, and provide him with a rent supplement to make this unit affordable. As a result, Sam was able to move into the unit. Since becoming housed, he has been receiving housing support coordination services to help him stabilize in housing. Additionally, he has been supported to work on improving areas such as life skills and financial literacy, both of which are crucial for Sam in maintaining his housing. He has now successfully been housed for three months without any tenancy issues and has begun his recovery from homelessness. He continues to engage with supports through a harm reduction approach and, as a result, his substance use has declined and he has reconnected with family.

Lindsay

Lindsay is a 32-year-old female. She had been homeless for 10+ years while living on the streets, staying with friends or using emergency shelter services. During this time, she had periods of incarceration and struggled with mental health and addiction issues. She signed up for the STEP Home pilot in the spring of 2016 with the goal of obtaining housing. The STEP Home team worked with her to do a thorough housing search plan and helped her to link with financial resources and necessary documentation to apply for rental units. The team supported her to find an available rental unit, provided a rent supplement, and facilitated the move-in. She has received housing support coordination services and has maintained her housing since August 2016. Since becoming housed, she has been attending substance use treatment services and has been drug free for six weeks, while also maintaining her tenancy. She has also been able to reconnect with informal supports and build a new support network to help along her path of recovery. She looks forward to giving back to the community through volunteer work.
**PATHS By-Name List Snapshot**

Despite these successes, more work needs to be done. **As of March of 2017, there was still a total of 243 people on PATHS.**

<table>
<thead>
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<tr>
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<td>52%</td>
<td>93%</td>
<td>22%</td>
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**Why the big increase from March 2016 to March 2017?**

Over the fall of 2016, it became clear that a number of individuals staying in shelter were not captured on the PATHS list. Over the winter of 2016/17, the Region funded an Intensive Shelter Worker in four Emergency Shelters to support a more focused effort with connecting shelter participants to PATHS as part of their housing plan.

**Number homeless (2014)**

295 Individuals (not including families) were found to be **experiencing homelessness** in Waterloo Region through the first Registry Week.

**Number housed (2014-2017)**

261 People moved to permanent housing.

**Why are we not closer to ending chronic homelessness?**

While 261 people were housed from the initial Registry Week list of 295 people, new people have become homeless during this time. A BNL helps the community to understand inflow into homelessness and outflow from homelessness. This information helps focus homelessness prevention and housing efforts in a new way. See the graph on the next page for BNL inflow and outflow snapshot data.
**Next Steps...**

- The Region recently added 60 new Housing Assistance with Supports (HAWS) rent supplements available through PATHS, bringing the total to 100 HAWS. Additionally, HAWS amounts were increased to align with average market rent increases between 2012 and 2016. Recent research has demonstrated how important rent supplements are for housing stability, improving perception of housing quality, and promoting quality of life (Pankratz & Nelson, 2017). This Rent Assistant Report is available at [http://homelesshub.ca/resource/evaluation-rent-assistance-individuals-experiencing-persistent-homelessness-waterloo-region](http://homelesshub.ca/resource/evaluation-rent-assistance-individuals-experiencing-persistent-homelessness-waterloo-region).

- The Region has applied for further resources from Federal and Provincial Governments through a number of funding opportunities.

- Planning is underway to conduct a joint Point-in-Time (PIT) count and Registry Week in April 2018.

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**Contacts**

For more information about 20,000 Homes or PATHS, please contact Ashley Coleman, Social Planning Associate at Region of Waterloo Housing Services (519-575-4400 x1222 or acoleman@regionofwaterloo.ca).
Region of Waterloo
Public Health and Emergency Services
Health Protection and Investigation

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: Tuesday, June 20, 2017

File Code: P23-80

Subject: Updates to Grand River Conservation Authority’s Beach Management Program

Recommendation:
For information.

Summary:
Region of Waterloo Public Health supports the Grand River Conservation Authority’s beach management program. Given that the water quality of natural water bodies can change quickly, the current beach management program does not adequately protect public health with timely information. As a result, the Grand River Conservation Authority and other public health units that have Grand River Conservation Authority beaches, including Region of Waterloo Public Health, have reviewed and agree to update the Grand River Conservation Authority’s beach management program. The updated program will enhance public education and give patrons timely and relevant information before using local Grand River Conservation Authority beaches.

Enhanced permanent on-site signs will complement other Grand River Conservation Authority site management activities such as daily beach inspections. While beach water sampling will no longer be used as the basis for postings, the Conservation Authority will continue to conduct beach water sampling for the purposes of monitoring long-term water quality trends. The results of their daily inspections and conditions will be communicated to the public on their website. Public Health will also support the Grand River Conservation Authority’s comprehensive communications strategy to raise awareness and inform decision-making by beach patrons. Public Health will maintain a collaborative partnership with the Grand River Conservation Authority focused on
minimizing risks to the public at their beaches.

**Report:**

Public Health aims to assist in the prevention and reduction of water-borne illness and injury related to recreational water use. Swimming or participating in water activities in a natural water body comes with some level of risk. Water quality in lakes and other natural water bodies can change rapidly as a result of environmental factors including rainfall, wind, wave action and waterfowl activity. Therefore, it is important for beach patrons to be aware of information such as the conditions that impact water quality in order to make informed decisions on entering the water at the beach.

In Waterloo Region, Laurel Creek and Shades Mill are two local fee-for-use parks operated by the Grand River Conservation Authority which offer beaches for swimming, windsurfing and other water activities. For many years, Public Health has supported Grand River Conservation Authority beach monitoring at the two sites by sharing weekly bacteriological sampling for E. coli during their seasonal period of operation. Public Health and the Grand River Conservation Authority conducted bacteriological sampling on alternating weeks throughout the summer months, and samples were analyzed using the Public Health Ontario Laboratory.

