



Serving the Community
Since 1987



**ANNUAL
REPORT
2018 - 2019**



Habitat Services strives to improve the quality of housing for tenants marginalized by poverty and their mental health status by contracting with landlords and providing recovery based support.

TABLE OF CONTENTS

From the Board President	4
From the Executive Director	5
Contract Monitoring Program	6
Intake and Referral Department	6
One-time Improvements	7
Housing Support Program	8-9
Portfolio Changes	10-11
Habitat Services Board and Staff	12-13
Funders, Donors, and Partnerships	14
Auditor’s Report	15
Financial Statements	16-19



FROM THE BOARD PRESIDENT

In my capacity as the Chair of the Board of Directors of Habitat Services, I announced in May 2019 that Leslie McDonald, Habitat's Executive Director, has decided to retire after 21 years with our agency.

Many of you will have worked with Leslie in a variety of roles since she joined Habitat's staff team in 1998. She assumed Habitat's Executive Director role on a permanent basis more than 10 years ago and has brought committed leadership to the organization as well as making many contributions to the broader supportive housing sector.

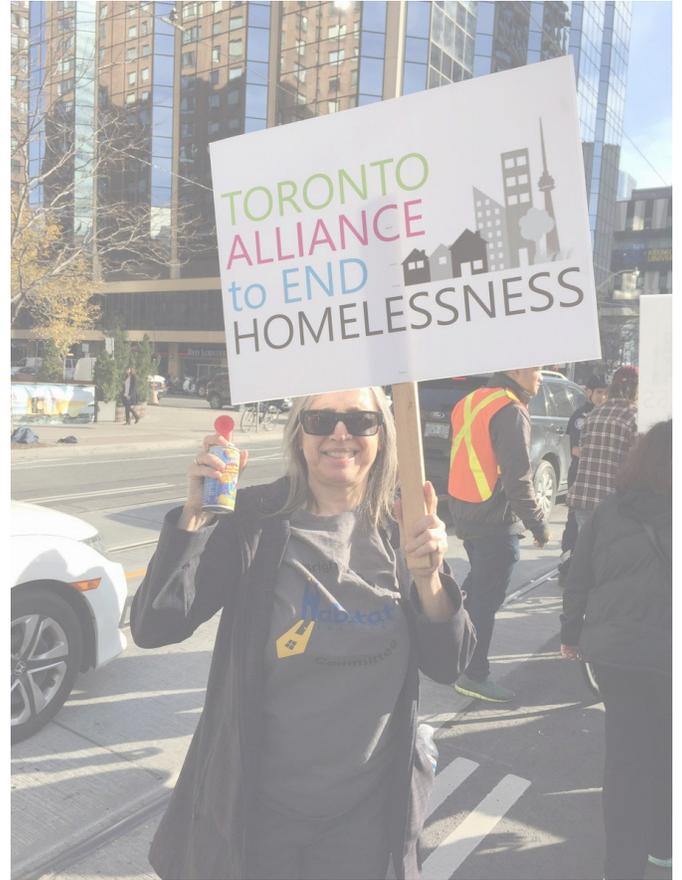
On behalf of the Board and our staff, I want to commend Leslie on her leadership and for serving Habitat Services so diligently.

Leslie began her work at Habitat Services in 1998 after varied experience on the front line in the shelter sector. Though she progressed through successive leadership positions culminating in an Executive role, she always kept her focus on the experience and well-being of Habitat tenants. Leslie successfully led initiatives to increase single rooms, add self-contained units, introduce more flexible and high support boarding home models, and preserve affordability for tenants.

The Habitat subsidy program continues to safeguard critical housing stock for Toronto consumers/ survivors, and Leslie has tirelessly advocated for funding increases for Habitat's private sector and non-profit housing providers to ensure the continued sustainability of 931 units of affordable, supportive housing.

Leslie has also been a strong advocate for the preservation of housing for low income singles in the City of Toronto. She has collaborated actively in sector-wide advisory groups and policy initiatives like those at The Access Point, the Toronto Mental Health and Addictions Supportive Housing Network and the Toronto Alliance to End Homelessness, to name a few.

