

2017

Program Guidelines

Indigenous Supportive Housing Program (ISHP)



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Introduction

The Indigenous Supportive Housing Program (ISHP) is a component of the Supportive Housing Investment, which was developed by the Ministry of Housing (MHO). The ISHP is specifically designed to be administered by Indigenous organizations for Indigenous people in need of housing and support services.

Background

Provincial Context

In recent years, the Province has moved forward with several strategic activities and reports to tackle the challenges of housing and homelessness. The Supportive Housing Investment – and its components, the Home For Good program (HFG) and the ISHP, among others – are informed by these activities and reports, which include:

1) Indigenous Housing Strategy Engagement Table

The *Indigenous Housing Strategy Engagement Table* was created in 2016 and is a collective of Indigenous organizations and MHO partners working towards the development of a provincial Indigenous Housing Strategy as part of the Province of Ontario's Long Term Affordable Housing Strategy (2016 update). The table's Indigenous organizational members are Gignul Non-Profit Housing Corporation, Métis Nation of Ontario, Miziwe Biik Development Corporation, Nishnawbe Homes Inc., Ontario Aboriginal Housing Services, Ontario Federation of Indigenous Friendship Centres, and Ontario Native Women's Association.

The ISHP is informed by the Indigenous Housing Strategy Engagement Table discussions regarding the fundamental need for Indigenous ownership, management, design and construction of housing that addresses the housing and related needs of First Nations, Métis and Inuit individuals, families and communities across the life cycle in a cultural and wholistic way.

2) Poverty Reduction Strategy

Through its second Poverty Reduction Strategy, *Realizing Our Potential*, launched in September 2014, Ontario made commitments including:

- Ending homelessness over the long-term;
- Building the evidence base required to guide effective poverty reduction policies and programs; and
- Seeking expert advice to help define homelessness, understand how to measure and collect relevant data, and to set a target related to homelessness.

3) Expert Advisory Panel on Homelessness

In January 2015, Ontario established an Expert Advisory Panel on Homelessness to provide recommendations on how to achieve the goal of ending homelessness under the Province's

Poverty Reduction Strategy. In October 2015, the Panel released its report, *A Place to Call Home: Report of the Expert Advisory Panel on Homelessness*.

The Panel's report includes recommendations on the need to define, measure, and collect data on homelessness and the importance of setting a target to end chronic homelessness in Ontario. In response, the government committed to a number of immediate and long-term actions, including:

- Setting a target to end chronic homelessness in 10 years, by 2025;
- Adopting the recommended definition of homelessness, including chronic homelessness, to build common language and understanding about homelessness;
- Planning to require enumeration at the local level to gather data about homelessness; and
- Prioritizing provincial actions to reduce homelessness in four areas: chronic homelessness; youth homelessness; Indigenous homelessness; and homelessness following transitions from provincially-funded institutions and service systems (e.g. hospitals and prisons).

Adopting these four provincial priorities supports the overall target of ending chronic homelessness. It recognizes that achieving the target requires both the housing of people who are currently chronically homeless and also the prevention of additional people becoming chronically homeless. The provincial priorities recognize groups who are disproportionately represented among the homeless, and at high risk of becoming chronically homeless.

4) Long-Term Affordable Housing Strategy (LTAHS) Update

In March 2016, Ontario unveiled its Long-Term Affordable Housing Strategy Update, which reflects new research and best practices that support Ontario's transformation towards a better housing system, including the design and administration of this program.

The LTAHS Update is guided by an updated vision that:

Every person has an affordable, suitable and adequate home to provide the foundation to secure employment, raise a family and build strong communities.

The vision is associated with two overarching outcomes:

- All Ontarians have an affordable, suitable and adequate home; and
- Reduced homelessness and ending chronic homelessness.

Also, as part of the LTAHS Update, the government developed a Supportive Housing Policy Framework, and a Best Practice Guide. These documents should be considered when designing local supportive housing programs. The Framework helps to foster a coordinated supportive housing system and sets out expectations related to system and client outcomes, while the Best Practice Guide assists housing and service providers by identifying best practices in the delivery of housing and supports.

5) Comprehensive Mental Health and Addictions Strategy – Phase 2

In 2011, the Province launched the Comprehensive Mental Health and Addictions Strategy, which has helped people access coordinated mental health services, when and where they need them. Phase 2 of the Strategy includes the creation of a Mental Health and Addictions Leadership Advisory Council, and increasing support to community services partners.

