



## The Regional Municipality of Durham

### Health & Social Services Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Thursday, March 5, 2020**

**9:30 AM**

---

**1. Declarations of Interest**

**2. Adoption of Minutes**

- A) Health & Social Services Committee meeting – February 6, 2020

Pages 3 - 9

**3. Statutory Public Meetings**

There are no statutory public meetings

**4. Delegations**

- 4.1 Susan deRyk, Interim President and CEO, Lakeridge Health and Rob Adams, CEO, Durham Mental Health Services re: Durham Mental Health Services and Lakeridge Health Pinewood - Proposed Amalgamation Plan

**5. Presentations**

There are no presentations

**6. Health**

6.1 Correspondence

6.2 Reports

- A) The Association of Local Public Health Agencies (ALPHA) Call for Board of Health Nominations (2020-MOH-2)

10 - 11

**7. Social Services**

7.1 Correspondence

7.2 Reports

- |  |         |
|--|---------|
| A) Canada-Ontario Community Housing Initiative (COCHI) and Ontario Priorities Housing Initiative (OPHI) Programs 2019-2020 Take-up Plans (2020-SS-5) | 12 - 16 |
| B) 2019 Durham Access to Social Housing (DASH) Wait List Statistics (2020-SS-6)  | 17 - 25 |
| C) Housing Program Appeals 2012-2019 (2020-SS-7)   | 26 - 29 |

**8. Advisory Committee Resolutions**

There are no advisory committee resolutions to be considered

**9. Confidential Matters**

There are no confidential matters to be considered

**10. Other Business**

**11. Date of Next Meeting**

Thursday, April 9, 2020 at 9:30 AM

**12. Adjournment**

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

## The Regional Municipality of Durham

### MINUTES

#### HEALTH & SOCIAL SERVICES COMMITTEE

Thursday, February 6, 2020

A regular meeting of the Health & Social Services Committee was held on Thursday, February 6, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM

Present: Councillor Chapman, Chair  
Councillor Anderson  
Councillor Carter  
Councillor Dies  
Councillor Roy attended the meeting at 9:32 AM  
Councillor Wotten  
Regional Chair Henry left the meeting at 9:54 AM and attended at 10:09 AM

Also

Present: Councillor John Neal

Absent: Councillor Pickles, Vice-Chair

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
C. Boyd, Solicitor, Corporate Services – Legal Services  
S. Danos-Papaconstantinou, Commissioner of Social Services  
J. Dixon, Supervisor, Budgets and Finance  
J. Finlayson, Manager, Corporate Communications  
D. Holmes, Director, Business Affairs and Financial Management  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
R.J. Kyle, Commissioner and Medical Officer of Health  
M. Laschuk, Director, Family Services  
L. MacDermaid, Director, Long Term Care and Services for Seniors  
L. McIntosh, Director, Children's Services  
K. O'Brien, Director, Income & Employment Support  
N. Pincombe, Director, Business Planning, Budgets and Risk Management  
J. Riches, Superintendent, Region of Durham Paramedic Services  
A. Robins, Director, Housing Services Division  
N. Taylor, Commissioner of Finance  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

#### 1. **Declarations of Interest**

There were no declarations of interest.

**2. Adoption of Minutes**

Moved by Councillor Carter, Seconded by Councillor Wotten,  
(1) That the minutes of the regular Health & Social Services Committee meeting held on Thursday, December 5, 2019, be adopted.

CARRIED

**3. Statutory Public Meetings**

There were no statutory public meetings.

**4. Delegations**

4.1 Joyce Marshall, Durham Region Hospice Volunteer re: Progress of Durham Region Hospices

---

Christine Raynor, Chair, Durham Region Hospice Community Board attended in place of Joyce Marshall and provided a verbal presentation regarding the progress of the three Durham Region Hospices.

C. Raynor stated that Durham Region Hospice is a partnership between Durham Hospice and VON (Victorian Order of Nurses) Durham Community Corporation. She stated that the partnership supports Hospices in Whitby, Newcastle and Port Perry. She stated that the team meets regularly to discuss ways they can share resources, investigate joint opportunities and work cooperatively to ensure the residences are a region wide project. She advised that Durham Region does not currently have a hospice and is one of the only communities of its size in the Province without one. She stated that they are very fortunate to have the support of municipal, regional and provincial politicians but are still reliant on communities to help raise \$15 million to make sure the Whitby and Clarington Hospices can open their doors, and \$8 million to complete the Port Perry Hospice.

C. Raynor advised that the campaign has been split into 2 phases for the 3 projects: Phase 1 is the construction phase and costs \$20,000,000 for the three hospices; and Phase 2 is the operations phase for 2 years and will cost \$2,600,000, for a total of \$22,600,000. She advised that to date, funds committed are from the Province of Ontario, Region of Durham and the community, and totals approximately \$18,400,000.

C. Raynor further advised that the Port Perry Hospice broke ground in December 2019 and hopes to open their doors in January 2021; and the Whitby and Clarington Hospices hope to break ground in late spring 2020 with the goal to open their doors in the spring or summer of 2021.

Moved by Councillor Wotten, Seconded by Councillor Anderson,  
(2) That the agenda be altered in order to consider Reports #2020-MOH-1  
and #2020-SS-1 [Items 6.2 A) and 7.2 A)] after the respective  
presentations.

CARRIED

## 5. Presentations

### 5.1 Dr. R.J. Kyle, Commissioner and Medical Officer of Health, regarding the 2020 Business Plans and Budget Report for the Health Department – Public Health and Paramedic Services (2020-MOH-1) [Item 6.2 A)]

R.J. Kyle, Commissioner and Medical Officer of Health, provided a PowerPoint Presentation regarding the 2020 Business Plans and Budgets for the Health Department - Public Health and Paramedic Services.

Highlights of the PowerPoint Presentation included:

- 2020 Budget – Strategic Priorities
- Budget Overview
  - 2019 Public Health Accomplishments
  - 2019 Paramedic Services Accomplishments
  - 2020 Proposed Expenditures and Financing Public Health
  - 2020 Proposed Expenditures and Financing Paramedic Services
  - 2020 Priorities and Highlights Public Health
  - 2020 Priorities and Highlights Paramedic Services
  - 2020 Risks and Uncertainties
  - 2020 Initiatives to Modernize & Find Service Efficiencies
  - Future Budget Pressures Public Health
  - Future Budget Pressures Paramedic Services

## 6. Health

### 6.2 Reports

#### A) 2020 Health Department Business Plans and Budgets (2020-MOH-1)

Report #2020-MOH-1 from R.J. Kyle, Commissioner and Medical Officer of Health, was received.

