



DATE OF MEETING: OCTOBER 17, 2024

TIME OF MEETING: 10:00 A.M.

LOCATION OF MEETING: 3RD FLOOR BOARDROOM &
MICROSOFT TEAMS
TBDSSAB HEADQUARTERS
231 MAY STREET SOUTH
THUNDER BAY, ON

CHAIR: BRIAN HAMILTON

ORDERS OF THE DAY: DISCLOSURES OF INTEREST
DEPUTATIONS / PRESENTATIONS
NEW BUSINESS
MINUTES OF PREVIOUS MEETING
REPORTS OF ADMINISTRATION
CORRESPONDENCE
BY-LAWS
NEXT MEETING
ADJOURNMENT

Note: For the purposes of the agenda and subsequent Minutes references to TBDSSAB or the Board refers to The District of Thunder Bay Social Services Administration Board of Directors as relevant to specific agenda item; references to TBDHC or the Board refers to the Thunder Bay District Housing Corporation Board of Directors as relevant to specific agenda item. References to CEO refer jointly to the Chief Executive Officer of TBDSSAB and Senior Administrator of TBDHC.

BOARD MEETING

DISCLOSURES OF INTEREST

CONFIRMATION OF BOARD MEETING AGENDA

Resolution No. 24/76

THAT with respect to the agenda for the Board Regular and Closed Session meetings of The District of Thunder Bay Social Services Administration Board for October 17, 2024, we approve the agendas as presented;

AND THAT we approve any additional information and new business.

MINUTES OF PREVIOUS MEETINGS

Board Meetings

Minutes of [Meeting No. 15/2024](#) (Regular Session) and [Meeting No. 16/2024](#) (Closed Session) of TBDSSAB, held on September 19, 2024, respectively, to be confirmed. **(Pages 6 - 22)**

Resolution No. 24/77

THAT the Minutes of Meeting No. 15/2024 (Regular Session) and Meeting No. 16/2024 (Closed Session) of The District of Thunder Bay Social Services Administration Board, held on September 19, 2024, respectively, be confirmed.

PRESENTATION

Financial Context for 2025 Budget Process

Ken Ranta, Chief Executive Officer and Georgina Daniels, FCPA, FCA, Director, Corporate Services Division to provide a presentation regarding the financial context for the 2025 Budget. **(Presentation to be provided separately).**

CLOSED SESSION MEETING

Administration recommends that the Board adjourn to a closed meeting relative to receipt of information with respect to identifiable individuals regarding the Impacts of Mental Health and Addiction presentation, relative to receipt of information with respect to security of the property of the Corporation regarding 2024-25 Homelessness Prevention Program Capital Project, and relative to receipt of information with respect to litigation or potential litigation, including matters before administrative tribunals affecting the Corporation regarding the legal matter #01-2020.

Resolution No. 24/78

THAT the Board adjourn to a closed meeting relative to receipt of information with respect to identifiable individuals regarding the Impacts of Mental Health and Addiction presentation, relative to receipt of information with respect to security of the property of the Corporation regarding 2024-25 Homelessness Prevention Program Capital Project, and relative to receipt of information with respect to litigation or potential litigation, including matters before administrative tribunals affecting the Corporation regarding the legal matter #01-2020.

REPORTS OF ADMINISTRATION2024/25 Homelessness Prevention
Program Capital Project

[Report No. 2024CS-07](#) (Integrated Social Services Division), provided in Closed Session relative to the above noted, for consideration.

The following resolution is presented to the Board for consideration.

Resolution No. 24/79

THAT with respect to Report No. 2024CS-07 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board, direct Administration to proceed as directed in Closed Session.

2024/25 Canada Ontario Community
Housing Initiative Funding Allocations

[Report No. 2024-39](#) (Integrated Social Services Division) relative to providing the Board with an update related to the TBDSSAB 2024/25 Canada Ontario Community Housing Initiative funding allocation, for consideration. **(Pages 23 - 29)**

Resolution No. 24/80

THAT with respect to Report No. 2024-39 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board, approve the use of the Canada Ontario Community Housing Initiative to support capital repair projects not to exceed \$716,000 for not-for-profit Community Housing providers, and \$1,454,000 for repairs to TBDSSAB owned Community Housing units;

AND THAT The District of Thunder Bay Social Services Administration Board, approve the use of \$1,015,000 of Canada Ontario Community Housing Initiative funding to support Rent Supplement agreements for the Urban Native Housing units.

Update on the Attainment of TBDSSAB
Service Level Standards

[Report No. 2024-40](#) (Integrated Social Services Division) relative to providing the Board with information regarding the Service Level Standards established by the province for community housing and providing an update on the attainment of these standards, for information only. **(Pages 30 - 34)**

2024 Tenant Satisfaction Survey

[Report No. 2024-41](#) (Integrated Social Services Division) relative to providing the Board with the results of the 2024 Tenant Satisfaction Survey, for information only.
(Pages 35 - 56)

2024 Reserve and Reserve Fund Strategy Update

[Report No. 2024-42](#) (Corporate Services Division), relative to providing the Board with the annual update to the Reserve and Reserve Fund Strategy for TBDSSAB, for consideration. **(Pages 57 - 67)**

Resolution No. 24/81

THAT with respect to Report No. 2024-42 (Corporate Services Division) we, The District of Thunder Bay Social Services Administration Board, approve the 2024 Reserve Fund Strategy provided within the Report.

2024-25 Housing Portfolio Insurance Contract

[Report No. 2024-43](#) (Corporate Services Division) relative to providing the Board with the results of the 2024/25 property insurance quotation process for the TBDSSAB direct-owned housing portfolio and Administration's recommendation, for consideration.
(Pages 68 - 71)

Resolution No. 24/82

THAT with respect to Report No. 2024-43 (Corporate Services Division) we, The District of Thunder Bay Social Services Administration Board, accept the property insurance quotation provided by Marsh Canada Limited, in the amount of \$1,038,459.00.

AND THAT the Director, Corporate Services Division be authorized to bind coverage and complete any administrative requirements of the insurance renewal process.

Cancellation of the November 22 Board Meeting Date

[Memorandum from Ken Ranta, CEO](#) (Chief Executive Officer Division) dated October 2, 2024 relative to providing Administrations recommendation to cancel the November 22, 2024 Board Meeting date, for consideration. **(Page 72)**

Resolution No. 24/83

THAT with respect to the Memorandum dated October 2, 2024 from Ken Ranta, Chief Executive Officer, we approve the cancellation of the November 22nd Board Meeting;

AND THAT notice of the cancellation be posted on The District of Thunder Bay Social Services Administration Board website.

CORRESPONDENCE

Canada-Ontario Housing Benefit Program
Funding Allocation

[Letter from The Honourable Paul Calandra, Minister of Municipal Affairs and Housing](#) dated September 26, 2024 regarding the 2024/25 Confirmed Funding Allocations for the Canada-Ontario Housing Benefit Program, for information only. **(Pages 73 - 76)**

BY-LAWS**NEXT MEETING**

The next meeting of The District of Thunder Bay Social Services Administration Board will be held on Thursday, October 17, 2024 at 10:00 a.m., in the 3rd Floor Boardroom, TBDSSAB Headquarters, 231 May Street South, Thunder Bay, Ontario and via Microsoft Teams.

ADJOURNMENT**Resolution No. 24/84**

THAT the Board Meeting No. 17/2024 of The District of Thunder Bay Social Services Administration Board, held on October 17, 2024, be adjourned at _____ a.m./p.m.



**MINUTES OF BOARD (REGULAR SESSION) MEETING NO. 15/2024
OF**

THE DISTRICT OF THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD

DATE OF MEETING: September 19, 2024

TIME OF MEETING: 10:00 a.m.

LOCATION OF MEETING: Microsoft Teams &
3rd Floor Boardroom
TBDSSAB Headquarters
231 May Street South
Thunder Bay, ON

CHAIR: Brian Hamilton

PRESENT:

Albert Aiello
Anne-Marie Bourgeault
Meghan Chomut
Kasey Etreni
Brian Hamilton
Greg Johnson
Elaine Mannisto
Jim Moffat
Denis Nault
Jim Vezina

OFFICIALS:

Bill Bradica, Chief Executive Officer
Georgina Daniels, Director, Corporate Services Division
Ken Ranta, Director, Integrated Social Services Division
Tafadzwa Mukubvu, Manager, Finance
Shari Mackenzie, Manager, Human Resources
Crystal Simeoni, Manager, Housing Operations
Aaron Park, Manager, Housing & Homelessness Programs
Marty Farough, Manager, Infrastructure & Asset Management
Dawnette Hoard, Manager, Child Care & Early Years Programs
Tomi Akinyede, Supervisor, Research & Social Policy
Carole Lem, Communications & Engagement Officer
Larissa Jones, Communications Assistant
Glenda Flank, Recording Secretary

REGRETS:

Ken Boshcoff
Kathleen Lynch
Dominic Pasqualino
Mark Thibert

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BOARD MEETING

Brian Hamilton, Chair introduced Denis Nault as the newest TBDSSAB Board Member.

DISCLOSURES OF INTEREST

None.

CONFIRMATION OF BOARD MEETING AGENDA

Resolution No. 24/59

Moved by: Elaine Mannisto
Seconded by: Greg Johnsen

THAT with respect to the agenda for the Board Regular and Closed Session meetings of The District of Thunder Bay Social Services Administration Board for September 19, 2024, we approve the agendas as presented;

AND THAT we approve any additional information and new business.

CARRIED

MINUTES OF PREVIOUS MEETINGS

Board Meetings

Minutes of Meeting No. 13/2024 (Regular Session) and Meeting No. 14/2024 (Closed Session) of TBDSSAB, held on July 18, 2024, respectively, were presented for confirmation.

Resolution No. 24/60

Moved by: Albert Aiello
Seconded by: Jim Moffat

THAT the Minutes of Meeting No. 13/2024 (Regular Session) and Meeting No. 14/2024 (Closed Session) of The District of Thunder Bay Social Services Administration Board, held on July 18, 2024, respectively, be confirmed.

CARRIED

Committee/Table Meetings

Draft Minutes of the Situation Analysis Review Committee Meeting held on May 16, 2024 were presented for information.

CLOSED SESSION MEETING

Administration recommended that the Board adjourn to a closed meeting relative to receipt of information with respect to identifiable individuals regarding the TBDSSAB 2025 Market Rent Report, relative to receipt of information with respect to security of the property of the Corporation regarding 2024-25 Homelessness Prevention Program Capital Project, Ontario Priorities Housing Initiative Capital Funding and 2025 Collective Bargaining Mandate.

Resolution No. 24/61

Moved by: Kasey Etreni
Seconded by: Anne-Marie Bourgeault

THAT the Board adjourn to a closed meeting relative to receipt of information with respect to identifiable individuals regarding the TBDSSAB 2025 Market Rent Report and relative to receipt of information with respect to security of the property of the Corporation regarding the 2024-25 Homelessness Prevention Program Capital Project Report, Ontario Priorities Housing Initiative Capital Funding Report and 2025 Collective Bargaining Mandate Report.

CARRIED

At 11:01 a.m. the meeting reconvened in Regular Session with all members of Administration in attendance with the exception of Crystal Simeoni, Manager, Housing Operations, Tafadzwa Mukubvu, Manager, Finance, Marty Farough, Manager, Infrastructure & Asset Management and Dawnette Hoard, Manager, Child Care & Early Years Programs.

PRESENTATION

Ontario Service Manager By-Name List

Aaron Park, Manager, Housing and Homelessness Programs provided a presentation regarding the By-Name List.

Memorandum from Aaron Park, Manager, Housing and Homelessness Programs dated August 23, 2024 was presented providing information regarding the requirement for the By-Name List.

Bill Bradica, CEO provided an introduction to the presentation and clarification regarding the requirement of a by-name list.

Aaron Park, Manager, Housing & Homelessness Programs provided a brief overview of the by-name list presentation, the types of information that is contained in the list and responded to questions.

Tomi Akinyede, Supervisor, Research & Social Policy provided further information and responded to questions.

Bill Bradica, CEO provided clarification and further information.

At 11:32 a.m. Tomi Akinyede, Supervisor, Research & Social Policy left the meeting and Crystal Simeoni, Manager, Housing Operations joined the meeting.

REPORTS OF ADMINISTRATION

2025 TBDSSAB Market Rent Report

Report No. 2024-27A (Integrated Social Services Division) was presented to the Board providing the Board with information regarding the 2025 market rents for the TBDSSAB owned units.

On consensus, the following resolution was presented to the Board:

Resolution No. 24/62

Moved by: Kasey Etreni
Seconded by: Albert Aiello

THAT with respect to Report No. 2024-27A (Integrated Social Services Division), we, The District of Thunder Bay Social Services Administration Board, approve the 2025 market rents as outlined in Confidential Attachment #1 of Report No. 2024-27A, presented in Closed Session;

AND THAT any approved market rent increase be effective February 1, 2025.

CARRIED

2024-25 Homelessness Prevention Program Capital Projects

Report No. 2024CS-04 (Integrated Social Services Division) presented in Closed Session relative to the 2024-25 Homelessness Prevention Program Capital Projects.

On consensus, the following resolution was presented to the Board:

Resolution No. 24/63

Moved by: Anne-Marie Bourgeault
Seconded by: Greg Johnsen

THAT with respect to Report No. 2024CS-04 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board direct Administration to proceed as directed in Closed Session.

CARRIED

Ontario Priorities Housing Initiative Capital Funding

Report No. 2024CS-05 (Integrated Social Services Division) presented in Closed Session relative to the Ontario Priorities Housing Initiative Capital Funding.

On consensus, the following resolution was presented to the Board:

Resolution No. 24/64

Moved by: Kasey Etreni
Seconded by: Denis Nault

THAT with respect to Report No. 2024CS-05 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board, direct that Administration proceed as directed in Closed Session.

CARRIED

At 11:33 a.m. Crystal Simeoni, Manager, Housing Operations and Aaron Park, Manager, Housing & Homelessness Programs left the meeting.

2025 Collective Bargaining Mandate

Report No. 2024CS-06 (Chief Executive Officer Division) presented in Closed Session relative to the 2025 Collective Bargaining Mandate.

On consensus, the following resolution was presented to the Board:

Resolution No. 24/65

Moved by: Jim Moffat
Seconded by: Elaine Mannisto

THAT with respect to Report No. 2024CS-06 (Chief Executive Officer Division), we authorize Administration to proceed as directed in Closed Session.

CARRIED

Appointment of CEO, Administrator and
Senior Administrator

Memorandum from Bill Bradica, CEO (Chief Executive Officer Division) dated September 4, 2024 was presented to the Board confirming the appointment of the new CEO, and appointment of the Ontario Works Administrator for TBDSSAB and the appointment of the Senior Administrator for Thunder Bay District Housing Corporation, for consideration.

Bill Bradica, CEO provided a brief introduction to the memorandum.

Resolution No. 24/66

Moved by: Albert Aiello
Seconded by: Elaine Mannisto

THAT with respect to direction provided by the Board in Resolution No. 24/55 Section 1997, c. 25, Schedule. A, s. 43., of the *Ontario Works Act*, effective September 28, 2024, Ken Ranta, Chief Executive Officer, be appointed as the Administrator for the TBDSSAB geographic area, to carry out the powers and duties of Administrator as noted in Section 44 of the *Ontario Works Act*.

