

NORTHERN SERVICE MANAGER'S HOUSING GROUP
September 29th & 30th, 2016

Marriott TownePlace Suites
1710 The Kingsway, Sudbury

FINAL AGENDA

Co-Chairs: Patrick Wittmann, MSDSB & Ken Ranta, TBDSSAB

Thursday, September 29th

Location – Sudbury Marriott TownePlace

- 1:00 pm to 1:10 pm Welcome and Introductions
- 1:10 pm to 1:15 pm Approval of Agenda
- 1:15 pm to 1:20 pm Review and Approve June 7th meeting minutes
- 1:20 pm to 1:40 pm Business Arising
- 1:40 pm to 2:40 pm Kim Kwong/Clinton Reid - HSC InSight Presentation
- 2:40 pm to 3:00 pm Break
- 3:00 pm to 3:45 pm Cindy Couillard – MHO Updates
- 3:45 pm to 4:00 pm Brian Marks – Mental Health and Addictions Supportive Housing Working Group
- 4:00 pm to 5:30 pm Round Table Updates (10 minutes each)

Brian provided additional NE LHIN and CMHA update

Friday, September 30th

Location – Sudbury Marriott TownePlace

- 8:30 am to 9:00 am Coffee and continental breakfast
- 9:00 am to 9:30 am Patrick Wittmann – Ontario Renovates Insurance
- 9:30 am – 10:00 am Cindi Briscoe – Medical Marijuana in Properties
- 10:00 am to 10:30 am Ken Ranta – National Housing Strategy Submission
- 10:30 am to 10:45 am Break
- 10:45 am to 11:15 am Municipal Tax Rates – IAH/SIF Requirements – Kelly Black
- 11:15 am – 11:45 am Other topics for discussion
- 11:45 am to 12:00 pm Wrap up / next meeting date / adjourn

Attendance

Ken Ranta	Thunder Bay
Lisa Krug	Algoma District
Kelly Black	Timiskaming
Sandra Weir	Rainy River
Corrine Owen	Kenora
Donna Stewart	Manitoulin Sudbury
Patrick Wittmann	Manitoulin Sudbury
Rhonda McCauley	Manitoulin Sudbury
Cindi Briscoe	Sudbury
Debbie Mills	Nipissing
Pierre Guenette	Nipissing
Carol Barber	Cochrane

Teleconference

Janice Bray	Parry Sound
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Presenters

Clinton Reid	HSC
Cindy Couillard	MHO

Not Attending

Brian Marks	Cochrane (29 th only)
Jeff Barban	SS Marie
Scott Robertson	HSC
William Bradica	Thunder Bay

Minutes of Meeting

Welcome and introductions completed.

Minutes approved as provided.

No Further issues arising from minutes.

Scott Robertson sends his regrets and Clinton from HSC will be stepping in to provide an HSC InSite.

Presentation: Clinton HSC InSite integrated property management software, web-based and for the Canadian market

- New HSC InSite for medium to small providers, partnered with Yardi
- Issue to solve: providers using multiple systems and tracking data
- Track trends, per unit costs, information, financial management, reporting, EFT, payables, etc.
- What happened during the year between systems: engaged service managers with 3300, 800, and 300 units to develop the system.

4 core modules:

- 1) Resident Management
- 2) Financial Management
- 3) Maintenance Management
- 4) Reporting and Analytics

-Payables, inspections, work orders, receivables, etc., all integrated and available for unlimited users.

Does it Export? Yes, all exported in Excel, CSV, SQL, Word, PDF, etc. Reporting can be set automatically.

-Inspection process: can be automated to communicate to staff, vendors, etc. A failed inspection automatically creates a WO.

-RGI and internal/external waitlists, these can be tracked and reported from to better understand where further resources are required based on changing demographics, etc.

Full EFT capability, cheque printing, schedule Post-dated Cheques, etc.

Benefits:

-Standard information collected on each tenant

-Streamlined processes and workflows for housing providers

-Custom and consistent financial reports

-Simplified RGI calculations.

-Standardized letters/correspondence with tenants/Notices

-Mobile App for maintenance management/WO

HSC Client Approach

-Client 1 on 1 demo

-Business Review

-Training

-Support

HSC cont'd

Security or access is controlled for each user starting at the 'building level' and working down through the system.

