
DATE: January 15, 2001

SUBJECT: **COMMUNITY PARTNERS PROGRAM**

FROM: Keith Ward, Commissioner of Housing and Property
and General Manager, Peel Living

RECOMMENDATION

That Service Contracts be entered into with the Catholic Cross-Cultural Services, Malton Neighbourhood Services and the John Howard Society of Peel for the purpose of fulfilling their mandate under the Community Partners Program;

And further that the required documents be executed by the Region's duly authorized signing officers.

REPORT HIGHLIGHTS

- Three community agencies are managing homeless prevention programs to ensure individuals and families find and keep stable housing.
- These agencies are funded through the Provincial Community Partners program, which was transferred to the Region in 2000.
- Detailed reports from each agency are attached as Appendix I outlining the progress made in 2000, their proposed 2001 program, several anecdotal stories explaining the complexities of their tasks and identification of emerging issues.

DISCUSSION

For several years Catholic Cross-Cultural Services, Malton Neighbourhood Services and the John Howard Society of Peel have provided contracted services to the Provincial Ministry of Municipal Affairs and Housing to fulfil their mandate under the Community Partners program. The primary goal for this initiative was to provide community based support for at risk individuals and families to secure and maintain affordable housing options.

In the spring of 2000 this program and its budget was transferred to the Region. It has proven to be an important partner in the Region's homelessness strategy and is now well integrated into our project landscape.

Attached as Appendix I are the three Community Partners reports. Each present: a) final 2000 data; b) their major findings and emerging issues; c) their proposed 2001 program and their attendant costs. Both Catholic Cross-Cultural Services and Malton Neighbourhood Services are requesting budget increases to reflect their real costs. We are not asking for additional

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funds at this time and we are holding them to their 2000 budget ceilings (Catholic Cross-Cultural Services - \$53,058, Malton Neighbourhood Services- \$40,149 and the John Howard Society of Peel- \$55,861.13). However, we will be using their requests to investigate additional funding sources. It should be recognized that all of these agencies are coordinating multiple funding sources, each of whom are demanding efficiencies and achievable goals. The funders are also requiring that other partners prorate their overhead and administration costs, therefore sharing the burden. The outcome effect for Community Partners program is that less money is directly available for frontline performance and therefore they may be forced to reduce their caseloads.

Their data collection and presentation is in conformity with the Continuum of Supports model that maps the various approaches and resources to resolve homelessness against a matrix of the diversity of people we are serving and their broad set of needs and assets.

It has been an active and eventful year. The quality and the amount of work that these organizations are doing is impressive and groundbreaking. The task of supporting people experiencing difficulties that threaten their stability is indeed daunting and becoming inordinately complex. Whereas in the past a simple housing search function was adequate, this client group is constantly challenged in a service universe that has become very disjointed. The anecdotal evidence supports this highly demanding work.

These agencies now form an important component for our community partnerships enhancing our abilities to profoundly assist people experiencing homelessness. Approval is requested to continue this relationship in 2001.

FINANCIAL IMPLICATIONS

The total amount of \$149,068 for the three agency's contracts is supported entirely from an annual Provincial transfer. There are no direct Regional funds used for these initiatives. We do provide in kind, supervision and support the same clients through our homelessness projects, referrals and social assistance programs. Any additional program expenses will be sought cooperatively through appropriate outside sources.

Keith Ward
Commissioner of Housing and Property
and General Manager, Peel Living

Approved for Submission:

R. Maloney, Chief Administrative Officer

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c. Legislative Services

COMMUNITY PARTNERS PROGRAM

COMMUNITY HOUSING PARTNERS (PEEL) PROGRAM

FUNDING PROPOSAL

January 1 – December 31, 2001

CATHOLIC CROSS-CULTURAL SERVICES

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Executive Director

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COMMUNITY PARTNERS PROGRAM

CATHOLIC CROSS-CULTURAL SERVICES (PEEL REGION)

Catholic Cross-cultural Services was established in the 1950's. The agency was incorporated and became an independent agency in 1984. The mandate of Catholic Cross-Cultural Services is to serve immigrants and refugees regardless of status, race, colour, sex, age, religion or political affiliation.

The agency provides services from three locations across Peel and Metro Toronto. Settlement services, through a variety of programs, are offered to a wide-range of newcomer communities in twenty-six (26) languages.

Through two central offices in the Region of Peel, CCS offers services in the municipalities of Brampton and Mississauga. Both offices are located on major transit routes and are wheel chair accessible.

CCS (Peel Region) has provided housing services to residents of Peel since 1985. Housing services were initially provided through settlement services provided by the agency's Immigrant Settlement Adaptation Program (ISAP). However since 1988/89 these services have been provided discretely under the Housing Program initiatives funded by the Ministry of Municipal Affairs and Housing. As of January 1, 2000 the Region of Peel, Housing Department is responsible for overseeing the program delivery in the Region.

ENVIRONMENTAL PROFILE:

- * Peel Population forecast for 2000-2001 is 959,000 - 985,000
- * Peel's population in 1999 was 935,000 of which 96 per cent lived in either Brampton or Mississauga
- * 13,000 new immigrants settle in the Region of Peel annually. This figure is expected to increase significantly in coming years
- * 250 new students register in the Peel Public school system every month
- * In 1996, there were 339,370 immigrants representing 39.8% of Peel's total population
- * Peel has 0.64% vacancy rate
 - o Waiting period for subsidized housing in Peel is 5 to 7 years or longer.
 - o As of November 1997, the waiting list for Peel Living housing was 9,071.
- * Mississauga has the highest rate of children living in poverty in Peel at 12.7% Brampton - 10.3% and Caledon -0.2%
- * In the past 10 years rents in Mississauga have increased 40% and in Brampton by 23%
- * National Child Tax benefit amount is considered as income and is deducted by Social Services in the Peel Region from recipients of social assistance.
- * The number of children (aged 0-18) living in poverty in Peel is 27,652, or 11.4%
- * Peel is the fastest growing region in Ontario

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CUSTOMER PROFILE

1.

