Habitat SERVICES

ANNUAL REPORT

2012-2013

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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MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

Becky McFarlane

Leslie McDonald

By the beginning of this past year Habitat was back at full capacity, able to house 931 tenants in more than 40 funded homes. We have improved the single room ratio – 437 rooms are now single occupancy bedrooms. Demand for housing in the portfolio remains high, and there are almost 6000 people on the Coordinated Access to Supportive Housing waiting list. Our vacancy levels have decreased markedly from just two years ago.

We always strive to improve our services. A 2012 CAMH report, *From this Point Forward*: *Ending Custodial Housing for People with Mental Illness in Canada* highlighted Habitat's ongoing efforts to improve the portfolio. This year we are working on a comprehensive tenant satisfaction survey, and a review of the contract and standards that govern our relationship with the housing providers we fund and monitor. As part of that process we also commissioned a third party consultation with funded home owners. The results of all these efforts will feed into quality improvement plans in 2013/14.

Change has been a constant theme in recent years in the health and housing sectors, and this year was no different. At the City of Toronto, a review of all homelessness and housing programs as a result of the Community Homelessness Prevention Initiative (CHPI) is underway. The outcome of this review may also affect our program and tenants who live in, or want to live in, Habitat funded homes.

The Ministry of Health and Long Term Care and LHINs have embarked on a Health Links strategy. Funded agencies and hospitals in each of nine geographic areas of Toronto are to coordinate community, hospital and primary care services, especially for the 1% of health system users who use one third of system resources. Those of us in the 'South' Health Link will also be asked to concentrate on improvements that affect those with mental health and addiction issues.

Habitat continues to make contributions to furthering system goals. Our most recently funded home provides 40 self-contained units with higher supports and assists people to transition from hospital to the community. Habitat also participated in a group proposal to the LHIN which will add 26 units of high support housing to the system, focused on ALC patients at CAMH.

We thank our Habitat staff and Board colleagues for their continued commitment and hard work. We also thank our community partners, and all the home owners and operators and their staff who provide housing for tenants in the portfolio.

Becky McFarlane

President Board of Directors

Leslie McDonald

Executive Director

DIRECTORS & STAFF

Board of Directors 2012- 2013

President and Chair of the Board
Becky McFarlane

Vice President
Billy Chan

Secretary
Zell Wear

Treasurer
Mark Shapiro

Directors

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Robert Coulter
Gloria Gallant
Morgan Harris
Linda Huynh
Mel Jackson
Greta Lariviere
Amy Loucareas
Peter Lye
Gautam Mukerjee
Christina Sit Yee

Staff

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

Grace Barrios
Natalie Blokhine
Jamie Carlisle
Marcie Celsie
Catherine Ching
Kate Crossey
Fulton Downey
Michael Fitzgerald
Kiet Fung
Mary Green
Rashma Harrypaul
Mike Higgins
Mary James
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Connie La Marca
Leslie McDonald
Van Nguyen-Taylor
Joyce Oleru
Monika Pathak
Chris Persaud
Dale Peters
Rita Syal
Jason Tait
Hung Ton
Lorraine Van Wagner
Tracey-Ann Walker
Damian Weston
Lee Whyte (on leave)
Jennifer Windrem (on leave)

DONORS, FUNDERS & PARTNERS

Donors

With sincere gratitude to our donors and contributors

Canadian Mental Health Association Holiday Gift Program
The Canadian National Exhibition
Humbervale United Church Members
McGregor Socks
Tim Hortons Courtesy Bus
The Toronto Raptors
The Art Gallery of Ontario
The Toronto Blue Jays
The Factory Theatre
The Royal Winter Fair
The Royal Ontario Museum
The Ontario Science Centre
Boundless Adventures
Eileen Stone
Barbara Milroy
Beth Moore Milroy
Rita Syal

and other individual donors we do not identify by name for privacy reasons

Funding Support Provided By

The Toronto Central LHIN
Ministry of Health and Long Term Care (MOHLTC)
City of Toronto

Partnerships

Centre for Addictions & Mental Health
City of Toronto Housing Help
Coordinated Access to Supportive Housing
COTA Health
Federation of Community Mental Health and Addictions Programs
Homelessness Partnership Initiative
Parkdale Community Health Centre
The Meeting Place at St. Christopher House Sistering
Streets to Homes
Toronto Mental Health Housing & Support Network
Working for Change (formerly OCAB)
High Support Housing Consortium

If you or your company would like to make a difference in the lives of Habitat tenants, please contact us to discover ways in which you can contribute to enhancing tenant activities and events. We are a registered charity and provide tax receipts for donations. All donations go toward funding tenant activities. Thank you for your kindness and generosity!
To make a donation, visit www.habitatservices.org.