AND THAT Georgina Daniels, Director – Corporate Services, be appointed as the designate Administrator;

AND THAT, effective September 28, 2024, Ken Ranta, Chief Executive Officer, be appointed as the Senior Administrator for the Thunder Bay District Housing Corporation,

AND THAT Georgina Daniels, Director – Corporate Services, be appointed as designate Senior Administrator.

CARRIED

At 11:39 a.m. Tafadzwa Mukubvu, Manager, Finance and Dawnette Hoard, Manager, Child Care & Early Years Programs joined the meeting

Child Care Fee Subsidy Rates 2025

Report No. 2024-28A (Integrated Social Services Division) was presented to the Board providing information and the rationale regarding determining the maximum school age child care rates for fee subsidy recipients for the 2025 budget year.

Dawnette Hoard, Manager, Child Care & Early Years Programs provided a brief overview of the report and responded to questions.

Resolution No. 24/67

Moved by: Kasey Etreni
Seconded by: Jim Moffat

THAT with respect to Report No. 2024-28A (Integrated Social Services Division) we, The District of Thunder Bay Social Services Administration Board, approve the maximum school age child care rates for fee subsidy recipients, effective January 1, 2025, as presented.

CARRIED

At 11:45 a.m. Albert Aiello, Board Member left the meeting and Marty Farough, Manager, Infrastructure and Assets Management and Crystal Simeoni, Manager, Housing Operations joined the meeting.

Confederation College Registered Early
Childhood Educator Fast Track and
Student Bursary Programs

Report No. 2024-29 (Integrated Social Services Division) was presented to the Board providing information regarding the Early Childhood Education Fast Track Program and Early Childhood Education Bursary program in partnership with Confederation College and to request approval of the use of Early Years Reserve Fund for the purpose of funding year 2 of these initiatives.

Dawnette Hoard, Manager, Child Care & Early Years Programs provided a brief overview of the program results and responded to questions.

Bill Bradica, CEO provided clarification and responded to questions.

Resolution No. 24/68

Moved by: Kasey Etreni
Seconded by: Anne-Marie Bourgeault

THAT with respect to Report No. 2024-29 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board, approve the use of up to \$335,000 from the Early Years Reserve Fund for the Early Childhood Education Fast Track Program and Bursaries.

CARRIED

At 11:52 a.m. Greg Johnsen, Board Member and Dawnette Hoard, Manager, Child Care & Early Years Programs left the meeting.

Property Portfolio Action Plan

Report No. 2024-30 (Corporate Service Division/Integrated Social Services Division) was presented to the Board providing an update regarding The District of Thunder Bay Social Services Administration Board housing property portfolio.

Marty Farough, Manager, Infrastructure & Assets Management responded to questions.

Bill Bradica, CEO responded to questions.

Georgina Daniels, Director, Corporate Services provided further information and responded to questions.

At 11:52 a.m. Marty Farough, Manager, Infrastructure & Assets Management and Tafadzwa Mukubvu, Manager, Finance left the meeting.

Senior's Housing Designation – Manion Court and Elizabeth Court

Report No. 2024-31 (Integrated Social Services Division) was presented to the Board providing information and rationale to support a change to the current minimum age limit of 60 years to 65 years at Manion Court and Elizabeth Court, to address housing application needs and to have these two locations protected under the Ontario Human Rights Code.

Bill Bradica, CEO responded to questions and provided clarification.

Crystal Simeoni, Manager, Housing Operations provided further information and responded to questions.

Resolution No. 24/69

Moved by: Kasey Etreni
Seconded by: Jim Moffat

THAT with respect to Report No. 2024-31 (Integrated Social Services Division) we, The District of Thunder Bay Social Services Administration Board, approve changing the current age requirement for Manion Court and Elizabeth Court to 65 years and older from 60 years and older to accommodate housing needs and identifying these two locations as protected under The Ontario Human Rights Code.

CARRIED

At 12:03 p.m. Crystal Simeoni, Manager, Housing Operations left the meeting.

2024-27 Strategic Plan Second Quarter
Update

Report No. 2024-32 (Chief Executive Officer Division) was presented to the Board providing the second quarter update on the 2024-27 Strategic Plan.

Resolution No. 24/70

Moved by: Jim Vezina
Seconded by: Meghan Chomut

THAT with respect to Report No. 2024-32 (Chief Executive Officer Division) we, The District of Thunder Bay Social Services Administration Board, receive the 2024-27 Strategic Plan – Second Quarter Update for information only.

CARRIED

At 12:06 p.m. Michael Shafirka, Manager, Information Services and Tafadzwa Mukubvu, Manager, Finance joined the meeting.

Situation Analysis Implementation Plan
Update

Report No. 2024-33 (Chief Executive Officer Division) was presented to the Board providing a progress update on the Situation Analysis Implementation Plan.

Resolution No. 24/71

Moved by: Kasey Etreni
Seconded by: Elaine Mannisto

THAT with respect to Report No. 2024-33 (Chief Executive Officer Division) we, The District of Thunder Bay Social Services Administration Board, receive the Situation Analysis Implementation Plan update for information only.

CARRIED

Records Retention Schedule Updates

Report No. 2024-34 (Corporate Services Division) was presented to the Board providing Administration's recommended amendments to the Records Retention Schedule.

Georgina Daniels, Director, Corporate Services responded to questions.

Resolution No. 24/72

Moved by: Kasey Etreni
Seconded by: Elaine Mannisto

THAT with respect to Report No. 2024-34 (Corporate Services Division), we The District of Thunder Bay Social Services Administration Board (the Board) approve the updated Records Retention Schedules as presented;

AND THAT the necessary by-law be presented to the board, for consideration.

CARRIED

At 12:08 p.m. Dawnette Hoard, Manager, Child Care & Early Years joined the meeting and Michael Shafirka, Manager, Information Services left the meeting.

Enterprise Risk Management – Annual Update

Report No. 2024-35 (Corporate Services Division) was presented to the Board providing an update on the organization's Enterprise Risk Management Framework.

Bill Bradica, CEO provided clarification and responded to questions.

New Child Care and Early Years Cost
Based Funding Approach

Report No. 2024-36 (Corporate Services Division) was presented to the Board providing the Board with information on the implementation of the Canada Wide Early Learning Child Care system new child care funding approach.

At 12:11 p.m. Dawnette Hoard, Manager, Child Care & Early Years left the meeting.

2024 Second Quarter Financial Report

Report No. 2024-37 (Corporate Services Division) relative to providing the Board with the 2024 Second Quarter Financial Report, projection to year-end and the progress of key performance indicators, for information only.

Bill Bradica, CEO provided clarification and responded to questions.

Ken Ranta, Director, Integrated Social Services provided further information and responded to questions.

At 12:19 p.m. Tafadzwa Mukubvu, Manager, Finance left the meeting.

2024 Second Quarter Operational Report

Report No. 2024-38 (Integrated Social Services Division) was presented to the Board providing an update containing the trends within TBDSSAB programs and services.

Bill Bradica, CEO provided a brief introduction to the report.

At 12:21 Tomi Akinyede, Supervisor, Research & Social Policy left the meeting.

CORRESPONDENCE

TBDSSAB AMO Position Papers

Letter from Krista Power, Director of Legislative Services & City Clerk, City of Thunder Bay dated August 12, 2024 was presented to the Board providing a resolution endorsing TBDSSAB's position papers presented at the 2024 Association of Municipal Organization Conference in August.

Bill Bradica, CEO provided an overview of the background to the correspondence and responded to questions.

City of Thunder Bay 2025 Operating and
Capital Budget

Letter from John Collin, City Manager, City of Thunder Bay dated August 29, 2024 requesting that The District of Thunder Bay Social Services Administration Board follow the same budgetary guidelines as the City of Thunder Bay was presented to the Board.

Bill Bradica, CEO responded to questions.

Ending Chronic Homelessness

Letter from AMO, OMSSA, NOSDA to Service Manager CAO's City Managers, Heads of Council and DSSABs dated August 30, 2024 collectively providing information regarding a research and advocacy project relative to ending chronic homelessness was presented to the Board.

Bill Bradica, CEO provided a brief overview of the correspondence and responded to questions.

Canada Ontario Housing Benefit –
Funding Allocations

Letter from AMO, OMSSA, NOSDA to Minister of Finance and Minister of MMAH dated September 9, 2024 collectively advocating regarding the Canada Ontario Housing Benefit funding allocations, was presented to the Board.

Bill Bradica, CEO provided a brief overview of the correspondence.

2025 Ontario Works Program Delivery
Funding

Letter from Jeff Bowen, Director, MCCSS dated September 6, 2024 providing information regarding the 2025 Ontario Works Program Delivery Funding planning allocations, was presented to the Board.

Bill Bradica, CEO provided a brief overview of the correspondence.

BY-LAWS

First and Final Reading

Resolution No. 24/73

Moved by: Elaine Mannisto
Seconded by: Jim Moffat

1. A By-law to adopt By-law 01-2024 to appoint the Chief Executive Officer for The District of Thunder Bay Social Services Administration Board.

Explanation: A By-law to adopt By-law number 01-2024.

Authorization: Board Meeting 2024Sep19

BY-LAW NUMBER 02-2024

CARRIED

Resolution No. 24/74

Moved by: Kasey Etreni
Seconded by: Anne-Marie Bourgeault

1. A By-law to repeal By-law Number 01-2021 and to adopt amended Records Retention Schedule for The District of Thunder Bay Social Services Administration Board.

Explanation: A By-law to repeal By-law Number 01-2021 and replace with By-law number 02-2024.

Authorization: Board Meeting 2024Sep19

BY-LAW NUMBER 02-2024

CARRIED

NEXT MEETING

The next meeting of The District of Thunder Bay Social Services Administration Board will be held on Thursday, October 17, 2024 at 10:00 a.m., in the 3rd Floor Boardroom, TBDSSAB Headquarters, 231 May Street South, Thunder Bay, Ontario and via Microsoft Teams.

ADJOURNMENT

Resolution No. 24/75

Moved by: Kasey Etrei
Seconded by: Elaine Mannisto

THAT the Board Meeting No. 15/2024 of The District of Thunder Bay Social Services Administration Board, held on September 19, 2024, be adjourned at 12:40 p.m.

CARRIED

Chair

Chief Executive Officer



**MINUTES OF BOARD (CLOSED SESSION) MEETING NO. 16/2024
OF
THE DISTRICT OF THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD**

DATE OF MEETING: September 19, 2024

TIME OF MEETING: 10:05 a.m.

LOCATION OF MEETING: Microsoft Teams &
3rd Floor Boardroom
TBDSSAB Headquarters
231 May Street South
Thunder Bay, ON

CHAIR: Brian Hamilton

PRESENT:

Albert Aiello
Anne-Marie Bourgeault
Meghan Chomut
Kasey Etreani
Brian Hamilton
Greg Johnson
Elaine Mannisto
Jim Moffat
Denis Nault
Jim Vezina

OFFICIALS:

Bill Bradica, Chief Executive Officer
Georgina Daniels, Director, Corporate Services Division
Ken Ranta, Director, Integrated Social Services Division
Shari Mackenzie, Manager, Human Resources
Crystal Simeoni, Manager, Housing Operations
Aaron Park, Manager, Housing & Homelessness Programs
Glenda Flank, Recording Secretary

REGRETS:

Ken Boshcoff
Kathleen Lynch
Dominic Pasqualino
Mark Thibert

Note: For the purposes of the Minutes references to TBDSSAB or the Board refers to The District of Thunder Bay Social Services Administration Board of Directors as relevant to specific agenda item; references to TBDHC or the Board refers to the Directors of Thunder Bay District Housing Corporation as relevant to specific agenda item. References to CEO refer jointly to the Chief Executive Officer of TBDSSAB and Senior Administrator of TBDHC.

BOARD MEETING

DISCLOSURES OF INTEREST

None.

At 10:08 a.m. the meeting convened in Closed Session with all members of Administration in attendance with the exception of Shari Mackenzie, Manager, Human Resources.

REPORTS OF ADMINISTRATION

2025 TBDSSAB Market Rent Report

Memorandum from Crystal Simeoni, Manager, Housing Operations, (Integrated Social Services Division) dated September 19, 2024, was presented to the Board providing the confidential attachment to Report No. 2024-27.

Crystal Simeoni, Manager, Housing Operations responded to questions.

Bill Bradica, CEO provided clarification.

At 10:09 a.m. Crystal Simeoni, Manager, Housing Operations left the meeting.

2024-25 Homelessness Prevention Program Capital Projects

Report No. 2024CS-04 (Integrated Social Services Division) was presented to the Board providing information regarding external interest in the development of transitional and supportive housing projects and providing Administration's recommendation.

Aaron Park, Manager, Housing & Homelessness Programs provided a brief overview of the report and responded to questions.

Bill Bradica, CEO provided further information and responded to questions.

Ontario Priorities Housing Initiative Capital Funding

Report No. 2024CS-05 (Integrated Social Services Division) was presented to the Board providing information regarding external interest in the development of affordable housing and providing Administration's recommendation.

Aaron Park, Manager, Housing & Homelessness Programs provided a brief overview of the report and responded to questions.

Bill Bradica, CEO responded to questions.

At 10:34 a.m. Aaron Park, Manager, Housing & Homelessness Programs left the meeting and Shari Mackenzie, Manager, Human Resources joined the meeting.

2025 Collective Bargaining Mandate

Report No. 2024CS-06 (Chief Executive Officer Division) was presented to the Board providing information regarding the upcoming round of collective bargaining and providing Administration's recommendation, for consideration in Regular Session.

Shari Mackenzie, Manager, Human Resources provided a brief overview of the report and responded to questions.

Bill Bradica, CEO provided further information and responded to questions.

ADJOURNMENT

Resolution No. 24/CS08

Moved by: Jim Moffat
Seconded by: Greg Johnsen

THAT the Board Closed Session Meeting No. 16/2024 of The District of Thunder Bay Social Services Administration Board, held on September 19, 2024, be adjourned at 11:01 a.m., to reconvene in Regular Session to consider the remaining agenda items.

CARRIED

Chair

Chief Executive Officer



BOARD REPORT

REPORT No.: 2024-39

MEETING DATE: OCTOBER 17, 2024

SUBJECT: 2024/25 CANADA ONTARIO COMMUNITY HOUSING INITIATIVE
FUNDING ALLOCATIONS

RECOMMENDATION

THAT with respect to Report No. 2024-39 (Integrated Social Services Division), we The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board), approve the use of the Canada Ontario Community Housing Initiative to support capital repair projects not to exceed \$716,000 for not-for-profit Community Housing providers, and \$1,454,000 for repairs to TBDSSAB owned Community Housing units;

AND THAT the Board, approve the use of \$1,015,000 of Canada Ontario Community Housing Initiative funding to support Rent Supplement agreements for the Urban Native Housing units.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with an update related to the TBDSSAB 2024/25 Canada Ontario Community Housing Initiative (COCHI) funding allocation.

BACKGROUND

COCHI represents a re-investment of federal funding allowing Service Managers to address the challenges associated with housing projects reaching the end of mortgages and/or operating agreements. The objective of COCHI is to protect tenants in projects with expiring operating agreements/mortgages and begin to stabilize and eventually grow the supply of community housing through regeneration and expansion, repairs, renovations, and operating support. Housing projects and providers are eligible for COCHI funding as long as they are community housing providers listed in the *Housing Services Act, 2011* as of April 1, 2019.

Through Report No. 2023-31, the Board approved TBDSSAB's COCHI OPHI Investment Plan for 2023-24 and 2024-25. The Investment Plan identified \$2,170,000 to be utilized towards repair within the Community Housing stock. With COCHI funding over the past several years, TBDSSAB has focused investment in the areas of repair of

existing community housing properties and in the provision of rent supports and transitional operating funding to maintain Urban Native Housing units where the mortgages and operating agreements have expired.

