

HABITAT SERVICES 2014-2015 ANNUAL REPORT

Habitat Services

Annual Report

2014-2015



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

Habitat Services
2238 Dundas Street West, Suite 301
Toronto, Ontario, M6R 3A9
416-537-2721
www.habitatservices.org



HABITAT SERVICES 2014-2015 ANNUAL REPORT

Contents

From the Executive Director & Board Chair _____	3
Habitat Contract Monitoring Program & Intake _____	4
Habitat Housing Support Program _____	5
Brighter Days Committee _____	6
En Route to Employment Project & Weston Road Pilot _____	7
A Few Words From Sa'ad _____	8
Habitat Services Board & Staff _____	9
Funders & Donors _____	10
Partnerships _____	11
Financial Statements _____	12



From the Executive Director & Board Chair

An annual report gives us the opportunity to reflect on what we have accomplished in the past year, and to anticipate how we will move forward in the year to come. We have significant accomplishments to celebrate in 2014/15, notably the addition to our portfolio of a self-contained units pilot, which pushes the boundaries of our efforts to increase privacy and choice for tenants within the Habitat portfolio, by offering what many say they want...“my own place.”

We also piloted a pre-employment program for tenants in partnership with the experts at Working for Change, who designed a comprehensive curriculum for clients who might like to look for work in the social service or peer sector.

In addition to the regular training sessions we offer to staff working in homes in the Habitat portfolio, we have added full day CPI Non-Violent Crisis Intervention sessions to give them additional skills to defuse difficult situations.

All of this takes place within a wider context in which mental health issues and the critical need for both affordable and supportive housing are gaining momentum. The number of people on the waitlist for supportive housing in Toronto has passed 9000. Last spring, Toronto providers spearheaded an advocacy campaign laying out a plan to produce 26,190 supportive housing units over 7 years. In the fall, the provincial government announced 1000 new units for the province over the next three years, linked to its poverty reduction strategy. There is also a number of high level task forces and policy initiatives in play, which are making the links between mental health and the need for affordable and supportive housing including a provincial Mental Health and Addictions Leadership Council, and an Expert Panel on Homelessness. At the LHIN level, in the Toronto Central LHIN the South Toronto Health Link (of which Habitat is a part) has also placed an emphasis on the need for supportive housing.

Municipally, we are part of a growing Toronto Alliance to End Homelessness, which is endeavouring to work with the City to develop initiatives to support people to move out of shelters and to increase the supply of affordable housing.

2015/16 will bring Habitat the results of a boarding home costs study, which we hope will be useful as an advocacy tool to address increased cost pressures faced by boarding home owners, who have not received a per diem increase since 2012. We are also working on refreshing our strategic plan, working from the strong base of our current goals of improving quality, tenant engagement, and integration.

An annual report also gives us the opportunity to formally thank our dedicated staff who contribute to our goals and the quality of life of tenants, and the Board, committee and Brighter Days members who devote their time and expertise to help the organization move forward, and our many community partners. Our thanks are also due to the owners, operators and their staff teams who provide housing and services for the 931 tenants in the Habitat portfolio on a daily basis.



