

www.habitatservices.org

JUNE 2024



ANNUAL REPORT

Habitat Services
(Mental Health Program Services of Metropolitan Toronto)



Serving the Community Since 1987

LAND

Acknowledgement



Habitat Services acknowledges the land we are living and working on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit and the Williams Treaty signed with multiple Mississaugas and Chippewa bands. Today, the meeting place of Toronto is home to many Indigenous peoples from across Turtle Island. We are grateful to have the opportunity to work in the community, on this territory.

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HABITAT MISSION

Statement & Values

Habitat Services strives to improve, preserve, and increase deeply affordable housing for tenants marginalized by poverty and their mental health status by contracting with landlords and providing recovery based support.

1

HOUSING IS A HUMAN RIGHT

Habitat Services believes that housing is a basic human right and that good housing that meets people's different needs is essential to the health of individuals and communities. We strive to continually enhance the accessibility of our services and the accessibility of the supportive housing system in Toronto. Individuals living in Habitat-funded homes have tenancy rights and responsibilities under the protection of the law.

2

QUALITY IMPROVEMENT

Habitat Services is committed to the monitoring, maintenance and improvement of standards of care and services in homes under contract. We are also committed to improving our support to tenants and the overall quality of housing under contract.

3

RECOVERY

Habitat Services recognizes that tenant communities develop in each home made up of individuals with rich and varied life experiences. We believe in each individual's capacity for growth and development and emphasize self-determination, hope, meaning, and individuality. Working from a recovery perspective, we recognize and promote the value of tenants' shared experience and peer support.

4

PARTNERSHIPS & COLLABORATION

Habitat Services works in partnership with people with lived experience of the mental health and addiction systems and homelessness as well as with other agencies to improve services available to tenants. We are committed to forming positive collaborative working relationships with other groups and organizations that provide services to people with mental health challenges, and to exploring partnerships and integration opportunities.

5

ADVOCACY

Habitat Services advocates for people with lived experience of the mental health and addiction systems and homelessness. We advocate for increased supports for both tenants and the home owners/operators that provide the housing. Habitat advocates for more deeply affordable housing.

6

EQUITY, DIVERSITY, & INCLUSION

Habitat Services embraces equity, diversity, and inclusion. We are committed to working within an anti-racist and anti-oppression framework. Habitat Services is bound by the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, the City of Toronto Non-Discrimination Policy, and Habitat Services' own Equity Policy and Procedures. We promote and encourage tenant inclusion and belonging, and work against the stigmatization of people with lived experience of housing instability and mental health complexity. Habitat recognizes the importance of culturally-specific services that reflect the diverse needs of tenants. Habitat Services respects gender and sexual diversity, and strives to support the needs and provide opportunities for members of the 2SLGBTQ community.

LETTER FROM

Executive Director & Board Chair



Chris Persaud
EXECUTIVE DIRECTOR



Beel Yaqub
BOARD CHAIR

2023-2024 has been a busy year with all programs back in full operation and special projects underway.

A lot of work has been happening behind the scenes in developing the new TREAT Database with VitalHub, which will replace Habitat's legacy database and create an online portal for owners and operators to receive referrals, send move in/out forms, and complete their monthly invoice (operating record). We plan to roll out training later this summer and go live in October 2024.

The Boarding Home Education sessions have started back up with a full schedule this year. In 2023-24 we had Non-violent Crisis Prevention (CPI) training with boarding home staff, facilitated by our in-house CPI Training team. Additional workshops were held on LGBTQ Awareness, Harm Reduction, and Mental Health.

As part of our Strategic Plan, Habitat created a Tenant Advisory Committee (TAC) comprised of 10 current tenants. TAC will replace the former Brighter Days Committee that ran from 2005 to 2018. The new committee will meet quarterly and make suggestions for strategic goals and work on special projects throughout the year.

The Habitat Housing Support Program was busy all year with a summer beach BBQ, trips to the CNE, a Halloween dance, holiday parties and meals, trips to the AGO to see the Keith Haring Exhibit, and other group outings. There were also Lunar New Year celebrations held and a trip to the Mississauga Lunar New Year Festival. In-house programming included art making, bingo, and harm reduction workshops. The Residential Services Inspectors joined the Cota Site Support team for two team building events in 2023/24 along with the respective management staff.