In its 2016 report, *Moving Forward – Better Mental Health Means Better Health*, the Advisory Council noted that three areas of work are being prioritized: 1) promoting, preventing and intervening early; 2) closing critical service gaps; and 3) building the foundations necessary for better access to high-quality services across Ontario through increased integration, measurement, and accountability.

The report also recommended that Ontario create at least 30,000 units of supportive housing for people with mental health and addiction issues over 10 years.

In February 2017, Ontario's Ministry of Health and Long-Term Care (MOHLTC) announced its support for the creation of up to 1,150 additional supportive housing units for people living with mental illness and/or addictions, who are homeless or at risk of becoming homeless. These housing units would provide a secure and affordable place to live, as well as services such as counselling. These units are being delivered separately from the HFGP, through MOHLTC and Local Health Integration Networks (LHINs).

6) Developmental Services Transformation

Since 2004, Ontario has been working to transform the developmental services system to:

- Make it fair and more consistent across the province;
- Ensure that service providers and Ontario's Ministry of Community and Social Services (MCSS) are held accountable for the quality of the services and supports delivered;
- Ensure that long-term, sustainable planning guides the responsible and effective use of resources;
- Promote independence and inclusion for adults with developmental disabilities in their communities; and
- Provide more choice and flexibility to individuals and families in choosing the services that best meet their needs.

The goals of this transformation are independence, inclusion and choice for all people with developmental disabilities in Ontario.

The transformation project includes a Developmental Services Housing Task Force, which is currently working on addressing housing issues for adults with developmental disabilities.

Supportive Housing Definition

As defined in the Ontario Supportive Housing Policy Framework, supportive housing refers to a combination of housing assistance and support services that enable people in need to live as independently as possible in their community.

To the extent possible, support services should be customized with the needs of the individual in mind. The aim of these supports is to promote housing stability, and each person's ability to live independently.

This definition is intended to capture several forms of housing assistance (such as rent supplements and housing allowances) and housing types (such as scattered units, dedicated supportive housing buildings with independent living units, and congregate care models). For further clarity, these could also exist within the context of social housing and other forms of government-assisted housing as well as private market housing. A few examples of support services include counselling, personal support, case management, income support and applying for financial assistance, assistance with dispensing medication, and life skills training (e.g. purchasing food/meal preparation, and money management). For more examples of eligible types of support services under this program, please see Appendix A.

Under this program, individuals in need must receive both support services and housing assistance – including those in social housing and other forms of government-assisted housing – at the time of entering the program. However, as individuals' needs change, the level of housing assistance and supports may be appropriately adjusted.

Program Vision and Objective

As noted in the Supportive Housing Policy Framework, the Province's vision for supportive housing is as follows:

Every person in need has quality, safe and affordable supportive housing, feels empowered to live as independently as possible, and flourishes in the community of their choice.

This vision reflects several broad LTAHS Update themes, including: policies and programs that are person-driven, provide people with more housing choice, and support social and economic inclusion.

The vision of ISHP is to make demonstrable progress in the goal of ending chronic homelessness, by assisting members of the four Provincial priority homelessness areas to obtain and retain housing with appropriate support services. Recognizing the diversity of client needs and local community circumstances, the program is intended to support a variety of flexible, local approaches to the delivery of suitable assistance and supports, consistent with the Supportive Housing Policy Framework.

To make progress towards Ontario's ultimate goals to end chronic homelessness and provide all Ontarians with an affordable, suitable and adequate home, this program intends to achieve

the following outcomes for Indigenous people:

- Improved access to housing assistance;
- Improved access to other supports to meet individual goals;
- Increased housing stability;
- Increased sense of inclusion and community connection; and
- Improved physical, mental and emotional wellbeing.

The ISHP also aims at supporting the following system-level outcomes:

- Enhanced system coordination to better identify and respond to needs;
- Increased capacity to provide housing assistance to people with complex needs; and
- Reduced pressure on institutions and service systems, including emergency services.

Lessons learned through the initial delivery of ISHP are intended to inform the delivery of incremental funding available in subsequent years, as well as any potential additional/future actions to assist in the goal of ending chronic homelessness. A cultural review may also be undertaken to inform future delivery.

Investment in Supportive Housing

As part of the 2016 Budget and the Long-Term Affordable Housing Strategy (LTAHS) Update, the Province of Ontario reaffirmed its goal of ending chronic homelessness by 2025. A significant component of this goal is an on-going investment in supportive housing, including:

- Operating funding for housing assistance and support services, eventually assisting up to 6,000 families and individuals in supportive housing; and
- Support for the construction of up to 1,500 new supportive housing units over the long-term.