Staff responded to questions with regards to consideration of electric ambulances; consideration of 24-hour police and emergency services presence at Durham Live and best practices from other venues; paid duty; hours of offload delay; possible stationing of paramedics permanently at hospitals; comparison of other regions with regards to offload delays; paramedics and absenteeism; possibility of a global program for emergency services; changes to provincial legislation that would affect public health services; and discussion regarding environmental health.

Moved by Councillor Carter, Seconded by Councillor Wotten,  
(3) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2020 Business Plans and Budgets of the Health Department be approved.

CARRIED

5.2 S. Danos-Papaconstantinou, Commissioner of Social Services, regarding the 2020 Business Plans and Budget Report for the Social Services Department (2020-SS-1)

---

S. Danos-Papaconstantinou, Commissioner of Social Services, provided a PowerPoint Presentation regarding the 2020 Business Plans and Budgets for the Social Services Department.

Highlights of the PowerPoint Presentation included:

- 2020 Budget – Strategic Priorities
- Budget Overview
  - 2019 Accomplishments
  - 2020 Proposed Expenditures and Financing
  - 2020 Priorities and Highlights
  - 2020 Risks and Uncertainties
  - 2020 Initiatives to Modernize & Find Service Efficiencies
  - Future Budget Pressures

**7. Social Services**

**7.2 Reports**

**A) 2020 Social Services Department Business Plans and Budgets (2020-SS-1)**

---

Report #2020-SS-1 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Staff responded to questions with regards to education surrounding human trafficking; the Region's commitment regarding poverty; modernization of shelter systems and the Ontario Works Program; possible changes to the Ontario Disability Support Program and the impact on Ontario Works; waitlist for subsidized daycare; and how the Primary Care Outreach Program is being deployed throughout other municipalities.

Moved by Councillor Anderson, Seconded by Councillor Roy,  
(4) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2020 Business Plans and Budgets of the Social Services Department be approved.

CARRIED

## **6. Health**

### **6.1 Correspondence**

#### **A) Information Report #2019-INFO-89: Opioid Information Videos to Help Address Stigma**

---

Discussion ensued with regards to the possibility of having staff work with the Corporate Communications Division to raise awareness, remove the stigma, and keep the conversation going.

Moved by Councillor Carter, Seconded by Councillor Anderson,  
(5) That Report #2019-INFO-89 of the Commissioner & Medical Officer of Health be received for information.

CARRIED

### **6.2 Reports**

#### **A) 2020 Health Department Business Plans and Budgets (2020-MOH-1)**

---

This Item was considered earlier in the meeting. See Item 6.2 A) on pages 3 and 4 of these minutes.

## **7. Social Services**

### **7.1 Correspondence**

There were no communications to consider.

7.2 Reports

A) 2020 Social Services Department Business Plans and Budgets (2020-SS-1)

This Item was considered earlier in the meeting. See Item 7.2 A) on pages 4 and 5 of these minutes.

B) The Children's Services Annual Update and Durham's Early Learning and Child Care Service Plan 2018-2022 Update (2020-SS-2)

Report #2020-SS-2 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Roy,

(6) That Report #2020-SS-2 of the Commissioner of Social Services be received for information.

CARRIED

C) The Children's Services Division Best Start Network Annual Report (2020-SS-3)

Report #2020-SS-3 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Roy,

(7) That Report #2020-SS-3 of the Commissioner of Social Services be received for information.

CARRIED

D) The Region of Durham rolls out RentSmart (2020-SS-4)

Report #2020-SS-4 from S. Danos-Papaconstantinou, Commissioner of Social Services, was received.

Moved by Regional Chair Henry, Seconded by Councillor Roy,

(8) That Report #2020-SS-4 of the Commissioner of Social Services be received for information.

CARRIED

**8. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

**9. Confidential Matters**

There were no confidential matters to be considered.



**10. Other Business**

10.1 Councillor John Neal re: Local Environmental Matters in Oshawa

Councillor John Neal advised that Mr. A. Frank, a resident of the City of Oshawa, delegated to the Health and Social Services Committee in 2008 about health concerns in his neighbourhood. Councillor John Neal advised that Mr. Frank still has the same concerns. He advised that the neighbourhood is in the Columbus and Wilson Road area of Oshawa and there are resident concerns of cancer issues.

**11. Date of Next Meeting**

The next regularly scheduled Health & Social Services Committee meeting will be held on Thursday, March 5, 2020 at 9:30 AM in Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Regional Chair Henry, Seconded by Councillor Roy,  
(9) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:06 AM

Respectfully submitted,

---

B. Chapman, Chair

---

N. Prasad, Committee Clerk



# The Regional Municipality of Durham Report

---

To: Health & Social Services Committee  
From: Commissioner & Medical Officer of Health  
Report: #2020-MOH-2  
Date: March 5, 2020

---

**Subject:**

The Association of Local Public Health Agencies (ALPHA) Call for Board of Health Nominations

---

**Recommendations:**

That the Health & Social Services Committee recommends to Regional Council:

- A) That the nomination of Councillor Bob Chapman for election to the ALPHA Board of Directors for a two-year term to represent the Central East region is endorsed; and
  - B) That two members of Regional Council are identified to sponsor the nomination and complete the nomination form.
- 

**Report:**

**1. Purpose**

- 1.1 To seek Regional Council's endorsement of the nomination of Councillor Bob Chapman for election to the ALPHA Board of Directors for 2020-2021 and 2021-2022.

**2. Background**

- 2.1 ALPHA is accepting nominations for a board of health representative from the Central East region for its Board of Directors for the two-year term of 2020-2021 and 2021-2022.
- 2.2 An election to determine the representatives will be held at the ALPHA Board of Health Section meeting on June 9, 2020.
- 2.3 The qualifications for the board of health representative include: active member of an Ontario board of health or regional health committee; background in committee and/or volunteer work; supportive of public health; able to commit time to the work

of the aPHa Board of Directors and its committees; and familiar with the *Ontario Public Health Standards*.

- 2.4 Regional Councillor Bob Chapman is the Chair of the Health & Social Services Committee and has expressed an interest in serving on aPHa's Board of Directors for the two-year term.
- 2.5 Regional Councillor David Pickles has served as the Central East board of health representative since June 2016.

### **3. Conclusion**

- 3.1 In order to secure the nomination of Regional Councillor Bob Chapman as the Central East board of health representative on the aPHa Board of Directors for 2020-2021 and 2021-2022, the nomination form must be submitted to aPHa by May 29, 2020.
- 3.2 A copy of Regional Council's motion to approve the nomination is required as well as identification of two members to sponsor the nomination.