On March 25, 2024, TBDSSAB received a letter from the Hon. Paul Calandra, Minister of Municipal Affairs and Housing informing Service Managers that the Federal government will be withholding \$355 million in funding to Ontario that was used to provide COCHI funding to Service Managers.

As a result of this letter, the Board approved Administration's recommendation to continue with repair funding for identified not-for-profit Community Housing providers and rent supplements for Urban Native Housing through the TBDSSAB Community Housing Reserve Fund and the Levy Stabilization Reserve Fund through Report No.: 2024-17.

COMMENTS

On June 17, 2024, the TBDSSAB Chair received notice from The Honourable Paul Calandra, Minister of Municipal Affairs and Housing, confirming TBDSSAB's COCHI 2024/25 funding allocation as the federal and provincial governments had reached an agreement related to this funding.

The confirmation of the COCHI funding by Minister Calandra nullifies the need for the TBDSSAB to use resources from the Community Housing Reserve Fund and the Levy Stabilization Reserve Fund and allows for the recommendation to utilize the COCHI funds as previously approved in the Investment Plan.

STRATEGIC PLAN IMPACT

This report supports the 2024-2027 Strategic Plan practical vision of providing safe, affordable, agency-supported housing that everyone deserves.

FINANCIAL IMPLICATIONS

TBDSSAB's 2024/25 COCHI funding allocation will support five not-for-profit Community Housing providers that will evenly split up to \$716,000 for repairs to their buildings, TBDSSAB will receive \$1,454,000 for repairs to owned Community Housing stock, and \$1,015,000 will be utilized to support Urban Native Housing through the creation of new rent supplement agreements.



COCHI is a 100% Federal/Provincial funded program.

CONCLUSION

It is concluded that this report provides the Board with updated information related to the TBDSSAB 2024/25 Canada Ontario Community Housing Initiative (COCHI) funding allocation.

REFERENCE MATERIALS

Attachment #1 [Letter from the Hon. Paul Calandra, Minister of Municipal Affairs and Housing, dated June 17, 2024](#)

PREPARED BY:	Aaron Park, Manager, Housing and Homelessness Programs
SIGNATURE	
APPROVED BY	Ken Ranta, Director, Integrated Social Services
SIGNATURE	
SUBMITTED BY:	Ken Ranta, Chief Executive Officer

**Ministry of
Municipal Affairs
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234-2024-2838

June 17, 2024

Mr. Brian Hamilton
Board Chair, Thunder Bay DSSAB
231 May Street South
Thunder Bay, ON P7E 1B5

Dear Brian Hamilton:

Re: 2024-25 Confirmed Funding Allocations for National Housing Strategy (NHS) Programs

Following the federal government's recent approval of Ontario's revised National Housing Strategy (NHS) Action Plan, I am pleased to confirm your 2024-25 NHS funding allocations.

I wanted to take a moment to acknowledge and thank you for your support in this regard. Your efforts in providing timely, project-related information were critical in achieving this outcome and reinforced our position with the federal government that collaboration is imperative to solving the housing crisis.

Your funding allocations for 2024-25 for the Ontario Priorities Housing Initiative (OPHI) and the Canada-Ontario Community Housing Initiative (COCHI) are attached to this letter as Appendix "A". The funding allocations for OPHI and COCHI remain unchanged from the planning allocations communicated to you in 2023-24. The Transfer Payment Agreements and Program Guidelines for the programs included in Appendix "A" are current and continue to apply.

Details on Canada-Ontario Housing Benefit (COHB) allocations to enroll new participants in the program for 2024-25 will be provided as soon as possible. At this time, allocations for new participants have not been confirmed.

For more information on these NHS programs, please see Appendix "B".

As you are aware, through its Action Plan, Ontario reconfirmed its commitment to achieving its existing NHS targets, including the target to expand the number of rent-assisted units by 19,660 by March 31, 2028.

Using data provided by service managers and partner ministries, we were able to confidently identify 8,644 units (44% of the target) by March 31, 2025. We continue to work with the federal government on counting additional units that have been created across the province so this number should increase and while this represents significant progress, but much remains to be done.

To ensure we achieve the final target by 2028 while avoiding the risk of a future disruption to programming and related financial impacts, Ontario's Action Plan also made commitments to a number of additional measures including: establishing annual provincial supply targets, directing NHS funding towards the achievement of these targets; and implementing robust data collection and reporting mechanisms to ensure we are capturing all units towards the target.

In the coming weeks and months, we will continue to work with the federal government as well as our service managers to validate existing eligible units that have not yet been counted towards the target. I would also encourage you to prioritize new supply projects and communicate any newly forecasted units through your forthcoming Investment Plans.

To ensure our planning accounts for updated progress while taking local priorities into consideration, we will also be coordinating sessions with service managers in the near future.

Finally, I also want to let you know that a new condition will be implemented for OPHI and COCHI. The Ontario Builds Signage requirements will need to be met for all OPHI and COCHI capital projects that were not completed before December 31, 2023. Further details on these requirements will be provided in the near future by ministry staff.

Again, we sincerely appreciate your efforts to assist vulnerable residents and to keep people safe. I look forward to continuing our work together.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Calandra', with a stylized flourish at the end.

The Honourable Paul Calandra
Minister of Municipal Affairs and Housing

c. William Bradica, Chief Executive Office, Chief Administrative Officer
Ken Ranta, Director of Integrated Social Services
Jessica Vail, Team Lead, Municipal Services Office (Northwest)

Appendix "A"

Funding Allocations – Thunder Bay DSSAB

Program	2024-25 Fiscal Year Confirmed Allocation Amounts
Canada-Ontario Community Housing Initiative (COCHI)	\$3,351,900
Ontario Priorities Housing Initiative (OPHI)	\$793,600

Appendix “B”– Program Descriptions

Canada-Ontario Community Housing Initiative (COCHI)

Launched in 2019 as part of Ontario's *Community Housing Renewal Strategy* and under the federal National Housing Strategy, COCHI is a joint federal-provincial program that provides flexible funding for social housing affordability support, the repair of existing social housing and to create new community housing supply.

COCHI provides an opportunity for Service Managers and housing providers to address the challenges associated with social housing projects reaching the end of their operating agreements and/or mortgage maturity.

Ontario Priorities Housing Initiative (OPHI)

In addition to launching COCHI under the Community Housing Renewal Strategy, the Ministry also launched OPHI in fiscal 2019-20.

OPHI is a joint federal-provincial program under the federal National Housing Strategy that provides significant flexibility to address local priorities in the areas of housing supply and affordability, including new affordable rental construction, community housing repair, rental assistance, tenant supports and affordable homeownership.

Canada-Ontario Housing Benefit (COHB)

Launched in April 2020, the COHB is a joint federal-provincial housing allowance program under the National Housing Strategy.

The purpose of the COHB is to increase the affordability of rental housing by providing an income-tested, portable housing benefit payment directly to eligible households in housing need that are on, or are eligible to be on, a social housing waiting list, and to households in housing need living in community housing.



BOARD REPORT

REPORT No.: 2024-40

MEETING DATE: OCTOBER 17, 2024

SUBJECT: UPDATE ON THE ATTAINMENT OF TBDSSAB SERVICE LEVEL STANDARDS

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with information regarding the Service Level Standards (SLS) established by the province for community housing and provide an update on the attainment of these standards.

BACKGROUND

Prior to 1999, Canada and the provinces directly delivered and administered community (social) housing programs. In 1999, the Social Housing Agreement transferred federal funding and program responsibilities for many of Canada Mortgage & Housing Corporation's (CMHC) community housing programs to the provinces. CMHC retained the responsibility for the federally funded cooperative housing programs.

In Ontario, ownership of public housing properties was transferred from the Ontario Housing Corporation into newly incorporated Local Housing Corporations in 2001 with Service Managers as the sole shareholder. In 2002, Service Managers were then designated with the responsibility for community housing including the administration of funding agreements with non-profit housing providers within each service manager area. There are 47 Service Managers in Ontario. TBDSSAB is the Service Manager for the District of Thunder Bay.

With the transfer of community housing administrative and funding responsibilities to Service Managers, the province also established SLS. The SLS were set to ensure that with the transfer of community housing properties to the Service Managers, the community housing stock would not be diminished, and an established number of units would be maintained. The established SLS for TBDSSAB is 3,601 units, with a mix of sub-target areas including income levels at or below the set Household Income Limit,

the number of High Needs Households served and the number of Modified Units. The SLS units can be made up from a mix of directly owned units, supported non-profit housing provider units, rent supplements and other eligible support programs.

At the May 17, 2018, meeting the Board received information (Report No.: 2018-32) regarding the status of the SLS for TBDSSAB and a strategy to reduce the gap between the current level of community housing provision and the province's requirements. The report outlined a strategy to grow SLS units over the next 5 years, including targeted growth in private landlord rent supplements and in the new portable housing benefits program.

At the November 18, 2020, meeting the Board received an update on the attainment of SLS (Report No.: 2020-57), showing a net increase in units of 52 (mid-year), resulting in a total of 3,393 units. There were some losses of TBDSSAB-owned units (through sale), and in private landlord rent supplements as a normal course of business.

COMMENTS

Through the pandemic years, TBDSSAB realized a variation in the path towards attaining the SLS, as the net number of private landlord rent supplement units declined. This may have been due to the relative lack of new housing units being developed coupled with the rising market rent rates, causing private landlords to seek greater returns in the open market. Additionally, the private apartment vacancy rates, as reported by CMHC, reached a 7-year low with 2.2% vacancy on 1-bedroom units and 1% vacancy on 2-bedroom units. By comparison, the vacancy rates pre-2020 were 4% on 1-bedroom units and 3.8% on 2-bedroom units.

During the same time, private landlord rents in the marketplace continued to increase, as evidenced by TBDSSAB's market rent survey conducted in 2022. The survey showed market rents approximately 8% higher than the average market rents stated by CMHC. This gap made maintaining and establishing new rent supplement agreements with private landlords more challenging. This information was presented to the Board at the September 15, 2022 meeting (Report No.: 2022-51).

TBDSSAB will continue to pursue expansion of the private landlord rent supplement program, with a particular interest in 1- and 2-bedroom units as these meet the highest demand for housing applicants. The elimination of larger units (3 and 4 bedroom) under the private landlord rent supplement program also continues, to align the supply of available units with current demand.

Portable housing benefits (PHBs) continue to show an increase year over year as a viable tool to support individuals with rental affordability. PHBs were established in 2018 as an option by the provincial government to provide a rental support mechanism that would stay with the household, rather than with the unit, and allow households to select housing in the open market and still receive a rent support benefit.

As of August 31, 2024, a total of 307 PHBs were funded. A breakdown of units is as follows:

Size of Unit	Number	Rent Cap
Bachelor/1-bed	230	\$732 / 880
2-bedrooms	55	\$1092
3-bedrooms	14	\$1250
4-bedrooms	8	\$1298

A new initiative launched in 2020 was the Canada Ontario Housing Benefit, a portable housing benefit jointly funded by the federal and provincial governments and directly delivered by the province. The Ministry of Finance determines eligibility, calculates the benefit, provides payments directly to households and manages the annual renewal process. TBDSSAB, as the Service Manager, assists individuals through completion of the application and submission to the Ministry. As of April 1, 2024, there were 105 households in receipt of the Canada Ontario Housing Benefit in the TBDSSAB service area. Though this program does not count towards attainment of the SLS, it is still a valuable option in providing rent support to those in need.

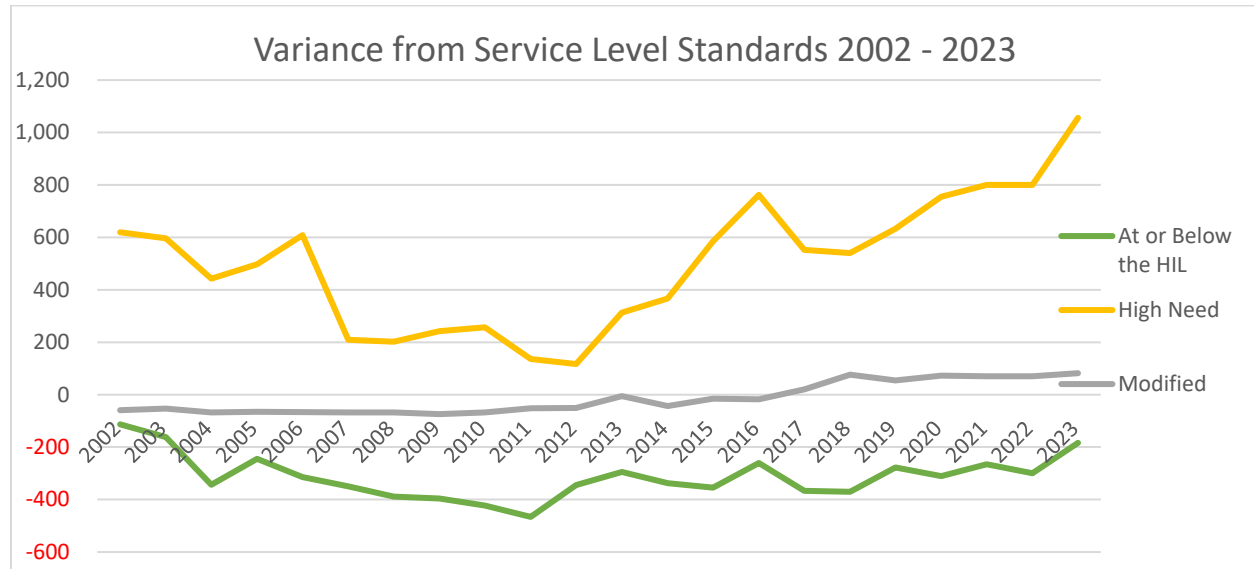
Based on the information from the last two reports to the Board, following is a breakdown of SLS at year-end from the past three reporting years, as well as the information from year-end 2023:

Service Level Standards - Supply Breakdown				
	2018	2020	2022	2023
RGI Housing	2,556	2,577	2,566	2,473
Rent Supplements	653	620	562	584
Portable Housing Benefits	22	94	173	275
TOTAL	3,231	3,291	3,301	3,332

For 2023 there were 178 tenants with incomes above the Household Income Limits (HILs) reported on the Service Manager Annual Income Report (SMAIR). These households are occupying a home that could be eligible for RGI; however, the household's income has grown to the point where they are paying a low-end-of-market rent. In most cases, this is a result of tenants reaching the age where they are in receipt of the Canada Pension Plan and Old Age Security. TBDSSAB has not sought to evict households where this is the situation, but rather continue to offer the unit and maintain the tenancy.

To attain the overall SLS established for TBDSSAB, a total of 3,601 units are to be occupied by individuals at or below the Household Income Limit (HIL) established by the province. Currently, TBDSSAB is under the SLS targets by 269 units. TBDSSAB is in excess of the sub-target areas of the number of High Needs Households served (1,987 required, 2,670 supported) and the number of Modified Units (263 required, 329

supported) as at year-end 2023. The following chart shows the variance in all three SLS targets from the start of requirements:



To continue to address the needs of individuals throughout the District of Thunder Bay to attain affordable housing, The Board approved (Report No.: 2023-42) an updated 5-year strategy to grow housing supports and reach the established overall SLS. This includes additional investment into the portable housing benefit and private landlord rent supplement programs to support 30 new placements in 2024, working towards attaining the SLS. This required an estimated additional budget investment of \$158,000, to facilitate targeting 20 new PHBs and 10 new rent supplement benefits. TBDSSAB has exceeded this target for 2024 adding 53 PHBs and 12 new rent supplements.