In total, up to \$33.3 million in operating funding is being made available in 2017-18, up to \$66.6 million is being made available in 2018-19 and up to \$100 million in 2019-20 for housing assistance and support services, including program administration costs. Capital funding is also available to help create new supportive units with the help of affordability payments over a 20-year period.

Indigenous communities are significantly over-represented among the homeless population and are more likely to face difficulties finding a place to call home compared to non-Indigenous people in Ontario. Therefore, up to \$20 million in operating funding is being invested over the next two years to give Indigenous people better access to supportive housing, with funding increasing up to \$20 million annually by 2019.

Two Indigenous organizations will administer the program:

- Ontario Aboriginal Housing Support Services Corporation (OAHS) throughout Ontario, except the Greater Toronto Area (GTA), and .
- Miziwe Biik Development Corporation (MBDC) in the GTA, that is the Region of Durham, the Region of Halton, the Region of Peel, the Region of York, and the City of Toronto.

OAHS has been allocated up to 75 percent of the funding set aside for Indigenous organizations. MBDC has been allocated up to 25 percent of the funding set aside for Indigenous organizations.

Program Summary

Supportive housing is widely recognized as being a key component to assisting people living with complex physical and mental health issues to achieve and maintain housing stability. When delivered appropriately, supportive housing is proven to prevent homelessness and to assist people with lived experience of homelessness to secure and maintain housing.

As one of the many steps along Ontario's journey of healing and reconciliation with Indigenous peoples, the ministry is working with Indigenous partners to end chronic homelessness by 2025. To support this long-range goal, over the next two years, funds include operating funding for housing assistance and support services, as well as capital funding to develop new supportive housing units.

Of the Supportive Housing Investment operating funding, up to \$6.68 million will be available to Indigenous Program Administrators (PAs) in 2017-18 and up to \$13.32 million in 2018-19. Up to \$20 million will be available in 2019-20. There will be ongoing funding beyond 2019-20. In addition, funding will be available for up to 200 capital units and will support the supply of supportive housing units through affordability payments over a 20-year period.

Funding by Fiscal Year (\$)				
	2017-18	2018-19	2019-20	Ongoing
Operating funding (rent subsidies and support services; administration costs)	Up to 6.68 million	Up to 13.32 million	Up to 20.00 million	Up to 20.00 million annually

The ISHP will provide housing assistance and support services to people within the following Provincial priority homelessness areas:

- Indigenous peoples experiencing homelessness;
- Chronic homelessness;

- o Youth homelessness; and
- o Homelessness following transitions from provincially-funded institutions and service systems (e.g. hospitals and prisons).

Key Program Timelines

Activity	Date
<p>-PA signs Transfer Payment Agreement (TPA)</p> <p>-PA submits initial Take-Up Plan (TUP) to MHO via the Grants Ontario System (GOS)</p> <p>-PA signs Contribution Agreements (CA) or equivalent (e.g. Partnership Agreements)</p>	<p>TPA – Fall 2017</p> <p>Initial TUP – no later than February 15, 2018 Initial TUP will propose Operating spending and may propose Capital spending; proposed Capital spending may be submitted at a later date (see below for CA deadline)</p> <p>Capital projects may be submitted through GOS by February 15 each year; all CAs must be signed no later than March 31 each year. No CA may be signed after March 31, 2019.</p>
<p>-MHO begins flowing funding to PAs for Operating Component</p>	<p>Fall 2017/Winter 2018</p>
<p>-PA submits quarterly update reports to MHO via GOS</p>	<p><u>2017-18</u> Q3 (October-December): January 15, 2018 – if applicable Q4 (January-March): April 15, 2018</p> <p><u>2018-19</u> Q1 (April-June): July 15, 2018 Q2 (July-September): October 15, 2018 Q3 (October-December): January 15, 2019 Q4 (January-March): April 15, 2019</p>

Capital and Operating Funding Components

As there is considerably more operating funding available than capital funding, it is assumed that many of the new supportive housing spaces will be provided within existing facilities, or new capital facilities supported through other funding streams. While capital funding is available to support some number of spaces, no new operating funding will become available under this program to support these new capital units as they come on-stream. PAs are required to quantify the amount of operating funding needed to support these units over time and to identify the source of this operating funding.

Administration costs

PAs will be permitted to use up to 15 percent of their annual allocated operating funds to cover operating administration costs. In cases where PAs take up less than their notional allocation, their administration funding will be adjusted accordingly. For the Capital Component, participating PAs may request up to 5 percent of their allocated capital program funds for capital administration costs, i.e. in addition to their capital funding.