Julia was a twenty- eight-year-old single mother with three dependant children between the ages of four and nine. She had a live-in partner who was extremely abusive to her and the children. She has a working knowledge of English, however, in times of distress she reverts to Spanish, her first language. After receiving first stage counseling and crisis support she called the police for assistance and intervention. The partner was been charged with several criminal offences including; uttering death threats, sexual assault, criminal harassment and assault with a weapon.

Julia was connected with Victim Services, Catholic Family Services and CCS's Violence Against Women (VAW) program. She was assigned a Domestic Violence Emergency Response System (DVERS) by Victim Services as she was considered at high risk. She wanted to move immediately but a number of issues had to be considered. She had no income so had to be referred to Ontario Works for financial assistance. Her emotional condition left her unable to handle all the questions and the processes necessary to intake. She had to be assisted through every step by the Housing Counsellor who also had to liaise with the other professionals involved.

At his hearing the partner was released on bail and in spite of the restriction order continued to threaten the client and her daughter. The abuse and suffering had left its mark on the client. She was diagnosed as suffering from paranoia and severe depression and two of her children were diagnosed with Attention Deficit Disorder (ADD). All needed medication and counselling support. An interpreter had to be arranged to accompany her at every visit to a professional be it legal, medical or counsellor.

The client's partner threatened and intimidated her landlord who then asked the client to move out of fear for his own family's safety. Though Julia had been referred for subsidized housing under the priority status, she was told it would take anywhere from 6 months to a year or longer.

This client and her family were in danger and in need of safe housing. Through work of our Housing Worker and one of our VAW Counsellors, the client was eventually referred to the Priority Housing list at the Peel Regional Housing Authority. She was ultimately offered safe housing for her family.

It is extremely frustrating for both the Housing Worker and the client to be faced with systemic barriers. The lack of safe, affordable housing, high shelter costs in the market and access to limited income can result in tragic consequences.

2.

Nasrin was referred to our agency by a social worker from the Trillium Hospital. Nasrin had communications problems due to language barriers. She, her spouse and their four children were dealing with multiple issues. The spouse had been diagnosed with serious mental health issues and was not functional. While he was hospitalized with a mental breakdown, the wife had

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disclosed the family situation to the social worker that recognized that the family needed help at many levels. She suggested that the client contact us so that service could be provided in her mother tongue.

Nasrin's husband was a professional engineer. He had worked for many years as a senior project officer in charge in the Middle East. He immigrated to Canada with high hopes. Upon arrival he learned his experience and education is not recognized here. He had a family to support so he accepted a job to survive. The situation though disturbed him and over a period of three years he was caught in deep depression. His wife has never worked outside the home and has only a high school diploma. The children were all under the ages of 10. The family income is not sufficient so they sought social assistance support. This further demoralized him. The husband did not seek support or treatment for his mental health problems until he was fired from his workplace.

There is an older child from a first marriage whom could not be sponsored and the relations with family overseas have deteriorated. The children are performing poorly at school. The school lodged a complaint with Children's Aid as one of the child mentioned being slapped by his mother. The family was threatened by this intervention, as they feared losing their children. Marital conflicts became a daily occurrence. In the midst of all this, the landlord asked them to leave their basement apartment. The rent they paid was not enough to cover the cost of keeping them. This was the breaking point for this family and the father ended up in the hospital.

The Counsellor encouraged Nasrin to register for language classes. She was connected with support groups for families both for better parental education and mental health issues. The worker had to advocate for ODSP for the family. Mediation with the landlord proved a challenge. After the husband had stabilized with medication he was linked up with a mentor. The family was connected to the community for spiritual and social needs.

The family is still working through various issues. Housing needs are not even considered now, as it will lead to negative results that the family cannot cope with.

3.

The Community Youth Worker at Our Place Peel referred Viswanathan to our agency. He is a 19-year-old male attending full-time studies at a local secondary school. The client alleges physical and emotional abuse by his father and the CAS undertook an investigation. The client has physical disabilities including a cleft palate, which made speech and communication difficult. This young man required suitable accommodation. He was in receipt of ODSP. Every landlord he was referred to refused to accept him. We believe racial prejudice and age are factors. Advocacy for systemic discrimination can be a challenge. The Housing Worker looked for landlords from the same ethnic community in order to assist him. Then he needed help with medical professionals, CAS, Social Housing providers, employment needs and linkages with the community at large. Though he now has a reasonable accommodation, he continues to come for other services.

COMMUNITY PARTNERS PROGRAM**SUMMARY OF FINDINGS FROM LAST YEAR'S CONTRACT**

- CCS handled 558 intakes for housing services during the 2000 contract.
- 262 clients were housed - approximately 47% of the total intakes
- 35% were not housed as they had complex issues that could not be resolved
- 18% lost contact as moved or voluntarily stopped contact
- 15% of our clients were experiencing abuse at the time of contact
- 60% of our clients had lost their homes for a variety of reasons
- approximately 35% of our clients showed upward mobility
- approximately 10% of clients' situation deteriorated from their initial contact
- 35% of our clients had family breakdowns and separation
- 10% of the abused clients felt they had to return to the abusive situations for the support of the children, systemic barriers and their inability to find appropriate housing on their limited incomes
- a large numbers of family referrals came from the Rose Town Inn in Brampton
- there were a large numbers of single male referrals from the Mavis Road Shelter.
- 40% of the clients were single mothers with children
- 30% of our clients were referred from the shelters in the Region
- 25% of the clients served were newcomers
- approximately 20 % of the clients had mental health issues
- 10% of the clients had lost their employment
- 50% of our clients had dependant children
- 5% of the clients were abused seniors belonging to visible minority groups
- the majority of clients live in overcrowded situations

Listed above is the summary of the data gathered while serving the residents of Peel in their housing search. In addition we have the following anecdotal observations gathered during this same time period.