Leslie McDonald
Executive Director



Gloria Gallant
Board President

Habitat Services Programs

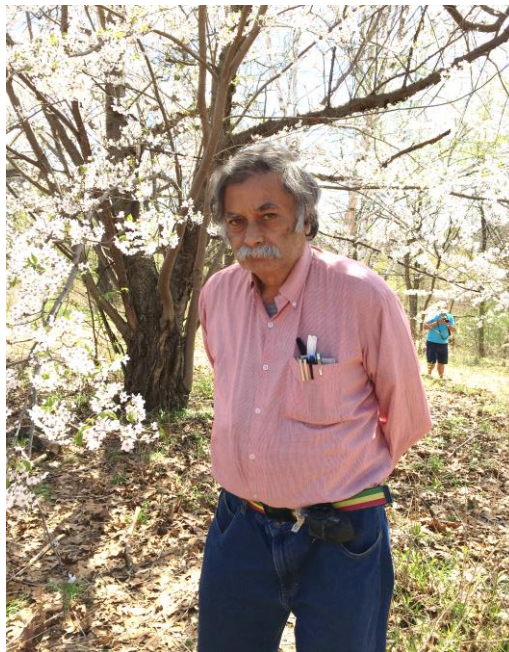
CONTRACT MONITORING PROGRAM

The Habitat Services Contract Monitoring Program was created in 1987 to standardize services and improve housing standards in boarding homes. The program monitors all Habitat-funded homes to ensure they are meeting the standards as outlined in our contractual agreement with the owner or non-profit agency. The focus of the Contract Monitoring Program is to ensure that quality housing and services are provided to tenants living in Habitat funded homes.

In 2015, the Habitat Services Contract Monitoring Program implemented changes to the two monitoring roles (Residential Services Inspector, Building & Food Inspector). The staff roles were merged, creating one Residential Services Inspector who monitors all Habitat standards in each house. The goal of this model is to streamline communication for tenants, operators, owners, and outside agencies when they need to connect with Habitat about monitoring or tenancy issues. The Habitat Residential Services Inspector focuses on the building, furniture, amenities, pest control, and nutritional standards, as well as health and safety aspects of each Habitat funded site. They make scheduled and unscheduled visits to each home to do building, bedroom and food/meal inspections, to investigate issues, and to complete heat/cooling checks during extreme weather. Habitat Residential Services Inspectors also ensure that the operators are managing the home effectively and that tenants are receiving services as outlined in the Habitat contract standards. Residential Services Inspectors meet monthly with every operator, review the house management, facilitate dispute meetings, investigate complaints, and ensure the Residential Tenancies Act is being followed by owners/operators.

INTAKE & REFERRAL DEPARTMENT

Habitat Services Intake & Referral staff receive applications for housing from The Access Point and matches applicants to Habitat-funded homes. Once matches are made, applications are sent to the owner/operators who meet with the potential tenant to determine if the match is the right one. In 2014/15, the Intake & Referral Department handled over 645 referrals for Habitat-funded housing.



HABITAT SERVICES 2014-2015 ANNUAL REPORT

HOUSING SUPPORT PROGRAM

The Habitat Services Housing Support Program, often referred to as “site support”, provides individual and group support to tenants in 9 boarding homes, 13 independent apartments at one site, and one shared apartment at another location. 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 assistance for tenants. The team implements group activities that are of interest to tenants and facilitates outings and excursions (e.g. Art Gallery of Ontario, plays at The Factory Theatre, The Royal Ontario Museum, and Sibbald Point Provincial Park). In 2014 and 2015, the site support program partnered with Boundless Adventures to provide its third and fourth successful group trips.

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 2015, Habitat Housing Support Staff began supporting tenants in independent apartments at the Weston Road Pilot Project. The team is striving to support the successful transition of tenants from boarding home and shared accommodations into self-contained apartments. In addition to the flexible supports for individuals referenced above, support at the Weston Road Pilot project includes orientation to the neighbourhood, accompaniment, assistance with shopping and meal planning, introductions and linkages to services in the area. Our staff will continue to support tenants with their evolving needs in a project which offers Habitat boarding home tenants a pathway to greater privacy and independence.



BRIGHTER DAYS COMMITTEE

The Brighter Days Committee was established in 2005 and is celebrating their 10th anniversary this year! The committee is a group of consumer/survivors of the mental health system who are current and/or former tenants with a passion for change, equal rights, and affordable supportive housing. The Brighter Days 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.