Support services are 'guaranteed' for SM's from HSC.

-Clinton goes through a detailed review of the software.

Presenter: Cindy Couillard

Updates:

- PDFP for SIF- no update that anything is confirmed. 4 requests for swapping in NE, none in NW. Hopefully by tomorrow or shortly thereafter can confirm the swaps and then rollout of the PDFP approvals.
- Sent out the mock PIF's for Sheep, Sharp, SHIP to share what the information is going to look like. That won't be the one to post into Grants Ontario. Intended to go live by the middle of October. Quarterly advance payments to go out based on cash-flow statements intended to be released mid-October.
- SHIP cash-flow will be reviewed with SM's.
- Service Manager Teleconferences or news bulletins may be planned for the future to keep communication open.
- Sheep and Sharp: quarterly reporting is coming up and the 'go live' version should be available in the next couple weeks
- IAH E: Reminder: Operating component Q1 reporting, notification should come to you automatically for the reporting. If your last one was not done, then the automatic notification may not occur.
- GOS: Grants Ontario is going smoother these days but two SM's are in discussions with aims support as they work through it.
- Notification issues through GOS: there must be one primary contact. The fix: put in superuser name in the file and update MHO when superuser's need to be changed.
- Discussion regarding Market Rent and impact on proponents when using CMHC AMR for project through IAH.
- No CHPI updates at this time.
- Bill 7: Affordable Housing: before the House this week and is being debated.
- Housing updates will be provided by the MHO from the 'NewsRoom'
- MHO had a planning technical workshop and discussed community hubs.

Brian Marks Update re: NELHIN and CMHA

Mental Health and Addictions Secretariat – Supportive Housing Working Group

A strategy document to be tabled to the MOHLTC and cabinet has been developed. The intention is to secure annual funding which would flow in 2 streams: one, to current housing in the health system (i.e. CMHA units, etc.) and the second stream would include funds for supports for new affordable units developed in partnership with housing providers or private developers. Would like to see new approaches to strategically direct the funds in cooperation or communication with housing providers.

Health Links Summit

Brian attended the annual health links summit in Toronto as one of the few non-health attendants. The entire room acknowledged that a partnership between health and housing is critical to success. Also confirmed that education and economic development are also required in order to mitigate the capacity problems in rural and northern Ontario. LHINs in southern Ontario will continue to experience capacity

problems as northerners are forced to continue to travel south for service. Would like to see all provincial health links committees include representatives from housing and social services. Health Links needs housing while housing needs Health Links.

-Ken sits on a Health Link Committee, Cindi is starting to attend shortly.

-Donna sits at a similar table in LaCloche and shares the success of the LHIN supported CMHA support worker who attends the Manitoulin-Sudbury DSB social housing buildings, in the Manitoulin Island and LaCloche areas.

-Significant discussion ensued regarding the above topics regarding strategies, interconnectedness, shared clients, planning communication, homelessness, recidivism, outreach staff, tracking,

Current Action: Cochrane has a study in connection with McMaster study (CHAPs).

Roundtable

There was a plenary session on homelessness in Sioux Lookout with 7 ministries. Working on homelessness, shelter, health, and housing solutions. 2 day event after Thunder Bay did the same.

Some DSB's have progressed with the regeneration of units through sale and new development plans.

Minister Ballard attended a National housing strategy roundtable. Working with LHIN, OAH, and 3 DSB's in the north to put on a forum to link and engage across providers.

A portable housing benefit framework group: MCSS, Finance, Housing, Health at the table. What would a workable framework look like?

One DSB had a Housing forum with MHO, CMHC and others to discuss housing development. RFP's are going out for SIF and providers are excited about receiving SHIP funds. A housing provider forum is planned for the fall.

A DSB is completing drawings for new affordable "pocket housing" to go out for 8 new units. An addiction services provider applied for funding for wraparound services to 12 clients and the DSB will provide Rent sup for 8 of the 12, including employment services.

Native friendship center applied for funding for a men's transitional supports. The DSB will provide some of the funding through housing.

Chargebacks to tenants after tenants moved out and had to pay revenue on HST of those that had moved out. Only posting to the ledger upon receiving payment. Posting it as they collect it for those that have moved out.