We congratulate Leslie on her truly outstanding career and wish her the best with her next adventures.



Justine Saccomanno
Board President

FROM THE EXECUTIVE DIRECTOR

The past year has flown by in a whirlwind of activity. We have accomplished much, but the year also brought with it measures of frustration and uncertainty.

The public focus on the increasing threats to affordable housing in Toronto, and the need to provide and preserve housing for low-income people has been front page news. This has reinforced the value of the Habitat portfolio and the subsidy program as vital to the preservation of supportive housing for people with mental health issues.

During the year I am happy to report that we replaced units lost in early 2018 by adding units in existing private sector funded homes, and with units provided at new sites operated by St. Michael's Homes and Madison Community Services. Habitat is now back to supporting our full complement of almost 931 units, and 15 of the sites we fund are exclusively single rooms or self-contained units.

With the support of our funders at the City and the Ministry of Health, we were able to implement the first subsidy increase since 2012, and to provide one-time supplementary funding to allow home operators to make small capital purchases that will improve their operations and their tenants' experience.

Our efforts to provide units for residents of Seaton House in advance of its closure will soon come to fruition with the opening of the first project—9 Huntley—operated by Fife House. Later this year, we expect to add another fully renovated property—this one privately owned and renovated, but operated by a not for profit agency, Regeneration Community Services. However, over the past few years, several private sector owners offered to develop new sites (using valuable Toronto real estate) for the purpose of affordable supportive housing, but were stymied by many barriers and roadblocks. Some of those sites will now be developed as condos instead, because at some level, that is still more acceptable in our city. NIMBY attitudes are alive and well.

Those attitudes are also evident in the fact that rooming houses are still illegal in large portions of Toronto, despite the fact that they exist there. Unlike Habitat funded homes, they are not licensed, nor are they regulated, and people are living in precarious and unsafe housing.

The City is now consulting on its Housing Plan for 2020-2030. In 2008 Habitat made a submission prior to the development of the current plan. In it we urged the City "...to update zoning regulations so that rooming houses are a permitted use across the City, and to allow for licensing and inspection of rooming houses and boarding homes in a variety of neighbourhoods". This was almost exactly 11 years ago today, and there has still been no change. We must hope for better; and we must continue to advocate for better.

And Habitat will do so with many wonderful community partners, and in networks and working groups where those at the table bring energy, commitment, and hope to the discussions and action plans for more and better housing and support for those who need it. This we will do, even as we are not exactly sure how the Health system, moving to Ontario Health and the implementation of Ontario Health Teams, will look in the next few years. The work you all do, and the housing you provide, will continue to be needed, and must continue to be valued.

My thanks to Habitat's management team and staff, and to the members of our Board of Directors who volunteer their time and talents to the organization. We also thank the diverse owners and operators of the 46 properties in the portfolio, for the secure housing and support you offer your tenants 365 days a year.

Leslie McDonald
Executive Director



CONTRACT MONITORING PROGRAM

The Contract Monitoring Program team consists of 7 Residential Services Inspectors (RSI) and a Program Director. The Habitat RSI is the person that monitors the standards in each Habitat-funded house or apartment to ensure that operators maintain the standards as outlined in our contractual agreement with the owner or non-profit agency. The RSI is also the person you can call if you have any concerns or complaints. The focus of the RSI is to ensure that quality housing and services are provided to tenants living in Habitat-funded properties. The Habitat contract standards outline the building, furniture, amenities, pest control, and nutritional requirements, as well as the health and safety aspects of each Habitat funded site.

The RSIs complete scheduled and unscheduled visits to each home to do property, bedroom and food inspections. They also investigate complaints, complete heat/cooling checks during extreme weather and have regular meetings with the home operator. The RSI usually is on site at least once per week. Depending on need, they could be on site as often as daily. Habitat RSIs ensure that the operators are managing the home effectively and that tenants are receiving services as outlined in the Habitat contract standards. RSIs also facilitate Tenant-Operator Dispute Meetings with a focus on eviction prevention.