In an ongoing effort to improve public health protection and service to the public, Public Health has consulted research about the efficacy of the bacteriological sampling model in providing timely risk information to beach patrons. Research has shown that bacteriological sampling for E. coli does not provide timely risk information to beach patrons. Samples are collected and delivered to the laboratory the same day (within 24 hours) for testing, and then Public Health Ontario laboratories typically provide results within another 24-30 hours after receiving the sample. The culturing of water samples for the presence of bacteria requires a minimum of 24 hours in order to allow time for the bacteria present to grow and multiply to a point where they can be identified and measured by a laboratory technician. Since water conditions can change rapidly, the time lapse means that the E. coli level recorded in the laboratory results is unlikely to reflect the actual quality of the water at the time that Public Health takes action.

Using outdated laboratory results means that decisions to ‘post’ a beach may be inaccurate. For example, a beach can be posted as ‘unsafe’ on Tuesday afternoon or Wednesday morning based on adverse laboratory results from a Monday morning sample, when in reality the conditions have improved since the time the sample was taken and there is no risk to patrons’ health. As a consequence, patrons unnecessarily avoid beach water activities. Alternatively, at greater risk to the bathing public, a beach may not be ‘posted’ due to satisfactory results in the water sample taken the previous day, when in fact the water quality has worsened since the sample was taken. This provides patrons with inaccurate information and a false sense of safety.
A 2010 study conducted by Niagara Region Public Health measured the E. coli levels in beach water every day for a summer, and compared those daily results to whether or not the beach was posted at the time that the sample was taken, to see if the resulting assessments matched the actual water quality at the time of posting. Their results showed that, in more than 50% of the time, beaches in their study area were not posted as unsafe at the time when E. coli levels actually exceeded the upper threshold for water quality and should have been posted as 'unsafe'.

As part of their updated beach management program, the Grand River Conservation Authority is planning to formalize and communicate the daily beach inspections already conducted by Parks staff. This would include documenting their findings through a daily survey of physical conditions that include the cloudiness of the water (e.g. turbidity); weather conditions, and rain within the last 24-48 hours. In addition, they plan to continue with bi-weekly sampling. The sample results would not be used as the basis for postings, but would be used for the purpose of monitoring long-term water quality trends. The results of their daily inspections and conditions will be communicated to the public on their website. The Grand River Conservation Authority has discussed the issue of sampling as the basis for postings with their insurer, who also recognizes the risks associated with making decisions based on data that is out-of-date. Patrons may rely on the absence of a beach posting as evidence that the water is safe, even if this is not the case.

In agreement with staff of the Grand River Conservation Authority and other public health units within their jurisdiction, Public Health will modify their role in beach management activities in Grand River Conservation Authority parks. Public Health will move from conducting E. coli beach sampling to supporting the Conservation Authority’s proactive beach management and communications plan.

Communication tools are being developed jointly with the Grand River Conservation Authority and neighbouring health units, to support public safety and informed decision-making by beach patrons. Permanent signs will be posted at both beaches (See Appendix 1 for an example) and will include both written and graphic components to identify risk factors which may contribute to elevated bacteria levels. The permanent postings will also include information on actions that patrons can take to reduce their risk, such as waiting 48 hours after a heavy rainfall before swimming in beach water. This will provide beach patrons with the information they need to assess for the presence or absence of conditions that increase their risk; and what actions they can take to reduce their risk. The communications strategy will also include clear messaging on the Grand River Conservation Authority and Public Health websites, and engagement with the public through social media.

The issue of beach water quality and safety for patrons is important to both the Grand River Conservation Authority and Public Health. The goal of these changes is to provide
better information about conditions that can adversely affect beach water in real time, so that patrons can make informed decisions about when to swim. Public Health will continue to support the Grand River Conservation Authority in the assessment of potential public health risks to the public at their beaches. At the discretion and request of the Grand River Conservation Authority, Public Health is open to providing additional assistance.

**Ontario Public Health Standards**

Public Health conducts activities to prevent or reduce the burden of water-borne illness and injury related to recreational water use, as per the Ontario Public Health Standards and related protocols.

**Corporate Strategic Plan**

- Environment and Sustainable Growth
- Healthy, Safe and Inclusive Communities
- Responsive and Engaging Government and Services

**Financial Implications:**

Public Health implements safe water programming and activities within the existing base budgets for Public Health Mandatory Programs; the budgets are established by Regional Council (as the Board of Health) and are funded up to 75% by the province with the remainder funded by the local tax levy. The province also provides an additional allocation of 100% base funding for enhanced water safety initiatives related to small drinking water systems.

**Other Department Consultations/Concurrence:**

The Grand River Conservation Authority was consulted in the development of this report.
Attachments

Appendix 1. Sample on-site beach sign (image provided courtesy of Niagara Region Public Health).

Prepared By:  Aldo Franco, Manager, Health Protection and Investigation  
Lindsay Blashill, Health Promotion and Research Analyst  
Alana Bowering, Health Promotion and Research Analyst

Approved By: Dr. Liana Nolan, Commissioner/Medical Officer of Health
Region of Waterloo
Community Services
Housing Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017

File Code: S13-30

Subject: 10 Year Housing and Homelessness Plan 2016/17 Progress Report

Recommendation:

That the Regional Municipality of Waterloo approve the 10 Year Housing and Homelessness Plan 2016/17 Progress Report as outlined in report CSD-HOU-17-13, dated June 20, 2017.

