



## COMMUNITY SERVICES COMMITTEE MEETING AGENDA

### Healthy Communities without Poverty

**Date:** Wednesday, May 26, 2021  
**Time:** 2:00 PM (or directly following the Finance and Administration Committee)  
**Location:** By video conference while pandemic protocols are in place

<https://zoom.us/j/95600207603?pwd=UFE0OEVNYUJYSy9MSnFnaGNVYVlZz09>

Meeting ID: 956 0020 7603

Passcode: 729380

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**Members:** Councillor Dan Roveda (Chair), Councillor Dave Mendicino (Vice Chair), Mayor Dean Backer, Councillor Mac Bain, Mayor Jane Dumas, Councillor Terry Kelly, Councillor Mark King Councillor Chris Mayne, , Mayor Dan O'Mara, Councillor Scott Robertson, Representative Amanda Smith, Councillor Bill Vrebosch.

Item	Topic
1.0	1.1 Call to Order
	1.2 Declaration of Conflict of Interest

Item	Topic
2.0	<b>Opening remarks by the Chair</b>
3.0	<b>Approval of the Agenda for May 26, 2021</b> <b>MOTION #CSC18-2021</b> THAT the Community Services Committee accepts the Agenda as presented.
4.0	<b>4.1 DELEGATIONS</b> - none at this time
5.0	<b>CONSENT AGENDA</b> – none at this time.
6.0	<b>MANAGERS REPORTS</b>
	<b>6.1 HS24-21 2020 Access to Shelter Beds in Nipissing District</b> <b>MOTION: #CSC19-21</b> THAT the Community Services Committee receives for information Briefing Note HS24-21 outlining details on accessing shelter beds within the district of Nipissing and is for information purposes.
	<b>6.2 HS25-21 Eligibility and Referral Pathway for Gateway House Phase 1</b> <b>MOTION: #CSC20-21</b> THAT the Community Services Committee receives for approval report HS25-21 specifying the Eligibility and Referral Pathway for Gateway House Phase 1.
	<b>6.3 In-Camera</b> <b>MOTION: #CSC21-21</b> THAT the Community Services Committee moved in-camera at _____ to discuss a matter of negotiation.
	<b>6.4 Adjourn In camera</b> <b>MOTION: #CSC22-21</b> THAT the Community Services Committee adjourns in-camera at _____.
	<b>6.5 Approve In-Camera</b> <b>MOTION: #CSC23-21</b> THAT the Community Services Committee approves the action/direction agreed to in the in-camera session.
7.0	<b>OTHER BUSINESS</b>
8.0	<b>NEXT MEETING DATE</b> Wednesday, June 23, 2021

Item	Topic
9.0	<b>ADJOURNMENT</b> <b>MOTION: #CSC24-21</b> <i>Resolved</i> THAT the Community Services Committee meeting be adjourned at PM.

## BRIEFING NOTE HS24-21

For Information or  For Approval

**Date:** May 26, 2021

**Purpose:** Access to Shelter Beds in Nipissing District

**Prepared by:** Stacey Cyopeck, Director, Housing Programs

**Reviewed by:** Catherine Matheson, Chief Administrative Officer

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Briefing Note HS24-21 outlines details on accessing shelter beds within the district of Nipissing and is for information purposes.

### Background:

Over the past year, and tied significantly to the service restrictions and reductions imposed during the COVID-19 pandemic, visible evidence of homelessness has risen in Nipissing, and across the country. According to the Homeless Hub, the pandemic has forced individuals experiencing homelessness to search for services and beds. Many of the formal and informal supports in urban centers have been intermittently closed and/or only able to offer limited services during the pandemic.<sup>1</sup>

The pandemic has created process and resource gaps within the homelessness system, especially for shelters:

- Capacity within the shelter system has been increasingly challenged by the numbers of individuals presenting as homeless over the last decade. With the pandemic, this capacity issue was exacerbated by the physical distancing protocols requiring a decrease in beds and necessitating an increase of emergency overflow beds in motels.
- Increased numbers of transient individuals moving from community to community required specialized protocols to be set up that would recognize the added risks of individuals

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<sup>1</sup> Canadian Observatory on Homelessness

potentially spreading the virus and the risk of individuals who may not have any previous history within the district.

- Testing and screening protocols, mandated by health officials and funding bodies, designed to mitigate the risks of COVID-19 spread, caused significant increases in processing and triage time and resource use for service providers.
- Alternative resources within the District have been required to implement service restrictions or cancellations and this has placed even more pressure on those services that have been deemed essential and have remained open throughout the pandemic.

**Report:**

Crisis Centre North Bay uses an admission process that has been developed over 40 years of providing emergency shelter and is designed to mitigate the risks to guests and the individual being admitted. This process is conducted with each individual face to face and requires time and assessment skills.

The CCNB accepts individuals experiencing homelessness from anywhere in the District and uses the same process and assessment for anyone who presents at the Four Elms residence each day, or at the Low Barrier Shelter each night: their needs are assessed and it is determined whether there is a bed available that will fit their needs. At any point in time, there are individuals housed at the CCNB's Four Elms Residence and in overflow beds from the various outlying areas of the district. The CCNB works with shelters located in North Bay, Sturgeon Falls and Mattawa to move women sheltered at Four Elms to other shelters, as needed, to free up beds for men within Four Elms.

The limited number of shelter beds that are currently available for men and individuals requiring a low barrier approach are often filled to capacity each night and are, therefore, accessed on a first-come-first-serve basis. Because call-in referrals have frequently resulted in individuals not showing for admission as planned, individuals in need must present in person for an admission assessment. Beds cannot be held because of the ongoing immediate need within the system.