INTAKE & REFERRAL DEPARTMENT

The Habitat Services Intake & Referral Department consists of an Intake Worker, a Referral Worker, and a Community Liaison Worker. Staff track vacancies and obtain applications for housing from The Access Point centralized waitlist. Intake staff then liaise with referral sources, applicants' supports (e.g. case managers), and applicants themselves to ensure that the information is complete and reflects their needs. Applications are then matched to available vacancies and sent to owners/operators, who review the information.

Owner/operators will meet the applicant face to face for an interview, so that they can learn more about them. The Community Liaison Worker is available to meet with people who wish to make a self-referral to Habitat-funded housing or who require additional support to go through the referral process. In 2018, the Intake & Referral Department handled over 630 referrals for Habitat-funded housing.

ONE-TIME CAPITAL IMPROVEMENTS FUNDING

Habitat Services received approval from the Ministry of Health and Long Term Care to spend a large portion of subsidy surplus on one-time minor capital improvements for Habitat-funded homes. The surplus in the Habitat subsidy budget for 2018/2019 was due to the loss of units in the portfolio during 2018. Each site was able to use up to \$10,000 on items approved by Habitat. Items purchased included new fridges, stoves, dishwashers, washing machines, dryers, air conditioners, heaters, beds, couches, dining room tables and chairs. 41 sites participated in the one-time improvements program and will be reimbursed this summer for all the approved purchases made. A total of \$375,800 will be invested in the Habitat-funded portfolio through this initiative.



HOUSING SUPPORT PROGRAM

The Habitat Services Housing Support Program, often referred to as “site support”, works with tenants who reside in 15 independent apartments located at one site and at 8 boarding homes. The Program combines group support with individual assistance for tenants. The rest of the Habitat funded homes receive site support from our partner agency, Cota.

Habitat’s Housing Support team implements group activities on-site in the housing, or in the immediate neighbourhood. The types of activities depend on the interests of the tenants and the characteristics of the home and/or community. Among other things, many homes celebrate monthly birthday parties and have seasonal bbqs with support from the boarding home owner/operator. Incorporating tenant input, site support staff also facilitate outings and excursions (e.g. to the Art Gallery of Ontario, the cinema, Cherry Blossom viewing in High Park, and Sibbald Point Provincial Park) and special events (e.g. Cota/Habitat dance, in-house holiday parties). In 2018, Housing Support Workers coordinated its second overnight excursion to Glen Rouge Park during which tenants participated in the Ontario Parks program “Learn to Camp.”

Group events for tenants have also provided information/resources on health issues such as smoking cessation and diabetes. After the success of Wellness Through Food in 2017, a series of health

eating workshops funded by Toronto Public Health, the team facilitated further cooking groups for tenants in 2018. In 2018, the team continued collaboration in a partnership initiative with

Parkdale Community Health Centre to provide holistic supports to tenants with and at risk of diabetes. Individual support is provided on an as-needed basis, and includes informal counselling, referrals, accompaniment, and advocacy.

This support is particularly important for tenants who do not have other supports. Housing Support Workers have noted increasing needs for support to tenants with complex physical health issues and illnesses associated with aging. Due to their frequent and regular contact with tenants, Housing Support Workers are well situated to assess and respond to changing needs as they emerge. For many tenants, Habitat Housing Support Workers are the go-to people for issues that encompass legal, medical, vocational, educational, income support, interpersonal, housing, personal care issues and life skills. Though Housing Support Workers may not be able to address or resolve a need directly, they strive to link tenants to other resources and supports that will. In 2018, the team continued collaboration in a partnership initiative with Parkdale Community Health Centre to provide holistic supports to tenants with and at risk of diabetes.