Looking forward to 2025, there is the potential for a large increase in PHBs with the anticipated opening of the Ontario Aboriginal Housing Service’s Youth Transitional Housing building on Junot Avenue in Thunder Bay. This 58-unit facility would address youth homelessness and assist individuals in attaining safe and supported housing. It is recommended that plans be established to support an additional 40 PHBs for the 2025 year, at an estimated budget investment of \$168,000.

Moving forward, Administration is recommending an annual increase of 20 - 30 units for each of 2026, 2027, and 2028. This would result in a total growth over five years, coming close to closing the variance in SLS. This strategy would balance unit growth and budgetary pressures.

On an annual basis, Administration will present the Board with an update of the status of the SLS, and any revised strategies to continue to work towards full SLS attainment.

STRATEGIC PLAN IMPACT

This report supports the 2024-2027 Strategic Plan vision of establishing flexible, inclusive services through the management of relevant diverse housing through flexible housing options.

FINANCIAL IMPLICATIONS



The financial implications of this report include an increase (above inflationary pressures of current investment) of approximately \$160,000 in 2025 to secure 40 additional portable housing benefits and private landlord rent supplement units. This would be brought forward to the Board as part of the 2025 budget process. Future budgetary recommendations will be brought forward over the next three years, for consideration.

CONCLUSION

It is concluded that this report provides the Board with information regarding the Service Level Standards for housing under responsibility of TBDSSAB. It is recommended that the Board continue to support the updated 5-year strategy to address the current Service Level Standards shortfall, and that additional resources be included through the annual budget process.

REFERENCE MATERIALS

None

PREPARED BY:	Aaron Park, Manager, Housing and Homelessness Programs Crystal Simeoni, Manager, Housing Operations
SIGNATURE	
APPROVED BY	Ken Ranta, Director, Integrated Social Services
SIGNATURE	
SUBMITTED BY:	Ken Ranta, Chief Executive Officer



BOARD REPORT

REPORT No.: 2024-41

MEETING DATE: OCTOBER 17, 2024

SUBJECT: 2024 TENANT SATISFACTION SURVEY

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Board (TBDSSAB) with the results of the 2024 Tenant Satisfaction Survey.

BACKGROUND

As part of the fulfillment of the Strategic Plan to humanize human services and to assess the success of current programs and supports services, TBDSSAB conducted a survey of all tenants living in direct-owned rental properties in 2024. This is the fourth Tenant Satisfaction Survey that TBDSSAB has conducted. The previous surveys were conducted in 2016, 2018, and 2022.

Before distribution, the survey went through an editing process, which was in line with the Blue Sky Report and component of the Strategic Plan (1.4): *“To encourage advocacy and awareness through a plain language review.”* The structure and grammar of the survey was edited to be more in line with the reading level of service recipients.

COMMENTS

A total of 2,217 surveys were mailed to TBDSSAB tenants in July 2024, with 444 returning responses. This represents 20% of tenants, which is similar to the 2022 response rate of 19.8%. This response rate is statistically significant, representing all TBDSSAB tenants 95% of the time plus or minus 5%.

The largest demographic of respondents (73.1%) reported living on their own: 29% between the ages of 16-64 and 44.1% senior (65+).

Most respondents reported living in an apartment building (77.3%). For length of stay, 31.1% reported living in their unit for 10+ years, followed by 30% for 1-4 years.

Highlights of the 2024 responses:

- Responses for “help or advice received from TBDSSAB staff” had an increase in positive responses for all areas from 2022.
- “Number of activities available in my building” increased in positive responses by 4% from 2022. Residents living in town houses rated the number of activities most positively (41.4%) out of all residence types.
- There was a noticeable decrease (by 5.7%) in negative responses to “snow removal in the winter” compared to the 2022 survey, where 45.5% of those living in apartment buildings report the highest rate of positive responses.
- Responses to the “work done in the summertime” remain very similar to 2022, with a decrease of 3.7% in negative responses. The majority (65.8%) of those in town houses chose ‘excellent’ or ‘good,’ followed by residents in apartment buildings (62.1%).

Key areas identified for improvements:

Cleanliness

- The question about “Cleanliness inside” saw an increase in negative responses by 6.4% from 2022. Residents in apartment buildings reported the highest negative responses (56.3%) out of all residence types.
- “Disposal of garbage” increased in negative responses by 8.2% from 2022. Residents living in town houses reported the highest negative responses (65.9%) out of all residence types.
- “Overall appearance of my building” increased in negative responses by 13.1% from 2022. Those in town houses reported the highest negative responses (60.9%) out of all residence types.
- Custodians were added with feedback from the 2022 survey; however, this change was just added to apartment buildings. Findings show most negative responses are focused on town houses, suggesting they require additional cleaning supports.

Maintenance

- “Repairs done outside” increased in negative responses by 7.2% from the 2022 survey. This is also similar to “repairs done inside,” which increased 7.8%.
- Respondents living in town houses report the highest rate of negative responses for both outside (58.5%) and inside (68.3%) out of all residence types.
- “The quality of upgrades” increased by 14.6% in negative responses from 2022, where 73.2% of residents in town houses report the highest rate of negative responses.

Support Services

Mental Health Services

- Findings show an increase in the number of tenants who report living with mental health conditions (19.5% in 2022, to 21.9% in 2024) and addictions (6% in 2022, to 13.7% in 2024).
- Of those living with mental health conditions, 35% are not currently seeking support. Of those living with or recovering from addictions, 37% are not currently seeking support.

Other areas

The three main areas that tenants report needing more supports include:

1. Help with daily living (cleaning, laundry, organization),
2. Low-cost mental health and addictions supports, and
3. Food supports (budgeting, low-cost options, preparing food).

Given the increase of tenants living with mental health conditions and addictions, and a need for more low-cost support options, it is recommended that further steps be taken to address these areas. For instance, an increase in promotional material(s) for mental health and addiction supports (in the city/District of Thunder Bay) that is visibly accessible to TBDSSAB tenants.

Safety

- The number of respondents who do not feel safe in their building increased by 10.3% from 2022 to 2024.
- The number of respondents who do not feel safe in their neighbourhood increased by 9.1% from 2022 to 2024.

The three main areas that tenants reported about safety in their area include:

1. Drug and alcohol activity,
2. Crime and violence, and
3. Concern about non-tenants being let in and inhabiting common areas.

STRATEGIC PLAN IMPACT

This survey falls under the 2024-27 Strategic Plan to 'Encourage Awareness and Advocacy' through creating an organization-wide Plain & Welcoming Language framework.

FINANCIAL IMPLICATIONS

There are no financial implications related to this report.

CONCLUSION

It is concluded that the 2024 Tenant Satisfaction Survey addresses the Strategic Plan to humanize human services and has shown the areas where housing supports and programs are excelling, and areas where improvements may be needed. Tenant feedback has shown a generally positive view of the services and supports received from TBDSSAB housing staff, and in several areas related to maintenance and recreation. Tenants' comments also indicate that further measures need to be taken to improve cleanliness, repairs and upgrades, and safety within the housing services that TBDSSAB provides. Tenants living with mental health conditions and addictions has also increased since 2022, highlighting the need for more low-barrier access to required supports.

REFERENCE MATERIALS

Attachment #1: [2024 Tenant Satisfaction Survey Results Summary](#)

PREPARED BY:	Tomi Akinyede, Supervisor, Research and Social Policy
SIGNATURE	
APPROVED BY	Ken Ranta, Director, Integrated Social Services Division
SIGNATURE	
SUBMITTED BY:	Ken Ranta, Chief Executive Officer



**THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD**

2024 TBDSSAB Tenant Satisfaction Survey Report

Tomi Akinyede
Supervisor, Research and Social Policy

Jenna Scali
Data and Research Analyst

September 30, 2024

Introduction

As part of the Strategic Plan to humanize human services and to assess the success of current housing programs and supports services, The District of Thunder Bay Social Services Board (TBDSSAB) conducted its Biennial Tenant Satisfaction survey to gain feedback from tenants living in direct-owned rental properties in 2024. This is the fourth Tenant Satisfaction Survey that has been conducted. The previous surveys were conducted in 2016, 2018, and 2022.

Survey Development and Distribution

For this year's project, we started the process with an edit of the survey questionnaire. This process is in line with the Blue Sky Report and component of the Strategic Plan (1.4): "To encourage advocacy and awareness through a plain language review." The Data and Research Analyst (DARA) team, alongside the Communication and Engagement (CE) Officer and Supervisor of Research and Social Policy (SRSP), built and used a plain language tool to assess the survey for its ease of reading and comprehension for all service recipients.

After the wording in the survey was updated to meet the required grade level, we held a focus group session with frontline housing workers to get their feedback on the survey. The key suggestions were to make the survey shorter and promote the survey by hosting pop-up sessions at TBDSSAB owned (or 'direct owned') buildings to encourage more participation from tenants. Applying the feedback, in addition to discussion with the Manager, Housing Programs, we removed some questions such as "*how do you pay your rent?*" and "*do you smoke?*" The rationale behind the decision was that we had access to other means of tracking how tenants paid their rents, and for the second removal, we agreed that there was no value to tracking the responses to the question.

Some other updates to the survey included condensing and rewording questions for more clarity. Before the editing process, the survey was seven pages long and read at a grade seven level. The goal for service recipients is a grade six level or lower. After editing the grammar and structure of the survey, the 2024 survey was reduced to four pages and read at a grade three level.

Surveys were then mailed directly to each tenant living in direct owned housing. In previous years, the survey has only been available on paper to accommodate all tenants. This year, to increase accessibility, tenants were also given the option to complete an online version of the survey. Survey packages included the survey, with the option of completing the paper version or scanning the QR code to fill out the online version, information letter, pre-paid envelope, draw ballot, and the tenant newsletter. Posters were made to advertise the survey, and pop-up sessions were held at four TBDSSAB properties (Andras Court, Limbrick, Academy, and Windsor) where the DARA team, with support from housing staff, promoted and helped tenants fill out the survey.

Response rate

A total of 2,217 surveys were mailed to tenants in July 2024, with 444 returning responses. This represents 20% of TBDSSAB tenants, which is similar to the 2022 response rate of 19.8%. This response rate is statistically significant, representing all TBDSSAB tenants 95% of the time plus or minus 5%.

Response Analysis

Tenant Profile

Respondents were asked who they live with in their unit¹. Most tenants (73.1%) reported living on their own: 29% between the ages of 16-64 and 44.1% senior (65+). The number of respondents with families has increased by 6.8% since the 2022 survey, while the number of senior respondents has decreased by 10.8%. Other findings are consistent with the 2022 survey results.

Table 1

Family Status	2022 Survey	2024 Survey
16-64 years	28.2%	29%
Senior 65+	54.8%	44.1%
Family- Have Children	11%	17.8%
Roommates- No Children 16-64	2.5%	1.4%
Roommates- No Children Senior		2%
Other	N/A	4.5%
No Response	3.4%	1.1%

Figures 1 and 2 below show tenants' residence type and length of stay. Most respondents reported living in an apartment building (77.3%), which is similar to the response in 2022 (77.8%). Those living in town houses increased since the 2022 survey, from 4.8% in 2022 to 9.2% in 2024. Length of stay in unit remains consistent with 2022 findings as 31.1% have lived there for 10+ years, and 30% have lived there for 1-4 years.

¹ Question options were changed slightly in 2024 with advice from housing staff

Figure 1

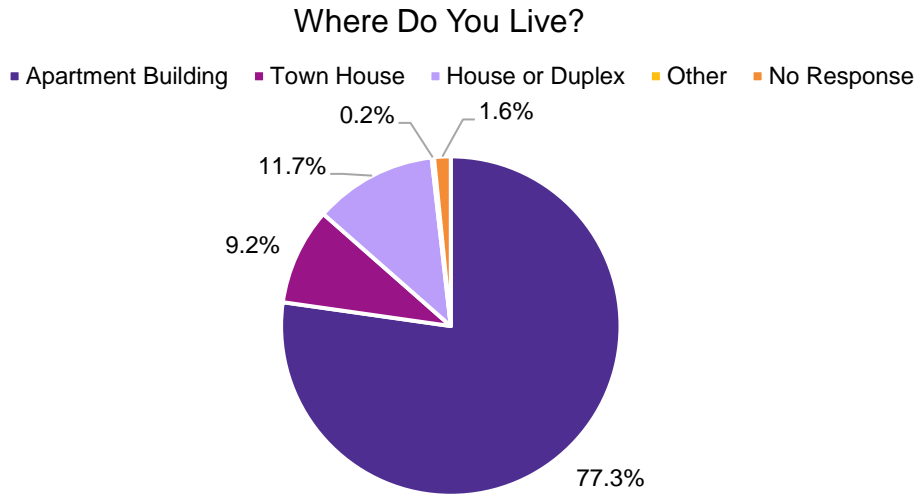
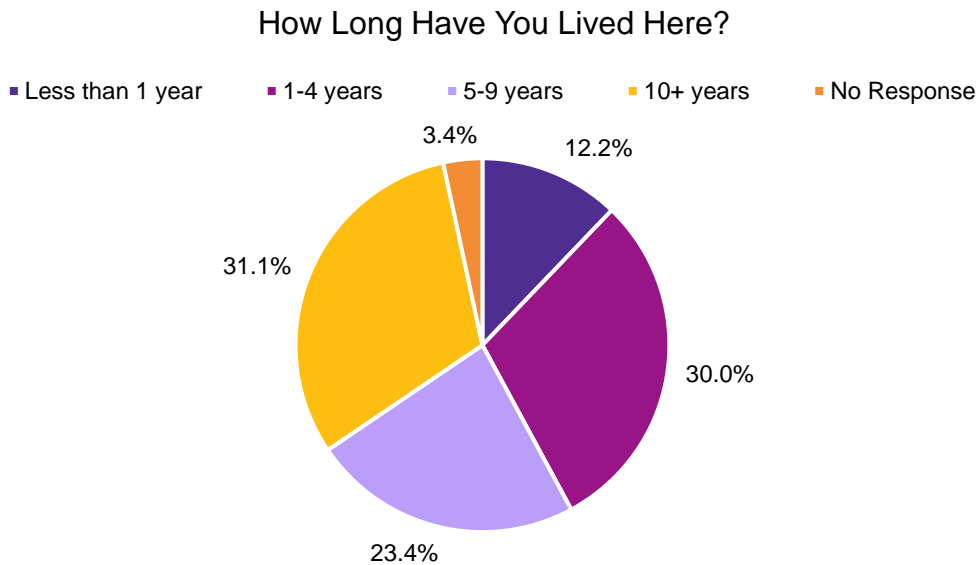


Figure 2



Tenants were then asked of their familiarity with current TBDSSAB programs/activities. This question was introduced in the 2022 survey, but we modified the structure in 2024 to reduce the number of options. Shown in table 2, tenants' knowledge about housing supports increased significantly since the 2022 survey, with 80.4% of respondents answering "yes." Childcare funding and fee subsidies remain the service with the least knowledge (18.9%). Homelessness programs have also had a slight reduction in awareness from 2022 (31.4% to 25%).