We have observed that poverty is getting worse among the clients that required our assistance. Most of them are spending a majority of their incomes on rent in order to have a roof over their heads. As a result, they do not have sufficient food and clothing for their families. Clients are increasingly isolated and largely without the support of family and friends. The issue of homelessness is extremely complex and is connected to many other issues, some individual and some systemic. Our clients have multiple problems that have contributed to their housing problems and have created barriers to finding solutions.

Many of the solutions we offered were temporary, stopgap measures to avoid these individuals and families from being on the streets.

Community supports are lacking especially for our multi-ethnic client population. We worked with clients with compounded issues; cultural and linguistic barriers, mental and physical disability, domestic violence, unemployment and addiction, among others.

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There was an increase in the number of families evicted for non-payment of rent. Rents have increased such that families invariably landed up in debt. The impact of eviction is significant for children. Its impact is emotional and physical and may take a long time to repair. The impact on adults was also severe but less easily observed. Their dignity and self-respect was lost and many succumb to depression and mental illness leading to eventual loss of employment and family breakups. The problems of substance abuse increased and caught the individuals and families in a vicious cycle of homelessness.

The issue of housing, or lack there of, contributed to an increase in domestic violence. We assisted many abused women with their children who were traumatized. The women and children both needed support and counselling over a period of time before they could address the issue of housing. Their safety and healing was a priority.

Seniors were another group that needed help. Many newcomer seniors who were sponsored by their children were left homeless due to changing family circumstances. Loss of employment and financial constraints in families resulted in this vulnerable group of people to be abused and mistreated. Many were left homeless and lost, as they did not understand the language as well as the system.

Most clients are on social assistance. Private landlords found them to be unsuitable tenants, as they could never meet the required income criteria. The clients found all doors were shutting in their faces. These marginalized groups of people are further pushed in a corner in today's environment of funding and resource cuts. Housing that is affordable and safe was impossible to come by. The Housing Workers had to rely upon the goodwill of other community members.

It has not been easy to deal with racism and prejudices. Government assisted housing is greatly needed. The demand for this service is ever increasing. The community agencies are low on resources. Housing Workers are pressured to the utmost in meeting this losing battle. Our Housing Workers are seeing more complex problems presented daily by their clients. As a result, they need to spend an increasing amount of time with clients to address all of their needs and barriers. Successful results are taking longer to achieve. All of this occurs in the face of increased demand for service. It is difficult to turn anyone away knowing that there is nowhere else for them to turn. The result is a work backlog.

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HOUSING SERVICES AT CCS IN THE YEAR 2001

Objectives:

Catholic Cross Cultural Services proposes to deliver services to 396 clients in the year 2001. This figure represents a client caseload of 22 new clients per month pro-rated to each of the 1.5 housing staff. Of this number of clients, 40% will find housing.

Intakes: 396

Housed: 160

Methodology:

In order to achieve the above targets, housing staff of Catholic Cross will continue to work in a collaborative manner. They will work closely with

- other members of the Community Partners
- other housing-service providers throughout Peel Region
- other staff at CCS who provide complimentary settlement services to newcomers
- shelter staff.

In order to achieve our stated targets they will also:

- undertake outreach activities to improve community awareness and participation
- consider alternate ways of offering service
- advocate with all levels of government regarding the issue.

Conclusion:

The Region of Peel is facing increasing pressures around the issue of homelessness. The Community Partners project is an initiative, which has combined community resources to meet this challenge head on. Housing is most often only one issue on a spectrum of needs for clients that have come to request assistance of the CCS Housing Service. Through a model offering a continuum of support, the program attempts to identify, prioritize and address issues through a collaboration of program workers and community organizations.

Barriers to success remain significant. The lack of affordable housing remains a key barrier in Peel Region. Rental costs are increasing and vacancy rates are declining. Limited community resources impose constraints on the numbers of clients that can be served and the depth of service that can be offered to each client.

CCS proposes to continue its work to participate in the network of individuals and organizations striving to address the issue of homeless in Peel Region. As a leading organization in services to

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newcomers, we consider our contribution to be not only the concrete results of the Housing Services but the knowledge and expertise of newcomer needs and experiences we possess.

FINANCIAL REPORT

Agency: CATHOLIC CROSS CULTURAL SERVICES

Contact: Magda Renta

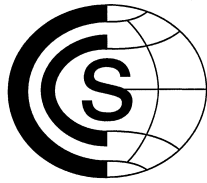
Program Name: HOUSING

	Projected Budget	January 1 to June 30	July 1 to December 31
Program Revenue			
Community Partners	53,058	24,985	28,898
Provincial Homelessness Initiative Fund (PHIF)			
Other Gov't Agencies			
Fund Raising			
Other*			
Total Projected Revenue	53,058	24,985	28,898
Program Expenses			
Personnel	47,543	21,991	26,385
Contractual			
Other Direct*	1,200	836	479
Agency Overhead	4,315	2,158	2,034
Total Projected Expenses	53,058	24,985	28,898

Course Corrections/Explanations: (Use additional sheet if necessary)

*If these are significant numbers, please explain them briefly in the blank space above

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CATHOLIC CROSS-CULTURAL SERVICES
(PEEL REGION)

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The Milestone funnel includes all ascribed customer groups.