Again in 2018, thanks to our partnership with The Gerstein Crisis Centre, Housing

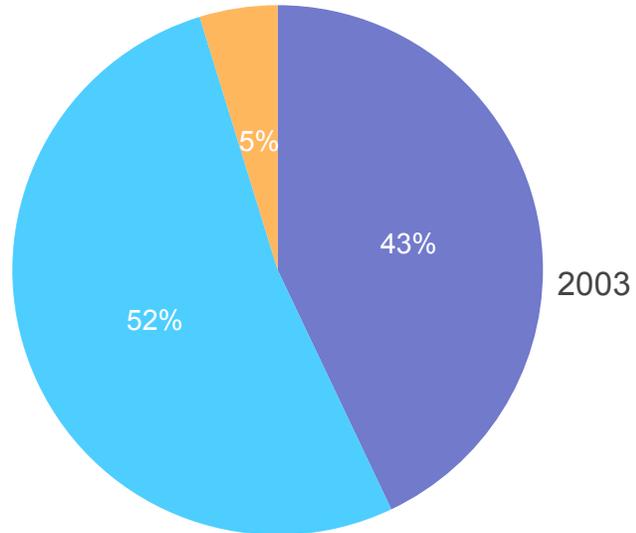
HOUSING SUPPORT PROGRAM CONT'D

Individual support is provided on an as-needed basis, and includes informal counselling, referrals, accompaniment, and advocacy. This support is particularly important for tenants who do not have other supports. Housing Support Workers have noted increasing needs for support to tenants with complex physical health issues and illnesses associated with aging. Due to their frequent and regular contact with tenants, Housing Support Workers are well situated to assess and respond to changing needs as they emerge. For many tenants, Habitat Housing Support Workers are the go-to people for issues that encompass legal, medical, vocational, educational, income support, interpersonal, housing, personal care issues and life skills. Though Housing Support Workers may not be able to address or resolve a need directly, they strive to link tenants to other resources and supports that will.



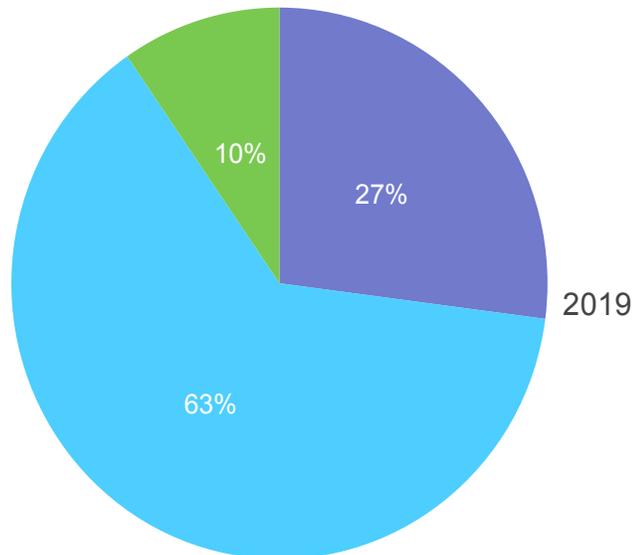
Portfolio Changes: Increased Privacy For Tenants

Habitat Services eliminated triple room occupancy in 2003 to increase tenant privacy