Current & Former Members, circa 2012

Brighter Days Highlights:

- In 2006, members gave vital feedback to the “Build a Better Boarding Home” project, the Habitat Development Committee’s action research project about what works, what needs improvement, and what a better boarding home might look like
- In 2007, the Brighter Days Committee developed a document entitled “20 Questions About Habitat Services” for the 20th anniversary of the agency
- In 2008, the committee was instrumental in producing a Welcome Guide for Tenants Living in Habitat-funded boarding homes
- In 2009, the Brighter Days Committee launched a newsletter, The Habitat Quarterly. The committee published 4 issues of the newsletter which featured members’ stories and creative writing
- In 2009, the committee vetted a tenant complaint process for Habitat tenants
- In 2010, members were consulted for the community research project, *Breaking Ground: Peer Support Work in Congregate Living Settings*
- In 2010, members initiated a recycling education project for tenants in Habitat funded homes
- In 2012, the Brighter Days Committee was consulted as part of a review of the Habitat contract standards
- In 2013, members participated in the development of a tenant satisfaction survey
- In 2014/15, the Brighter Days Committee was consulted for their input with regard to the Weston Road Pilot and the types of support and information that tenants may require when they transition from a boarding home to more independent housing

En Route to Employment Project

In 2015, Habitat Services initiated a 12 week pre-employment training program for tenants/consumer/survivors wishing to work in the community/social service sector. The program was created and facilitated by Working for Change and included guest speakers/trainers from various organizations such as The Krasman Centre, Gerstein Crisis Centre, George Brown College, Rainbow Health Ontario, The 519 Community Centre, Fred Victor Centre, and Toronto Employment and Social Services. En Route to Employment focused on communication and conflict resolution, wellness, diversity, anti-oppression, crisis intervention, workplace etiquette, budgeting, resume writing, interview skills, peer support, and relevant legislation. After completion of the training program, a Peer Support Certificate was issued to the graduates. Participants also received first-aid/CPR training and certification from St. John's Ambulance.

Weston Road Pilot Project

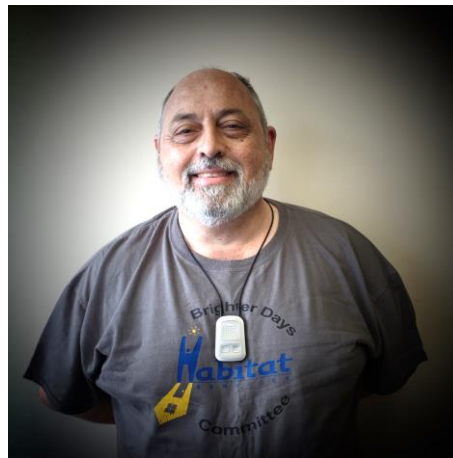
In the spring of 2015, Habitat Services embarked on a new pilot initiative that provides self-contained apartments to tenants living in Habitat-funded homes who want to move into a more independent housing option. The pilot is operated by Regeneration Community Services which acts as the landlord for 13 one bedroom apartments at Weston Road and Lawrence Avenue. The apartments are scattered throughout two high-rise buildings and are furnished for tenants when they move in. Habitat Services staff provide housing support and tenant/landlord dispute mediation to the tenants living in the apartments.



HABITAT SERVICES 2014-2015 ANNUAL REPORT

A Few Words From Sa'ad

My name is Sa'ad. Some of you may recognize me as a member of the Brighter Days Committee. I'm a tenant in Habitat funded housing and my current objective is to become a volunteer or a part time employee in a non-profit organization. There have been many changes in my life which have given me great energy and motivation. I feel I have a lot to contribute, in some constructive and tangible way. I also have a great deal to learn. I'm now capable of assuming new responsibilities because of changes in me, and in my situation.



The first change is due to Habitat Services, and its support over 6 years of respite in High Park Villa (a Habitat funded boarding home). I have moved out, again via Habitat, and live independently at the Weston Road Pilot project funded by Habitat and operated by Regeneration Community Services. I am working at re-entering the 'real world', whatever that might be.

The second is that I was fortunate to be accepted for a 12-week training, 'En Route to Employment' at Working for Change with Dawnmarie Harriott, sponsored by Habitat. And I have since completed it. This training, including certificates for First Aid and Pathways to Recovery, is added to Peer Support training that I previously completed with Peer Recovery Education for Employment and Resilience (PREFER) via The Gerstein Centre, Houselink and The Krasman Centre of Richmond Hill.