Summary:

Under the Provincial Housing Services Act, 2011, the Region is required to submit annual 10 Year Housing and Homelessness Plan (10 Year Plan) Progress Reports approved by Council. The Region’s 10 Year Plan was approved in April 2014 (P-14-042/SS-14-016) and submitted to the Province. This is the third annual Progress Report. It includes a summary of activities over 2016 and up to March 31, 2017.

Report:

1.0 10 Year Housing and Homelessness Plan

Under the Provincial Housing Services Act, 2011, the Region has been required to submit annual 10 Year Plan Progress Reports since 2014. The Region’s 10 Year Plan was approved in April 2014 (P-14-042/SS-14-016) and submitted to the Province. The local 10 Year Plan merged the updated 2012 Homelessness to Housing Stability Strategy called “All Roads Lead to Home” (the Strategy, with its primary goal to prevent and end homelessness) and the 2014 “Waterloo Region’s Housing Action Plan 2014-2024” (the Housing Action Plan, with its focus on addressing a wide range of housing needs for low to moderate income households).
Annual progress reports approved by Council are also required by the Ministry of Housing. To date, two Progress Reports have been submitted (CSD-HOU-15-23 for the period January to December 2014 and CSD-HOU-16-04 covering activities up to March 2016). This third Progress Report includes activities up to March 2017.

2.0 Current Policy Directions Related to Housing and Homelessness

While local planning, service delivery, and quality assurance practices in the areas of housing and homelessness have been in place for more than a decade, the pace of change has intensified over the last number of years to accommodate shifts in policy and calls for system improvements at the federal, provincial, and local levels. Highlights of key policy directions by order of government are outlined below, which help to inform the Region’s priorities related to the implementation of the local 10 Year Plan.

2.1 Federal Policy Directions

There are five federal policy direction updates that fall within this Progress Report, as outlined below.

1. National Housing Strategy (NHS). The Federal Government will shortly release its new NHS. It is expected that this document will clarify the federal role related to preventing and ending homelessness as well as creating new and sustaining existing affordable housing. The 2017 Federal budget identified $11.2 billion to support implementation of the NHS over 11 years. Highlights of the proposed investments and new policy direction include:
   - Expand and extend the Homelessness Partnering Strategy (HPS) – $2.1 billion;
   - Develop new National Housing Fund to address critical housing issues and prioritize vulnerable citizens (seniors, Indigenous Peoples, and people fleeing domestic violence, people with disabilities, and veterans) – $5 billion;
   - Support for northern housing and Indigenous Peoples not living on-reserve – $525 million.
   - Invest in building new affordable housing and renovating and repairing existing units – $3.2 billion;
   - Improve data collection and analytics to strengthen outcome reporting and data-informed policy decisions – $241 million;
   - Intention to protect the baseline funding for operating agreements, but with greater flexibility on how those funds can be used.

2. Homelessness Partnering Strategy (HPS) Funding. The Region is one of sixty-one communities across Canada that receives Federal HPS funding. HPS invests primarily in “Housing First” approaches to end chronic and episodic homelessness. While current funding agreements end in 2019, the 2017 federal budget committed
$2.1 billion over the next 11 years “to expand and extend” funding for HPS beyond 2019, signalling the intention to make HPS a more permanent program.

3. **Homeless Management Information System (HMIS).** HPS also supports an HMIS called the Homeless Individuals and Families Information System (HIFIS). Currently, there are eighteen agencies using HIFIS 3 in Waterloo Region. Plans are underway to transition to HIFIS 4 over 2017/18. HIFIS 4 is a web-based database that will be hosted by the Region. It represents the next phase of system evolution; a single, integrated HMIS used by all Region-funded housing support programs including Housing Resource Centres, Emergency Shelters, Transitional Housing, mobile housing support programs like Housing Help Plus and STEP Home, and CHPI Supportive Housing as well as the local coordinated access program called Prioritized Access to Housing Support (PATHS). The Region is a designated Community Coordinator for HIFIS in Waterloo Region, and receives funding through HPS to support this role. In May 2017, the Region applied to the Ministry of Housing for funding under the Innovation, Evidence and Capacity Building Fund to develop a HIFIS 4 toolkit specific to by-name lists and coordinated access (for more information about this proposed project, see report CSD-HOU-17-15).

4. **Enumeration.** As outlined in previous reports (see CSD-HOU-17-09), the Federal Government has invested nearly $3 million to support enumeration over the next fiscal period through an initiative called “Everyone Counts: The 2018 Coordinated Point-in-Time (PiT) Count of Homelessness in Canadian Communities” (the second nationally coordinated enumeration event). PiT counts help to inform community plans by identifying trends related to the scale and nature of homelessness. They also help to set baselines for the number of people experiencing homelessness in a community, which can then be used to monitor progress toward specific goals or targets. As described in more detail in report CSD-HOU-17-15, the Region has submitted a proposal for funding to participate in federal enumeration by conducting a local PiT count in April 2018.

5. **Canadian Mortgage and Housing Corporation (CMHC).** The Federal Government has renewed its commitment to support the creation of affordable housing through new CMHC initiatives. CMHC has undertaken a comprehensive and strategic review of its multi-unit mortgage loan insurance. The resulting enhancements facilitate CMHC’s participation in market segments that address the rental housing needs of Canadians and support government efforts to expand and preserve the supply of affordable units. For example, the CMHC Rental Construction Financing initiative encourages the construction of new rental housing by making lower-cost loans available to housing developers, non-profit organizations, and municipalities during the early stages of project development. $625 million in loans will be made available for four years, starting in 2017. CMHC also launched an Affordable Rental
Innovation Fund to encourage new funding models and innovative building techniques in the rental housing sector. The $200 million fund is expected to help create up to 4,000 new affordable units over 5 years and will reduce reliance on long-term government subsidies.