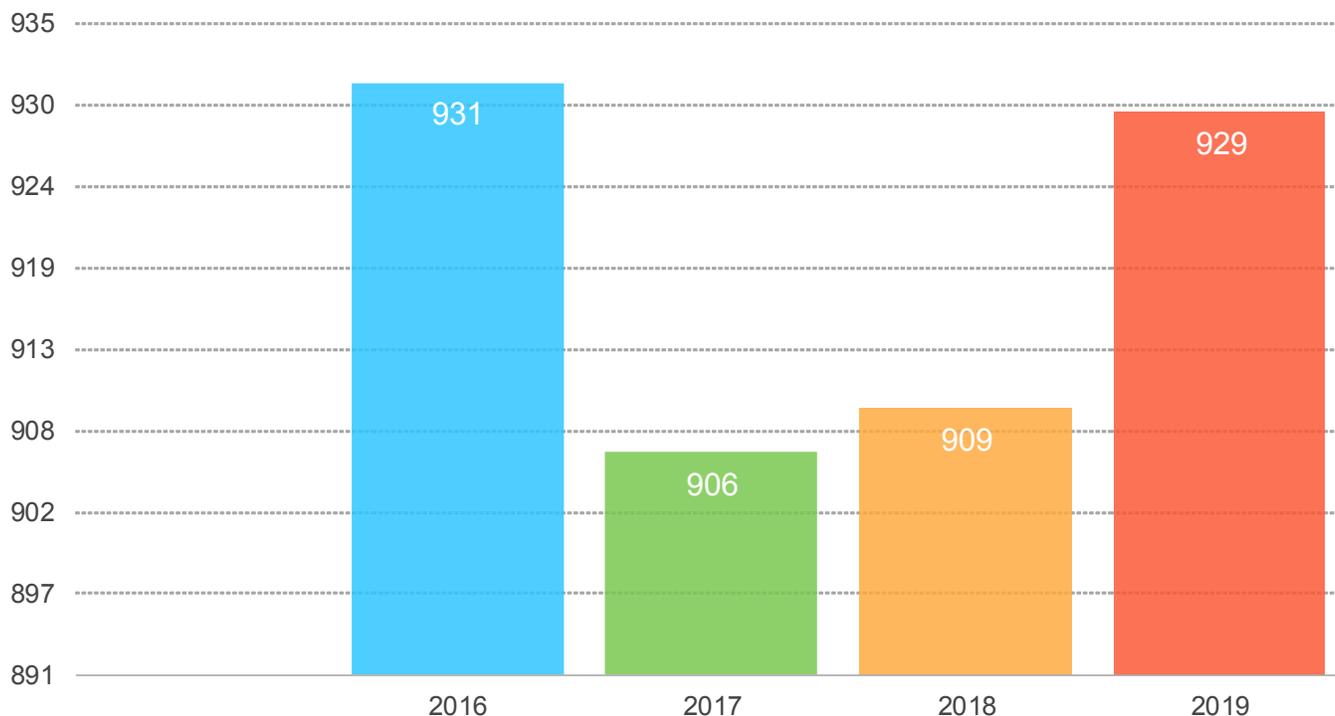
■ Double Rooms ■ Single Rooms ■ Triple Rooms

In 2010, Habitat Services added self-contained apartment units to the portfolio, further increasing privacy for tenants. Single rooms & self-contained apartments now make up 73% of the Habitat-funded portfolio.



■ Double Rooms ■ Single Rooms ■ Self-Contained Units

Allocation of Habitat Subsidies in the Portfolio



The Habitat Services portfolio lost 20 beds in 2017 due to property owners selling their homes which were converted into other types of accommodation.

In February 2018, we lost a further 34 beds when a 3-building home was sold to a developer and closed down.

By December 2018, we were back up to 909 beds. And in 2019, we have replaced most of the beds; bringing on more single rooms and self-contained apartments.

HABITAT SERVICES 2018-2019 ANNUAL REPORT



Mary James joined the Habitat Services team on August 1, 2006. She has spent the last 13 years as the Receptionist providing administrative support to our office. Earlier this year, Mary retired from Habitat Services and is greatly missed by the Habitat staff and the owners/operators.

Leslie McDonald joined Habitat Services in 1998 in an Intake Department role. In 1999 Leslie became the Coordinator of Access, Outreach and Support Services. After providing agency leadership as the Acting Executive Director in 2001 onward, Leslie then became the Director of Operations in 2004. In the fall of 2008, Leslie assumed the role of Executive Director. After 21 years with Habitat Services, Leslie has decided to retire in the fall of 2019. Her leadership and dedication to the tenants will be greatly missed.

