Habitat Services

Annual Report

2013-2014

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

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Habitat SERVICES

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2014 Boundless Adventures Trip: Habitat Services staff and tenants returning from their 5 day excursion

From the Executive Director & Board Chair

This past year at Habitat was eventful—we completed significant consultations both with our housing providers and with the tenants of Habitat funded homes. Owner input has already led to enhancements in training provided to boarding home staff. Comments and suggestions made by tenants will guide our work in the year to come.

We also undertook a major organizational structure review, which resulted in recommendations that will allow us to streamline our administrative functions and better manage our programs.

Externally, we participated in the development of the South Toronto Health Link, which is one of two Health Links in the Toronto-Central LHIN that will focus on Mental Health and Addictions.

We partnered with many other agencies and CAMH in the development of a new High Support and "Step Up" Housing initiative to get long term Alternate Level of Care patients out of hospital. During that process, we realized we were hampered—although funding for new housing support was being made available, there were no new rent subsidies or supplements that would enable us to obtain the new housing to get those clients out of the hospital.

As a result, the Toronto Supportive Housing Network undertook an education and advocacy campaign to make the need, and the solution, clear. Our proposal, adopted by Addiction and Mental Health Ontario and presented to the Ontario Ministries of Finance and Health, outlined a 7 year plan to provide 26,190 new units across the province. From a system perspective, supportive housing is much more cost effective than hospital stays and offers tenants a better quality of life. We will continue to advocate for the implementation of this solution.

As always, we would like to thank our Board and staff colleagues for their hard work and commitment throughout the year.

Leslie McDonald
Executive Director

Gloria Gallant
Board President

Remembering Peter Lye (September 14, 1947 – May 21, 2014)

"*(Peter was)* a great spirit and the heart of the board. Intelligent and insightful, he always made huge selfless contributions"

~ Bob Yamashita, Former Habitat Board Member

Peter Lye was an inspiration to many….

Peter was a member of the Habitat Advisory Committee in 2002 before joining the Habitat Services Board of Directors in 2003. Peter had been a tenant of a Habitat funded boarding home for 6 years before moving to more independent housing and joining the Board. Peter was also a member of the Dream Team. He represented the Dream Team at City Hall hearings and two press conferences at Queen's Park. He shared in the 2002 Ontario Non-Profit Housing Association (ONPHA) "Tenant Achievement Award" and the 2003-2004 Centre for Addiction and Mental Health (CAMH) "Courage to Come Back Award" nominations. As a member of the Community Advisory Committee of Toronto Drug Treatment Court, Peter addressed International Drug Treatment Conventions in 2001 and 2006, and again in 2012.

Peter graduated from the University of Toronto. After a year of graduate studies, he developed and taught an Urban Studies course at the secondary level, recorded music and toured internationally for many years. Between 1987 and 1992 Peter managed a 35-unit commercial-residential property in downtown Toronto. Peter's interests included music and sports. He researched, wrote, published and sang about spirituality and social issues.

Peter was a founding member of Habitat's Brighter Days Committee which brought together current and former tenants from Habitat homes to advocate and give input on the Habitat program, standards, and special projects. Peter's contributions to Habitat Services have been invaluable. His presence with the agency will be profoundly missed.

"I have very fond memories of Peter; a true diamond in the rough. A caring human being who did not mince his words; a real advocate for socially isolated persons and persons in recovery. May Peter's memory serve as an inspiration to all who knew and loved him."