2.2 Provincial Policy Directions

Provincial expectations related to housing and homelessness are outlined in the Housing Services Act, 2011, which includes the Long Term Affordable Housing Strategy (LTAHS, first released in 2010 and then updated in 2016). In general, policy direction through the Province focuses on:

1) Decreasing the number of people experiencing homelessness; and,
2) Increasing the number of individuals and families that achieve housing stability.

The LTAHS Update outlined six main goals: i) an appropriate and sustainable supply of housing; ii) an equitable, portable system of financial assistance, iii) people-centred, efficient housing programs; iv) an Indigenous Housing Strategy; v) ending homelessness (chronic by 2025\(^1\)); and vi) an evidence-informed system. In addition, four population groups were identified as priorities for action: Indigenous people, youth, seniors, and people transitioning from provincially-funded institutions and other community systems.

There are four provincial policy direction updates that fall within this Progress Report, as outlined below.

1. **Investment in Affordable Housing (IAH).** The IAH provides provincial and federal funding to improve access to affordable housing through programs that create new rental housing, enable home ownership, repair existing homes, and provide flexible housing assistance. The Region is the local Service Manager for Community Housing and allocates funding to fulfill this directive. Appendix A lists the outcomes of this program for Waterloo Region over 2016.

2. **Community Homelessness Prevention Initiative (CHPI).** The overall vision for CHPI funding is to support “a coordinated and holistic service delivery system that is people-centred, evidence informed and outcomes-based, and reflects a Housing First approach that focuses on homelessness prevention and reduces reliance on emergency services.” The Region is the local Service Manager for Homelessness, and allocates funding to local programs to fulfill this directive. In January 2017, the Province released both updated CHPI Program Guidelines and a Ministerial

Directive and Guidelines for Service Managers to conduct homelessness enumeration every two years beginning in the spring of 2018 (see CSD-HOU-17-09 for more information). As noted earlier, the Region will be conducting a PiT count in April 2018 to satisfy this new directive.

3. **New Affordable Housing Act.** In 2016, the Province passed the *Promoting Affordable Housing Act* which contained a number of proposed legislative and policy measures. Among them, the Act provides a legislative framework that enables inclusionary zoning in Ontario. Inclusionary zoning allows municipalities to require affordable housing units to be provided in new development projects and to ensure the affordability of these units over time. The Province is currently developing the regulations that accompany this Act which will provide more details on the size of developments that are included, the percentage of affordable units required, the design standards, period of time the units must remain affordable and other details. Staff has had preliminary discussions with staff from the cities of Cambridge, Kitchener, and Waterloo and the Region’s Planning, Development, and Legislative Services Department and realizes that continued discussions are important to ensure that there is consistency and a common approach across Waterloo Region.

4. **Supportive Housing.** In March 2017, the province released the *Supportive Housing Policy Framework* and *Best Practice Guide*. These documents are intended to guide both provincial and local program improvements and support coordination across sectors to better meet people’s needs. They also provide a foundation for new investments in supportive housing, to ensure that programs are person-driven, respond to people’s individual needs, and support social and economic inclusion. In May 2017, the Region applied to the Ministry of Housing for funding under Home for Good to increase local capacity in its mobile and on-site supportive housing programs (for more information about this proposal, see report CSD-HOU-17-15).

### 2.3 Municipal Policy Directions

Through its various designations identified above, and as the backbone\(^2\) for the housing stability system, the Region ensures that investments are aligned to create the greatest possible impact in the community. This includes responsibilities for system planning, service delivery, accountability/quality assurance, and resource allocation. The Region also funds various programs and initiatives as part of its commitment to support implementation of the local 10 Year Plan. Working toward a more coordinated approach

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\(^2\) Collective impact requires a separate organization with staff and a specific set of skills to serve as the “backbone” to the initiative. Backbone organizations play five key roles: guiding vision and strategy; supporting aligned activities; establishing shared measurement practices; building public will, advancing policy, and mobilizing funding.
to the delivery of housing resources continues to be a priority for local system planning.

For more detail about accomplishments within the time frame of this Progress Report, see Appendix A. Local housing stability data trends are also being released through the 2016/17 Housing Stability Data Summary (see report CSD-HOU-17-14) and the 20,000 Homes Campaign Progress Report (see report CSD-HOU-17-16).

3.0 Next Steps

This Progress Report will be shared with all local housing stability working groups and community partners by email and it will be circulated through the Homelessness and Housing Umbrella Group (HHUG) email distribution list.

Corporate Strategic Plan:

Strengthening the housing stability system and building local capacity to end homelessness and increase housing stability in the community supports the Region’s 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities and Strategic Objective 4.3 to increase the supply and range of affordable housing and supportive housing options. In addition, these activities address Focus Area 5: Responsive and Engaging Government Services.