HABITAT SERVICES BOARD AND STAFF

We would like to thank the current Habitat Services Board of Directors
for their commitment and support:

Billy Chan	Braunwynn Summerland	David Hogg
Jane Rajah	Justine Saccomanno	Mark Shapiro
Martin Kowalski	Melvin Jackson	Morgan Harris
Steven Torresan	Venus Carter	Zell Wear

We would like to thank Brighter Days committee members for their valuable input:

Amy Loucareas	George Michailidis	Glen McGregor	Henrik Kartna
	Sa'ad Talia	Melvin Jackson	

We would like to acknowledge the dedication and hard work of our current staff members:

Barbara Haddock	Barri Biederman
Bolaji Adetula	Chris Persaud**
Christine Quach	Connie La Marca**
Dale Peters**	Grace Barrios**
Hung Ton**	Jason Tait*
Jamie Carlisle**	Joanne Knutson**
Joyce Oleru*	Kaspar Saxena
Kate Crossey**	Kiet To-Fung*
Kristyn Dunnion	Kwesi Kissi
Lee Whyte**	Leslie McDonald**
Mary James**	Marcie Celsie*
Matt Bell	Mathew Kennealy
Michael Fitzgerald*	Mike Higgins**
Mitzi Cheng	Monika Pathak**
Natalie Blokhine**	Rita Syal*
Shahida Jawaid**	Talha Baig
Tracey Ann Griffiths**	Van Nguyen Taylor**

*5 or more years at Habitat

**10 or more years at Habitat

FUNDERS, DONORS, AND PARTNERSHIPS

Funding Support provided by:

City of Toronto, Housing Help Partnerships

City of Toronto, Shelter, Support & Housing Administration

Ontario Ministry of Health and Long Term Care

The Toronto Central Local Health Integrated Network (LHIN)

Donations provided by:

Art Gallery of Ontario

Canadian Mental Health Association Holiday Gift Program (Toronto Branch)

Canadian National Exhibition

Humbervale United Church Members

Just Socks

The Factory Theatre

And other private donors who have also shown their kindness and generosity

Partnerships and Affiliations:

Addictions and Mental Health Ontario (AMHO)

ALC High Support Housing Initiative

Centre for Addictions and Mental Health (CAMH)

Cota (Boarding Home Site Support Program)

Gerstein Crisis Centre

High Support Housing Consortium

Margaret's Housing & Community Support Services

MYTORONTO

Ontario Non-Profit Housing Association

Ontario Non-Profit Network

Parkdale Community Crisis Response Network

Parkdale Queen West Community Health Centre

Streets to Homes

The Access Point

The Parkdale People's Economy Project

Toronto Alliance to End Homelessness

Toronto Central LHIN West Local Collaborative

Toronto Mental Health & Addictions Supportive Housing Network

AUDITOR'S REPORT

AKLER BROWNING LLP

CHARTERED PROFESSIONAL ACCOUNTANTS

INDEPENDENT AUDITOR'S REPORT ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Mental Health Program Services of Metropolitan Toronto

Opinion

The summary financial statements, which comprise of the summary statement of financial position as at March 31, 2019, the summary of operating fund, internally restricted fund, operations and cash flow for the year then ended, are derived from the audited financial statements of Mental Health Program Services of Metropolitan Toronto for the year ended March 31, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 28, 2019.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.

Akler Browning LLP

Chartered Professional Accountants

Licensed Public Accountants

Toronto, Canada

May 28, 2019

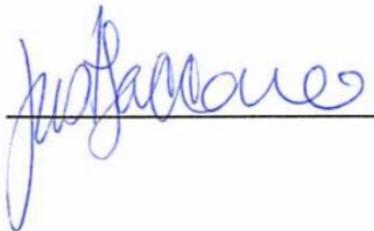
FINANCIAL STATEMENTS

MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO Summary Statement of Financial Position March 31, 2019

	2019	2018
Assets		
Current		
Cash	\$ 1,441,213	\$ 1,199,462
Government subsidy receivable	572,073	441,802
HST rebate receivable	38,879	8,920
Prepays and sundry receivables	24,039	27,107
Total Assets	\$ 2,076,204	\$ 1,677,291
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 1,732,773	\$ 1,365,818
Government remittances payable	18,915	35,354
Repayable to funder - LHIN	11,054	1,149
Deferred contributions	117,441	108,236
Total Liabilities	1,880,183	1,510,557
Fund Balances		
Operating fund - unrestricted	171,021	141,734
Internally restricted fund	25,000	25,000
Total Fund Balances	196,021	166,734
Total Liabilities and Fund Balances	\$ 2,076,204	\$ 1,677,291