LETTER FROM

Executive Director & Board Chair cont'd

In 2024, we saw another privately owned Boarding Home leave the Habitat portfolio after being sold to a developer. This unfortunate trend in the city is due to growing costs and lack of funding, losing more and more deeply affordable housing stock in Toronto. We are currently looking at options to replace the 30 Boarding Home beds with a priority on housing geared to the Indigenous communities and/or LGBTQ communities.

Additionally, the Habitat portfolio added a new Parkdale site and the final 20 beds through our City of Toronto George Street Revitalization (GSR) partnership, bringing the Habitat-funded portfolio up to 1001 beds. The new site will house 40 individuals from either CAMH or the City of Toronto Shelter system and is operated by a non-profit provider.

On the funding front, in order to help address vacancy loss and growing operating costs, with approval from the Ministry of Health and City of Toronto, we issued a one-time subsidy payment equivalent to a 5% funding rate increase retroactive to April 1, 2023. We were also able to provide one-time improvement funding up to \$10,000 per site for costs associated with pest control, furniture, heating and cooling systems, and PPE. In addition we provided bedbug heat chambers, fire blankets and staff distress alarms for all sites.

In March 2024, the new Multi-Tenant Housing (MTH) framework & by-laws were launched by the City of Toronto. The new by-laws expanded zoning to allow licencing across the city in areas such as Scarborough and Etobicoke. However new room caps and requirements were also implemented. The Habitat Contract Monitoring team attended full-day training on MTH and the City provided a Habitat Operator specific information session in June 2024. The new MTH requirements will be added to the Habitat contract standards as part of our modernization later this year.

Thank you to the Habitat staff teams for their hard work, ongoing efforts, and commitment to Habitat Services and the owners, operators and tenants.

Thank you to members of the Board of Directors who have contributed their volunteer time and expertise to the organization, particularly those who are leaving us this year.

And thank you to the housing providers—owners, operators, and their staff—for their hard work and dedication.

Chris Persaud
Executive Director

Beel Yagub
Board Chair

HABITAT SERVICES

Staff & Board of Directors

STAFF

Annet Kawuma
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Chris Persaud***
Christine Quach
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Rebecca Norlock**
Rita Syal**
Sai Manjula
Stephanie Cunti
Shahida Jawaide***
Talha Baig*
Tracey Griffiths**
Van NguyenTaylor***
Zoe Medland

*5 years or more at Habitat Services

**10 years or more at Habitat Services

***20 years or more at Habitat Services



Habitat Housing Support Staff (Tenant BBQ)

BOARD OF DIRECTORS 2023 - 2024

Azad Pervez
Beel Yaqub
Daphna Nussbaum
Henrik Kartna
Jane Rajah
Johanna Brewster

Jordan Wong
Kathleen Frame
Lalaine Aquino-Rizzotto
Matthew Samberg
Mark Shapiro

Morgan Harris
Robb Johannes
Simone Muir
Spandhana Gade
Steven Torresan

HOUSING

Support Program

The Habitat Services Housing Support Program, often referred to as Site Support, consists of 11 Housing Support Workers and the Director of Housing Support. They work with Habitat tenants who reside in 15 independent apartments and 11 different boarding homes (the other Habitat-funded homes receive site support from our partner agency, Cota). The Habitat Services Housing Support Program conducts group activities in the houses and in the community as well as providing individual support. Individual support focuses mostly on tenants who do not have case managers or workers from other agencies.

Program group activities include community walks, trips to Kensington Market, trips to Dufferin mall, trips to see the Cherry Blossoms at High Park, voting support, going to the Aquarium, going to the Art Gallery (AGO), going to the movies, cards, bingo, movies, crafts, seasonal parties, gardening, and going to the Canadian National Exhibition (CNE). The Site Support team also hosts an annual picnic at Sunnyside Beach complete with bocce ball and lots of food.

The Site Support staff also organize in-house harm reduction workshops and ID clinics. The ID clinics have outside ID workers come and help people apply for any missing ID like birth certificates and health cards. Site Support staff also assist tenants to get their taxes done and income supports secured.