Financial Implications:

Nil

Other Department Consultations/Concurrence:

Nil

Attachments

Appendix A: Summary of 10 Year Plan Progress

Prepared By: Angela Pye, Social Planning Associate, Housing Services
             Judy Maan Miedema, Principal Planner, Housing Services
             Deb Schlichter, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services
## Appendix A
### Summary of 10 Year Plan Progress

<table>
<thead>
<tr>
<th>Homelessness to Housing Stability: April 2016 to March 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Renter’s Toolkit and Housing Help Hubs (Level 1 Self-Directed Housing Resources):</strong></td>
</tr>
<tr>
<td>- Launched on-line <a href="#">Renter’s Toolkit</a> and made improvements:</td>
</tr>
<tr>
<td>- Videos for each phase about services available (e.g., Lutherwood Housing Resource Centres, Waterloo Region Community Legal Services, the “Hub” at The Working Centre, and the Social Development Centre Waterloo Region)</td>
</tr>
<tr>
<td>- Video with person who has lived experience of homelessness</td>
</tr>
<tr>
<td>- Audio components to all pages</td>
</tr>
<tr>
<td>- Fillable budget template</td>
</tr>
<tr>
<td>- Links to tip sheets in other languages that are available on other websites</td>
</tr>
<tr>
<td>- Promoted Renter’s Toolkit:</td>
</tr>
<tr>
<td>- Presented to internal Region staff (e.g., Housing Services, Employment and Income Support, Public Health)</td>
</tr>
<tr>
<td>- Presented to direct support workers and supervisors/managers (e.g., Housing Help Plus Working Group, Direct Support Worker Advisory Group)</td>
</tr>
<tr>
<td>- Used social media (e.g., Twitter and Facebook)</td>
</tr>
<tr>
<td>- Region Employment and Income Support staff now have Renter’s Toolkit as a desktop icon on their computers</td>
</tr>
<tr>
<td>- Circulated materials to partners (e.g., University of Waterloo, Carizon)</td>
</tr>
<tr>
<td>- Piloted Housing Help Hub Service Fairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Shelter (Level 2 Housing-Focused Program):</th>
</tr>
</thead>
<tbody>
<tr>
<td>- New funding model as of April 1, 2016</td>
</tr>
<tr>
<td>- Held Winter Sheltering Meetings with interested stakeholders in Cambridge and Waterloo</td>
</tr>
<tr>
<td>- Prepared for policy shifts through new Emergency Shelter Program Framework:</td>
</tr>
<tr>
<td>- Continued to pilot shelter diversion at all sites</td>
</tr>
<tr>
<td>- Continued to pilot consistent key messages at intake, during stays, and at discharge</td>
</tr>
<tr>
<td>- Piloted Intensive Shelter Workers in four sites to support housing-focused activities</td>
</tr>
<tr>
<td>- Released Emergency Shelter Program Framework (see CSD-HOU-17-07)</td>
</tr>
<tr>
<td>- Launched Bunkies pilot</td>
</tr>
<tr>
<td>- Added virtual tours for each site to Region’s website</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Coordinated Access to Level 3 and 4 Programs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Further operationalized Prioritized Access to Housing Support (PATHS):</td>
</tr>
<tr>
<td>- Released updated PATHS Process Guide</td>
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<tr>
<td>- Hired new dedicated PATHS Housing Services planner</td>
</tr>
<tr>
<td>- Transition workers began to support PATHS as well as CHPI Supportive Housing</td>
</tr>
<tr>
<td>- Region staff attended Coordinated Entry training held in March 2016</td>
</tr>
</tbody>
</table>
**Level 3 and 4 Programs More Generally:**
- Released first draft of the Housing Support Coordination Guide
- Piloted “Money Matters Account” in KW and Trusteeship pilot in Cambridge
- Additional Home Set-Up funds with expansion to all Level 3 and 4 programs

**Housing Help Plus (Level 3 Shorter-Term, Mobile Housing Support):**
- Launched Housing Help Plus Pilot with new Working Group
- Released Program Description with policies and procedures, including reporting expectations and other processes to monitor results

**CHPI Supportive Housing (Level 4 Longer-Term, Fixed-Site Housing Support):**
- Launched new CHPI Supported Housing Program with new Working Group
- Implemented core features of new CHPI Supportive Housing Program:
  - New budget and funding model, including new rent and support contribution model for shared living programs
  - New eligibility criteria and application, prioritization and vacancy matching process,
  - Completed baseline common assessments (Service Prioritization Decision Assistance Tool – SPDATs) for all tenants
  - New support planning tool based on SPDAT
  - New community inclusion programming; evaluated results through tenant surveys
  - New operational policies (e.g., community inclusion, staff qualifications and training, ambulance bills, rent collection and arrears, contributions in shared living)
- Completed transition to new CHPI Supportive Housing Program model:
  - Supported last two providers from previous model to transition from Region funding
  - Submitted report to Council documenting CHPI Supportive Housing redesign process and results (see CSD-HOU-16-19)
  - Wrapped-up all tenant transitions from previous program by March 2017
- Released new Supportive Housing brochure and on-line catalogue
- Added virtual tours for each site to Region’s website

**STEP Home (Level 4 Longer-Term, Mobile Housing Support):**
- Launched Cambridge STEP Home Team Pilot with new team model:
  - Released Program Description including processes to monitor results
  - Completed Year 1 evaluation
- Completed STEP Home Rent Assistance Research Report (see CSD-HOU-17-08)
- Added an additional 60 Housing Assistance with Support (HAWS) (now totals 100) and increased rental assistance amounts per household
- Hired new Housing Liaison in KW STEP Home
- Expanded the Circle of Friends program to Cambridge
- OneROOF secured Trillium funding to enhance capacity to serve youth
- Held series of STEP Home Open Meetings to share learning and support communication
Families to Homes:
- Continued to revise Program Guide to support implementation
- Released new identifier
- Hired half-time STEP Home worker dedicated to families