Respectfully submitted,

Original signed by

---

R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM  
Commissioner & Medical Officer of Health

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer



# The Regional Municipality of Durham Report

---

To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: #2020-SS-5  
Date: March 5, 2020

---

**Subject:**

Canada-Ontario Community Housing Initiative (COCHI) and Ontario Priorities Housing Initiative (OPHI) Programs 2019 - 2020 Take-up Plans

---

**Recommendation:**

That the Health and Social Services Committee recommends:

That this report be received for information.

---

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to inform the Health and Social Services Committee of the community housing providers that have been selected to receive 2019 - 2020 COCHI and OPHI federal/provincial funding for urgent capital repairs.

**2. Background**

- 2.1 On April 17, 2019, the Ministry of Municipal Affairs and Housing (MMAH) announced the COCHI and OPHI programs under the Community Housing Renewal Strategy. These programs were launched in 2019 - 2020 and leverage federal investments under the bilateral agreement between MMAH and Canada Mortgage and Housing Corporation.
- 2.2 On June 26, 2019 (#2019-COW-13), Council directed year-one (2019 - 2020) COCHI and OPHI funding allocations of \$525,393 and \$4,318,890 respectively to support community housing providers with urgent capital repair needs.

- a. Council authorized staff to issue a Request for Proposal to community housing providers and submit a Project Information Form (PIF) to MMAH for selected repair projects.
  - b. Council authorized the Regional Chair and Regional Clerk to enter into a Contribution Agreement with each housing provider in order to access funding and establish legal obligations and reporting requirements for the project, as required under the COCHI/OPHI Program Guidelines.
- 2.3 An expression of interest was sent to all eligible community housing providers. Providers were requested to review their urgent capital needs against the COCHI and OPHI eligibility criteria and submit applications by July 5, 2019. Supporting information including alignment with Building Condition Assessments (BCAs), repair estimates and the amount of their current capital reserve was requested to assist Regional Staff in the prioritization of potential capital repair projects.

#### Evaluation of COCHI and OPHI Funding Requests

- 2.4 Regional staff from the Social Services, Works and Finance Departments evaluated and ranked 76 funding requests. The funding requests were evaluated based on:
- a. The housing provider's ability to meet program deadlines.
    - contribution agreement with the Region by January 30, 2020
    - begin project within 120 days of the signed contribution agreement
    - project completion by March 31, 2021
  - b. Meeting program eligibility requirements as an urgent and critical accessibility, health and safety or core building system repair.
  - c. The impact of the repair on the ongoing sustainability of the housing provider/project.
  - d. The housing provider's ability to finance the project through their own capital reserves.
  - e. The cost escalation risk of the proposed repair.
- 2.5 As part of general eligibility, community housing providers are required to ensure that the building will continue to remain affordable housing for a ten-year period after the completion of the funded retrofit work, including a minimum of five (5) years during which it will operate as social housing under the Housing Services Act, 2011. This requirement applies regardless of any post mortgage maturity obligations.
- 2.6 During the ten-year affordability period housing providers are required to maintain the current RGI Service Level Standard Target established for the project unless otherwise adjusted by mutual agreement between the Service Manager and the

housing provider or ensure total rental/occupancy charge revenue for the project is less than 80% of the Total Average Market Rent (AMR) for Durham Region, as published annually by Canada Mortgage and Housing Corporation (CMHC).

### **3. Approved 2019 - 2020 COCHI and OPHI Funding allocations**

- 3.1 The highest ranked urgent capital repair projects selected for COCHI and OPHI funding are identified in Attachment 1. The Regional Chair and Regional Clerk have entered into contribution agreements with 15 community housing providers to fund 18 urgent capital repair projects.
- 3.2 Any underspent funding will be reallocated at the discretion of the Commissioner of Finance.
- 3.3 Staff will closely monitor the progress of the approved projects to ensure compliance with program guidelines.

### **4. Conclusion**

- 4.1 Council directed \$525,393 in COCHI funding and \$4,318,890 in OPHI funding to support community housing providers with urgent capital repair needs.
- 4.2 An expression of interest was issued resulting in 76 funding requests. Staff completed a fulsome evaluation of the requests and identified 18 top ranking urgent capital repair projects supporting 15 housing providers.
- 4.3 The full 2019 – 2020 COCHI and OPHI allocations have been committed through executed Contribution Agreements with housing providers.

### **5. Attachments**

Attachment #1: 2019 – 2020 Canada Ontario Community Housing Initiative (COCHI) and 2019 – 2020 Ontario Priorities Housing Initiative (OPHI) Take-up Plans

Respectfully submitted,

Original signed by

---

Stella Papaconstantinou  
Commissioner of Social Services

## 2019-2020 Canada-Ontario Community Housing Initiative (COCHI) Take-up Plan

	<b>Provider</b>	<b>Project Address</b>	<b>Project Description/Scope</b>	<b>Allocation (\$)</b>
1	Parkview Place	25 John St. W., Oshawa	Exterior repairs (brick, shelf angle, window replacement balcony floor and railing replacement, over-cladding of the entire building) - evidence of water penetration, mould and building damage.	525,393
	<b>Total</b>			<b>525,393</b>
	<b>Total COCHI Allocation</b>			<b>525,393</b>
	<b>Balance</b>			<b>0</b>

## 2019-2020 Ontario Priorities Housing Initiative (OPHI) Take-up Plan

	<b>Provider</b>	<b>Project Address</b>	<b>Project Description/Scope</b>	<b>Allocation (\$)</b>
1	Brock Non-Profit Housing Corporation	Maple Glen Apartments - 36 Church St., Sunderland	Partial roof replacement – evidence of water penetration with risk of mould and building damage. Roof is at end of useful life.	700,000
2	Maple Glen Housing Co-operative Inc.	777 Wilson Rd. N., Oshawa	Roof replacement – evidence of water penetration, mould and building damage. Roof is at end of useful life.	139,400
3	Rougemount Co-operative Homes Inc.	400 Kingston Rd., Pickering	Balcony repairs – some railings not compliant with Ontario Building Code. Evidence of deteriorating concrete posing risk to health and safety.	646,360
4	Inter-Organization Network Non-Profit Homes Durham Inc.	1467 Whites Rd., Pickering	Replacement of hot water supply system – evidence of leaks, floods and building damage.	302,400