HABITAT SERVICES PROGRAMS

The Contract Monitoring Program

Each Habitat-funded home has an assigned Building & Food Inspector as well as a Residential Services Inspector.

Building & Food 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 complaints, and to complete heat/cooling checks in extreme weather.

Residential Services Inspectors 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 to review the house management and also facilitate dispute meetings between operators and tenants when necessary. The Residential Services Inspectors also investigate complaints and ensure the Residential Tenancy Act is being followed by both owners/ operators and tenants.

In cases where the standards contained in the Habitat Services contract are not consistently met, Habitat reserves the right to apply sanctions. Such sanctions include financial penalties as outlined in the contract, suspension of referrals or short term contracts, that is, contracts given for a period of less than the customary one year. In the past fiscal year ending March 31, 2013 Habitat applied a total of seven sanctions. Financial penalties were applied three times and suspension of referrals four times.

Habitat Site 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 in 3 shared apartments in a rooming house model (where no meals are provided). The rest of the Habitat funded boarding homes are supported by our partner agency COTA Health.

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, coordination of outings and excursions and facilitation of tenant meetings.

Individual support is focused on the support needs of tenants without 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.

2012-2013 was a very busy year for Habitat supported tenants, thanks to efforts of site support staff to provide a broad range of social and recreational opportunities with input from the tenants

themselves. Tenants enjoyed a trip to Sibbald Point, multiple visits to the Art Gallery of Ontario, excursions to the Royal Winter Fair, the Royal Ontario Museum, the Ontario Science Centre and the Canadian National Exhibition, a Blue Jays game, and the first of several plays at the Factory Theatre. There was also a successful Halloween themed dance, co-hosted by COTA Health to which all Habitat tenants were invited. Also, there was a Habitat first. A group of tenants, accompanied by two Habitat site support staff made a successful 5 day trip to the outdoor adventure camp "Boundless Adventures". These events were held in addition to regular weekly activities on-site in the boarding homes or off-site at various locations of interest to tenant communities. While it is not possible to list all types of activities and events, it bears mentioning that a favourite event for tenants living in a Habitat supported rooming house is a monthly community meal. It is well known that providing good food is a great way to get people together!

Support from donors listed in this report has been key in enabling us to provide such a wide array of opportunities to tenants. We extend our sincere thanks to them here.

Habitat Intake and Referral Program

Habitat Intake and Referral Workers match housing applicants to available vacancies. They are the vital link between the Coordinated Access to Supportive Housing (CASH) office, prospective tenants and boarding home operators.

Habitat provides access to 931 beds in more than 40 homes in Toronto. Housing provided by Habitat funded owners and operators continues to be in high demand. In 2012-13, Intake received almost 700 referrals. The Intake and Referral workers directly connect consumer/survivors with the community housing they need.

SPECIAL PROJECTS

Website

Habitat Services has launched a new and improved website. It will give us the ability to post on-line current research, reports, job opportunities and articles of interest to the Habitat community. We plan in time to include tenants' stories and feature articles about tenants as well as home owners/operators and other stakeholders. We hope the information we provide will be helpful for prospective tenants, their workers and families as well as to owners and operators.

Tenant Input

We are always looking at ways to solicit tenant input about our services. We have engaged Working for Change to undertake a survey of tenants living in Habitat funded boarding homes. Specifically, we want to gauge tenants' satisfaction with their living arrangements and learn what we can do to improve the services they currently receive. We hope the input from tenants will help us plan as we go forward in a changing environment.

AODA

The Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) came into effect on January 1, 2012. All Habitat staff and owners/operators have received training on this standard. Habitat will continue to provide information about future requirements of AODA that are applicable to Habitat.

Diabetes

Habitat Services partnered with the Parkdale Community Health Centre's Diabetes Team and the Diabetes Education Network of East Toronto (DECNET). Habitat worked with DECNET on a pilot project in an East End Habitat funded home. DECNET held focus groups and interviews with tenants and staff, facilitated a series of peer-led workshops on healthy lifestyles and diabetes in the boarding homes. They provided support to the boarding home operator and staff to implement new menus. DECNET and Habitat have worked on recommendations to continue the promotion of healthy lifestyles in the boarding home, which we hope can be expanded to assist the other operators and tenants.