Youth:
- Federal HPS Innovation Micro-grant to Argus regarding shelter diversion

System:
- Community forum held June 2016
- Participant Advisory Group celebrated 5 year anniversary
- Continued to pilot Housing Plan template
- Piloted residency requirements and eligibility exemption policies
- Continued to pilot Critical Safety Plans (formerly known as Winter Safety Plans)
- Training offered to service providers:
  - SPDAT Overview, Deeping Understanding of SPDAT, and Being Housing-Focused training sessions (OrgCode Consulting)
  - Mental Health First Aid Training
  - VI-SPDAT and Full SPDAT training sessions (Homelessness and Housing Umbrella Group (HHUG))
  - Youth SPDAT training webinar (with OrgCode Consulting and HHUG)
- HIFIS 4:
  - Started Privacy Impact Assessment
  - Further developed service pathways including access rights by staff roles and complete series of “process maps” for each part of the system
  - Held several HIFIS 4 Webex demonstrations
  - Tested HIFIS 3 to 4 conversion tool and problem-solved errors with HIFIS National
  - Hired Acre Consulting to support implementation
- Several local housing stability representatives (direct support staff and leaders) attended OrgCode Canadian Leadership Academy in Ending Homelessness March 2016
- Completed draft System Framework for the housing stability system outlining new service delivery model based on progressive engagement
- Continued Southwest 5 network of municipal service managers working to prevent and end homelessness (Hamilton, London, Waterloo, Windsor and York)
- Supported welcoming refugees to Waterloo Region and responding to their needs in local housing stability programs and services
- Launch of Region Housing Services’ new org structure, including co-location of two teams
## Community Housing: January to December 2016

### Key accomplishments:

- **Waiting List Assistance Program (WLAP).** This program provides up to $350 monthly to assist with rent costs where people are currently living for the 75 households who have been on the Community Housing Waiting List the longest. Several households have been on the Community Housing Waiting List for significantly longer than average wait times, due to more complex housing needs and fewer matching options. This program is meant to support them where they are until they move into a rent-gearied-to-income unit. See CSD-HOU-16-01 for more information.

- **Survivors of Domestic Violence Portable Housing Benefit (SDV-PHB).** The Region received funding for this 2 year pilot program in 2016. This program provides survivors of domestic violence with the option to receive a portable benefit of up to $400 monthly rather than going on the Community Housing Waiting List. This enables the survivors to immediately find housing in the private market in the community of their choice. The program seeks to house survivors more quickly and alleviate some of the pressure on the Community Housing Waiting List. See CSD-HOU-16-09 for more information.

### Other accomplishments:

- Developed 27 template letters to standardize community housing provider processes
- Conducted 2 trainings on the use of the template letters
- Worked with 7 federal community housing providers whose operating agreements had expired
- Conducted 5 trainings with internal and external partners about how the Community Housing Wait List operates
- Allocated $6,111,065 in funding for repairs to 6,281 Community Housing units through the Social Housing Improvement Program
- Provided $634,470 in funding from the Social Housing Energy Efficiency Program to assist with energy efficiency retrofits and upgrades for four housing providers.
- 21 new affordable rental units created through two projects
- 40 households assisted under the Affordable Home Ownership program
- 50 individuals and households assisted through the Ontario Renovates program
- 606 households housed from the Community Housing Wait List
- 1,960 new households added to the Community Housing Wait List
- 94 Community Housing Reviews completed
- 36 individuals housed through the Housing Allowance with Supports Program
- Reviewed and updated five year capital plans for housing providers
- Housed 19 households in Below Average Market Rent (BAMR) units
- Collaborated with the Region Planning Commissioner’s of Ontario’s Affordable Housing
Working Group to prepare a collective submission to the Province’s Consultation Discussion Guide on Inclusionary Zoning

- Working with Area Municipalities to plan for possible implementation of Inclusionary Zoning and review the Province’s Consultation Discussion Guide on Inclusionary Zoning
- Working with Community Planning to develop Affordable Housing Targets
- Prepared response to Proposed Bill 204 – Promoting Affordable Housing Act (see CSD-HOU-16-08)
- Partnered with Information Technology Services to develop a Geocortex website of all Community Housing buildings
<table>
<thead>
<tr>
<th>Meeting date</th>
<th>Requestor</th>
<th>Request</th>
<th>Assigned Department</th>
<th>Anticipated Response Date</th>
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<tr>
<td>07-Mar-17</td>
<td>B. Vrbanovic</td>
<td>Update on Evening Street Outreach Actions</td>
<td>Community Services</td>
<td>May-2017</td>
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Region of Waterloo
Community Services
Children’s Services

To: Chair Geoff Lorentz and Members of the Community Services Committee

Date: June 20, 2017

File Code: S04-20

Subject: Canada-Ontario Early Learning and Child Care Agreement and 2017 Revised Provincial Budget for Children’s Services

Recommendation:

That the Regional Municipality of Waterloo increase the 2017 Operating Budget for the Children’s Services Division by $2,294,042 gross and $0 net Regional Levy as outlined in Report CSD-CHS-17-10 dated June 20, 2017.

Summary:

Information regarding the new Canada-Ontario Early Learning and Child Care Agreement (ELCC) and 2017 Revised Child Care and Child and Family Program Service Agreements was received by the Region on June 16, 2017. The information received provides details on Ontario’s Action Plan under the Canada-Ontario Early Learning and Child Care Agreement (ELCC) and details on the amended 2017 child care service agreement for the Region of Waterloo.