MILESTONES

CUSTOMER MILESTONES	PROJECTED JAN 1 TO JUNE 30	ACTUAL JAN 1 TO JUNE 30
1. Customer meets the counsellor and completes the intake	210	282
2. A) Customer identifies barriers and requests a list of available units.	180	275
2. B) Customer and landlord resolve issues and save tenancy. (Goes to Performance Target)	20	14
3. Customer views the unit and makes a decision.	150	210
4. Customer and landlord negotiate rental agreement and customer moves in.	120	120
Performance Target: Customer maintains housing for three months or longer.	180	147

HOUSING REPORT

PERIOD COVERED: JULY TO DECEMBER 2000

TOTAL CLIENTS SERVED THIS PERIOD	276
People who are socially isolated	7
People who have identified their issues, who are addressing their issues and who are participating in the management of their lives	262
People who are independent and stable	7
Number of adults in the families served	340
Number of children in the families served	382
Clients housed	103
Clients not housed	173

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Final Report 2000
John Howard Society of Peel
Housing Program

Findings

In the Region of Peel:

- Since 1999, more families are on the verge of becoming homeless or are homeless. There is a shortage of 2-3 bedroom apartments available for rent that a family can afford on a fixed income such as OW. Families are looking for affordable, available apartments for rent in other cities/towns. An average family that has contacted our housing program consists of a single parent family with two or more children.
- More and more Seniors are looking for affordable housing because they are on the verge of becoming homeless as they age their incomes remain fixed.
- An average room for rent costs around \$400-425 or more a month. A single person on a fixed income such as OW has no choices but rent a room at these rates due to the shortage of rentals available. A single person on OW receives \$520 a month. Once she pays more than 80% of her income on rent, she is left with insufficient money to pay for food, transportation and other monthly expenses. She will have to rely on social service agencies, food banks and local churches for food and bus tickets.
- Because there are fewer rooms and apartments available for rent, several people apply to rent each unit available. Therefore, landlords can pick and choose whom they want to rent to and usually an employed person is preferred to one on a fixed income such as social assistance or disability. Many clients do not inform landlords upfront that they are Ontario Works recipients because of the discrimination. With clients on Ontario Works, their worker is required to verify that the landlord is willing to rent, per policy. When the workers phone landlords to verify, the landlords will change their minds about renting when they discover that the prospective tenant is an Ontario Works recipient.
- Many landlords seem to be renting portions of their own homes to supplement their income. Many of these landlords are not aware of the Tenant Protection Act (TPA) and if they are, they do not always follow the regulations set out by it. It should also be noted that evicting a tenant who resides in the landlord's home is easier because of the TPA than it used to be with the previous Landlord and Tenant Act. The John Howard Society of Peel has encountered many individuals who have been evicted without proper notice as required by the TPA. Many of these clients will not file an application with the Rental Housing Tribunal against the landlord because it costs money to file an application. Many of these rental dwellings are not registered and therefore, do not always meet the safety standards. Nonetheless, our clients continue to rent these units due to lack of choices.

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Anecdotes

- Joe came in for housing assistance from the John Howard Society of Peel over a year ago. He has legal, substance abuse, financial and health problems. With JHSP assistance, Joe found housing and he was being assisted with addressing the other presenting issues. Joe has had several address changes in the last year due to various reasons. More recently, he was evicted because the landlord disapproved of Joe's hygiene habits. Joe's physical health issues are worse and he is in need of frequent medical attention. He was hospitalized several times as well. Both JHSP and the Peel Outreach team are assisting Joe at this time. Joe was found lodging in a care home. However, was "kicked out" of the care home due to his extensive health care needs. Joe was placed in the Rosetown Inn by the Peel Outreach Team. Joe was able to get a bed at the Mavis Shelter. Now he is awaiting a bed in a hospice in Peel.
- Gary was at the Out of the Cold program two years ago and did not recall where he had come from. He was assisted in finding housing at a care home and an agreement was made with the landlord to charge him \$500 of \$520 he received on OW for food and lodging. Gary was left with \$20 for his other expenses. Gary suffers from a form of dementia and years ago he had worked for a major air craft manufacturer. JHSP assisted Gary with his ODSP application. When he was denied benefits by the Disability Adjudication Unit, with the assistance of Brampton Community Legal Services and Gary's family doctor, he was referred to have a Neuropsychological assessment done by a specialist at the local hospital. Although new evidence is not admissible to the Social Benefits Tribunal (SBT), as advised by Brampton Community Legal Services, Gary's Neuropsychological Assessment was faxed to SBT. SBT reversed their decision and found Gary eligible for ODSP. Gary now receives \$930 a month on ODSP and pays \$830 to the care home for his food and lodging. Gary has come to a point where he is having difficulty managing his finances due to progressing dementia. Gary has no family or friends. The Office of the Public Guardian and Trustee was contacted for assistance but a \$200 fee is charged for Gary to be assessed for their services. Gary does not have \$200. As required by ODSP, JHSP is assisting Gary apply for CPP and advocating on Gary's behalf for monies from a law suite against the major air craft carrier manufacturer. It appears that Gary will not receive CPP because Gary is unable to provide any medical history from 1996-1998 due to dementia. For now, Gary is housed.

These anecdotes provide a picture of the type of clients that come into the John Howard Society of Peel and the variety of issues they present. The counsellor cannot simply find housing for the client without addressing the associated issues presented by the client. Some clients are housed but are unable to remain housed due to addictions, mental health, financial, employment and family issues. They will return yet again for assistance with finding another place to live. This past year, finding housing for our clients seemed to be even more difficult due to the lack of available and affordable rental housing and systemic barriers. It has been noted that some clients will return to abusive situations or remain in abusive situations to keep housing. Some clients are unable to get their basic necessities met due to systemic related barriers. All these difficulties

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present frustrations for both client and counsellor as our efforts continue with finding appropriate housing.