Table 2

Please tell us if you know about the following programs or activities the TBDSSAB provides:			
2022 Survey	% Of Yes responses	2024 Survey	% Of Yes responses
Ontario Works	44.1%	Financial assistance and employment support through Ontario Works	45.3%
Employment Services	33.7%		
Landlord of TBDSSAB Housing Properties	40.8%	Low-Income Housing Supports (Rent supplements, Rent Geared to Income, etc.)	80.4%
Provide RGI and Rent Supplements	64.1%		
Have Homelessness Prevention Programs	31.4%	Homelessness Programs: funding for emergency shelters	25%
Provide funding for Child Care and EarlyON	17.9%	Funding for licensed child care centres and fee subsidies for families	18.9%
Provide Child Care Fee Subsidy	18.8%		

Support Services

The survey asked tenants to disclose any support services they currently receive, and/or any of these services they require. The percentage of respondents who currently need ongoing assistance (including help with daily living, support, advice, and referrals) decreased by 3.6% compared to the 2022 survey. The number of respondents who receive in-home services from an external agency also decreased by 3.4% from 2022.

When asked if they live with mental health conditions, 21.9% of tenants responded “yes”, an increase of 2.4% from 2022. Of these respondents, 65% reported that they currently receive support for their mental health. Additionally, 13.7% report living with or recovering from addictions, an increase of 7.7% from the 2022 survey. Of these respondents, 63% are receiving addictions support.

Next, 11.94% of respondents report needing help that they are not currently receiving. This is an increase of 2.1% from the 2022 survey. Respondents were then able to provide a comment about what supports they needed that they do not currently have.

One tenant wrote,

“I would love to get into mental health therapy but can’t afford it.”

Another wrote,

“I need help with housekeeping due to health issues. I’m also dealing with depression since my husband’s passing.”

Overall, the most filled supports that respondents reported were:

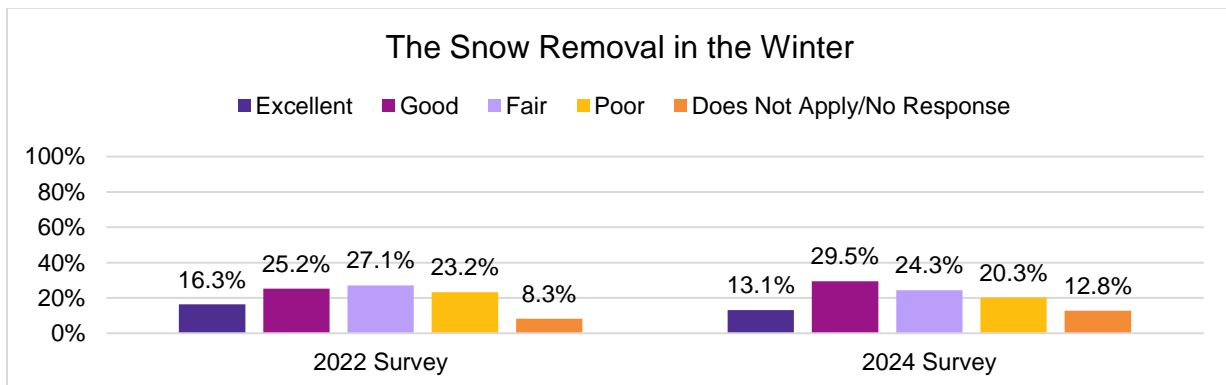
- 1) help with cleaning, laundry, organization, and other daily assistance
- 2) low-cost mental health and addictions supports, and
- 3) food supports (budgeting, low-cost options, preparing food).

Repairs and Maintenance

Tenants were then asked about the quality of repairs and maintenance in and around their residence. Respondents were asked to rank the snow removal from walkways and driveways in the winter. Compared to the previous survey, more respondents rated snow removal as “good” (29.5%) than in 2022 (25.2%) The number of negative² responses also decreased from 50.3% in 2022, to 44.6% in 2024.

Comparisons were also made to show the varying concerns for each residence type. The majority of those living in town houses (58.6%) report negative responses for snow removal, while those living in apartments report the highest rate of positive³ responses (45.5%).⁴

Figure 3



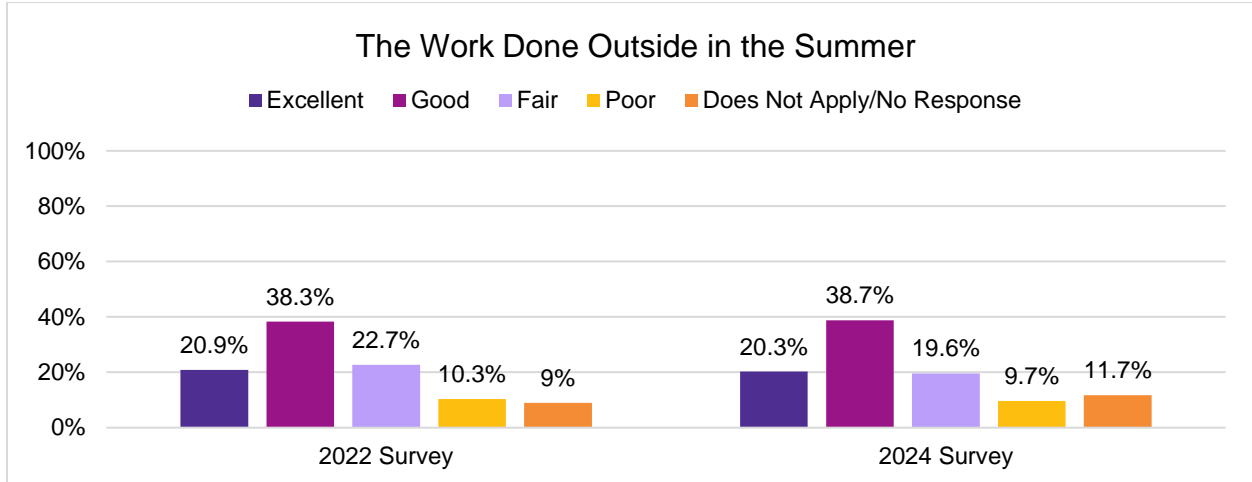
² “Negative” entails either “fair” or “poor” responses

³ “Positive” entails either “good” or “excellent” responses

⁴ Half of respondents in houses or duplexes chose “does not apply” or left it blank as many are responsible for their own snow removal.

Responses to work done in the Summer, shown in figure 4, remain very similar to the 2022 survey. The majority of those living in all residence types responded positively to the question about summer work. Negative responses remained low, as 34.2% of tenants in town houses chose “fair” or “poor”, 30.9% for apartments, and 17.3% for houses/duplexes⁵.

Figure 4



Tenants were asked to rate the state of repairs done outside (sidewalks, driveway, steps, etc.), and the state of repairs inside (floors, ceilings, walls, stairs, etc.). Overall, the table (3) below shows that the responses are slightly more negative in 2024 compared to 2022. Negative responses increased 7.2% for repairs outside, and 7.8% for repairs inside from 2022 to 2024. Respondents living in town houses report the highest rate of negative responses for both outside (58.5%) and inside (68.3%).

Table 3

Repairs Done Outside	2022 Survey	2024 Survey
Excellent	15.1%	11.9%
Good	38.3%	32.0%
Fair	25.5%	25.7%
Poor	14.0%	21.0%
Does Not Apply/No Response	4.2%	9.5%
Repairs Done Inside	2022 Survey	2024 Survey
Excellent	14.5%	11.0%
Good	33.9%	26.1%
Fair	31.2%	25.5%
Poor	15.8%	29.3%
Does Not Apply/No Response	4.6%	8.1%

⁵ 50% of those in houses/duplexes chose “does not apply” to the work done in the summer question.

Next, tenants rated the quality of upgrades done to the building and the quality of appliances in their unit. Figures 5 and 6 show that responses were slightly more negative in 2024 than 2022. The majority (73.2%) of those living in town houses rated the quality of upgrades as either “fair” or “poor”, along with 46.2% of those in houses/duplexes, and 53.4% in apartment buildings.

When rating the quality of appliances, 43.9% of respondents in town houses and 57.5% in houses or duplexes chose “does not apply” as they supply their own appliances. Over half (57.5%) of responses from tenants in apartment buildings were positive as they chose either “good” or “excellent.”

Figure 5

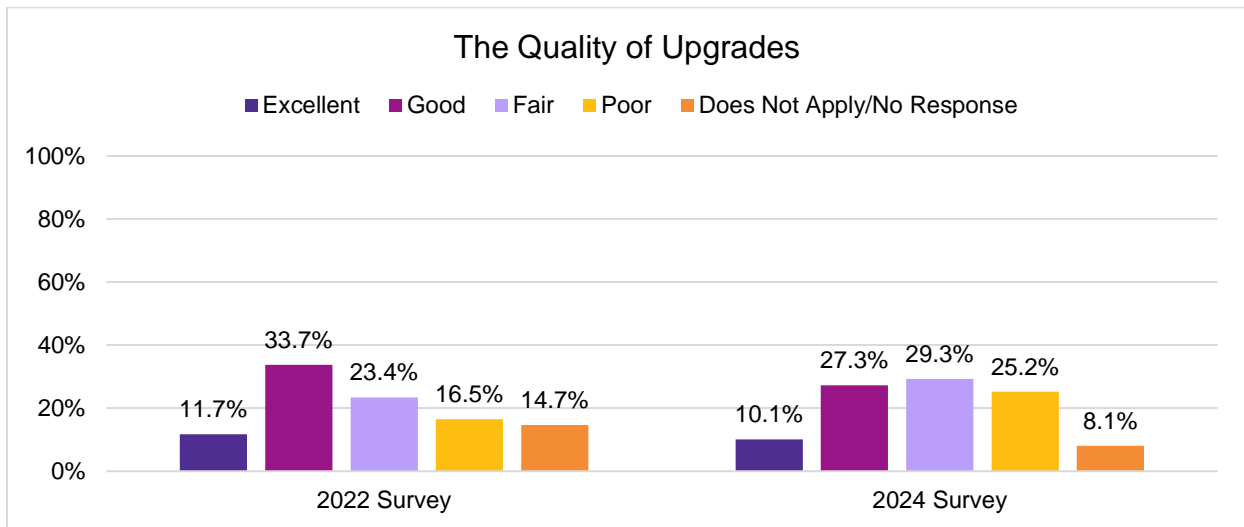
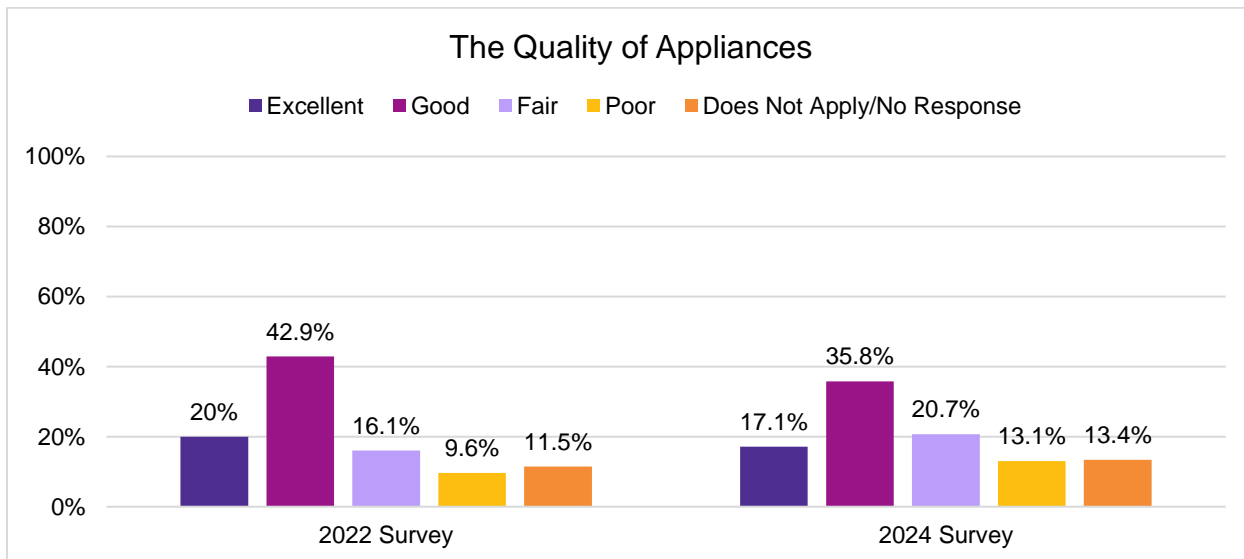


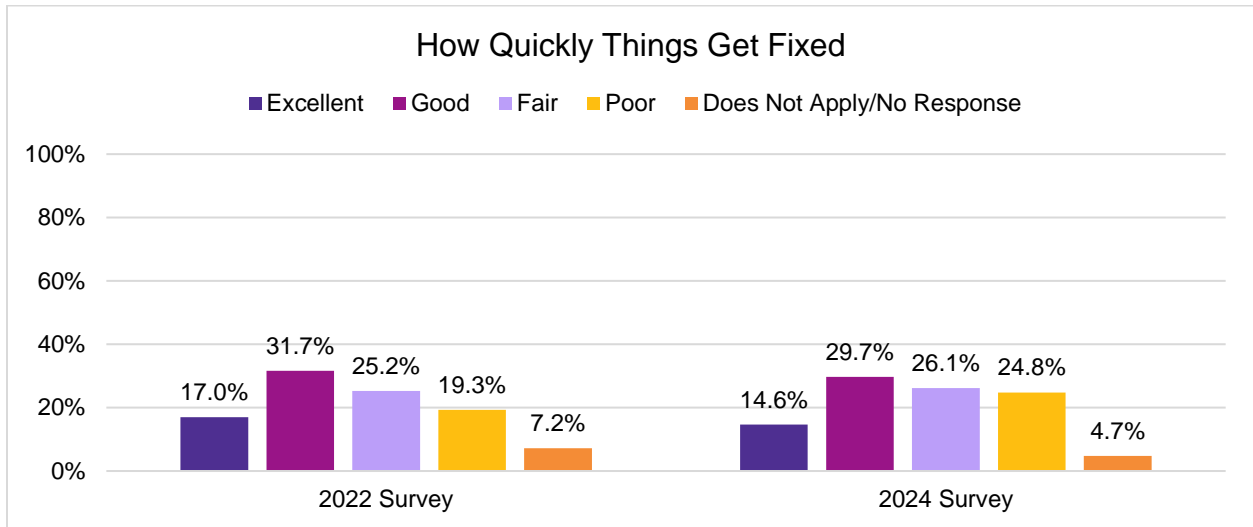
Figure 6



Tenants then rated how quickly things are fixed when they break down, and results remain similar to 2022, with a small increase in negative responses.

Those living in apartments rated this question most positive as 45.8% chose either “good” or “excellent.” Over half (58.5%) of respondents living in town houses report negative responses, similar to houses/duplexes (53.9%).

Figure 7



The survey then asked participants to rate the cleanliness of the hallways and common areas in their residence and the disposal of garbage. Overall, responses in Tables 4 and 5 below are again more negative in the 2024 survey than 2022.

For cleanliness inside, most responses are from those living in apartment buildings as the majority of those in houses/duplexes (59.6%) and town houses (56.1%) chose “does not apply.” For respondents in apartment buildings, half (50.2%) rated the ‘cleanliness inside’ positive, and over half (56.3%) also rated ‘garbage disposal’ positive. However, 65.9% of tenants in town houses report garbage disposal as “fair” or “poor.”