Reconciliation and recovery of funds

After the end of each quarter of each fiscal year, the Ministry will review each PA's progress on expensing funds against their annual allocation. PAs are required to fully expense their annual allocations within each fiscal year. Funds which have not been spent shall be recovered by the Province, and cannot be carried-over into the next fiscal year. If under-spending has occurred, this may result in a deduction in future payment amounts.

Notice of increase, decrease and/or reallocation

The Province may increase, decrease and/or reallocate to another Indigenous Program Administrator the PA's annual funding allocation for any funding year by a Notice to the PA.

Program Delivery

The Ministry of Housing reserves the right to waive any of the requirements set out in these guidelines.

Service Providers

PAs will solicit Service Providers (SPs) through an open, competitive process, such as a request for an Expression of Interest (EOI) or a Request for Services (RFS). SPs include housing providers and support service agencies.

Direct Delivery

PAs may also employ direct delivery of the program, that is, administer the program themselves in areas of any region where the capacity to deliver is not available.

Eligibility Criteria – Recipients

Funding will be provided to PAs, and PAs may provide funding to SPs, to assist Indigenous recipients who fall within one or more of the Provincial priority homelessness areas:

- Indigenous peoples experiencing homelessness
- Chronic homelessness;
- Youth homelessness;
- Homelessness following transitions from provincially-funded institutions and service systems (e.g. hospitals and prisons).

As per the report of the Expert Advisory Panel on Homelessness (see <http://www.mah.gov.on.ca/AssetFactory.aspx?did=11038>), chronic homelessness refers to people, often with disabling conditions (e.g. chronic physical or mental illness, and/or substance abuse problems), who are currently homeless and have been homeless for six months or more in the past year (i.e. have spent more than 180 cumulative nights in a shelter or place not fit for human habitation). Program Administrators are encouraged to prioritize recipients who are chronically homeless, and those who have endured the most difficulty in obtaining and retaining housing in the past.

In addition to utilizing pre-existing knowledge about needs in the community, Program Administrators are encouraged to work, where appropriate, with MCSS/MCYS regional offices, Provincial Aboriginal LHIN Network (PALN) and local Indigenous community agencies that provide supportive housing and homelessness-related services (such as existing supportive housing providers, emergency shelter solutions, street outreach, drop-ins and non-profit agencies) when developing and implementing the program. This would include identifying potential recipients who would fall within one or more of the Provincial priority areas and facilitating the referral, housing and ongoing supports processes that may be required.

The Ministry requires Program Administrator initiatives under the ISHP to:

- Focus on assisting those across the Provincial homelessness priority areas who have had significant challenges - including complex service/health needs - accessing and maintaining housing;
- Support appropriate community-level collaboration and/or partnerships during the development of the ISHP's design, implementation and administration stages (e.g. connections to LHINs, PALNs, MCSS/MCYS regional offices, Indigenous mental health and substance use service providers, developmental services providers and other services as needed);

- Be consistent with the Province's Supportive Housing Policy Framework, and Best Practice Guide;
- Leverage other services/funding where possible/appropriate (e.g. other support services or municipal/private/charitable contributions);
- Encourage locally relevant and culturally sensitive solutions that better meet Indigenous peoples' needs in a holistic, culturally appropriate manner;
- Address needs that change over time (e.g. continuing to support at-risk youth once they leave transitional supportive housing, life transitions and aging); and
- Participate in an evaluation component requirement of the ISHP, including tracking success in housing people with diverse characteristics (e.g. developmental disability, mental health and addictions, acquired brain injury, fetal alcohol spectrum disorders, etc.).

Operating Component Process

Rent supplements and housing allowances will be delivered by SPs that have signed agreements with PAs. PAs/SPs may solicit support service agencies through an open, competitive process, and sign agreements with them.

All signed agreements between PAs and SPs (housing assistance agreements/support services agreements), and SPs and agencies (support services agreements), must be submitted to the Ministry before funding can flow to the PA.

Eligible Use of Funds - Operating Funding

Operating funding is to be used to provide housing assistance and/or support services to help eligible Indigenous recipients obtain and retain stable housing. (See Appendix A for eligible support services.)

As ISHP strives to prevent chronic homelessness and support recipients to remain stably housed over time, the Province is open to housing assistance being provided for a variety of housing models that best meet recipients' needs, including transitional and/or dedicated supportive housing.

As recipients' needs may change over time, PAs/SPs are encouraged to ensure that housing assistance and support services continue as long as they are needed by recipients.

The types of housing assistance which are eligible to be funded are as follows:

- Rent supplements (rent subsidies tied to a rental unit and paid directly to landlords, on behalf of recipients); and
- Housing allowances (portable rent subsidies paid directly to recipients).