Human Resources Information Systems (HRIS)

The Ministry of Health has provided a software solution to health service organizations that allows them to streamline their Human Resources (HR) and payroll processes. The new HRIS software is called Quadrant Workforce. Habitat finance and administrative staff spent many hours from April to August 2012 implementing Quadrant and going live in September 2012. The new software ensures that HR and payroll information link to our organization's financial and statistical data, allowing for more efficiency as well as ensuring that LHIN and Ministry reporting needs are met.

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. 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. Over the years, the committee has expanded and now holds monthly meetings with regular members. New members are also welcome!

What we've done so far:

- ✓ gave vital feedback to the "Build a Better Boarding Home" project
- ✓ developed a document entitled "20 Questions about Habitat Services" for the agency's 20th anniversary
- ✓ contributed to the production of a "Welcome Guide" for tenants living in Habitat-funded boarding homes
- ✓ launched a newsletter, the Habitat Quarterly
- ✓ vetted a tenant complaint process for Habitat tenants
- ✓ provided input into "Breaking Ground: Peer Support Work in Congregate Living Settings"
- ✓ initiated a recycling education project for tenants in Habitat funded homes
- ✓ gave input into a review of the Habitat contract standards

The committee is now working on a new annual publication as well as participating in the development of the tenant satisfaction survey.

Making a Difference for Tenants

Tenants have told us that having stable affordable housing has made all the difference to their lives. We've seen tenants with mental health issues who, once they realize they have a permanent home and tenancy rights, develop a sense of pride and ownership in their home. Some go on to independent living. Owners have told us of tenants who have been able to return to school. Others have overcome serious addiction issues and now actively participate in community life.

Many tenants have successfully overcome challenges with the help of operators and other supports. One tenant had great difficulty keeping her housing because of hoarding issues. Together with the tenant and her worker, the owner looked at various ways to handle this serious problem. She found some solutions that allowed the tenant to keep many of her belongings while still helping her to keep her hoarding in check. This tenant has been stable in her housing for almost three years.

Another tenant was so isolated that she rarely spoke with anyone. Slowly and with the help of boarding home staff, she started to sit outdoors with other tenants. She began to engage with staff and others and now assumes chores around the home. She takes pride in what she does and in the words of the operator, "walks with a higher head".

We would like to share the story of one Habitat tenant, now sadly passed away. This gentleman, a long time tenant with a strong sense of ownership of the boarding home, was so respected that after his passing, the other tenants suggested the owner erect a memorial in his honour. The owner was happy to do so.

Some Habitat staff had the pleasure a few years ago of attending the wedding of two tenants in a Habitat funded boarding home. It was a beautiful day and a beautiful occasion for everyone, especially the happy bride and groom.

Yet another tenant spent years in shelters or on the street before moving into a Habitat funded boarding home. He has maintained his housing for four years and frequently expresses his gratitude to the boarding home staff for their help and care.

Another tenant spent 18 years in the hospital. With careful planning and support, she moved into a Habitat funded boarding home where she has lived successfully for the past few years.

These are only a few stories about the successes of tenants who demonstrated such strength and resilience, and who were able to flourish once they had a place to call home.

HABITAT CELEBRATES ITS 25TH ANNIVERSARY

FINANCIAL STATEMENTS: AUDITORS' REPORT

MENTAL HEALTH PROGRAM SERVICES OF METROPOLITAN TORONTO

SUMMARY FINANCIAL STATEMENTS FOR THE YEARS ENDED

MARCH 31, 2013 AND 2012

To the Members of Mental Health Program Services of Metropolitan Toronto

The accompanying summary financial statements, which comprise the statements of financial position as at March 31, 2013, March 31, 2012 and April 1, 2011, and the statements of funds, cash flows and operations for the years ended March 31, 2013 and March 31, 2012, and related notes, are derived from the audited financial statements of Mental Health Program Services of Metropolitan Toronto for the years ended March 31, 2013 and March 31, 2012. We expressed an unmodified audit on those financial statements in our report dated May 28, 2013.