5	Willow Park Co-operative Homes Inc.	610 Beatrice St. E., Oshawa	Foundation repairs, waterproofing and drainage – evidence of leaks, water damage in 4 bed units.	105,000
6	Marigold Co-operative Homes Inc.	121 Ash St., Whitby	Elevator repair – hydraulic cylinder replacement to meet code requirements.	253,000
7	Maple Glen Housing Co-operative Inc.	777 Wilson Rd. N., Oshawa	Sanitary sewer replacement – evidence of sewer backups and damaged sewer mains.	81,300
8	New Hope Non-Profit Dwellings (Durham) Inc.	139 Mary St. N., Oshawa	Exterior wall cladding sealant – evidence of leaks and water damage.	311,300
9	Northview Meadow Co-operative Homes Inc.	1252 Pentland St., Oshawa	Replacement of two gas fired boilers due to end of useful life.	180,000
10	Durham Region Non-Profit Housing Corporation	Beatrice Woods 470-580 Beatrice Dr., Oshawa	Roof replacement – evidence of water penetration, mould and building damage. Roof is at end of useful life.	600,000
11	Sunrise Place Co-op	130 Centre St. S., Oshawa	Make-up air ventilation replacement – identified through BCA as being in poor condition and significant costs being incurred to maintain. At end of useful life.	70,000
12	YWCA Durham Supportive Housing	55 McGrigor St., Oshawa	Exterior wall repair – evidence of leaks, water damage and mould.	200,500
13	YWCA Durham Supportive Housing	55 McGrigor St., Oshawa	Balcony repairs – evidence of water penetration and deteriorating concrete.	386,500
14	Kingsway Pioneer Homes Inc.	1250 King St. E., Oshawa	Window and door replacement – evidence of leaking and interior damage. At end of useful life.	250,000
15	Duffin's Creek Co-operative Homes Inc.	1555 Finch Ave., Pickering	Walkway replacement (concrete) – condition of existing interlock walkway poses a safety hazard.	45,000
16	Maple Glen Housing Co-operative Inc.	777 Wilson Rd. N., Oshawa	Walkway and retaining wall repair – condition of existing walkway and retaining wall poses a safety hazard.	22,000
17	Life Centre Non-Profit Housing	1 Marsh Lane, Ajax	Make-up air unit replacement – failure of current equipment. At end of useful life.	26,130
<b>Total</b>				<b>4,318,890</b>
<b>Total OPHI Allocation</b>				<b>4,318,890</b>
<b>Balance</b>				<b>0</b>



If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2463.



# The Regional Municipality of Durham Report

---

To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: #2020-SS-6  
Date: March 5, 2020

---

**Subject:**

2019 Durham Access to Social Housing (DASH) Wait List Statistics

---

**Recommendation:**

That the Health and Social Services Committee recommends:

That this report be received for information.

---

**Report:**

**1. Purpose**

- 1.1 The Durham Access to Social Housing (DASH) wait list provides valuable information about the housing needs of low- and moderate-income households seeking affordable housing in Durham.
- 1.2 This report provides a summary of the DASH wait list at December 31, 2019, including statistical information about rent-geared-to-income (RGI)<sup>1</sup> and modified housing<sup>2</sup> applicants on the wait list, as well as those housed in an RGI or modified unit or otherwise provided financial housing assistance in 2019.

**2. Background**

- 2.1 The Region of Durham is responsible for the administration of the wait lists for rent-geared-to-income (RGI) and modified housing under the Housing Services Act, 2011 (HSA). Applicants for RGI or modified housing in Durham apply through Durham Access to Social Housing (DASH), which is managed by the Housing Services Division.

---

<sup>1</sup> RGI housing provides for affordable rent at roughly 30 per cent of household income.

<sup>2</sup> Modified housing means housing that has been modified to be accessible to an individual with a physical disability to help them live independently. Rent may be RGI or market rate.

- 2.2 DASH determines initial and ongoing eligibility for RGI and modified units, manages applicants on the wait list, and refers interested applicants to housing providers for RGI and modified unit vacancies.
- 2.3 Unlike most wait lists in other service areas, the DASH wait list is vacancy driven, giving applicants greater choice in determining where they want to live in Durham.
- RGI and modified unit vacancies are posted to the [DASH Vacancies Site](#) at [www.durham.ca/dash](http://www.durham.ca/dash).
  - Through a secured login, applicants can view vacancies and express interest in those vacancies that meet their needs.
  - DASH applicants can also express interest in portable housing benefits and affordable housing vacancies posted to the site.
- 2.4 The HSA limits applicants to one offer of housing. Unlike other service areas, DASH applicants express interest in specific vacancies rather than just preferences for properties or areas of the region, thereby reducing the risk of being removed from the wait list by refusing an offer.

### 3. Overview of DASH Wait List Activity

- 3.1 At the end of 2019, there were 7,506 low income applicants on the DASH wait list for RGI units, and an additional 81 applicants for modified units.
- 3.2 There were 324 applicants with Special Priority (SPP) status on the DASH wait list, giving them first access to available units. SPP is a provincially mandated priority for victims of human trafficking or family violence, where the applicant intends to permanently separate from an abusive family member with whom they are residing.
- 3.3 The following table sets out the types of applicants and their priority status on the DASH wait list:

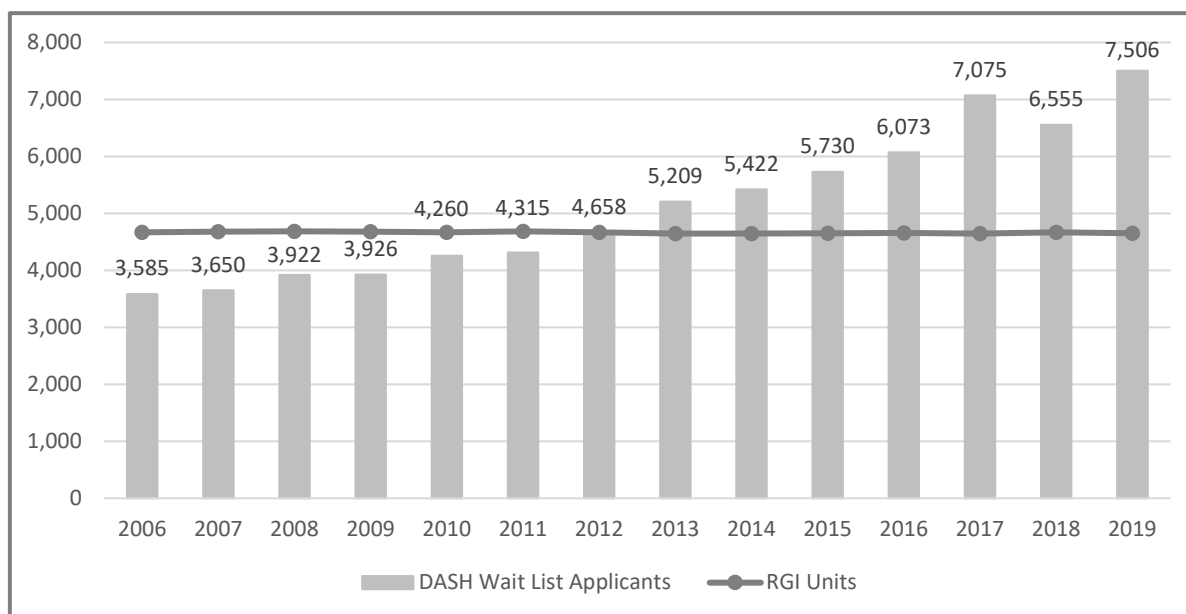
**Table 1**  
**Households on DASH Wait list at December 31, 2019**