~ Arnie Rose, Former Habitat Board Member

Habitat Services Programs & Brighter Days Committee

CONTRACT MONITORING PROGRAM

The Contract Monitoring Program monitors all Habitat-funded homes to ensure they are meeting the standards as outlined in our agreement with the owners. Each Habitat-funded home has assigned Contract Monitoring Program Staff (Inspectors). The Habitat Inspectors focus on the house structure, furniture, amenities, and nutritional standards, as well as health and safety aspects of each Habitat funded home. They make scheduled and unscheduled visits to each home to do house, bedroom and food/meal inspections, to investigate issues, and to complete heat/cooling checks in extreme weather. Habitat Inspectors also ensure that the operators are managing the home effectively and that tenants are receiving services as outlined in the Habitat contract standards. They meet monthly with every operator, review the house management, facilitate dispute meetings, investigate complaints, and ensure the Residential Tenancy Act is being followed by both owners/operators and tenants. In 2013/14, the Contract Monitoring Program has been working on a standards review and developing menu templates that can be used in boarding homes to improve the meal provision.

HOUSING SUPPORT PROGRAM

The Habitat Services Housing Support Program, often referred to as "site support", provides individual and group support to tenants in 10 boarding homes and 2 shared apartments. The rest of the Habitat funded boarding homes are supported by our partner agency Cota.

The Habitat Housing Support Program combines group support with individual support for tenants. Support to groups includes implementation of group activities of interest to tenants and the facilitation of outings and excursions (e.g. Art Gallery of Ontario, plays at The Factory Theatre, The Royal Ontario Museum, and Sibbald Point Provincial Park). In 2013, the site support program partnered with Boundless Adventures to provide its second group trip. Individual support is focused on the support needs of tenants who don't have case managers. This tenant-centered support includes: assessment using the Ontario Common Assessment of Need (OCAN), providing information and referrals, informal counseling, advocacy, accompaniment, practical assistance and other services designed to meet the needs of tenants. The Habitat Services Housing Support Program has been effective in filling service gaps for tenants who experience barriers. In 2013/2014 site support has been strengthening its strategies for the promotion and support of tenants' physical health, given that Habitat tenants experience various risk factors for chronic illness.

INTAKE & REFERRAL

Habitat Services' Intake & Referral staff receive applications for housing from The Access Point (formally known as CASH) and matches tenants to Habitat-funded homes. Once matches are made, applications are sent to the owner/operators who meet with the potential tenants to determine if the match is the right one. In 2013/14, the Habitat Intake & Referral Department handled over 650 referrals for housing.

BRIGHTER DAYS COMMITTEE

The Brighter Days Committee is a group of consumer/survivors of the mental health system who are current and/or former Habitat tenants with a passion for change, equal rights, and affordable supportive housing. The committee acts as an advisory group to the Habitat Board of Directors and staff. The goal of the committee is to improve tenant welfare and quality of life, and to increase tenant involvement in Habitat activities and decision-making. The Brighter Days Committee was established in 2005 and will be celebrating their 10th year in 2015!

Habitat Services Tenant Consultation Project

In 2013, Habitat Services engaged Grassroots Research of Working for Change to conduct a Tenant Satisfaction Survey. The purpose of the survey was to capture tenant feedback on a number of levels, gathering data on topics ranging from satisfaction with the home, owner/operator, boarding home staff, Habitat staff, support services, programs, services, meals, and physical space. Grassroots Research was engaged for the project because they could provide an experienced researcher, a research coordinator, and trained community-based peer researchers. It was felt that peer researchers (researchers who had experienced mental health issues and /or homelessness) could relate easily to the tenants and have an understanding of some of the issues that they face. Habitat is also committed to providing employment opportunities to the consumer/survivor community.

In total 413 interviews were completed, representing approximately 44% of the Habitat portfolio's tenant population. The research data indicates that the majority of tenants are satisfied with their homes/units. Tenants highlighted food, people, cleanliness, location and staff as factors which made their home a good home. While the majority of tenants are satisfied or very satisfied with many aspects of their housing, they also identified a number of areas where improvements could be made.

Findings from the Tenant Consultation Include:

➔ 65% have lived in their current home for 2 years or more.

➔ 40% have lived in their current home for more than 5 years.

➔ 75% said the housing is better than where they lived before.

➔ 91% liked the location of the residence.

➔ 82% felt their privacy was respected.