Habitat Site Support staff provide individual support centered on health checks and appointments. Site Support does countless accompaniments for blood work, dental work, doctor's appointments, and specialist appointments. Memorials are also held in the houses to commemorate tenants who passed away.



Habitat Tenants at a Site Support Outing to the AGO

CONTRACT

Monitoring Program



Habitat RSIs and Cota Site Support Team Building Event

The Contract Monitoring Program team consists of 6 Residential Services Inspectors (RSIs) and the Director of Contract Monitoring & Intake. The RSI 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 tenants can call if they have any concerns or complaints. The RSIs main focus 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. 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 is usually on site at least once per week, but depending on need, they could be on site as often as daily. Habitat RSIs support the operators to manage the home effectively and ensure 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. RSIs attend to countless regular and urgent issues facing tenants and boarding home operators. They help resolve conflicts, promote housing stability for tenants, and advocate for house improvements.

INTAKE & REFERRAL Department

The Habitat Services Intake & Referral Department consists of an Intake Worker, Referral Worker, and Community Liaison Worker. It is managed by the Director of Contract Monitoring & Intake. Staff track vacancies and obtain applications for housing from The Access Point's centralized waitlist. Intake staff then liaise with referral sources, applicants' supports (e.g. case managers, family members), 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 and so that they can learn more about them. Staff are available to meet with individuals who wish to make a self-referral to Habitat-funded housing, or who require additional support to go through the referral process. The Community Liaison Worker will also assist with tenant relocation in the event that a Habitat-funded home is sold or closes for another reason.



Site Support Coffee Outing



Site Support Trip to High Park

THE HABITAT

Golden Friends Program

Habitat Services was successful in receiving a grant from the Ministry of Employment and Social Development, New Horizons for Seniors Program. The Habitat Golden Friends Program will provide outreach to seniors (aged 55+) within the Habitat-funded housing portfolio, aiming to successfully engage up to 25 senior tenants to attend groups that include education, activities, and excursions – decided collectively as a group. Two senior co-leads will be recruited to support the project and/or co-facilitate sessions. Habitat staff will provide assistance in coordinating logistics (facilities, supplies, refreshments, transportation, etc.), and support the group in planning, accompaniment, and execution. The project will run until March 31, 2025. If you are a senior living in the Habitat portfolio and wish to participate in The Habitat Golden Friends Program, please reach out to the Community Liaison Worker at 416-537-2721, ext. 251.



THE TENANT

Advisory Committee

In March 2024, the Habitat Tenant Advisory Committee was established. The committee is a group of tenants currently living in Habitat-funded boarding homes or apartments, selected through an interview process with a goal of providing input and feedback to Habitat Services. The Habitat Tenant Advisory Committee will be co-chaired by Habitat Services staff members. Members of the Habitat Tenant Advisory Committee will be consulted on areas such as strategic planning, wellness/recovery projects, and tenant feedback/consultations.



Tenant Advisory Committee

LETTER FROM The Auditor

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, 2024, 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, 2024.

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 June 25, 2024.

Responsibilities of Management for the 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 Responsibilities for the Audit of the Financial Statements

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

June 25, 2024

FINANCIAL

Statements

SUMMARY STATEMENT OF FINANCIAL POSITION MARCH 31, 2024

	2024	2023
Assets		
Current		
Cash	\$ 4,903,815	\$ 4,840,607
Government subsidy receivable	744,027	15,730
HST rebate receivable	28,508	75,281
Prepays and sundry receivables	34,795	27,979
Total Assets	\$ 5,711,145	\$ 4,959,597
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 2,589,898	\$ 1,841,143
Government remittances payable	46,137	22,711
Repayable to funder - City of Toronto	791,524	1,163,793
Repayable to funder - Ontario Health	-	92,363
Deferred contributions	-	325
Advances from the City of Toronto	1,110,000	1,110,000
Total Liabilities	4,537,559	4,230,335
Fund Balances		
Operating fund - unrestricted	1,148,586	704,262
Internally restricted fund	25,000	25,000
Total Fund Balances	1,173,586	729,262
Total Liabilities and Fund Balances	\$ 5,711,145	\$ 4,959,597

Approved on behalf of the Board:

Matthew Samberg

Director

[Signature]