Taken together, these events have had a galvanizing effect on me. I would appreciate opportunities to use my own personal experience to support peers who are on journeys of their own. This would allow me to make use of the package of all my good times and my bad times. I feel the need to qualify this somewhat. I continue to face hurdles. It wouldn't be realistic of me to gloss over things. I'm lonely, I'm scared, and I've had to double up my efforts to stay connected with people and the world. I realize that I still need support from Habitat. I need support, and I am capable of providing support. I would like to serve as a model -- an example of what is possible if you have the right circumstances and the right support.

For me, there have been four components to this: the support from Habitat; the right therapy and the right therapist; a period of respite in a safe place (High Park Villa) where everyone was paddling in the same canoe; and, of course, myself. I have been talking to various people in my life about my future plans; if anyone has any advice for me, please let me know. I look forward to seeing how I might use this new-found energy and drive!

HABITAT SERVICES 2014-2015 ANNUAL REPORT

Habitat Services Board & Staff

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

Aldo Cianfarani	Amy Loucareas	Billy Chan	Christina Sit Yee
Gautam Mukherjee	Gloria Gallant	Greta Lariviere	Jane Rajah
Jeanette Blair	Mark Shapiro	Melvin Jackson	Morgan Harris
Robert Coulter	Zell Wear		

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	Joanne Knutson*
Joyce Oleru	Kate Crossey*
Kiet Tu To-Fung	Kwesi Kissi
Lee Whyte*	Leslie McDonald*
Matt Bell	Marcie Celsie
Mary Green*	Mary James*
Michael Fitzgerald	Mike Higgins*
Monika Pathak*	Natalie Blokhine
Rashma Harrypaul	Rita Syal
Shahida Jawaid*	Talha Baig
Tracey-Ann Walker	Van Nguyen-Taylor*

**10 or more years of services at Habitat*



*Connie LaMarca celebrates 25 Years at Habitat Services!
Connie joined the Habitat finance department in 1990 as the
Senior Bookkeeper, and is now the Director of Finance.
Thank-you to Connie for all her hard work and dedication
over the years!*

**A special thank-you to Trevor Douthwaite for his participation on
the Portfolio & Policy Committee.**

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 Factory Theatre

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



HABITAT SERVICES 2014-2015 ANNUAL REPORT

Partnerships and Affiliations:

Addictions and Mental Health Ontario

Boundless Adventures Association

Centre for Addiction & Mental Health (CAMH)

Cota (Boarding Home Site Support Program)

Gerstein Crisis Centre

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

Toronto Mental Health Supportive Housing Network

Working For Change



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, 2015, 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, 2015. We expressed an unmodified audit on those financial statements in our report dated May 26, 2015.

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, 2015 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 26, 2015

HABITAT SERVICES 2014-2015 ANNUAL REPORT

SUMMARY STATEMENT OF FINANCIAL POSITION

	March 31	
	<u>2015</u>	<u>2014</u>
	\$	\$
ASSETS		
CURRENT		
Cash	1,171,860	1,170,668
HST rebate receivable	27,472	25,744
Prepaid expenses and receivables	<u>23,031</u>	<u>21,281</u>
	<u><u>1,222,363</u></u>	<u><u>1,217,693</u></u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	1,007,796	1,012,347
Government remittances payable	26,665	31,430
Repayable to funder- LHIN	16,397	697
Deferred revenue	<u>37,814</u>	<u>47,268</u>
	<u><u>1,088,672</u></u>	<u><u>1,091,742</u></u>
FUNDS		
Operating fund	108,691	100,951
Internally restricted fund	<u>25,000</u>	<u>25,000</u>
	<u><u>133,691</u></u>	<u><u>125,951</u></u>
	<u><u>1,222,363</u></u>	<u><u>1,217,693</u></u>