Priority	Seniors	Singles	Couples	Families	Total
No Priority	1,990	1,960	91	3,139	7,180
Special Priority (SPP)	14	85	1	224	324
Critical Priority <sup>3</sup>	0	2	0	0	2
<b>RGI Total</b>	<b>2,004</b>	<b>2,047</b>	<b>92</b>	<b>3,363</b>	<b>7,506</b>
<b>Modified Total</b>	<b>25</b>	<b>32</b>	<b>4</b>	<b>20</b>	<b>81</b>

<sup>3</sup> Critical priority – local priority for applicants with extraordinary and unusual costs that make the payment of market rent unreasonable. Critical Priority is granted in exceptional circumstances and ranks below SPP.

- 3.4 There are an additional 628 applicants on the DASH wait list who currently live in an RGI unit in Durham and are requesting a transfer to a different community housing property in Durham; 83 of these applicants (about 13 per cent) are required to transfer because they are living in a unit that is too large for their household (overhoused). In 2019, 41 DASH applicants were transferred to another unit in Durham.
- 3.5 Although the RGI wait list has more than doubled since 2006, the number of available RGI units has remained relatively stagnant.<sup>4</sup>

**Table 2  
DASH Wait List 2006-2019**



- 3.6 Consistently low vacancy rates (currently 2.5 per cent) and a severely limited number of affordable options in the private rental market have contributed to the growing number of low-income applicants seeking RGI assistance in Durham Region.
- 3.7 In 2019, only 275 RGI and modified units became available in community housing.<sup>5</sup> This represents a turnover rate of 5.9 per cent– as compared to 10.1 per cent for rental units in the larger private market.<sup>6</sup>
- 3.8 In addition to the 275 DASH wait list applicants housed in 2019, 123 applicants were removed from the wait list because they were granted a Durham Portable

<sup>4</sup> Includes legislated Housing Services Act units, Regionally approved increases to targets, Durham Rent Supplement units, and Strong Communities Rent Supplement units.

<sup>5</sup> Includes RGI and modified unit in community housing and the private market, including Durham Rent Supplement and Strong Communities Rent Supplement units.

<sup>6</sup> Canada Mortgage and Housing Corporation (CMHC) Rental Market Report – Greater Toronto Area (2020)

Housing Benefit (Durham PHB) or the Provincially-funded Portable Housing Benefit-Special Priority Policy (PHB-SPP). Unlike RGI in community housing, portable housing benefits are not tied to a specific unit. People can use the Durham PHB to live anywhere in the region of Durham, and the PHB-SPP to live anywhere in Ontario.

- 3.9 The following table illustrates the number of applicants removed from the wait list in 2019 because they were housed in an RGI or modified unit, or because they were otherwise provided financial housing assistance.

**Table 3**  
**DASH Assisted Applicants - 2019**

	Seniors	Singles	Families	Total
<b>Housed</b>	<b>110</b>	<b>31</b>	<b>134</b>	<b>275</b>
RGI units – chronological	77	6	4	87
RGI units – special priority (SPP)	26	22	124	172
Modified units	7	3	6	16
<b>Portable Housing Benefit (PHB)</b>	<b>1</b>	<b>47</b>	<b>76</b>	<b>124</b>
Durham PHB	1	15	5	21
PHB-SPP	0	32	71	103
<b>Total Assisted/Removed from DASH</b>	<b>111</b>	<b>78</b>	<b>210</b>	<b>399</b>

- 3.10 About 43 per cent of the applicants housed in 2019, moved into mandated units for seniors or people requiring accessibility modifications. An overwhelming 94 per cent of the remaining non-mandated units were offered to SPP applicants, although they represent only about 4.3 per cent of the total DASH wait list.
- 3.11 Non-senior applicants represent more than 73 per cent of the DASH wait list (5,502 applicants), and most are chronological applicants without SPP (5,190 applicants). Despite being the largest cohort on the DASH wait list, only 10 non-senior applicants were housed without SPP status in 2019: 6 singles and 4 families. All of these applicants were housed through programs not tied to legislated wait list rules (e.g. Durham Rent Supplement) or with alternative housing providers that have a mandate to house people who are homeless or hard to house.
- 3.12 Durham assisted twice the number of non-SPP singles and families (20 applicants) with the introduction of the Durham PHB in July 2019. These benefits were targeted to youth, people with developmental disabilities, large families and other single non-senior applicants who would otherwise not have received an offer of housing.

- 3.13 Regional programs like the Durham Rent Supplement and Durham PHB are not required to follow the provincially-legislated SPP rules. This enables the Region to better meet the needs of locally identified priorities per At Home in Durham, the Durham Housing Plan 2014-2024.

#### 4. DASH Applicant Profiles

- 4.1 Not unlike other service manager wait lists, a proportion of applicants reside outside of the service manager area. DASH applicants living outside of Durham make up roughly 34 per cent (2,550 applicants) of the DASH waitlist: almost 23 per cent in Toronto, 5 per cent in other GTA municipalities and 6 per cent in all other areas. Almost 57 per cent of applicants on the DASH wait list are currently housed as renters or homeowners, and of these 19 per cent (825 applicants) are already receiving RGI or other housing subsidy.
- 4.2 About 35 per cent of DASH applicants are roomers or are provisionally accommodated, meaning they live in temporary accommodation or lack security of tenure (e.g. staying temporarily with friends or family) and have no protections under the Residential Tenancies Act (RTA). Almost three quarters of these applicants live in Durham.
- 4.3 About 6.5 per cent of applicants are residing in emergency shelters or are currently unsheltered (e.g. living rough/on the street).