DAY 2

Presenter: Randy McCullah – Insurance and the challenges for Ontario Renovates Clients

Insurance overview and the changes in the insurance industry.

Property insurance is no longer the profitable program.

Providers must insure to 100% replacement of the home and the program is tied to MPAC.

House over 25 years heating, plumbing, electrical, roofing must be updated.

Without previous insurance, hard to get insurance. Age of home is a big issue.

High premiums with no payment plan.

Mortgages are a financial risk and a consideration in the process. Poor financial condition results in reduced discounts.

Postal codes also rate the insurability.

Home inspection now a part of the insurance process. But not the same with an insurance home inspection.

All wood burning stoves require \$80 Wett inspection. No leniency there anymore.

Will bring this up to the risk management committee.

Presenter: Cindi: Medical Marijuana grow operation

Risk management around housing providers and Marijuana grow ops. Review with Police, Fire departments. Legislation is new and bylaws have not changed so there is no resolution at this stage.

Health Canada and MHO need to get together to discuss.

Mold, security, community concerns are all a consideration for this. How do you affect the reasonable enjoyment of others as it gets pungent? What about smoke free policies: exempt if you are on medicinal marijuana.

Medicinal 'Vaping' is an option that does not affect the other tenants but is this acceptable.

Presenter: Ken: National Housing Strategy

Strategy consultations are under way with submissions due for mid-October

Discussion of topics to then forward to the CAO table for consideration.

Add recommendation that the strategy include insurance reform for those with low income and housing.

Home Repair for those who need the repairs. CHPI funds is being used for this by some, while others direct CHPI to shelters, rental arrears, hydro arrears.

Idea: Develop a new National strategy to keep people housed in their homes, CMHC based RRAP program to capture those who cannot get captured through the IAH programs.

Max shelter components not being used by DSB's so cannot sustain buildings based on current revenues. **Request more pressure** to get: RGI review, rent scales, utility piece needs to be updated in a reasonable timeframe.

Property Tax Credit for seniors: Seniors already get funding from Trillium. Broaden the 'aging in place' capability of seniors who want to live in their homes well past 70 years of age.

HSC Energy Forum looking for presentation submissions.

Reduction in Municipal Tax is an issue in communities that don't want to sign a "reduction for Property tax" to help support the project. Could it be a tax break for just the affordable units in a building?

Making the connection with Planners for the official plan may help deal with this for the social infrastructure planning and the inclusionary zoning to support new affordable housing builds. Can DSB's guarantee mortgage payments should non-profits not succeed as a requirement with a builder?

Roundtable continued

SHEEP: Started energy audits, some units aren't that bad, but expect others to have more significant challenges.

Significant SHIP dollars requested, but only 10% of the demand can be funded. Distribution based on life safety and most urgent needs. Many projects will be partially funded.

Some DSB's have put out an RFP for new affordable housing.

Waitlist reviews, rent supplement, and other systems are under review. Homelessness Partnering Strategy (HPS) funds have been provided and homelessness strategy coordinator using the PIT count as further data to support the strategy development.

HILs limits have changed for some DSB's impacting eligibility of some tenants. They are working with clients to ensure everyone is provided with support to come up with solutions to the change.

Tackling the issue of Pit Counts in large districts with remote communities. This is a challenge for some DSB's.

Bilingualism continues to be a priority for DSB's with efforts being made across the organization.

Vibrant community, SPP and Portable Benefit task force groups have met. Discussions ensued regarding future considerations. How can accreditation and standards be managed, developed, enforced, invoking remedies, etc. for housing providers.

Transitional community support worker has been successful thus far and engaged with the new community paramedicine. Community partner engagement has improved.

Expanding DSS policy to help more people and engaging with clients on the waitlist to help solidify tenancies.

HSC InSite discussion based on an update and the presentation.

Reporting functionality and Data Migration requirements are critical for this software.

OMSSA: should we put the 'ask' out there to attach them to the NOSDA as training for SM's? No resolution to this question.

Next meeting for NSMHG:

Early December phone conference Thursday December 8th from 1-4pm EST.

Next spring face to face near the end of March. Ideally tied to the MHO conference.