➔ 76% said there is a feeling of community in the house.

➔ 37% of participants reported being very satisfied with their room/unit and 52% reported being satisfied.

➔ 48% of participants share a bedroom. 30% of those tenants would not prefer their own room.

➔ 64% of participants currently sharing a room indicated they would prefer their own room.

➔ 90% were satisfied or very satisfied with the staff that works in their home.

➔ 89% were satisfied or very satisfied with the owner/operator of the residence.

➔ 55% said they receive support from other tenants in the home.

➔ 80% are either satisfied or very satisfied with the meals they are served.

➔ 47% would like to live where they could make their own meals.

The majority of survey participants are over the age of 45, 32% are over the age of 55, and 8% are over the age of 65 (including 2 who are 80). One could anticipate that issues related to accessibility and care for seniors will become increasingly important in the coming years.

Food was a prominent theme throughout the consultation and it is clear that food is deeply important for the participants of this study. Participants spoke about many aspects of the food at their residence, including: quality, quantity, variety, menu options, nutrition, accommodation for special dietary needs, coffee, tea, snacks, and grocery shopping. While some participants gave rave reviews about the food in their house, others said it was their biggest complaint. The most common suggestions for improving residences involved food.

Many participants in this study were concerned about diabetes. This concern was mentioned a total of 54 times in response to various questions throughout the survey. This finding is not surprising considering the relationship between psychiatric medications and the onset of diabetes.

Almost half of all participants in this survey indicated that they would prefer to live in a residence where they were able to cook their own meals. This is significant not only in relation to food but as a potential indicator of a desire to live more independently.

77.8 % of participants said that they find site support (provided by Cota or Habitat) helpful with a further 5.8% who find it helpful sometimes. 21.9% indicated they would like more support.

Many tenants stay in the residences for extended periods and it is clear that they consider the residence to be long term permanent housing. Community is an important aspect of residence life, and 76% of participants agreed that there was a feeling of community in their house.

Habitat-Funded Owners Consultation

In 2013 Habitat engaged Alias Atlas Consulting to consult owners of Habitat funded homes on a wide range of programmatic and administrative issues. Confidential interviews were conducted off site with 19 private sector owners and 5 non-profit providers. The results were presented to owners in a session in October. The survey responses indicated positive feedback on owners' satisfaction with Habitat's services—the contract and its monitoring, subsidy processing, housing support, referral, and training.

Owners indicated their greatest challenges in running their homes to be housing a population with increasingly complex needs; financial concerns such as a static subsidy rate in the face of rising costs; high maintenance costs; and tenant related issues such as alcohol and drug use; and lack of crisis supports. Owners also highlighted the need for access to more training for their staff in the areas of crisis intervention, medication management and pharmacology, hoarding, and Recovery. In spite of financial challenges, many owners already provide service enhancements beyond Habitat's contractual requirements.

Habitat Services Menu Project

In 2013/14, Habitat has been working with a Registered Dietitian and Parkdale Community Health Centre's Diabetes Management Program, to develop a "meal provision package" that includes 8 weekly seasonal menus, recipes for menus and weekly shopping lists. The menus will be Diabetes friendly and follow the Canada Food Guide's recommended daily intake. An education session will be planned in conjunction with the menu project for the fall of 2014 with a focus on nutrition and Diabetes.

Habitat Services Staff & Board

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

Catherine Ching	Chris Persaud
Connie LaMarca	Dale Peters
Damian Weston	Grace Barrios
Hung Ton	Jamie Carlisle
Jason Tait	Jennifer Windrem
Jimmie Kewakundo	Joanne Knutson
Joyce Oleru	Kate Crossey
Kiet Fung	Kwesi Kissi
Lee Whyte	Leslie McDonald
Marcie Celsie	Mary Green
Mary James	Michael Fitzgerald
Mike Higgins	Monika Pathak
Natalie Blokhine	Rashma Harrypaul
Rita Syal	Shahida Jawaid
Tracey-Ann Walker	Van Nguyen-Taylor

We would like to thank the 2013/14 Habitat Services Board of Directors for their commitment and support:

Aldo Cianfarani, Amy Loucareas, Becky McFarlane, Billy Chan, Christina Sit Yee, Gautam Mukherjee, Gloria Gallant, Greta Lariviere, Linda Huynh, Mark Shapiro, Melvin Jackson, Morgan Harris, Peter Lye, Robert Coulter, Zell Wear.