**Table 4**  
**DASH Applicants – Current Accommodation Type**

Type	Seniors	Singles	Couples	Families	Total
Owners	15	1	1	21	38
Renters <sup>7</sup>	1,201	751	59	2,208	4,219
Roomers	272	563	9	181	1,025
Provisional Accommodation <sup>8</sup>	446	539	19	625	1,629
Sheltered <sup>9</sup>	21	128	1	273	423
Unsheltered	10	42	2	12	66
Other	10	7	1	7	25
Unknown	29	16	0	36	81

<sup>7</sup> Renters includes applicants living in market rental housing, community or non-profit housing and supportive housing.

<sup>8</sup> Provisional Accommodation includes applicants living with friends or family, in hospital or other health facilities, in correctional facilities, in hotels/motels and in transitional housing

<sup>9</sup> Sheltered includes applicants living in emergency shelters or Violence Against Women (VAW) shelters.

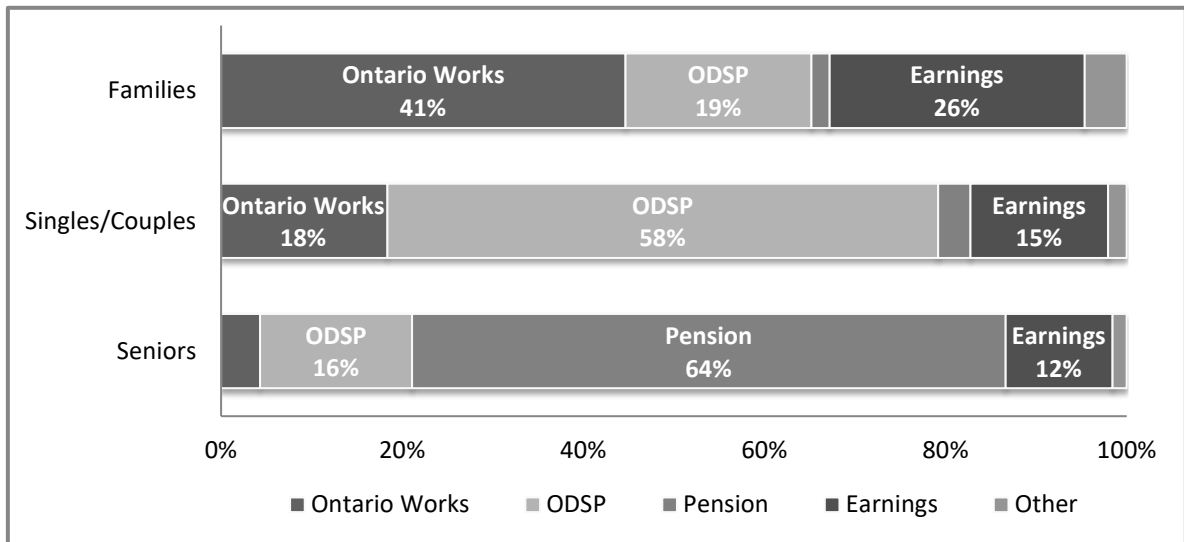
- 4.4 At the current vacancy rate, there are about 357 units currently available for rent in Durham.<sup>10</sup> This represents housing for roughly 11 per cent of the applicants on the DASH wait list who are homeless or at risk of homelessness, and just under 5 per cent of the wait list as a whole.
- 4.5 Applicants on the DASH wait list self-declare income as part of the application process. About 73 per cent of applicants declare fixed income (e.g. social assistance, pensions) as their primary source of income.
- a. About 60 per cent of families rely on social assistance. Most of these families (about 79 per cent) are sole support.
  - b. About 76 per cent of single non-seniors are disabled and receiving social assistance; 58 per cent receive Ontario Disability Support Plan (ODSP) income and a further 18 per cent are long-time recipients of Ontario Works who have likely been deferred from employment participation.
  - c. Most seniors receive fixed income pensions (about 64 per cent) but a further 16 per cent rely primarily on ODSP. These seniors are aged between 60-64 and do not yet qualify for Old Age Security.
- 4.6 Applicants on social assistance often have difficulty finding affordable accommodation in the rental market because Ontario Works and ODSP shelter amounts fall well below average market rents. For example, the average market rent for a 1-bedroom unit in Durham is \$1,153 (\$843 for a bachelor unit)<sup>11</sup> as compared to a maximum shelter allowance of \$390 for a single person receiving Ontario Works, and \$497 for a single person receiving ODSP.
- 4.7 The following table sets out the primary income sources of the different types of applicants on the DASH wait list (excluding applicants who declare no income):

---

<sup>10</sup> Canada Mortgage and Housing Corporation (CMHC) Rental Market Report – Greater Toronto Area (2020)

<sup>11</sup> Canada Mortgage and Housing Corporation (CMHC) Rental Market Report – Greater Toronto Area (2020)

**Table 5  
DASH Applicants – Primary Sources of Income**

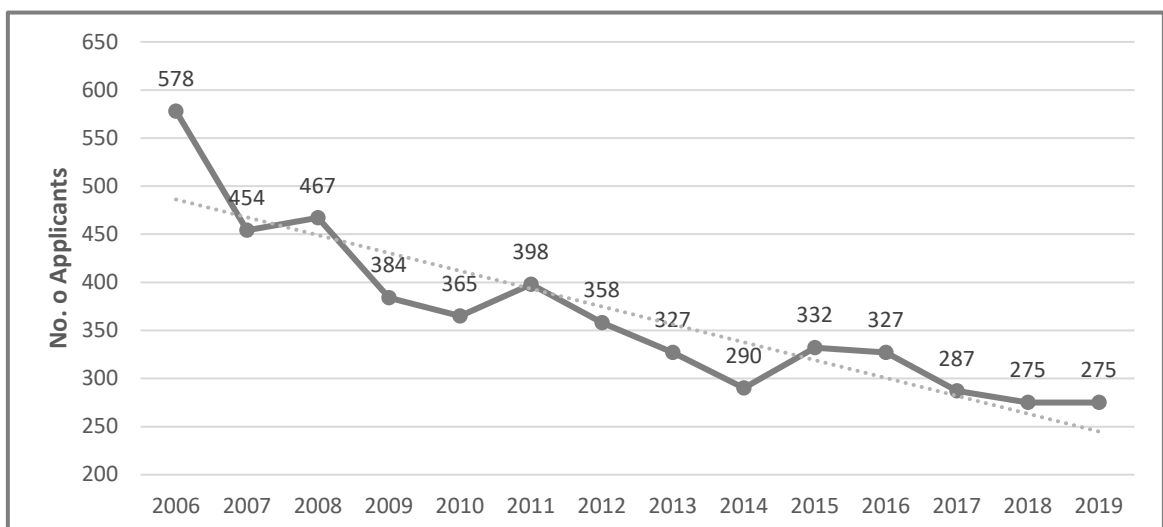


**5. Average Wait Times**

5.1 Wait times are impacted by a number of factors including RGI turnover rate, number of new applicants, number of new applicants with priority, number of applicants removed from the wait list (cancelled applications), and applicants’ preferences for certain properties or locations. Consequently, future wait times are difficult to predict.