Whom are we serving?

A. Statistics for July 1st - December 31st 2000

It should be noted that the John Howard Society of Peel received approximately 175 phone calls for assistance with housing in the last six months. The following table reflects the number of individuals and family units who came to the John Howard Society of Peel and for whom files were opened for the Housing Program and related services.

The spectrum of Needs	Presenting issues	Currently in service		January 1 st to June 30 th 2000		July 1 st to December 31 st 2000		Total	
		Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual
Client categories									
Most socially isolated	No income, unemployable, chronic addiction issues, chronic criminal record, history of violence, OW /ODSP recipient, medical issues, chronic housing issues, involvement with numerous social services/providers, inability to manage money, no social support network, in need of continuous support.					0	12		
Addressing their issues	Some stability in relation to basic needs, mental health, substance abuse or addiction issues, OW/ODSP recipient, criminal history, limited positive social supports, chronically at risk of losing housing or frequent moves, difficulty finding and maintaining employment, situational crises, recently released from a correctional institution.					0	82		

APPENDIX I

January 15, 2001

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People who are independent and stable	Employed or stable source of income, marital/family issues, situational crisis, all basic needs are being met, participating in appropriate program to address identified need, history of stable life style, on bail release or just out of a correctional institution.				0	2			
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The Statistical Data for the first half of the year were presented to the Region of Peel as requested in the Funding Proposal 2000 to the Ministry of Housing and Municipal Affairs. That funding proposal required the John Howard Society of Peel to use a milestone funnel. During the last half of the year, the John Howard Society of Peel collected data using a Needs Spectrum as requested by the Region of Peel.

The Institutional Services Program of the John Howard Society of Peel provides pre-release planning at the Ontario Correctional Institution and Maplehurst Correctional Institution. For the year 2000, approximately **300** or more individuals were assisted with requests regarding housing issues.

B. The Continuum of Supports

The above table lists the three categories of clients serviced by the Housing Program and the issues they present. As mentioned in the two anecdotal stories, nearly all of the clients in categories 'Most Socially Isolated and Addressing Their Issues' need a counsellor to assist them in addressing the associated issues they presented through coordinating services, advocacy, counselling and referral. Many hours are spent with clients and in some cases, many months are spent in efforts to stabilize a client's living situation. With some clients, ongoing case management is necessary to help them maintain housing. This continuum of supports is essential to securing and stabilizing living situations of clients.

When a client comes in for assistance with housing, the counsellor on intake meets with the client and a file is opened. As part of the intake process, the counsellor administers the Level of Service Inventory Revised (LSIR) assessment, which identifies other presenting issues. Based on the LSIR and client interview, a plan of action is developed between the client and the counsellor. Addressing the issues identified in this plan of action and providing on going supports then becomes the context of service delivery. In addition to other programs offered by the JHSP, bus tickets are provided on a discretionary basis to clients to keep appointments with landlords and voice mail service is available for a nominal charge to clients if they are found eligible to receive this service.

Referrals for the Housing Program come from other programs within the John Howard Society of Peel such as Supervision Services, Employment Services, Homeless Outreach and Institutional Services Programs. Other referrals come from Probation, Correctional Services Canada, Region of Peel, local hospitals and detoxification unit and other social service agencies.

The John Howard Society of Peel maintains a housing registry where landlords can place vacancies free of charge for apartments, rooms for rent for Brampton and Mississauga. Due to the shortage of rentals in Peel, the rental resources available in the JHSP housing registry are being depleted. In an effort to recruit landlords, the John Howard Society of Peel advertises in the Penny Saver and elsewhere. We have also sent a mail-out to the existing landlords to insure their continuous advertising in the housing registry. The John Howard Society of Peel also offers mediation assistance with resolving landlord/tenant issues with the goal being to save the existing tenancies.

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It should also be noted that in the Fall of 2000, the John Howard Society opened a satellite office in Mississauga to service our clients there.

Plan for 2001

The spectrum of Needs	Presenting issues	Currently in service		January 1 st to June 30 th 2000		July 1 st to December 31 st 2000		Total	
		Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual
Most socially isolated	No income, unemployable, chronic addiction issues, chronic criminal record, history of violence, OW /ODSP recipient, medical issues, chronic housing issues, involvement with numerous social services/providers, inability to manage money, no social support network, in need of continuous support.	0	14	15		15		44	
Addressing their issues	Some stability in relation to basic needs, mental health, substance abuse or addiction issues, OW/ODSP recipient, criminal history, limited positive social supports, chronically at risk of losing housing or frequent moves, difficulty finding and maintaining employment, situational crises, recently released from a correctional institution.	0	83	90		90		263	
People who are independent and stable	Employed or stable source of income, marital/family issues, situational crisis, all basic needs are being met, participating in appropriate program to address identified need, history of stable life style, on bail release or just out of a correctional institution.	0	4	5		5		14	

The John Howard Society of Peel also projects assisting **300** individuals with housing issues in the Institutional Services Program and providing phone assistance to **350** housing assistance inquiries.

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These numbers projected are based on the statistics collected for the Spectrum of Needs, for the last half of the year 2000. These numbers are equivalent to the numbers projected for the 2000 funding proposal.

In order to service our Mississauga clients, the John Howard Society of Peel will begin a breakfast program as part of Homeless Outreach in Port Credit. This program will help us outreach to homeless and marginalised individuals who are in need of assistance. JHSP also hopes to continue to recruit landlords in both Mississauga and Brampton who will accept clients on social assistance and other fixed incomes.