Thank-you to Trevor Dowthwaite for his participation on the Portfolio & Policy Committee.

Celebrating 25 Years!!!

On December 17th, 2013, Lorraine Van-Wagner, Director of Operations, retired from Habitat Services after 25 years of service with the agency. Lorraine started at Habitat in November 1988 as a Liaison Worker and continued her work with the Habitat Monitoring Program as the Manager in 1999 and then as Director of Operations in 2008. With her rich experience at Habitat, Lorraine became the holder of our institutional memory, which was a loss to us with her departure. Thank-you Lorraine for your dedicated work, optimism, organization, energy and support! We wish you many travel adventures, good health, and fulfillment!

Catherine Ching started her employment with Habitat Services in March 1989 as the Administrative Secretary. Catherine is currently the Office Administrator. She has been a dedicated employee at Habitat for the last 25 years and provides day to day management of the office and administration. Catherine is extremely organized with an attention to detail which allows the Habitat office to run smoothly. Thank you to Catherine for all of your hard work over the years!

Funders & Donors

Funding Support Provided By:

The Toronto Central LHIN (Local Health Integration Network)

Ontario Ministry of Health and Long Term Care

City of Toronto, Shelter, Support & Housing Administration

City of Toronto, Housing Help Partnerships

Donations provided by:

Art Gallery of Ontario

Canadian Mental Health Association Holiday Gift Program (Toronto Branch)

Canadian National Exhibition

Centre Island

Eileen Stone

Humbervale United Church Members

McGregor Socks

Royal Ontario Museum

Tim Horton's Courtesy Bus

The 519 Church Street Community Centre

The Factory Theatre

And other individual donors who we do not identify by name due to privacy concerns

Habitat staff & tenants at a site support event

Partnerships and Affiliations:

Addictions and Mental Health Ontario

Boundless Adventures Association

Centre for Addiction & Mental Health (CAMH)

Cota (Boarding Home Site Support Program)

High Support Housing Consortium

Hong Fook Mental Health Association

Ontario Non-Profit Housing Association

Ontario Non-Profit Network

Parkdale Community Health Centre (Health Promotion & Diabetes Management Program)

Parkdale Community Crisis Response Network

Sistering

Streets to Homes

South Toronto Health Link

The Access Point (formally Coordinated Access to Supportive Housing)

Toronto Mental Health Housing & Support Network

Working For Change (Formally OCAB)

Boundless Adventures Trip, May 2014

Akler, Browning, Frimet & Landzberg LLP

CHARTERED ACCOUNTANTS

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Mental Health Program Services of Metropolitan Toronto,

The accompanying summary financial statements, which comprise the statement of financial position as at March 31, 2014, and the statements of funds, cash flows and operations 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, 2014. We expressed an unmodified audit on those financial statements in our report dated May 27, 2014.

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, therefore is not a substitute for reading the audited financial statements of Mental Health Program Services of Metropolitan Toronto.