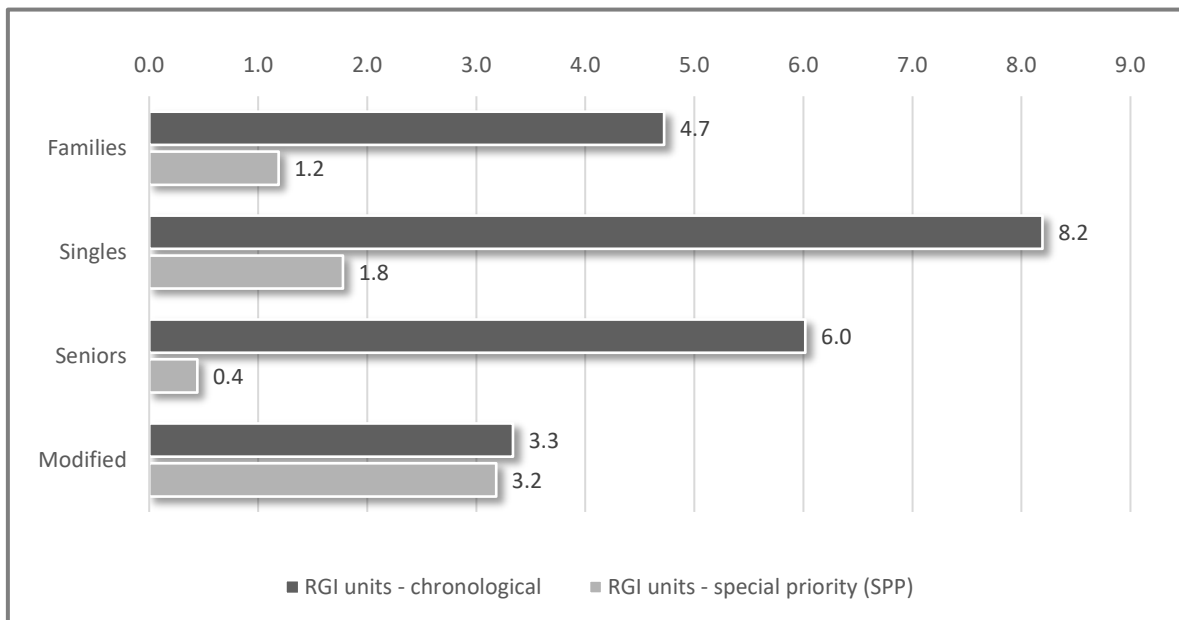
5.2 The number of RGI units that turn over annually in community housing and under agreement with private landlords has been in steady decline since 2006. This is illustrated in the following figure:

**Table 6  
Applicants Housed 2006-2019**



- 5.3 Although the declining rate of turnover in RGI units (currently 5.9 per cent) leads to greater stability in community housing, it has a significant impact on the DASH wait list as demand for subsidy increases and applicants wait longer to be housed.
- 5.4 Average wait times in 2019 – measuring the time from the date of application to date of housing in 2018 – differ across household types and priority categories. This is illustrated in the following figure:

**Table 7  
Average Wait Times - 2019 (years)**



- 5.5 As in previous years, special priority (SPP) applicants had the shortest wait times in 2019, but families and singles still waited on average more than a year for RGI housing.
- 5.6 Non-senior singles without priority consistently have the longest wait times of any cohort on the DASH wait list because of the extremely low number of one-bedroom units that become available in an average year.
- 5.7 Seniors wait times have been increasing as more singles, who have been on the wait list for many years, turn 60 years of age – making them eligible to express interest in seniors’ units.

**6. Conclusion**

- 6.1 At the end of 2019, there were 7,506 households on the Durham Access to Social Housing (DASH) wait list for rent-geared-to-income (RGI) units, and an additional 80 applicants requesting modified or accessible housing.
- 6.2 The amount of community housing in Durham Region is insufficient to meet the



needs of applicants on the DASH wait list. This is especially true for single non-senior applicants who have the longest wait times and the least number of housing options.

- 6.3 Most low-income applicants, who rely primarily on social assistance or other fixed income, and applicants who are homeless or at risk of homeless will continue to be displaced by incoming special priority (SPP) applicants who are provincially-mandated to have highest priority on the wait list.
- 6.4 Regional programs like the Durham Rent Supplement and Durham Portable Housing Benefit (Durham PHB) programs ease some of this pressure. However, the success of these benefits is hindered by larger rental housing pressures in the private market in Durham – high average market rents in relation to low incomes, limited supply and availability of purpose-built market rental housing, and low vacancy rates.
- 6.5 In order to address the goals of At Home in Durham, the Durham Housing Plan 2014-2024, the Region needs to both invest in the short term through financial housing assistance programs like the Durham Rent Supplement and/or Durham PHB, and over the long term through the preservation of existing community housing and a significant increase in the supply of affordable and community housing.

Respectfully submitted,

Original signed by

---

Stella Danos-Papaconstantinou  
Commissioner of Social Services

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2463.



## The Regional Municipality of Durham Information Report

---

To: Health and Social Services Committee  
From: Commissioner of Social Services  
Report: #2020-SS-7  
Date: March 5, 2020

---

**Subject:**

Housing Program Appeals 2012-2019

---

**Recommendation:**

That the Health and Social Services Committee recommends:

That this report be received for information.

---

**Report:**

**1. Purpose**

1.1 The purpose of this report is to provide an overview of appeals of housing and homelessness program decisions conducted by the Regional Review Panel of the Housing Services Division for the period 2012-2019.

**2. Background**

2.1 The Regional Review Process was established in 2002 (Report 2002-SH-11) and was fully compliant with the review body and procedural rules for appeals that was required under the Housing Services Act, 2011. The Regional Review Process was expanded to include reviews related to other housing and homelessness programs in 2015 (Report 2015-J-12).