Table 4

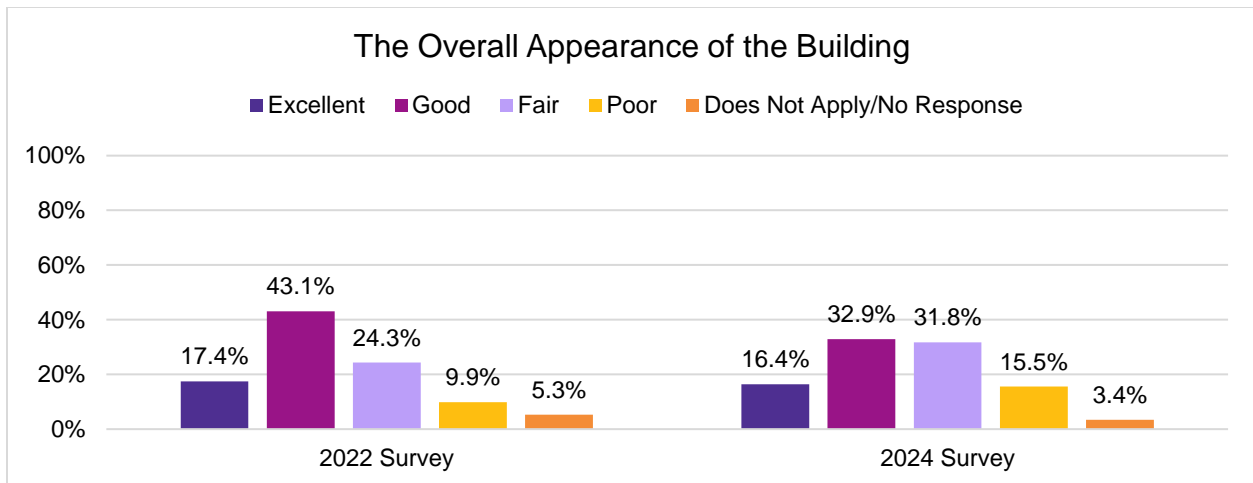
Cleanliness Inside	2022 Survey	2024 Survey
Excellent	17.4%	16.9%
Good	43.1%	27.9%
Fair	24.3%	23.7%
Poor	9.9%	16.9%
Does Not Apply/No Response	5.3%	14.6%

Table 5

Disposal of Garbage	2022 Survey	2024 Survey
Excellent	19.7%	17.3%
Good	39.7%	32.4%
Fair	19.5%	23.7%
Poor	13.1%	17.1%
Does Not Apply/No Response	8%	9.5%

When asked about the overall appearance of their building, around half (49.3%) of respondents chose “good” or “excellent”, while 47.3% chose “fair” or “poor.” This is an increase of 13.1% from 2022. Those living in houses/duplexes rated the appearance of their residences positively as 53.9% chose “good” or “excellent.” Many of the respondents in town houses rated appearance negatively, as 60.9% choose either “fair” or “poor.”

Figure 8



Recreation and Leisure

Tenants were asked if they attend tenant association meetings and events, 26.4% answered “yes”⁶ which is a slight increase from 2022 (24.5%). When asked if they take part in resource centre meetings and events, 15.5% responded “yes”⁷, again a slight increase from the previous survey (12.8%). The number of tenants who use the community gardens also increased from 6% in 2022, to 9.9% in 2024⁸.

⁶ 40.5% answered “no”, and 33.1% answered “does not apply” to the tenant association meeting question.

⁷ 43.7% answered “no”, and 40.8% answered “does not apply” to the resource centre question.

⁸ 46.6% answered “no”, and 43.5% answered “does not apply” to the community garden question.

Next, survey respondents rated the number of activities that are available in their building. In Table 6, responses remain similar to 2022, with the rate of positive responses increasing by 4%. Many tenants living in town houses rated the number of activities positively, while those in apartments mostly rated them negatively. The majority (84.6%) of tenants in houses/duplexes chose “does not apply” as their residences do not have activities.

Table 6

Number of Activities	2022 Survey	2024 Survey
Excellent	5.3%	9.5%
Good	20.9%	20.7%
Fair	19.7%	16%
Poor	21.6%	23%
Does Not Apply/No Response	32.6%	30.2%

Respondents then rated the quality and safety of playground equipment. Results are generally more positive in 2024. Those living in town houses report the highest number of playgrounds in their area⁹, where 65.9% answered “fair” or “poor”, and 17% answered “good” or “excellent”¹⁰.

Table 7

Quality and Safety of Playground	2022 Survey	2024 Survey
Excellent	1.6%	2.9%
Good	4.1%	6.5%
Fair	4.4%	8.1%
Poor	5.3%	5.6%
Does Not Apply/No Response	84.6%	76.8%

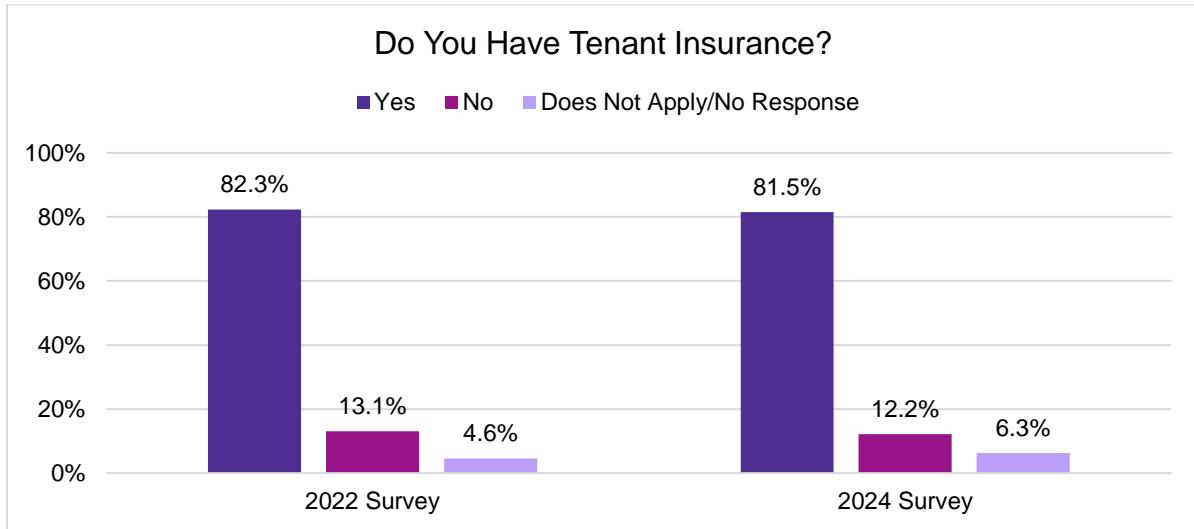
Health and Safety

Tenants were then asked multiple questions related to health and safety. When asked if they have tenant insurance, results remain very similar to the 2022 survey.

⁹ 78.3% of those in apartment buildings, and 73.1% of those in houses/duplexes chose “does not apply” for playground question.

¹⁰ 17.1% of those in town houses chose “does not apply” for playground question.

Figure 9



The percentage of tenants that know how to report a pest control issue has increased from 82.6% in 2022 to 86% in 2024. When comparing by residence, 17.3% of tenants in houses/duplexes do not know how to report a pest control issue, compared to 7.9% of those in apartment units, and 9.8% in town houses.

In the table below (8), when asked how TBDSSAB deals with pest control, there is a slight increase in negative responses. However, the majority of those living in town houses (63.4%) and apartment buildings (62.7%) report pest control as either “good” or “excellent.”

Table 8

How TBDSSAB Deals with Pest Control	2022 Survey	2024 Survey
Excellent	23.6%	22.3%
Good	40.1%	38.3%
Fair	11.5%	17.6%
Poor	5.5%	8.6%
Does Not Apply/No Response	19.3%	13.3%

The survey then asked tenants about the overall safety in their building and neighbourhood. Figure 10 shows that the number of respondents who do not feel safe in their building increased by 10.3% from 2022 to 2024. The majority (67.3%) of tenants living in houses/duplex report not feeling safe in their building, followed by 65.9% living in town houses, and 56% in apartment buildings.

When asked if they feel safe in their neighbourhood, Figure 11 shows that overall, 51.4% of tenants responded “yes”, which is a decrease from 62.6% in 2022. Again, the majority (63.5%) of tenants in houses/duplex report feeling unsafe in their neighbourhood.

Respondents were able to leave further comments about safety where they live. One tenant shared their concerns about safety:

“I don’t go outside after dark, I can’t have anything outside that I don’t mind losing. Definitely won’t walk down my street! I hear glass breaking and kids running around in the middle of the night. The fire next door traumatized me... and I feel surrounded by gang activity. We keep to ourselves and appreciate having a home.” (P7B 6J7)

Overall, the main themes that tenants reported were

- 1) drug and alcohol activity,
- 2) crime and violence, and
- 3) concerns about non-tenants being let in and inhabiting common areas.

Figure 2

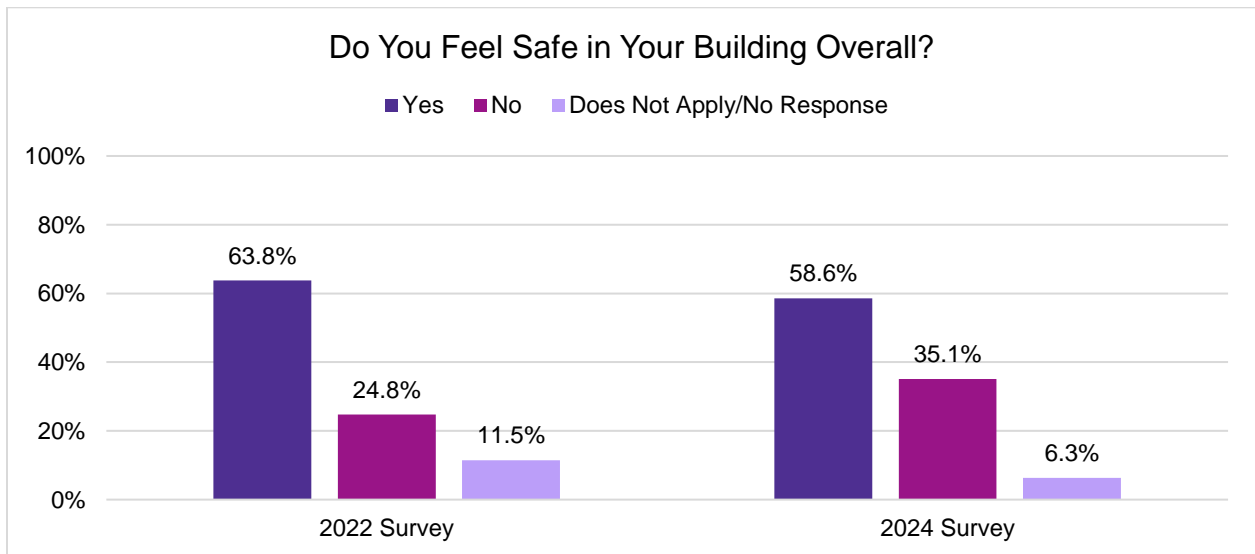
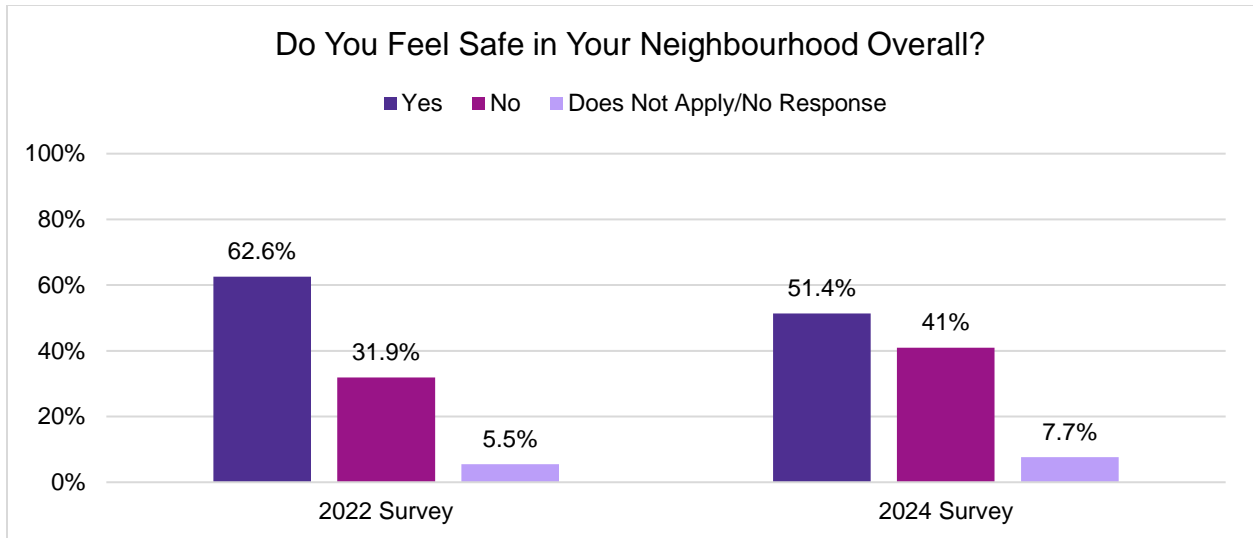


Figure 3



Next, when asked to rate the lighting inside the building, 65% of tenants chose “good” or “excellent”, this is a slight decrease from 2022. The majority (69.4%) of tenants also rated the lighting outside favourably. Tenants living in apartment buildings rated the lighting inside (79.3%) and outside (70.3%) positively.

Table 9

Lighting Inside Building	2022 Survey	2024 Survey
Excellent	23.2%	19.1%
Good	44.7%	46.6%
Fair	16.7%	18.7%
Poor	4.8%	9.7%
Does Not Apply/No Response	10.6%	5.9%
Lighting Outside Building	2022 Survey	2024 Survey
Excellent	32.1%	24.3%
Good	43.1%	45.1%
Fair	8.3%	12.2%
Poor	1.2%	4.3%
Does Not Apply/No Response	15.4%	14.2%

TBDSSAB Housing Operations Staff

Tenants were then asked to rate the help or advice they received from TBDSSAB housing staff on various topics. Overall, the positive responses for most categories have increased since the 2022 survey, however, there is a slight decrease in positive responses for the “help or advice with daily living” category.

Table 10

Help or Advice With...	Response	2022 Survey	2024 Survey
Daily living (cooking meals, cleaning, etc.)	Excellent	10.6%	7.4%
	Good	17.9%	14.2%
	Fair	10.3%	7.4%
	Poor	4.6%	5%
	Does Not Apply/No Response	56.7%	66%
Finances (how rent is calculated, budgeting, etc.)	Excellent	10.1%	10.6%
	Good	22.3%	24.3%
	Fair	10.1%	12.2%
	Poor	2.9%	6.5%
	Does Not Apply/No Response	54.6%	46.4%
Personal or family things (family breakup, death of a loved one, alcohol or drugs, etc.)	Excellent	6.2%	6.3%
	Good	10.1%	14.2%
	Fair	8.3%	7.4%
	Poor	6.2%	9.2%
	Does Not Apply/No Response	69.3%	62.8%
Social and fun activities	Excellent	7.1%	9.7%
	Good	14.2%	16.7%
	Fair	8.3%	9%
	Poor	8.9%	15.1%
	Does Not Apply/No Response	61.5%	49.6%

Next, respondents rated their experience with TBDSSAB housing staff shown in Table 11. Responses remain positive, as many respondents chose “good” or “excellent” when rating staff members. However, since the 2022 survey, the number of “poor” responses have increased for each member.