The John Howard Society anticipates an increase in the number of individuals assisted with housing issues in the Institutional Services Program as a result of Maplehurst Correctional Institution expansion.

The most difficult barriers the John Howard Society will encounter in assisting the homeless and the marginalised are finding rentals that are affordable, landlords who will accept persons on fixed incomes, families with children and seniors and basic necessities not being met due to systemic barriers.

This report has been completed by: Sherlene Fernando
Program Coordinator, Core Service
The John Howard Society of Peel

APPENDIX I

January 15, 2001

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COMMUNITY PARTNERS PROGRAM

FINANCIAL REPORT

JOHN HOWARD SOCIETY OF PEEL

PROGRAM NAME: HOUSING (PEEL)

PROGRAM REVENUE

	Projected Budget	January 1 - June 30	July 1 - December 31
Community Partners	55861.13	33516.68	22344.45
Provincial Homelessness Initiative Fund (PHIF)			
Other Gov't Agencies			
Fundraising			
Other *			
Total Projected Revenue	55861.13	33516.68	22344.45

PROGRAM EXPENSES

Personnel	55861.13	26813.34	17875.56
Contractual			
Other Direct *			
Agency Overhead		6703.34	4468.89
Total Projected Expenses	55861.13	33516.68	22344.45

COMMUNITY PARTNERS PROGRAM

Community Housing Partners Program

Final Report for 2000, Proposal for 2001 and Report to Council

Agency Name: Malton Neighbourhood Services

Address: 7200 Goreway Dr., Miss., ON, L4T 2T7

Phone: (905) 677-6270

Fax: (905) 677-6281

Executive Director: Joyce Temple-Smith

Name of Responsible Program Manager: Joyce Temple-Smith

Target Outline Author: Aubrey Carrega

Submitted to: Bob Yamashita
Region of Peel
Housing and Property Department
5 Wellington Street East
Brampton, ON
L6W 1Y1

COMMUNITY PARTNERS PROGRAM

PROPOSAL FOR 2001

OVERVIEW OF MALTON NEIGHBOURHOOD SERVICES

Malton Neighbourhood Services (MNS) is a not-for-profit agency that serves clients of all ages and ethnic backgrounds.

MNS was founded in 1975 under the name AMalton Community Council@ by residents who recognized that Malton is unique not only in terms of demographics but also of geographic location. The organization was incorporated in 1978.

Our friendly dynamic staff provides confidential individual as well as group services at our main office on Goreway Drive to at least 14,000 clients annually of which, approximately 50% are South Asian, 25% from the Caribbean, 15% are descendants from various European countries, 5% Italian and 5% Spanish/other. Some of the programs we offer at this location include: Settlement, Housing, Language Instructions for Newcomers to Canada, Child Minding, Family Resources, Mentoring, Youth Potentials (including Pre-Employment Training), Seniors Services, Youth Services, and Resume Writing.

In addition, on an annual basis, 60,000 clients are served at our Immigration Reception and Information Services (IRIS) at Pearson International Airport, and another 12,000 are provided with information and referrals at our Community Information Booth in Westwood Mall .

In our three locations services are available in many languages, including: English, Punjabi, Italian, Hindi, Tamil, Spanish, Somali, Urdu, Swahili, Polish, Ukrainian, Assyrian, Czechoslovakian etc..

OUR ISOLATION

Situated on the north eastern shoulder of Mississauga, Malton is nearer to the City of Etobicoke than to Downtown Mississauga! The lands around Pearson International Airport create a division between Malton and the rest of Mississauga. Public transportation to other parts of Mississauga is daunting because of the time it takes to complete those trips as Malton is “so far away”. As a result of this anomaly, many services which are easily accessible to the other residents of Mississauga are not available to the people who call Malton home. For example, there are no organizations in Malton, apart from (MNS) that offer housing assistance to community members facing multiple barriers of low income, cultural differences as well as language difficulties.

COMMUNITY PARTNERS PROGRAM

OUR FINDINGS

Abused women going back to abusive situations

We have found some very disturbing trends that the hard-to-house are facing. One of the most alarming is watching helplessly as physically abused women (and women who have suffered other forms of abuse) go back to the homes where the abuse occurred and where the abusers still reside.

Why is this happening? Is it their fault that they are going back?

These unfortunate women cannot get into most shelters because they are full. And when they do get into a shelter they are forced out because their time has expired. Or in the majority of cases they cannot survive on the shelter allowance that they receive from GWA, since landlords have increased the rents by such exorbitant amounts that they have become almost prohibitive.

Here is a case in point: **A.T.** and her three children – all under the age of seven - fled from her husband who “kicked my teeth in”. She is HIV positive. The couple had lived in a subsidized unit in another province before she escaped from her husband’s wrath. She thought living in Ontario would solve her problems.

Somehow, she was able to rent a townhouse. Unfortunately, the rent was more than her GWA cheque. Since most of her money was going towards rent she could not afford to have adequate amounts of food in the house. Then her utility bills arrived in the mail!

GWA had given her a bus pass but it was no use to her, since she was too tired and weak to travel to the food bank – which brings up another point: there are no functioning food banks in Malton. (The one that we have is under renovation and when it is operational it is only open on Mondays from 6 p.m. to 7 p.m..)

Her life was becoming unbearable having to deal with her sickness and still be mother and father to her children. To compound matters, unlike in her hometown, it was not easy getting her medication in Ontario. She applied to get on the Ontario Disability Support Program and if she is accepted she will get more financial assistance than she receives on GWA.

Finally, we got her into a shelter. In our last contact with this woman she said she was better off returning to her home town and “if my husband kills me, he kills me”.