Director

June 25, 2024

Date

Statements

SUMMARY STATEMENT OF OPERATING FUND YEAR ENDED MARCH 31, 2024

	2024	2023
Balance, beginning of year	\$ 704,262	\$ 489,273
Add		
Excess of revenues over expenditures	444,324	214,989
Balance, end of year	\$ 1,148,586	\$ 704,262

Summary Statement of Internally Restricted Fund Year ended March 31, 2024

	2024	2023
Balance, beginning and end of year	\$ 25,000	\$ 25,000

SUMMARY STATEMENT OF CASH FLOWS YEAR ENDED MARCH 31, 2024

	2024	2023
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenditures for the year	\$ 444,324	\$ 214,989
Net change in non-cash working capital items		
Government subsidy receivable	(728,297)	1,239,603
HST rebate receivable	46,773	(57,523)
Prepays and sundry receivables	(6,816)	(1,922)
Accounts payable and accrued liabilities	748,755	262,696
Government remittances payable	23,426	(1,340)
Repayable to funder - City of Toronto	(372,269)	658,430
Repayable to funder - Ontario Health	(92,363)	-
Deferred contributions	(325)	(7,016)
Advances from the City of Toronto	-	150,000
	(381,116)	2,242,928
Net increase in cash	63,208	2,457,917
Cash, beginning of year	4,840,607	2,382,690
Cash, end of year	\$ 4,903,815	\$ 4,840,607

Statements

SUMMARY STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2024

	Habitat Services Program	Habitat Subsidy Program	Operating Fund	Habitat Housing Access Project	Seaton House Relocation Program	2024	2023
Revenues							
City of Toronto funding	\$ -	\$ 13,846,000	\$ -	\$ 78,160	\$ 1,567,312	\$ 15,491,472	\$ 15,526,482
Ontario Health funding	2,247,936	-	-	-	-	2,247,936	2,140,836
Interest and other income	6,942	-	452,524	-	-	459,466	295,074
Ministry of Health (via AMHO) one time funding	325	-	-	-	-	325	7,016
	2,255,203	13,846,000	452,524	78,160	1,567,312	18,199,199	17,969,408
Expenditures							
Payments to boarding home owners	-	13,084,006	-	-	708,960	13,792,966	12,875,003
Wages and benefits	1,896,984	-	-	47,124	305,052	2,249,160	2,229,117
One time costs	846	313,625	-	-	47,963	362,434	965,193
Administrative fees	-	-	-	10,196	156,090	166,286	151,365
Rent	96,447	-	-	-	-	96,447	84,417
Other	55,305	-	-	-	-	55,305	44,607
Tenant activities	35,241	-	700	41	16,921	52,903	45,388
Consulting fees	31,182	-	-	-	-	31,182	60,379
Equipment purchases	26,799	-	-	-	3,097	29,896	9,753
Postage, office supplies, delivery	19,876	-	7,500	-	-	27,376	30,769
Telephone	18,543	-	-	292	3,619	22,454	19,593
Computer support and maintenance	21,757	-	-	-	-	21,757	16,713
Training	20,746	-	-	-	-	20,746	1,562
Travel	11,696	-	-	10	2,953	14,659	8,877
Audit fees	12,993	-	-	-	-	12,993	11,953
Legal fees	6,788	-	-	-	-	6,788	35,937
	2,255,203	13,397,631	8,200	57,663	1,244,655	16,963,352	16,590,626
Excess of revenues over expenditures before refundable to funder	-	448,369	444,324	20,497	322,657	1,235,847	1,378,782
Refundable to funder	-	448,369	-	20,497	322,657	791,523	1,163,793
Excess of revenues over expenditures for the year	\$ -	\$ -	\$ 444,324	\$ -	\$ -	\$ 444,324	\$ 214,989

Funders & Donors

FUNDING SUPPORT PROVIDED BY:



**Ontario
Health**



City of Toronto
Housing Secretariat

DONATIONS PROVIDED BY:



Art Gallery of Ontario



Canadian National Exhibition



Loblaws



Woodys on Church

Private donors, whom we do not name for privacy



CONTACT US

Office Hours:

Monday - Friday: 8:30 a.m. - 4:30 p.m.



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Since 1987**

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