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 years ended March 31, 2013 and March 31, 2012 are a fair summary of those financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

Akler, Browning, Frimet and Landzberg LLP

CHARTERED ACCOUNTANTS
LICENSED PUBLIC ACCOUNTANTS
TORONTO, CANADA
MAY 28, 2013

SUMMARY STATEMENTS OF FINANCIAL POSITION

	March 31 2013 $	March 31 2012 $	April 1 2011 $
ASSETS			
CURRENT			
Cash	1,087,107	1,103,748	1,027,648
Receivable from funder City of Toronto	453,686	-	89,309
HST recoverable	21,025	22,169	21,295
Prepaid expenses and receivables	28,381	20,375	26,371
	1,590,199	**1,146,292**	**1,164,623**
LIABILITIES			
CURRENT			
Accounts payable and accrued liabilities	1,395,171	909,570	968,294
Government remittances payable	24,397	25,196	31,761
Repayable to funder - LHIN	1,363	1,032	1,132
Deferred revenue	46,907	92,500	51,277
	1,467,838	**1,028,298**	**1,052,464**
FUNDS			
Operating fund	97,361	92,994	87,159
Internally restricted fund	25,000	25,000	25,000
	122,361	**117,994**	**112,159**
	1,590,199	**1,146,292**	**1,164,623**

SUMMARY STATEMENT OF FUNDS

	Internally Restricted $	Operating Fund $	Year Ended March 31 2013 $	2012 $
BALANCE, beginning of year	25,000	92,994	117,994	112,159
Excess of revenues over expenses for the year	-	4,367	4,367	5,835
BALANCE, end of year	**25,000**	**97,361**	**122,361**	**117,994**

SUMMARY STATEMENT OF CASH FLOWS

	Year Ended March 31 2013 $	2012 $
OPERATING ACTIVITIES		
Excess of revenue over expenses for the year	4,367	5,835
Changes in noncash working capital items:		
HST recoverable	1,144	(874)
Prepaid expenses and sundry receivables	(8,006)	5,996
Accounts payable and accrued liabilities	485,601	(58,724)
Government remittances payable	(799)	(6,565)
Deferred revenue	(45,593)	41,223
Refundable (from) to funder	(453,355)	89,209
Net cash flows (used in) from operating activities	(16,641)	76,100
CASH POSITION AT BEGINNING OF YEAR	**1,103,748**	**1,027,648**
CASH POSITION AT END OF YEAR	**1,087,107**	**1,103,748**

SUMMARY STATEMENT OF OPERATIONS

	Habitat Services Program	Habitat Subsidy Program	Operating Fund	Homelessness Prevention Program	Year Ended March 31 2013	Year Ended March 31 2012
	$	$	$	$	$	$
REVENUE						
City of Toronto funding	-	9,848,247	-	57,932	9,906,179	9,151,376
Toronto Central LHIN funding	2,098,859	-	-	-	2,098,859	2,098,859
Interest and other income	11,339	-	6,403	-	17,742	50,959
	2,110,198	**9,848,247**	**6,403**	**57,932**	**12,022,780**	**11,301,194**
EXPENSES						
Payments to boarding home owners	-	9,848,247	-	-	9,848,247	9,017,561
Salaries and benefits	1,811,761	-	-	54,927	1,866,688	1,920,953
Rent	88,355	-	-	-	88,355	86,750
Legal fees	31,205	-	-	-	31,205	54,585
Equipment purchases	19,359	-	-	-	19,359	12,726
Postage, printing, stationery and office supplies	17,595	-	1,031	-	18,626	17,225
Travel	16,817	-	-	360	17,177	19,967
Computer support and maintenance	14,582	-	-	-	14,582	15,755
Consulting fees	11,662	-	-	-	11,662	1,770
Telephone	11,200	-	-	249	11,449	12,064
Audit fees	9,981	-	-	-	9,981	8,269
Training	3,796	-	-	-	3,796	22,559
Administrative expense	-	-	-	-	-	29,124
Other expenses	60,645	-	1,005	2,396	64,046	61,828
One time costs	12,149	-	-	-	12,149	14,137
	2,109,107	**9,848,247**	**2,036**	**57,932**	**12,017,322**	**11,295,273**
EXCESS OF REVENUE OVER EXPENSES	**1,091**	**-**	**4,367**	**-**	**5,458**	**5,921**
Refundable to funder	(1,091)	-	-	-	(1,091)	(86)
EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR	**-**	**-**	**4,367**	**-**	**4,367**	**5,835**

LOOKING FORWARD

Habitat Services Strategic Plan 2011-14 has three main goal areas:

IMPROVE QUALITY

Improve the quality of housing and services available to tenants in the Habitat-funded portfolio.

INCREASE TENANT INCLUSION

Increase Tenant Inclusion and Involvement: Develop and implement meaningful opportunities for increased tenant input and involvement.

PURSUE INTEGRATION ACTIVITIES

Work with other groups and agencies to improve housing and services available to tenants, including areas that affect tenants' quality of life, such as income and employment.

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Charitable Registration Number – 107691354RR0001

To apply for Habitat funded housing visit
www.tosupportivehousing.ca
or phone 416-979-5496

Habitat SERVICES

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