Shelters are full

It is extremely difficult to place anyone in a shelter since they are usually full or we have to call back “after 4:30 p.m.”.

Being in a shelter does not necessarily mean an abused person will get subsidized housing

COMMUNITY PARTNERS PROGRAM

There is some solace in the fact that subsidized housing puts abused women on a special priority list. However, the reality is that these subsidized units are not readily available and these women – most of them with children – are left in flux, when their residency at the shelter comes to an end. (Shelters have a limit as to how long a resident could stay in the facility.)

Rents have skyrocketed

We have witnessed within recent times one-bedroom apartments renting for as much as \$950.00 per month. It becomes criminal when private landlords are renting a room where the client has to share kitchen and bathroom, if not with the owner, then with other strangers and still has to pay rent of \$500.00 per month. Even with the booming economy it is more difficult for social benefit recipients to cope. They are getting poorer. Rents have gone up considerably; their shelter allowances have not.

No assistance for clients without an address or documents

We have seen male clients spend their nights across the street from our office in the Westwood parking lot or on vacant lots. These clients cannot get social assistance since they do not have an address. They cannot get an address without money. They can't get social assistance without their documents. How do they get to a shelter? They have no money to take the bus to a shelter that take males.

For example, **M.O.** is a recidivist who when not incarcerated is a chronically homeless diabetic man. When he first accessed our registry he was sleeping in the parking lot at Westwood Mall and had no money to secure housing, buy food or get to the food bank. Even if he were to get food from the food bank he would have no means of "cooking the stuff".

All of his documents were lost, and coupled with the fact he had no fixed address he could not get financial assistance from Peel Social Services. He panhandled to survive.

He said he applied to Peel Living about nine years ago and wondered why he hadn't heard from them. We called Peel Living and the only record they had was that an application was sent out to him in 1992, but they did not have any record of ever receiving a completed application from him.

He wanted to go to Toronto since he was not getting any real help in Peel. After many calls our housing worker secured a bed in one of the shelters in Toronto.

Subsequent calls to his contact person went unanswered (it was later learnt that his contact person had died).

In May 2000, M.O., who by this time was receiving disability pension, returned to M.N.S. with a young lady who was not enjoying the best of health. He felt we could help this woman, who happened to be a prostitute. Fortunately, that very same day a social service worker had dropped in to see our housing worker and she spoke to M.O.'s friend. Twice the worker arranged for medical supplies to be delivered to our housing worker for the woman.

COMMUNITY PARTNERS PROGRAM

A few days later M.O. came into the office trying to get some food since he said he hadn't eaten in a few days. We only had canned items and he said he couldn't use them since he had no utensils to cook them in. With a great deal of frustration, this fifty-three year old man said: "I am going over to the bank in Westwood Mall and I'll rob it and I'll be arrested." When it was suggested that was not a good idea, M.O. said that at least if he is in prison he'll get a roof over his head and food to eat.

Several calls were made to the restaurants in Malton, and finally Tim Hortons agreed to provide him with a meal, not only for that day but for the entire week.

When last we heard from M.O. he said the woman he had bought in to get help from our housing worker, told him he could stay in her apartment for a while.

Increase in disgruntled independent immigrants.

With recent months we have seen an inordinate amount of highly qualified independent immigrants assessing our housing registry. Many were surprised that they actually have to pay rent since they were misinformed in their country of origin. Others were told it was easy to find suitable accommodation when they arrived in Canada.

These new Canadians are faced with the frightening prospect of not only finding a job in their field, but suddenly reality comes crashing down on them that yes: one does pay rent in Canada.

Several times we have seen the husbands returning to their jobs in their country and leaving the wife and children to fend for themselves. Then we have a woman with her children accessing social assistance, and this is very demeaning since most of these independent immigrants come from affluent backgrounds.

Most of these independent immigrants eventually settle for basements since that's what they could afford in the first place.

On their subsequent visits to M.N.S. we would notice how adversely the move to Canada has affected their family lives. We have witnessed their children becoming very sullen and withdrawn - a stark contrast to the young ebullient personalities that first showed up at our office. We could only wish that these independent immigrants would be given a realistic picture of what life in Canada is all about for a new Canadian before arriving here.

R.S. is an accountant. His wife **V.S.** is a M.D. They came to Canada with high expectations with their thirteen year-old daughter as independent immigrants. This South Asian family wanted to live in an apartment - money is no object - since they came over with savings, and were quite confident they would be employed in the not too distant future. They had no transportation, credit or employment history in Canada. Because of these factors our housing worker took the family to meet the management of an apartment building in the area. Based on the recommendation of our housing worker the family was accepted for a two-bedroom apartment. However, the very next day **R.S.** received a call for a job interview in Pickering. **R.S.** was so confident that he would get the job that he and his wife decided that they would move to Pickering.

COMMUNITY PARTNERS PROGRAM

They were very concerned that they may not get back the deposit they made on the apartment. Our housing worker advised them how to approach the manager of the apartment building to get back their deposit. They were successful in doing so. A few days later our housing worker saw them and they said that R.S. did not get the job.

The couple by this time realised that it was not so easy to get a job in their field.

With each contact with this family one could readily see depression and sadness creeping into their psyche. They have now decided to live in a basement where the rent is cheaper and where there is no one-year lease to sign.

M.M. is a Jordanian pharmacist who came to Canada, along with his wife and three children as independent immigrants. By the time M.M. contacted our registry he said he had spent about \$20,000 in rent, furniture, food etc.. He wanted a cheaper apartment and also help in securing subsidized housing since his funds were almost depleted and he was becoming very depressed. He had previously completed an application but had only chosen a few places and thus was limiting himself. Our housing worker, after going through the Peel Social Housing Directory with M.M., prepared a new Building Selection Sheet and sent it along with a letter to P.R.H.A.