Management's Responsibility for the Summarized Financial Statements:

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

Auditors' Responsibility:

Our responsibility is to express an opinion on the summary financial statements based on our procedures which were conducted in accordance with Canadian generally accepted auditing standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion:

In our opinion, the summary financial statements derived from the audited financial statements of Mental Health Program Services of Metropolitan Toronto for the year ended March 31, 2014 are a fair summary of those financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

Akler, Browning, Frimet & Landzberg LLP

CHARTERED ACCOUNTANTS

LICENSED PUBLIC ACCOUNTANTS

TORONTO, CANADA

MAY 27, 2014

SUMMARY STATEMENT OF FINANCIAL POSITION

	March 31	
	2014	2013
	$	$
ASSETS		
CURRENT		
Cash	1,170,668	1,087,107
Receivable from funder - City of Toronto	-	453,686
HST recoverable	25,744	21,025
Prepaid expenses and receivables	21,281	28,381
	1,217,693	1,590,199
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	1,012,347	1,395,170
Government remittances payable	31,430	24,397
Repayable to funder- LHIN	697	1,363
Deferred revenue	47,268	46,908
	1,091,742	1,467,838
FUNDS		
Operating fund	100,951	97,361
Internally restricted fund	25,000	25,000
	125,951	122,361
	1,217,693	1,590,199

SUMMARY STATEMENT OF FUNDS

	Internally Restricted	Operating Fund	Year Ended March 31 2014	2013
	$	$	$	$
BALANCE, beginning of year	25,000	97,361	122,361	117,994
Excess of revenues over expenditures for the year	-	3,590	3,590	4,367
BALANCE, end of year	25,000	100,951	125,951	122,361

SUMMARY STATEMENT OF CASH FLOWS

	Year Ended March 31 2014	2013
	$	$
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenditures for the year	3,590	4,367
Changes in non-cash working capital items:		
HST recoverable	(4,719)	1,144
Prepaid expenses and sundry receivables	7,100	(8,006)
Accounts payable and accrued liabilities	(382,823)	485,601
Government remittances payable	7,033	(799)
Deferred revenue	360	(45,593)
Receivable from (repayable to) funders	453,020	(453,355)
Net cash flows from (used in) operating activities	83,561	(16,641)
CASH, BEGINNING OF YEAR	1,087,107	1,103,748
CASH, END OF YEAR	1,170,668	1,087,107

SUMMARY STATEMENT OF OPERATIONS

	Habitat Services Program	Habitat Subsidy Program	Operating Fund	Homelessness Prevention Program	Year Ended March 31 2014	2013
	$	$	$	$	$	$
REVENUES						
City of Toronto funding	-	9,822,226	-	53,968	9,876,194	9,906,179
Toronto Central LHIN funding	2,098,859	-	-	-	2,098,859	2,098,859
Interest and other income	25	-	6,186	-	6,211	17,742
	2,098,884	9,822,226	6,186	53,968	11,981,264	12,022,780
EXPENDITURES						
Payments to boarding home owners	-	9,822,226	-	-	9,822,226	9,848,247
Salaries and benefits	1,740,285	-	-	53,226	1,793,511	1,866,688
Rent	88,622	-	-	-	88,622	88,355
Consulting fees	69,139	-	-	-	69,139	11,662
Equipment purchases	28,516	-	-	-	28,516	19,359
Computer support and maintenance	18,481	-	-	-	18,481	14,582
Travel	17,694	-	-	286	17,980	17,177
Training	17,859	-	-	-	17,859	3,796
Legal fees	16,776	-	-	-	16,776	31,205
Postage, printing, stationery and office supplies	14,429	-	1,960	-	16,389	18,626
Telephone	11,168	-	-	258	11,426	11,449
Audit fees	9,000	-	-	-	9,000	9,981
Administrative expense	-	-	-	136	136	-
Other expenses	66,218	-	636	62	66,916	64,046
One time costs	-	-	-	-	-	12,149
	2,098,187	9,822,226	2,596	53,968	11,976,977	12,017,322
EXCESS OF REVENUES OVER EXPENDITURES	697	-	3,590	-	4,287	5,458
Refundable to funder	(697)	-	-	-	(697)	(1,091)
EXCESS OF REVENUES OVER EXPENDITURES FOR THE YEAR	-	-	3,590	-	3,590	4,367