HABITAT SERVICES 2014-2015 ANNUAL REPORT

SUMMARY STATEMENT OF FUNDS

	Internally	Operating	Year Ended March 31	
	<u>Restricted</u>	<u>Fund</u>	<u>2015</u>	<u>2014</u>
	\$	\$	\$	\$
BALANCE, beginning of year	25,000	100,951	125,951	122,361
Excess of revenues over				
expenditures for the year	<u>-</u>	<u>7,740</u>	<u>7,740</u>	<u>3,590</u>
BALANCE, end of year	<u>25,000</u>	<u>108,691</u>	<u>133,691</u>	<u>125,951</u>

SUMMARY STATEMENT OF CASH FLOWS

	Year Ended March 31	
	<u>2015</u>	<u>2014</u>
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of revenues over expenditures for the year	7,740	3,590
Changes in non-cash working capital items:		
HST rebate receivable	(1,728)	(4,719)
Prepaid expenses and sundry receivables	(1,750)	7,100
Accounts payable and accrued liabilities	(4,551)	(382,823)
Government remittances payable	(4,765)	7,033
Deferred revenue	(9,454)	360
Repayable to funder	<u>15,700</u>	<u>453,020</u>
Net cash flows from operating activities	1,192	83,561
CASH, BEGINNING OF YEAR	<u>1,170,668</u>	<u>1,087,107</u>
CASH, END OF YEAR	<u>1,171,860</u>	<u>1,170,668</u>

HABITAT SERVICES 2014-2015 ANNUAL REPORT

SUMMARY STATEMENT OF OPERATIONS

	Habitat	Habitat	Operating	Habitat	Year Ended March 31	
	Services	Subsidy		Housing Access	2015	2014
	<u>Program</u>	<u>Program</u>		<u>Fund</u>	<u>Project</u>	<u>2015</u>
	\$	\$	\$	\$	\$	\$
REVENUES						
City of Toronto funding	38,288	9,716,931	-	58,735	9,813,954	9,876,194
Toronto Central LHIN funding	2,098,859	-	-	-	2,098,859	2,098,859
Interest and other income	<u>504</u>	<u>-</u>	<u>9,312</u>	<u>-</u>	<u>9,816</u>	<u>6,211</u>
	<u>2,137,651</u>	<u>9,716,931</u>	<u>9,312</u>	<u>58,735</u>	<u>11,922,629</u>	<u>11,981,264</u>
EXPENDITURES						
Payments to boarding home owners	-	9,716,931	-	-	9,716,931	9,822,226
Salaries and benefits	1,745,256	-	-	53,919	1,799,175	1,793,511
Rent	88,782	-	-	-	88,782	88,622
Consulting fees	46,210	-	-	-	46,210	69,139
Equipment purchases	22,516	-	-	-	22,516	28,516
Computer support and maintenance	23,168	-	-	-	23,168	18,481
Travel	19,605	-	-	449	20,054	17,980
Training	7,851	-	-	-	7,851	17,859
Legal fees	9,358	-	-	-	9,358	16,776
Postage, printing, stationery and office supplies	17,339	-	936	-	18,275	16,389
Telephone	10,680	-	-	202	10,882	11,426
Audit fees	9,450	-	-	-	9,450	9,000
Administrative expense	-	-	-	3,976	3,976	136
Other expenses	83,448	-	636	189	84,273	66,916
One time costs	<u>38,288</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>38,288</u>	<u>-</u>
	<u>2,121,951</u>	<u>9,716,931</u>	<u>1,572</u>	<u>58,735</u>	<u>11,899,189</u>	<u>11,976,977</u>
EXCESS OF REVENUES OVER EXPENDITURES	15,700	-	7,740	-	23,440	4,287
Refundable to funder	<u>(15,700)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(15,700)</u>	<u>(697)</u>
EXCESS OF REVENUES OVER EXPENDITURES FOR THE YEAR	<u>-</u>	<u>-</u>	<u>7,740</u>	<u>-</u>	<u>7,740</u>	<u>3,590</u>