Added to his anguish was that he was constantly told that he could not get a job in his field because he had no Canadian experience. In our housing worker's assessment it was determined that M.M. did not know how to uncover the hidden job-market or how to make cold calls. Our housing worker taught M.M. these skills which led him to be employed by the largest pharmaceutical company in Canada. With his income M.M. and his wife no longer have to worry about paying their rent and they have shelved the idea of moving to a cheaper place.

Barriers to accommodation

The perennial barriers of no smoking, no pets, no curries, no first and last, no single mothers etc. still exist.

Clients have "given up"

Some clients have clearly given up and have sunk into deep despair. They are tired of doubling up with others, and of constantly moving from shared accommodation to shared accommodation. They have lost their will to try to improve their lives. We have also seen clients who are really in need of social assistant yet they would not apply because they have given up in all areas of their lives and would ask, "What's the point?" We have to spend considerable amounts of time talking them into applying for GWA because that is the only way they could at least get some financial assistance.

The politicians, citizens whose lives are running smoothly and some social workers have to stop propagating the notion that some of these "welfare bums" have screwed up their lives and are the only ones to blame for their predicament. Many clients need the continuum of supports in order to better themselves.

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One client cried profusely in our office and actually had a nervous breakdown when she realised the only recourse she had to get money to rent a place was to apply for social assistance. We had to arrange for a crisis unit to come into our office to speak with her.

Upon subsequent visits to our office she confided that she was stupid and that was the reason she couldn't get a job. She preferred to work as opposed to applying for GWA but because her mother and sister told her quite frequently how stupid she was she felt "confused". Unfortunately, she had no job-search skills. As a double-whammy, she was beyond the required age to get into our Youth Potential Program, which would have definitely helped her. Consequently, our housing worker helped her to rebuild her self-esteem and taught her job search techniques. The woman is now gainfully employed and happy since she did not "have to go on welfare".

Increase in clients with no income

While the amount of people on social assistance has dropped considerable, there was an increase in clients who have no income. Some of these clients have lost their documents and some are new Canadians.

Working clients who cannot afford their rent

There was an increase in clients who are working but who do not have enough money for rent and other necessities. Many of these clients are now using food banks in order to use the money they would have spent on food to pay their rent.

Difficulty managing caseload

While we did not register all the families we saw, we still opened files for 364 new families - an increased of 6 percent when compared to 1999. With this volume it became an arduous task tending to the needs of our clients. The reason for this is that clients have more complex issues – issues we have not seen before. (These issues have been dealt with above.) For this reason we will be reducing our caseload for 2001 where we will be focusing on the continuum of support for the clients.

GAPS IN SERVICES

- 1) There are no shelters for men in Malton. (There is a woman's shelter only.)
- 2) One food bank in Malton. It is being renovated. Even when it is operating it is opened only on Mondays from 6-7 p.m.
- 3) Food banks are in Mississauga, Brampton and Rexdale. Clients have problems accessing these food banks.
- 4) **Disabled customers being turned down by ODSP. Appeals being turned down too.**

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5) Difficult time for people who have lost their documents. (No documents, no social assistance.)

RESULTS

These are the results of what we did from January 1 to June 30, 2000. (Prior to July1, 2000 the measure of success was based on the clients' staying housed for a period of at least three months.)

Customer Milestones	Currently in Service (from 1999)		January 1 To June 20, 2000	
	Projected	Actual	Projected	Actual
Customer completes the intake and assessment process, identifies barriers and develops a plan of action to resolve issues	0	67	114	159
Customer begins search and views unit	62	61	65	159
Customer moves in/retains housing	21	47	46	93
Performance Target: Customer maintains housing for 3 months	0	0	44	123

From July 2000 our strategy changed to one where the emphasis was more on the continuum of support. We are now striving to make our clients “independent and stable” instead of just having them housed for three months. For instance, if a socially isolated client - one who has no where to stay, no documents, no relatives, in short, no supports – accesses our registry we try to get the client to not only identify, but also to address the issues that have made him/her socially isolated. Our new goal is not only to have that client manage his/her life but also to be independent and stable.

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We know that this is a long and arduous process but we feel this strategy is needed to eradicate the “revolving door” syndrome where many clients are constantly moving from place to place – getting deeper in despair – and never becoming independent and stable.

These are the results of what we did from July 1 to December 31, 2000.

Customer Milestones	Clients seen from July 1, 2000 to December 31, 2000	Client situation as at December 31, 2000
Those socially isolated	14	3
Those who have identified their issues	6	1
Those who are addressing their issues	130	39
Clients who are managing their lives	1	50
Clients who are independent and stable	0	14
Clients with whom we have lost contact	0	44
TOTALS	151	151

During the course of 2001 we will be spending most of our time working with three groups of clients: (i) those socially isolated, (ii) those not capable of living by themselves and (iii) those who are at risk of losing their accommodation.

With this in mind our caseload will decrease when compared to what we have done in 2000, since, in relative terms, we will spend more time with those in greater need.

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This is what we intend to do during 2001:

Customer Milestones	January to June		July to December *	
	Projected	Projected	Projected	Projected
	Client situation at intake	Client situation as at June 30/01	Client situation at intake	Client situation as at Dec.31/01
Those socially isolated	6	2	8	2
Those who are homeless but in transition i.e. not capable of living by themselves	4	4	8	4
Those who are at risk of losing their shelter, where preventative work is being done	100	27	127	54
Clients with whom we have lost contact	0	20	20	40
Goal 1: Clients who are managing their lives	0	50	50	100
Goal 2: Clients who are independent and stable	0	7	7	20

* Clients whose intake was completed in the 1st half and who are still being served are included.

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