2.2 Under the Regional Review Process, the Regional Review Panel conducts appeals (Regional Reviews) of decisions made under the following programs:

- Rent-geared-to-income (RGI)
- Modified housing
- Durham Portable Housing Benefit (Durham PHB)
- Durham Housing Benefit (DHB)
- Housing Stability Program (HSP)

- Other housing and homelessness programs that may be established by the Region of Durham.
- 2.3 The Regional Review Panel is comprised of staff from the Housing Services Division, other divisions of the Department of Social Services, community housing providers and other housing or homelessness-related community organizations.
- 2.4 Appealable decisions are made by community housing providers, including the Regionally-operated Durham Regional Local Housing Corporation (DRLHC), Durham Access to Social Housing (DASH), and other community partners that deliver housing and homeless programs on behalf of the Region.
- 2.5 Appealable decisions include:
- ineligibility for RGI, modified housing, the Durham PHB, the DHB, HSP or other financial housing assistance or benefits
  - the amount of RGI payable or the amount of the Durham PHB
  - ineligibility for Special Priority (SPP) or Critical Priority on the DASH wait list
  - the size of the unit in which a household is eligible for RGI, including any requirement to move to a smaller unit (occupancy standards)
  - ineligibility for immediate in-situ RGI (for market rent tenants in community housing)
  - refusal to offer an RGI or modified unit (DRLHC only).<sup>1</sup>
- 2.6 Although the Statutory Powers Procedures Act does not apply to Regional Review hearings, the Panel makes all attempts to apply procedural fairness to its proceedings.

### **3. Statistics**

- 3.1 From 2012 to 2019, the Regional Review Panel heard 173 appeals. This is a very small number of appeals given the thousands of decisions that are made each year across housing and homelessness programs.
- 3.2 There were an additional 24 requests for appeal that were not heard by the Panel: 21 requests that were subsequently withdrawn by the appellant; and 3 requests that the Panel refused to hear because they were requested more than a year after the original decision.
- 3.3 About 47.4 per cent of Regional Review Panel appeals pertained to decisions made by community housing providers (RGI and modified housing tenants), 28.3 per cent pertained to DASH decisions (RGI and modified housing applicants), and 24.3 per cent pertained to Housing Stability Program (HSP) decisions. There were no appeal requests related to the Durham PHB or the Durham Housing Benefit.

---

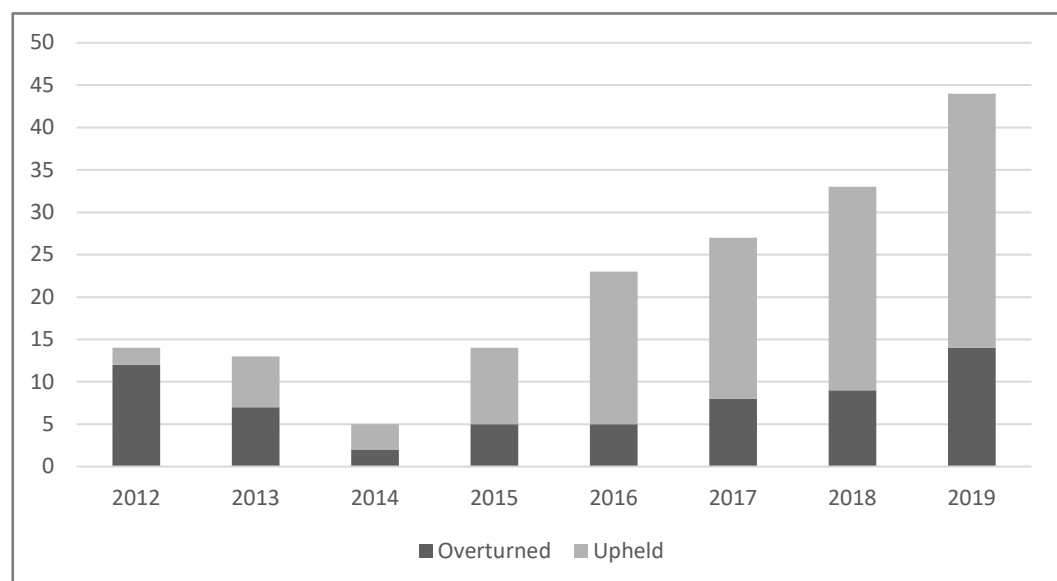
<sup>1</sup> Community housing providers are responsible for their own appeals of refusals to offer but may designate this responsibility to the Regional Review Panel.

**Table 1: Regional Review Panel Appeals 2012-2019**

Type of Decision	Upheld	Overtured	Total
<b>Community housing (RGI and modified housing)</b>	<b>42</b>	<b>40</b>	<b>82</b>
RGI ineligible	14	17	31
RGI calculation	24	17	41
Modified housing ineligible	0	1	1
Occupancy standards	1	1	2
In-situ RGI	3	4	7
<b>Durham Access to Social Housing (DASH)</b>	<b>38</b>	<b>11</b>	<b>49</b>
Priority on wait list	32	7	39
RGI ineligible	6	3	9
Occupancy standards	0	1	1
<b>Housing Stability Program (HSP)</b>	<b>31</b>	<b>11</b>	<b>42</b>
HSP eligibility – last month’s rent assistance	20	6	26
HSP eligibility – arrears assistance	11	5	16

- 3.4 The number of annual appeal requests increased from 2012 to 2018 due in part to the expanded mandate to include HSP decisions and the increasing numbers of DASH applicants.
- 3.5 While the annual number of appeal requests has increased, the percentage of decisions upheld on appeal has surpassed the percentage that were overtured.

**Figure 1: Outcomes of Regional Reviews (2012-2019)**



- 3.6 The percentage of upheld decisions continues to increase at a steeper rate than those that were overturned. Overall, 111 decisions were upheld on appeal (64 per cent) and 62 were overturned (36 per cent), while 68 per cent of decisions were upheld on appeal in 2019.
- 3.7 The very low number of appeals as compared to the thousands of decisions made annually, as well as the increasing number of decisions upheld on appeal indicate good decision making by community housing providers, DASH and community partners and Regional staff administering housing and homelessness programs.
- 4. Expedited Reviews**
- 4.1 The Regional Review Process was updated in 2020 to allow for expedited reviews without a hearing at the joint request of the appellant and the decision maker or in circumstances where a request for an appeal has been delayed.
- 4.2 The Housing Services Division continues to monitor the process and make adjustments to continuously improve efficiency.
- 5. Conclusion**
- 5.1 The Regional Review Panel is an independent body that hears appeals of decisions related to rent-gear-to-income (RGI) and other types of housing or homelessness assistance. The Panel continues to work effectively to protect appellants' rights to due process as required under the Housing Services Act, 2011.

Respectfully submitted,

Original signed by

---

Stella Danos-Papaconstantinou  
Commissioner of Social Services