The ELCC supports a shared commitment by the Ontario and Federal governments to provide investments in early learning and child care to increase quality, accessibility, affordability, flexibility and inclusivity. The ELCC provides $100M in new funding for increased subsidies and increased access to licensed child care in Ontario. $80M is allocated for children 0 to 6 years old and $20M is allocated to support broader system priorities for children aged 0 to 12. The Region’s share of the $100M is 3.1% or $3,058,723.

In the first year, funding will be used to support access to licensed child care. For children 0 to 6, funding can also be used to create and support new not for profit community-based capital projects.
As the ELCC is a fiscal year investment, the ministry will provide 2017 allocations in the updated service agreements and has provided allocations for the first quarter of 2018 to support local planning. For Region of Waterloo, the allocations are as follows:

<table>
<thead>
<tr>
<th></th>
<th>2017 Allocation</th>
<th>1Q 2018 Allocation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 6 Year Olds</td>
<td>$1,835,146</td>
<td>$611,715</td>
<td>$2,446,861</td>
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<tr>
<td>6-12 Year Olds</td>
<td>458,896</td>
<td>152,965</td>
<td>611,861</td>
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<tr>
<td>Total</td>
<td>$2,294,042</td>
<td>$764,681</td>
<td>$3,058,723</td>
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Report:

On June 16, the Province provided details on Region of Waterloo’s allocation resulting from the Canada-Ontario Early Learning and Child Care Agreement for the 2017 calendar year. The following chart compares the revised 2017 approval to the provincial approval outlined in Report CS-CSD-17-07 dated June 20, 2017.

<table>
<thead>
<tr>
<th></th>
<th>April 2017 Approval (1)</th>
<th>Revised 2017 Approval</th>
<th>Change</th>
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<tbody>
<tr>
<td>Base Allocation</td>
<td>$32,956,103</td>
<td>$32,956,103</td>
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<tr>
<td>Wage Enhancement</td>
<td>7,121,988</td>
<td>7,121,988</td>
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<tr>
<td>Child and Family Program</td>
<td>177,229</td>
<td>177,229</td>
<td>0</td>
</tr>
<tr>
<td>Expansion</td>
<td>3,670,293</td>
<td>5,964,335</td>
<td>2,294,042</td>
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<tr>
<td><strong>Total Provincial Subsidy</strong></td>
<td><strong>$43,925,613</strong></td>
<td><strong>$46,219,655</strong></td>
<td><strong>$2,294,042</strong></td>
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<tr>
<td>Mandated Region Contribution (2)</td>
<td>5,287,620</td>
<td>5,287,620</td>
<td>0</td>
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<tr>
<td><strong>Total Provincially Supported Expenditures</strong></td>
<td><strong>$49,213,233</strong></td>
<td><strong>$51,507,275</strong></td>
<td><strong>$2,294,042</strong></td>
</tr>
</tbody>
</table>

(1) Provincial approval received April 2017 as detailed in report CSD-CHS-17-07 dated June 20, 2017.
(2) Amount Region is required to contribute to meet 80/20 and 50/50 cost sharing obligations.

The revised approval of $51.5 million is 13.9% greater than the 2016 approval of $45.2 million.
Child Care Expansion Plan

The ELCC aligns with Ontario’s Child Care Expansion Plan to create access to licensed child care for 100,000 more children aged 0 to 4.

Enveloping and Carry Forward

ELCC funding is enveloped and can only be spent on the following priorities:

1. Additional Fee Subsidies
2. Increased access to licensed child care; and/or
3. For children aged 0 to 6, this funding can also be used to create and support new not for profit community – based capital projects, excluding capital projects for child care program that run during school hours for kindergarten and school-age children.

Any funding not spent on the prescribed expenditures will be recovered by the Province.

One potential use of the funding is the expansion of toddler and pre-school spaces at the Elmira Child Care Centre. A future report on this potential use of funding will be forwarded to Committee as part of the 2018 Budget Process.

Prioritizing Not for Profit Operators

The threshold outlined in Report CSD-CHS-17-07 applies to the ELCC funding.

Corporate Strategic Plan:

This report supports the Region’s 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; Strategic Objective 4.1: (to) support early learning and child development.

Financial Implications:

The revised 2017 provincial subsidy for Children’s Services is $46,219,655 which is $6,143,072 greater than the 2017 budget, as detailed in the following table:

<table>
<thead>
<tr>
<th></th>
<th>Revised Approval</th>
<th>Region Budget</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Allocation</td>
<td>$40,078,091</td>
<td>$39,899,354</td>
<td>$178,737</td>
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<tr>
<td>Child &amp; Family Program</td>
<td>177,229</td>
<td>177,229</td>
<td>0</td>
</tr>
<tr>
<td>Expansion</td>
<td>3,670,293</td>
<td>0</td>
<td>3,670,293</td>
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<tr>
<td>April 30 Approval</td>
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<td></td>
</tr>
<tr>
<td>Total April 2017 Approval*</td>
<td>$43,925,613</td>
<td>$40,076,583</td>
<td>$3,849,030</td>
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<tr>
<td>Expansion</td>
<td>2,294,042</td>
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</tr>
<tr>
<td>June 2017 Approval</td>
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<td></td>
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</tr>
<tr>
<td>Total</td>
<td>$46,219,655</td>
<td>$40,076,583</td>
<td>$6,143,072</td>
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</tbody>
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* As per report CSD-CHS-17-07 dated June 20, 2017

82 82
The following table consolidates the recommendations from the April 2017 approval (detailed in report CSD-CHS-17-07 dated June 20, 2017) and the recommendation related to the June 2017 approval:

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<th>April 2017 Approval</th>
<th>June 2017 Approval</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Infant Spaces - Elmira Child Care Centre</td>
<td>$55,000</td>
<td>$55,000</td>
<td>$55,000</td>
</tr>
<tr>
<td>Special Needs Resourcing</td>
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<td>$229,404</td>
<td>589,404</td>
</tr>
<tr>
<td>Child Care Expansion</td>
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<td>$2,064,638</td>
<td>5,498,668</td>
</tr>
<tr>
<td>Total</td>
<td>$3,849,030</td>
<td>$2,294,042</td>
<td>$6,143,072</td>
</tr>
</tbody>
</table>

* Recommendations included in report CSD-CHS-17-07 dated June 20, 2017.