**Conclusion:**

Crisis Centre North Bay uses standardized and risk-mitigation-based admission process that assesses each applicant who presents for shelter equally. Once the Coordinated Access process is fully implemented, by March 31, 2022, with formalized, shared processes and shared assessment tools, access to homelessness services will be standardized across the District using a shared process and By-Name list that could allow referral sources to see bed availability and arrange collaborative processing and transition for those requiring services.

## BRIEFING NOTE HS25-21

For information or  For Approval

**Date:** May 26, 2021

**Purpose:** Eligibility and Referral Pathway for Gateway House Phase 1

**Prepared by:** Stacey Cyopeck, Director, Housing Programs

**Reviewed by:** Catherine Matheson, Chief Administrative Officer

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### RECOMMENDATION:

THAT the Community Services Committee receives, for approval, report HS25-21 specifying the Eligibility and Referral Pathway for Gateway House Phase 1.

### BACKGROUND:

In March of 2020, a Business Plan was submitted to the MMAH to create 16 supported housing units in the old OPP station located at 590 Chippewa Street. The 16 congregate units are designed for individuals experiencing chronic or episodic homelessness.

Gateway House Phase 1 was originally projected to open by February of 2021, but due to COVID-19 protocols and restrictions (stay-at-home order), there were delays in the construction and renovations of the 16-unit housing with support units in the Gateway House Phase I.

On February 12, 2021, a news release was issued noting that Nipissing Mental Health Housing & Support Services (NMHHSS) would be withdrawing as the operator of the Low Barrier Shelter (LBS) and Gateway House.

In March 2021, the Operation of the LBS and Gateway Housing was awarded to Crisis Centre North Bay. Gateway House Phase I (16-unit) and the CCNB are anticipated to begin providing housing starting in July 2021.

## **REPORT:**

Pathway to Gateway Housing:

### **Step 1: Referrals**

Referrals will be accepted from Shelters, Homelessness Services and Institutions (Jails, Hospitals) within the District of Nipissing.

Referrals will be submitted to DNSSAB's Housing Access Team for triage for basic criteria eligibility.

Referrals that fit the basic criteria for acceptance onto the waitlist (below) will have a full application (including consents) completed and the applicant's name will be added to the Gateway House Phase 1 Waitlist.

### **Primary Eligibility Criteria:**

**Homelessness Criteria:** The Canadian Definitions of Homelessness will be used:

Priority will be given to referrals where the applicant is identified to be:

1. Chronically Homeless - individuals who are homeless for a year or more, usually for a long time, and
2. Episodically Homeless - those who move in and out of homelessness 3 times within a year.

For the purposes of eligibility, Homelessness will include:

#### **Unsheltered**

- Living outside (sidewalks, parks, forests, etc.)
- Living in places not intended for permanent human habitation (cars, garages, buildings, shacks, tents, etc.)

#### **Emergency Sheltered**

- Emergency overnight shelters for people who are homeless
- Shelters for individuals/families affected by family violence
- Shelters for people affected by a natural disaster (fire, flood, etc.)

#### **Provisionally Accommodated**

- Interim housing for people who are homeless
- Temporary living with other people (couch surfing, staying with family, etc.)
- Short-term rental accommodation without security of tenancy
- People in institutional care with no guarantee of permanent housing upon release (hospital, corrections facilities, treatment facilities, etc.)

**Income Criteria:** Applicants would need to fit the definition of a "High Income Need Household" as set out in the Local Housing Policy – Maximum Annual Household Income – LHP 2020-02. Many individuals

who experience Chronic or Episodic homelessness have housing histories that may include arrears, multiple evictions, black listing by landlords etc. Owing funds to a social housing provider will not be considered an exclusionary criterion, but the paying back of those arrears would need to be something the applicant was willing to undertake.

**Residency Criteria:** Applicants should be able to demonstrate that they have resided in Nipissing District for a period of 3 months or more (including staying at shelter or hospital), and are connected to and/or have been receiving on-going services from a service provider within Nipissing' District.

### **Step 2: Assessment and Matching**

As units become available, the support provider (CCNB) will be given access to the waitlist to complete a selection process that will include a further, comprehensive assessment to best match the available space with those waiting for housing. The support provider would then notify Centralized Access so that the successful candidate's name can be removed from the Gateway House Waitlist.

Gateway House Phase 1 is congregate living, with shared common areas including kitchen, shared household tasks and family-style meals. Considerations of the whole "house" will be required when choosing prospective tenants from the waitlist:

- Compatibility with existing tenants.
- Experience and/or openness to living in a congregate setting.
- Accessibility needs. (There are four fully accessible units on each floor, in answer to a recognized shortage of these units in the community. Priority for these units will go to individuals requiring accessible housing)

Gateway House Phase 1 and 2 will be funded as RGI units through Commercial Rent Supplement subsidies and will be connected to the Centralized Access Waitlist as Special Needs Housing.

Using the Special Needs classification for Gateway House will acknowledge the addition of the new units to the system while also recognising the supportive and specialized nature of the housing.

### **CONCLUSION:**

Access to Gateway House Phase 1 and 2 will be provided through a collaborative process that will offer a continuum of both housing and supports designed around applicant needs and fit.

The Gateway House Campus, with access to Low Barrier Shelter beds, 16 congregate, supported units and, by early 2022, an additional 20 more independent units will help address a long-identified gap in the District's housing continuum. Although this gap was identified pre-pandemic, the pandemic has further highlighted the need for a permanent solution. This specialized housing is crucial to meeting the needs of the District's most vulnerable population and further connecting them with services and rapid rehousing solutions on-site.