Date: April 11, 2013  
To: Board of Directors  
From: General Manager  
Subject: City of Toronto, City Council Report - Review of Centralized Wait List for Social Housing (HC: 2013-13)

PURPOSE:
To provide the Board of Directors with the City of Toronto, City Council Report titled, Review of Centralized Wait List for Social Housing Report (attached).

RECOMMENDATIONS:
It is recommended that the Board of Directors receive the report and its attachment for information.

BACKGROUND:
In August 2009, the “Housing Opportunities Toronto – An Affordable Housing Action Plan - 2010-2020” was adopted at City Council. The Plan sets out issues and barriers affecting affordable housing and access to affordable housing along with a set of recommended actions for the city, province and federal levels of government. The actions in the plan touch on all aspects of facilitating affordable housing and affordable housing access.

One of the recommendations included in the plan is a comprehensive review of the centralized wait list for social housing. The Housing Connections Board of Directors met with the Phil Brown, General Manager, Shelter, Housing and Support Division on September 27, 2010 and again on March 2, 2011 to discuss the plan for the review. Since these initial meetings Housing Connections worked closely with staff of the Shelter, Housing and Support Division to map business processes and identify bottlenecks in service delivery.
REASON FOR RECOMMENDATIONS:

The Board of Directors should receive the report for their information so they are aware of the upcoming actions identified in the report as they directly relate to work of Housing Connections.

The recommendations are:

(1) City Council authorize the General Manager, Shelter, Support and Housing Administration, to consult with stakeholders, including service users, evaluate identified options and report back to City Council by the first quarter of 2014 on findings and final recommendations regarding:

a. implementation of a choice based system that better matches applicants with vacancies;

b. changes to local rules to better address needs and challenges in the system;

c. improvements to the client service experience for all users of the system;

d. an implementation plan for an enhanced website and technology system that enables an improved application process; and

e. an implementation plan to achieve better integration of the waiting list for rent geared to income housing with other housing access services.

(2) City Council request the Province to replace the Special Priority Policy with long-term funding for a specialized program to provide rent supplements and appropriate supports that better meet the housing needs of victims of domestic abuse.

(3) City Council request the Province to make the legislative and regulatory changes required to provide Municipal Service Managers with greater flexibility to meet Service Level Standards with a range of service options that meet residents' diverse housing needs.

The recommendations of the report include a number of issues identified by Housing Connections as recommended improvements in the Access System. Other recommendations need additional discussion to better understand the impact on
Housing Connections, applicants and providers. The General Manager will provide the Board of Directors with an update once the review is underway.

FINANCIAL IMPLICATIONS:

N/A

LEGAL IMPLICATIONS:

N/A

COMMUNICATIONS IMPLICATIONS:

N/A

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Paul Chisholm
General Manager
Housing Connections

Staff Contact: Eleni Samartzis
Manager, Access to Housing

Attachments: 1) Staff Report – City of Toronto - Review of the Centralized Waiting List for Social Housing: Framework and Proposed Directions
2) Chart outlining recommendations, next steps and HCs’ Position