Table 11

TBDSSAB Staff	Response	2022 Survey	2024 Survey
Supervisor of Property Management	Excellent	24.8%	22.1%
	Good	40.1%	35.8%
	Fair	17.4%	16.7%
	Poor	7.3%	14%
	Does Not Apply/No Response	10.3%	11.5%
Property Management Clerk	Excellent	23.9%	25.7%
	Good	40.4%	34%
	Fair	17.4%	18%
	Poor	7.3%	8.3%
	Does Not Apply/No Response	17.2%	14%
Maintenance Staff	Excellent	27.5%	31.3%
	Good	34.9%	34.2%
	Fair	18.6%	16.9%
	Poor	9.2%	11.7%
	Does Not Apply/No Response	9.9%	5.9%
Tenant Support Worker	Excellent	18.4%	21.9%
	Good	27.9%	23.9%
	Fair	11.7%	12.8%
	Poor	4.6%	10.1%
	Does Not Apply/No Response	37.4%	31.3%

Tenants then rated the maintenance phone line during work hours and afterwards. The number of negative responses for the maintenance phone line during hours increased by 10.3%, and negative responses for after hours increased by 12.6%.

Table 12

TBDSSAB Staff	Response	2022 Survey	2024 Survey
Maintenance Phone Line Between 8:30am-4:30pm	Excellent	19%	15.8%
	Good	31%	28.4%
	Fair	19%	21%
	Poor	11.5%	19.8%
	Does Not Apply/No Response	19.3%	15.1%
Maintenance Phone Line (after 4:30pm)	Excellent	14.2%	11.7%
	Good	23.2%	23.7%
	Fair	14.9%	18.7%
	Poor	10.6%	19.4%
	Does Not Apply/No Response	37.2%	26.6%

Respondents were asked to leave their feedback on what TBDSSAB can do to improve and three common themes were present:

- 1) better communication with maintenance and the phone line
- 2) more maintenance staff to respond to requests and
- 3) more cleaning to the hallways, stairwells, elevators, and common areas.

Conclusion

The results from the 2024 Tenant Satisfaction Survey have highlighted the areas where housing supports and programs are excelling, and areas where improvements may be needed. Several areas have shown improvement since the 2022 survey. Positive responses from the ‘help or advice received from TBDSSAB housing staff’ question has overall increased since the 2022 survey. Tenants feedback also shows an increase in positive responses for the ‘snow removal in the winter’, and ‘work done in the summertime.’

Tenants’ responses indicate multiple areas for improvement related to cleanliness, maintenance, and safety. There is a significant increase from 2022 in negative responses to cleaning questions including ‘cleanliness inside’, ‘disposal of garbage’,

and 'overall appearance of the building.' Several maintenance questions also had an increase in negative responses including 'repairs done inside', 'repairs done outside', 'quality of upgrades', and 'quality of appliances.' Lastly, safety concerns were brought up the most in tenant comments, as there was a significant increase in tenants feeling unsafe in their buildings and neighbourhoods in the 2024 survey. Tenants' comments indicate that further measures need to be taken to improve these three areas within the housing services that TBDSSAB provides.



BOARD REPORT

REPORT No.: 2024-42

MEETING DATE: OCTOBER 17, 2024

SUBJECT: 2024 RESERVE AND RESERVE FUND STRATEGY UPDATE

RECOMMENDATION

THAT with respect to Report No. 2024-42 (Corporate Services Division) we, The District of Thunder Bay Social Services Administration Board, approve the 2024 Reserve Fund Strategy provided within the Report.

REPORT SUMMARY

To provide the annual update to the Reserve and Reserve Fund Strategy for The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board).

BACKGROUND

One of the components of the practical vision of TBDSSAB's 2024-2027 Strategic Plan is financial stewardship. A key element within this component includes enhancing the strategy relative to Reserves and Reserve Funds. Administration follows the previously approved Guiding Principles when managing the Reserve Fund Strategy:

1. Alternative arrangements should be considered before creating a new reserve fund, for example, accommodating expenditures from existing reserve funds, or alternate funding arrangements;
2. Future reserve funds should only be established based on a financial plan which identifies the ongoing source of funding and projected expenditures from the reserve fund;
3. Definitions for the contribution, use and withdrawal of reserve funds must be in alignment with the intent of the approved By-laws, and should not be changed without a thorough review and analysis relative to the financial sustainability of TBDSSAB;
4. Appropriate financial and program analysis is to be completed prior to recommendations relative to contributions and/or usage of reserves and reserve funds;

5. Assumptions and projections regarding various events that impact reserve and reserve fund balances must be re-evaluated on a regular basis to ensure appropriateness of the strategy;
6. An annual update of the Reserve and Reserve Fund Strategy is provided to the Board prior to annual budget deliberations.

The Board-approved Reserve and Reserve Fund Policy requires an annual review of Reserves and Reserve Funds, with any recommendations to be presented to the Board for consideration and approval prior to the annual budget process.

COMMENTS

Per the Audited Consolidated Financial Statements as at December 31, 2023, TBDSSAB maintained a Reserve Fund balance of \$39,470,922. The table below, shows the sources (Provincial, Municipal, earned investment income) of each Reserve Fund balance:

Reserve Fund	Sources			
	Provincial (\$)	Municipal (\$)	Accumulated Earned Investment Income (\$)	Total (\$)
Capital Regeneration*	2,575,444	2,947,486	1,638,036	7,160,966
Housing Portfolio Capital **	8,624,474	-	11,261,045	19,885,519
Early Years	3,296,569	-	383,226	3,679,795
Employment Compensation and Benefits	458,666	-	649,776	1,108,442
Levy Stabilization	-	2,195,689	1,234,630	3,430,319
Office Building	-	1,948,986	256,467	2,205,452
Community Housing	487,494	804,428	708,507	2,000,429
Total, as at December 31, 2023	15,442,646	7,896,588	16,131,688	39,470,922

*Capital Regeneration Reserve Fund contributions come from selling Community Housing properties which were built using Provincial/Federal funds. Therefore, classify the contributions as "Provincial". The transfer from the Community Housing Reserve Fund (2019) included some Municipal contribution.

**TBDSSAB receives "Federal Block Funding" from the Provincial government to support a portion of Community Housing costs, including the contribution to the capital replacement reserve fund. It is not possible to determine how much of the contribution to the reserve fund is from that source versus the municipal levy.

The determination of an appropriate level for Reserve Fund balances is generally a matter of professional judgment. Estimates and assumptions must be made regarding future events which may or may not occur. In that regard, these estimates and assumptions must be continually reviewed and amended as more current or appropriate information becomes available.

Review of Existing Reserve Funds

Capital Regeneration

In the 2016 Reserve and Reserve Fund Strategy Update (Report No. 2016-54), the Board established the Capital Regeneration Reserve Fund to manage the financial resources associated with the disposition of certain properties within the direct-owned housing portfolio. These financial resources will be reinvested in new/renovated housing units, following the initial Board-approved Property Portfolio Action Plan approved through Report No. 2017-07 – *TBDSSAB Property Portfolio Action Plan and Capital Strategy Update*, and further updated in 2024 per Report No. 2024-30 - *2024 Property Action Plan*. There are no changes recommended to this strategy.

As per the December 31, 2023, Audited Financial Statements, the balance in the Capital Regeneration Reserve Fund was \$7,160,966.

Community Housing

An amount may be provided annually to the Community Housing Reserve Fund, with Board approval, through the disposition of prior-year Housing Program levy surplus. Amounts may be withdrawn to fund unexpected operating and capital requirements for all Community Housing service providers.

As per the Audited Financial Statements as at December 31, 2023, the balance in the Community Housing Reserve Fund was \$2,000,429. Administration continues to work with Housing Providers in preparation for End of Operating Agreements and to resolve 'Projects in Difficulty'. No changes are recommended to this Reserve Fund strategy.

Early Years

The Early Years Reserve Fund is available to support child care centres and maximize consistency with the Ontario Early Years vision of ensuring that children and families are well supported by a system of responsive, accessible and increasingly integrated Early Years programs and services. Subsequently, the Board approved By-law No. 06-2022, *Early Years Reserve Fund*, to allow withdrawals from this reserve fund for both capital (new or relocated child care spaces) and operating requirements to enhance the child care and early years' system.

No further changes are recommended to this strategy. As per the December 31, 2023, Audited Financial Statements, the balance in the Early Years Reserve Fund was \$3,679,795.

Employment Compensation and Benefits

TBDSSAB had adopted a strategic focus consistent with the Board-approved 2020-2023 Strategic Plan, relative to the wellness and development of its employees. This Reserve Fund is maintained to support the various components of its Employment, Compensation and Benefits program.

Benefits Administration

TBDSSAB oversees its Administrative Services Only (ASO) Employment Benefits Program. Under the ASO arrangement, TBDSSAB retains the full liability for all claims paid under the plan, except for those claims that qualify under the stop-loss pooling arrangement. As a result, TBDSSAB is responsible for the risk associated with funding the benefit plan.

Industry practice is for this financial risk to be mitigated by the establishment of a Reserve or Reserve Fund. Although it is not mandatory or legislated for TBDSSAB to carry a Reserve Fund, it is considered a sound financial management practice to mitigate the potential risk.

The level of the Reserve Fund is based on risk management for the cost of excessive claims, benefit stabilization to mitigate significant future increases, and pro-active initiatives under a Safety, Health and Wellness Program.

Employment Compensation

From time to time, various situations occur relative to employment compensation that may significantly impact current-year financial results. Consistent with the Guiding Principles and rationale for maximizing financial sustainability within the organization, events related to one-time uncommon settlements should continue to be considered as eligible costs to be funded from the Reserve Fund.

Summary

Based on the items outlined above, excepting the possibility of one-time uncommon settlements, the total estimated balance in the Reserve Fund should be \$881,900. As per the Audited Financial Statements, as at December 31, 2023, the balance in the Employment Compensation and Benefits Reserve Fund was \$1,108,442.

Due to the uncertainty associated with various aspects of the elements of this Reserve Fund, no changes to the amount of this Reserve Fund are recommended.

Housing Portfolio Capital

Contributions to the Housing Portfolio Capital Reserve Fund are required through the *Housing Services Act, 2011*. The legislative requirement is that prior year contributions are increased/decreased annually by applying the Provincial Benchmark Index (2.97% for 2025).

In the 2014 Reserve and Reserve Fund Strategy Update (Report No. 2014-60), based on the Building Condition Assessments (BCAs) and related identified required capital works across the housing portfolio, the contribution strategy was revised to be the greater of those legislated benchmarks, or 3%. In the 2016 Reserve and Reserve Fund Strategy Update (Report No. 2016-54), the Board increased the contribution level to 4%, beginning in the 2017 Budget year, to ensure future funding requirements. Through the 2018 Reserve and Reserve Fund Strategy Update, the Board approved a change to this strategy, reducing the contribution increase from 4%, back to the Provincial Benchmark Index.

Although TBDSSAB has received 100% Federal/Provincial funding for capital programs over the past few years (from 2016 through 2022, \$12.3M has been received), which has had a favourable impact on future capital financing requirements, considering the significant inflationary increases experienced in recent years, and the relatively large, complex capital projects anticipated through the long-term capital planning forecast, the Board approved an increase in the maximum annual withdrawal amount for capital projects from \$3.75M to \$4.25M in the 2022 Reserve Fund Strategy.

In addition, in 2024, Administration received the updated BCAs on its properties. The report identifies capital requirements for the next thirty (30) years on each property within TBDSSAB's asset portfolio, and the recommended work required to maintain the properties as well as the estimated costs associated with each project. This has impacted the forecast for future years for both the work required and the required financial contributions necessary to complete said projects.

Considering the capital requirements per the BCAs, as well as the anticipated change in Federal/Provincial 100% funding programs, Administration is recommending changes in the strategy for this reserve fund namely:

- That the annual contribution amount be increased to the greater of the legislated benchmark and 4%;
- that the maximum annual withdrawal amount for capital projects be increased from \$4.25M to \$4.5M; and
- that a minimum level in the Reserve Fund be increased to and maintained at \$4.5M since it is used as a funding source for annual capital projects for the Housing portfolio.

Applying the 2025 revised contribution strategy Index of 4% results in total contributions of \$3,179,200 to be included in the 2025 Operating Budget.

As per the December 31, 2023, Audited Financial Statements, the balance in the Housing Portfolio Capital Reserve Fund was \$19,885,519.

Levy Stabilization

The establishment of the Levy Stabilization Reserve Fund was approved by the Board in the 2014 Reserve and Reserve Fund Strategy Update No. 2014-60, to be used to

mitigate unusual and/or excessive levy changes across the spectrum of TBDSSAB programming. Any recommendations regarding the use of this Reserve Fund would normally be provided with the recommended Budget package. No changes are recommended to this strategy. Any proposed usage will be presented with the 2025 proposed Budget.

As per the Audited Financial Statements as at December 31, 2023, the balance in the Levy Stabilization Reserve Fund was \$3,430,319.

Office Building

The 2024 BCAs provided a detailed analysis of the capital needs required to maintain the Headquarters office building over thirty (30) years. Administration has used this data and has developed a long-term capital plan for the Headquarters office building.

Administration maintains a schedule of annual contributions which was updated based on the 2024 BCAs and identifies the amount to be included within the annual Operating Budgets. The contribution based on the 2024 BCAs is \$217,500 and is being recommended for inclusion within the 2025 proposed Budget. No changes are recommended to this strategy. The balance of the Reserve Fund, per the Audited Financial Statements as at December 31, 2023, was \$2,205,452.

Reserves

TBDSSAB does not currently utilize a Reserve in its financial management strategy. Regulation 278/98 of the *District Social Services Administration Boards Act, R.S.O. 1990, c. D.15*, permits the Board to include, in its annual operating levy to municipalities, a working Reserve, up to 15% of the total estimates. This would equate to approximately \$3.7 million, based on the 2024 Budget operating levy. Although TBDSSAB does not utilize a Reserve, it has established the use of a Levy Stabilization Reserve Fund, which could be considered a proxy for a working Reserve. The balance of that Reserve Fund as at December 31, 2023, was 14% of the 2024 budget levy.

Review of Deferred Revenue

Deferred Revenue accounts are set up to account for unearned revenue amounts at year end. Annually, Administration completes a review of the deferred revenue balances in the year-end financial statements to determine if there are any opportunities to transfer earned amounts into appropriate Reserves and/or Reserve Funds. There are no deferred revenue amounts eligible for transfer to a Reserve or Reserve Fund at this time.

Summary

The proposed changes discussed above are summarized in Attachment #1 – Summary of Reserve and Reserve Fund Strategy Recommendations.

STRATEGIC PLAN IMPACT

This Report relates to the Board's strategic direction of Financial Stewardship, with a focus on ensuring accountability of TBDSSAB resources and long-term sustainability.

FINANCIAL IMPLICATIONS

It is considered sound financial management within the public sector to establish and maintain a strategy for the management of Reserve and Reserve Funds to mitigate financial implications associated with risks of potential, known, and unknown liabilities.

The financial implications associated with this strategy are summarized in Attachment #2 – Financial Summary of Reserve and Reserve Fund Strategy Recommendations, and will be provided through the annual Budget process, as required.



CONCLUSION

It is concluded that the 2024 Reserve and Reserve Fund Strategy Update outlined in this report contributes to the financial sustainability of TBDSSAB programming, and should be implemented;

And that an analysis of Reserves and Reserve Funds be completed annually, and provided to the Board each year, prior to Budget deliberations.