Approved on behalf of the Board:

 Director
May 28/2019 Date

 Director

FINANCIAL STATEMENTS

MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO Summary Statement of Operating Fund Year ended March 31, 2019

	2019	2018
Balance, beginning of year	\$ 141,734	\$ 129,284
Add		
Excess of revenues over expenditures	29,287	12,450
Balance, end of year	\$ 171,021	\$ 141,734

Summary Statement of Internally Restricted Fund Year ended March 31, 2019

	2019	2018
Balance, beginning and end of year	\$ 25,000	\$ 25,000

HABITAT SERVICES 2018 - 2019 ANNUAL REPORT

FINANCIAL STATEMENTS

MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO

Summary Statement of Operations
Year ended March 31, 2019

	Habitat Services Program	Habitat Subsidy Program	Operating Fund	Habitat Housing Access Project	Seaton House Relocation Program	2019	2018
Revenues							
City of Toronto funding	\$ -	\$ 10,188,724	\$ -	\$ 62,921	\$ 148,212	\$ 10,399,857	\$ 9,885,892
Toronto Central LHIN funding	2,140,836	-	-	-	-	2,140,836	2,098,859
City of Toronto one time funding	-	489,854	-	-	50,000	539,854	2,000
Interest and other income	-	-	32,573	-	-	32,573	14,100
	2,140,836	10,678,578	32,573	62,921	198,212	13,113,120	12,000,851
Expenditures							
Payments to boarding home owners	-	10,188,724	-	-	109,600	10,298,324	9,822,971
Wages and benefits	1,865,589	-	-	61,974	18,054	1,945,617	1,894,328
One time costs	-	489,854	-	-	50,000	539,854	2,223
Rent	92,206	-	-	-	-	92,206	86,286
Other	73,349	-	-	239	646	74,234	67,047
Postage, printing, stationery and office supplies	16,878	-	3,286	-	-	20,164	21,274
Administrative	-	-	-	-	19,332	19,332	6,675
Telephone	16,929	-	-	412	250	17,591	18,679
Travel	15,972	-	-	296	330	16,598	10,989
Legal fees	14,692	-	-	-	-	14,692	11,070
Audit fees	10,500	-	-	-	-	10,500	9,800
Computer support and maintenance	9,310	-	-	-	-	9,310	8,648
Equipment purchases	8,837	-	-	-	-	8,837	12,284
Training	4,656	-	-	-	-	4,656	15,225
Consulting fees	2,013	-	-	-	-	2,013	320
	2,130,931	10,678,578	3,286	62,921	198,212	13,073,928	11,987,819
Excess of revenues over expenditures before refundable to funder	9,905	-	29,287	-	-	39,192	13,032
Refundable to funder	9,905	-	-	-	-	9,905	582
Excess of revenues over expenditures for the year	\$ -	\$ -	\$ 29,287	\$ -	\$ -	\$ 29,287	\$ 12,450

FINANCIAL STATEMENTS

MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO Summary Statement of Cash Flows Year ended March 31, 2019

	2019	2018
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenditures for the year	\$ 29,287	\$ 12,450
Net change in non-cash working capital items		
Government subsidy receivable	(130,271)	(441,802)
HST rebate receivable	(29,959)	10,298
Prepays and sundry receivables	3,068	988
Accounts payable and accrued liabilities	366,955	413,562
Government remittances payable	(16,439)	10,947
Repayable to funder - LHIN	9,905	582
Deferred contributions	9,205	65,951
	212,464	60,526
Net increase in cash	241,751	72,976
Cash, beginning of year	1,199,462	1,126,486
Cash, end of year	\$ 1,441,213	\$ 1,199,462