The Region’s 2017 minimum cost share amount of $5,287,620 remains unchanged from the April 2017 approval.

The June 2017 approval will form the basis of the 2018 Budget for Children’s Services.

**Other Department Consultations/Concurrence:**

Corporate Services / Treasury Services were consulted in the preparation of this report and are required to support payments and monitor expenditures to the ELCC community.

Legal Services will review the 2017 Service Agreement.

**Attachments**

Nil

**Prepared By:**  **Barbara Cardow**, Director, Children’s Services

**Approved By:**  **Douglas Bartholomew-Saunders**, Commissioner, Community Services
Region of Waterloo
Community Services
Children’s Services

To: Chair Geoff Lorentz and Members of the Community Services Committee
Date: June 20, 2017
File Code: S04-20

Subject: Ontario Early Years Child and Family Centre 2018 Funding Allocation

Recommendation:
For Information

Summary:
This report provides an update to Report CSD-CHS-17-08, dated June 20, 2017 entitled ‘Ontario Early Years Child and Family Centre Planning (OEYCFC) Update’ with new information regarding the funding allocation for this project. On June 16, 2017, the Province provided a notional allocation of $4,137,959 for the 2018 Ontario Early Years Child and Family Centres in Waterloo Region. A revised service agreement with the new allocation from the Ministry of Education will be sent out shortly and will be due back to the Ministry by August 28, 2017.

Report:
On June 16, 2017, the Region of Waterloo received a memorandum from the Ministry of Education with an update regarding the funding that will be associated with the OEYCFC service system. The Ministry is providing a total annual investment of $141 million to support Ontario Early Years Child and Family Centres. This investment includes $100 million from the provincial government and an additional investment of approximately $40 million as part of Ontario’s’ Action Plan under the Canada-Ontario Early Learning and Child Care Agreement. The investments are intended to support the transformation of the existing system, grow the positive impacts of child and family programs province-wide, and expand service in areas that have relatively few available services and-or have experienced significant population growth.
Waterloo Region’s notional allocation is $4,137,959 or 2.9% of the Provincial total. This report is being walked on so that staff and community partners have access to the information about the allocation. This will allow for effective and efficient community based planning for the OYEYCFC service system over the summer months. In the absence of this information, staff and community partners will be attempting to plan for services without the knowledge of the resources available.

**Funding Approach**

The Ministry developed a funding approach that takes into consideration the requirement for communities to provide mandatory core services and make customised connections that meet unique local need. The funding approach uses data elements that are reflective of the key program goals, demographic needs, and consistent with some of the data elements used in the Ministry’s child care funding formula.

The funding approach is comprised of the following components for operating funding:

- $250,000 base allocation for each CMSM and DSSAB
- Remaining funding has been distributed using the following data elements:
  - Number of children 0 to 6
  - Low-Income Cut Off (LICO) scores
  - Number of families that speak French at home
  - Number of Indigenous children ages 0 to 4
  - Number of families that speak a language other than English or French at home
  - Population density

As part of the new funding approach, the Ministry utilized a funding enhancement to ensure all communities receive a minimum increase of approximately 10 percent under the new funding approach.

**2018 Allocation**

The allocation for the Region of Waterloo for 2018 is $4,137,959. The current total allocation for Ontario Early Years Child and Family Centres is approximately $2.1 M. The 2018 allocation represents an almost 100% increase in funding for Ontario Early Years Child and Family Centres in the Region. 10% of the funding can be used by the municipality for administrative costs. Ontario Early Years Child and Family Centres are funded entirely by Provincial funding.

**Funding Guidelines and Service Agreements**

The Ministry of Education will release the 2018 Ontario Early Years Child and Family Centres- Funding Guidelines for Service System Managers and Service Agreements
over the summer. The new Ontario Early Years Child and Family Centres funding framework and program requirements will be effective January 1, 2018.

**Corporate Strategic Plan:**

This report supports the Region’s 2015-2018 Corporate Strategic Plan, Focus Area 4: Healthy, Safe and Inclusive Communities; Strategic Objective 4.1: (to) support early learning and child development.

**Financial Implications:**

The funding allocation for Waterloo Region totals $4,137,959. No cost sharing is required from the Region. With the exception of the data analysis function currently being undertaken by Children’s Services, the Region’s budget does not include a provision related to the operation of the OEYCFC program. Up to 10% of the allocation can be used to offset administration costs related to the OEYCFC program.

The Region is required to submit a needs assessment plan and initial plan to the Province by September 29, 2017. This plan, which will be submitted to Committee in August, will include resource and budget impacts required to administer the OEYCFC program.

**Other Department Consultations/Concurrence:**

The assistance of Human Resources & Citizen Service as well as Corporate Services / Treasury Services is required to manage the transition plans and funding analysis.

**Attachments**

None

**Prepared By:** Barbara Cardow, Director, and Children’s Services

**Approved By:** Douglas Bartholomew-Saunders, Commissioner, Community Services