REFERENCE MATERIALS

- Attachment #1 [Summary of Reserve and Reserve Fund Strategy Recommendations](#)
- #2 [Financial Summary of Reserve and Reserve Fund Strategy Recommendations](#)

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SUBMITTED BY:	Ken Ranta, Chief Executive Officer

**The District of Thunder Bay Social Services Administration Board
Summary of Reserve and Reserve Fund Strategy Recommendations**

Name	Current Purpose/Intended Use	Proposed Changes	Funding Source*	Withdrawals/Usage
Capital Regeneration Reserve Fund	To support the regeneration of new/renovated housing units	No change	Disposition of certain properties within the Housing portfolio*	Board approval
Community Housing Reserve Fund	To fund future unexpected operating and capital requirements for all social housing service providers, including TBDSSAB's Direct-Owned Housing portfolio	No change	Housing levy surpluses*	Business Case from Housing Service Providers approved by Board
Early Years Reserve Fund	To fund the establishment of new child care spaces or relocation of child care spaces, and operating requirements to enhance the child care and early years' system	No change	One-time unconditional grant provided by the Ministry of Children and Youth Services, and one-time Mitigation Funding*	Board approval
Employment Compensation and Benefits Reserve Fund	Vested sick leave benefits, payout of vacation credits, severance obligations, ASO risk mitigation, benefit stabilization, health and wellness programming	No change	Operating funds, specifically requested per reserve fund analysis*	Board approval

Name	Current Purpose/Intended Use	Proposed Changes	Funding Source*	Withdrawals/Usage
Housing Portfolio Capital Reserve Fund	To support the capital needs of the various direct-owned housing projects	<ul style="list-style-type: none"> • Increase in the contribution amount to the greater of the legislated benchmark and 4%; • An increase in the maximum annual withdrawal amount for capital projects for capital projects from \$4.25M to \$4.5M; • A minimum level be increased to, and maintained at, \$4.5M since it is used as a funding source for annual capital projects for the Housing portfolio. 	Legislated annual contributions*	Board approval
Levy Stabilization	To mitigate significant future levy fluctuations across the spectrum of TBDSSAB programming	No change	Annual year-end operating surpluses*	Board approval
Office Building Reserve Fund	To support required capital expenditures to maintain the TBDSSAB Headquarters office building	No change	Annual contributions per Building Condition Audit analysis/recommendations*	Board approval

- * All reserve funds will be interest bearing. Applicable funds must be invested in accordance with TBDSSAB's approved Investment Policy. Investment income will be allocated by applying the actual earned investment income to individual reserve fund actual average balances on a monthly basis.

The District of Thunder Bay Social Services Administration Board
Financial Summary of Reserve and Reserve Fund Strategy Recommendations

Reserve Fund	Balance, December 31, 2023	Board Approved Direction for 2024 Inflow/(Outflow)	Estimated Balance at Year- End 2024	2024 Strategy Update Recommendations Inflow / (Outflow)	2025 Preliminary Proposed Budget Recommendations Inflow / (Outflow)	Estimated Balance After 2025 Budget Approvals
	\$	\$	\$	\$	\$	\$
Capital Regeneration	7,160,966		7,160,966	-	-	7,160,966
Community Housing	2,000,429	(10,000)	1,990,429	-	(60,000)	1,930,429
Early Years	3,679,795	(50,000)	3,629,795	(335,000)	-	3,294,795
Employment Compensation and Benefits	1,108,442		1,108,442	(32,770)	(90,000)	985,672
Housing Portfolio Capital	19,885,519	(1,194,000)	18,691,519	-	(1,320,800)	17,370,719
Levy Stabilization	3,430,319	(360,300)	3,070,019	(378,400)	(30,000)	2,661,619
Office Building Capital	2,205,453	207,100	2,412,553	-	97,500	2,510,053
Total	39,470,923	(1,407,200)	38,063,723	(746,170)	(1,403,300)	35,914,253



BOARD REPORT

REPORT No.: 2024-43

MEETING DATE: OCTOBER 17, 2024

SUBJECT: 2024/25 HOUSING PORTFOLIO INSURANCE CONTRACT

RECOMMENDATION

THAT with respect to Report No. 2024-43 (Corporate Services Division) we, The District of Thunder Bay Social Services Administration Board, accept the property insurance quotation provided by Marsh Canada Limited, in the amount of \$1,038,459.00.

AND THAT the Director, Corporate Services Division be authorized to bind coverage and complete any administrative requirements of the insurance renewal process.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with the results of the 2024/25 property insurance quotation process for the TBDSSAB direct-owned housing portfolio.

BACKGROUND

The Housing Services Corporation (HSC), a non-profit organization established under the *Housing Services Act, 2011*, provides a group insurance program tailored to the needs of the Ontario non-profit housing sector. Marsh Canada Limited provides broker services for the HSC group insurance program. Housing Providers are required to participate in this program unless they can obtain a more favourable quote, with the same coverage, from an eligible insurer, as determined by HSC. TBDSSAB last received an alternative quote in 2013, with the results being significantly higher than the quote provided through the HSC program.

Policy No. CS-01:79 Approval and Signing Authorization, in conjunction with Policy No. CS-03:1 Procurement of Goods, Services and Construction, stipulates that any purchase of goods, services, or construction, greater than \$450,000, must be approved by the Board.

COMMENTS*Cost Analysis*

Administration has received the 2024/25 direct-owned housing portfolio property insurance quotation from Marsh Canada Limited. The insurance policy covers approximately \$601 million in building property, \$1.6 million in building contents and \$26.0 million in lost rental income. The portfolio valuation increased from \$584 million to \$601 million to reflect current estimated replacement values. With the estimated replacement values, a second excess property policy is necessary as six (6) properties' replacement value exceeds the limit provided in the existing policy.

The annual premium quotation, in the amount of \$1,038,459, is 1.6% higher than the previous year. The insurance deductible for this quotation is \$50,000 per occurrence. Premiums and coverages continue to be informed by insurers' year-over-year losses and the global effects of climate change.

A breakdown of the change, versus the previous policy year, is provided, below:

Coverage Area	Premium		Change	
	2023/24	2024/25	\$	%
Property	\$ 229,599	\$ 238,739	\$ 9,140	4.0%
Property Claims Fund	\$ 572,138	\$ 577,209	\$ 5,071	0.9%
Equipment Breakdown	\$ 7,800	\$ 8,024	\$ 224	2.9%
Commercial General Liability	\$ 130,673	\$ 133,287	\$ 2,614	2.0%
Umbrella Liability	\$ 6,024	\$ 4,277	\$ (1,747)	-29.0%
Subtotal	\$ 946,234	\$ 961,536	\$ 15,302	1.6%
PST	\$ 75,699	\$ 76,923	\$ 1,224	1.6%
Premium (includes PST)	\$ 1,021,933	\$ 1,038,459	\$ 16,526	1.6%

*amounts in the above table have been rounded to the nearest dollar

The Property Claims Fund is a component of the insurance program and works like a group deductible in that all claims below a certain level are paid from this fund, rather than by the insurance company. Over time, this is expected to help control premium costs and support effective risk management. If the fund is not fully depleted by the end of the year, a proportionate share is returned to each Housing Provider.

To date, during the 2023/24 policy period, there have been four claims, with a total estimated loss of approximately \$2.4M. All claims are being handled through the Property Claims Fund, rather than the property insurance underwriter. TBDSSAB will incur the cost of four insurance deductibles, totaling \$200,000, financed from the Housing Portfolio Capital Reserve Fund.

Risk Management

Over the years, TBDSSAB has implemented various policies/best practices in an attempt to mitigate risk within its housing property portfolio. These include:

- Implementing the Tenant Smoke-Free Policy (Report No. 2015-46);
- Implementing the Tenant Insurance Policy (Report No. 2015-17); and
- Implementing the practice of purchasing appliances with smart-burner technology (2017).

Fire claims related to tenant negligence have increased in recent years. As a result, Administration has implemented and will continue to enhance its fire and safety strategy, including updates to its annual unit inspection process to focus more fully on fire and life safety elements.

STRATEGIC PLAN IMPACT

This Report relates to the Board's strategic direction of Financial Stewardship, with a focus on ensuring accountability of TBDSSAB resources.

FINANCIAL IMPLICATIONS

The 2024/25 direct-owned housing portfolio property insurance premium of \$1,038,459, including the Provincial sales tax, with an insurance deductible of \$50,000, represents a 1.6% increase over the prior year.



Insurance costs are included annually within the TBDSSAB Operating Budget, and this increase will be included in the 2025 TBDSSAB Operating Budget.

CONCLUSION

It is concluded that the 2024/25 direct-owned housing portfolio property insurance premium offered by Marsh Canada Limited provides the appropriate coverage, is consistent with a risk management approach to safeguard the assets of TBDSSAB and should be accepted.

REFERENCE MATERIALS

None.

PREPARED BY:	Tafadzwa Mukubvu, CPA, Manager, Finance
SIGNATURE	
APPROVED BY	Georgina Daniels, FCPA, FCA, Director, Corporate Services Division
SIGNATURE	
SUBMITTED BY:	Ken Ranta, Chief Executive Officer



Memorandum

Date: October 2, 2024
To: Members of the Board
From: Ken Ranta, Chief Executive Officer
Subject: **Cancellation of November 22 Board Meeting Date**

The Board approved scheduling two dates in November to allow for sufficient time to review both the budget and any other Board Reports or information coming forward in November. As Administration does not anticipate having numerous Reports or information requiring Board approval to be presented to the Board November 22, 2024 Board meeting, it is recommended that the meeting be cancelled.

In accordance with the Board's Governance and Procedural By-law, a change to the schedule of Regular Board meetings may be approved by Resolution of the Board. The following resolution will be presented to the Board at the October 17, 2024 Board meeting for consideration:

"THAT with respect to the Memorandum dated October 2, 2024 from Ken Ranta, Chief Executive Officer, we approve the cancellation of the November 22nd Board Meeting;

AND THAT notice of the cancellation be posted on The District of Thunder Bay Social Services Administration Board website."

Sincerely,

Ken Ranta
Chief Executive Officer

/gf

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister

777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000

**Ministère des
Affaires municipales
et du Logement**

Bureau du ministre

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September 26, 2024

Board Chair Brian Hamilton
Thunder Bay DSSAB
Board.chair@tbdssab.ca

Dear Board Chair Hamilton:

Re: 2024-25 Confirmed Funding Allocations for the Canada-Ontario Housing Benefit (COHB) Program

I am pleased to write to you today with important details regarding your 2024-25 confirmed funding allocation for the COHB Program. I am sharing this information with you in confidence until it is announced publicly. As part of the protocol for Ontario Transfer Payment Agreements, all funding announcements must be made in consultation with the province, Canada Mortgage and Housing Corporation (CMHC), and the Service Manager(s).

As you know, our government understands the importance of housing that is affordable, and accessible, and that meets the needs of Ontario's diverse communities and populations. Since April 2020, over 26,500 households have been approved under the COHB program.

Thanks to your hard work over the last few years, as of April 1, 2024, the province is administering COHB benefits to approximately 105 households in your Service Manager area.

The province will continue to advocate strongly for additional federal funding under the National Housing Strategy (NHS), including its fair share for initiatives where Ontario is underfunded based on Core Housing Need. To this end, the province has finalized the terms of a COHB enhancement agreement that will result in \$14.7 million in additional federal funding for 2024-25 under the program's gender-based violence stream. This dedicated funding would be matched by the province. As such, Service Managers are encouraged to continue prioritizing survivors of domestic violence and human trafficking for COHB supports.

We are pleased to provide **your specific COHB funding allocation for the 2024-25 fiscal year to onboard new households**. Your confirmed allocation and target number of households is attached to this letter as Appendix "A" and is subject to the conditions identified below.

COHB Take-Up Plan

This year, the Ministry of Municipal Affairs and Housing (MMAH) is requiring Service Managers to complete a COHB take-up plan for new COHB households. The take-up plan is a projection of households to be onboarded to COHB for 2024-25. **Simply click on the link below for the take-up plan reporting template: 2024-25 COHB Take-Up Plan**

In order to take up their allocations and onboard new households, Service Managers are required to first submit the take-up plans to the satisfaction of the ministry. The take-up plans must be submitted to the ministry within one week upon receipt of this letter.

To improve COHB resource planning, Service Managers are required to inform MMAH of any changes to the projected number of new households from the take-up plan per the existing quarterly reporting process.

Changes to COHB Requirements for Special Priority Policy Households

As you know, Service Managers are currently required to ensure that households who are on their social housing waiting list are removed from the list if the household begins to receive a monthly benefit under COHB. Ontario is waiving this requirement for households who are included in the Special Priority Policy (SPP) category under the *Housing Services Act, 2011*. **This means that for SPP households only, Service Managers are no longer required to remove the household from the social housing waiting list even if they accept a COHB benefit.**

MMAH is **strongly encouraging** Service Managers to allow SPP applicants to remain on their social housing waiting lists while they receive COHB. This approach aligns with the intent of the SPP, which is to help ensure that housing isn't a barrier to leaving a situation of abuse or trafficking. The terms of the waiver are set out in Appendix B to this letter.

I am pleased that our government is able to support the important work that you do to improve housing outcomes in your community. I look forward to continuing our work together.

Sincerely,



The Honourable Paul Calandra
Minister of Municipal Affairs and Housing

- c. William Bradica, Chief Administrative Officer
- Ken Ranta, Director, Integrated Social Services
- Jessica Vail, Team Lead, Regional Housing Services
- Municipal Services Office North (Thunder Bay)

Appendix “A”

Funding Allocation – Thunder Bay DSSAB

Program	2024-25 Allocation*	Target number of new households for 2024-25
Canada-Ontario Housing Benefit (COHB) Program	\$306,600	67

*The COHB planning allocation amount is used for planning purposes and reflects funding available to support new participants in the program up to June 30, 2025, including Service Manager’s administration payments and rent deposit (“first and last”) payments, where applicable. Please note that February 28, 2025, is the last day to process applications using the 2024-25 planning allocation.

Appendix “B”– Changes to COHB Requirements for Special Priority Policy Households

A significant number of SPP applicants decline COHB offers, which increases their risk of continuing to live in a dangerous situation as they wait for Rent-Geared-to-Income (RGI) assistance. The purpose of this waiver is to help remove barriers which may prevent survivors of abuse and trafficking from accepting COHB. MMAH is strongly encouraging Service Managers to allow SPP applicants to remain on their social housing waiting lists while they receive COHB. This approach aligns with the intent of the SPP, which is to help ensure that housing isn't a barrier to leaving a situation of abuse or trafficking.

Currently, under section 3.1(f) of Schedule C to the Ontario Transfer Payment Agreement (TPA) for the Canada-Ontario Housing Benefit (COHB) and under the COHB Program Guidelines, Service Managers are required to ensure that households who are on their social housing waiting list consent to being removed from and are removed from the list if the household is approved for and begins to receive a monthly benefit under COHB. Further, in order to be considered an “Eligible Household” for COHB, the household must agree to being removed from the Service Manager’s social housing waiting list if the household is approved for and begins receiving a COHB benefit.

Ontario hereby waives these requirements in relation to households who are included in the Special Priority household category under the *Housing Services Act, 2011*. For SPP households only, Service Managers are no longer required to remove the household from the social housing waiting list if they accept a COHB benefit. Service Managers may elect to treat SPP households as “Eligible Households” for COHB regardless of whether they have agreed to be removed from the social housing waiting list.