Housing assistance funding can be offered to recipients for first-and-last months' rent, as well as their regular monthly rent.

Please note that if a PA/SP elects to use capital funding for new supportive housing units under the ISHP, then housing assistance and support services must be linked to the tenants in these units once they are completed. Operating funding can also be used to provide housing assistance and support services independently of the capital units.

If a portable housing benefit framework is approved by the Minister or set out in regulations under the *Housing Services Act, 2011*, PAs will be encouraged to deliver housing allowances in a manner that is consistent with that framework.

The Ministry expects that PAs and their SPs will provide a variety of housing assistance and support services to recipients, either directly or through partnerships with external community agencies and housing providers. PAs are encouraged to work with SPs that have supportive housing experience and those who provide specialized services for individuals who fall within the provincial priority areas. This may include experience with the provincial priority homelessness areas, administering rent subsidies and support services to Indigenous people, and familiarity with the addiction and mental health system as it applies to Indigenous people.

All local supportive housing programs funded under the ISHP must adhere to applicable laws including the *Accessibility for Ontarians with Disabilities Act (AODA)* and *Ontario Human Rights Code*.

PAs/SPs are also encouraged to carry out a needs assessment with prospective recipients prior to providing assistance, to ensure that the services to be offered meet recipients' level and type of needs.

As operating funding will be provided on an ongoing basis into the future, PAs/SPs should periodically re-assess recipients' needs. It is anticipated that recipients may continue to receive housing assistance funding, while their level of support services may change over time.

Operating Payment Process

Subject to the Transfer Payment Agreement, operating funding will be flowed to PAs on a quarterly basis, based on the Ministry's fiscal year (April 1st to March 31st). Each PA's quarterly payments will be based on the Take-Up Plan (see "Accountability and Reporting" on page 20). Payments will be conditional upon the receipt of agreements between PAs and SPs and/or SPs and support service providers, as applicable, as well as quarterly update reports.

Funds must not exceed the Annual Funding Allocation for each Component. For the Operating Component, funds are required to be fully spent within the fiscal year. If funds are not fully spent by PAs during a fiscal year, they must be returned to the Ministry.

Stacking – Operating Funding

PAs are permitted to use operating funding to expand the housing subsidies and support services being provided to existing affordable and social housing units (e.g. stacking), including those under the Rural and Native Housing (RNH) program.

These units include: rent-geared-to-income units, affordable units built under previous and current affordable housing programs, and units administered by non-profit housing providers.

To illustrate potential operating stacking scenarios, please see the following examples:

Stacking Example #1	Eligibility
An adult who has experienced homelessness in the past six months is offered, and accepts, a social housing unit. A PA would like to use ISHP funding to provide the new tenant with support services, to help them remain housed.	Yes , this is eligible under the ISHP. However, only support services can be offered to social housing tenants under the ISHP, and not further housing assistance. As an exception to this policy, clients in the RNH program – unlike those in social housing programs that are under the <i>Social Housing Agreement (SHA)</i> – may receive housing assistance, in addition to support services.
Stacking Example #2	Eligibility
A PA would like to use ISHP funding to provide a greater rent supplement to a tenant who lives in a private market rental unit. The tenant is not at-risk of homelessness, nor has the tenant experienced it in the past.	No , this is not eligible under the ISHP as the tenant does not fall into one of the Provincial priority homelessness areas.
Stacking Example #3	Eligibility
A youth leaving the child welfare system and at a high risk of becoming homeless is placed into a unit funded under the Investment in Affordable Housing (IAH) program (with rent at 80% of average market rent). A PA would like to use ISHP funding to provide additional housing allowance and support services.	Yes , this is eligible under the ISHP.

Eligible Use of Funds – Capital Funding

Capital funding is to be used to increase the supply of physical supportive housing units. Both transitional and long-term supportive housing projects are eligible. Completed units must also be linked to housing assistance and support services. In other words, if a PA/SP wishes to pursue a capital project under the ISHP, operating funding must also be targeted to tenants in that specific project for the remainder of the ISHP.

Eligible capital projects must be one of the following:

- New construction, including additions and extensions;
- Acquisition and/or rehabilitation of existing residential buildings to maintain or increase the affordable rental housing stock; or
- Conversion of non-residential buildings or units to purpose-built rental buildings/units.

Social housing redevelopment which involves building new affordable rental units/additions on social housing sites may be eligible provided that the appropriate ministerial or PA consent, as applicable, is obtained as per the *Housing Services Act, 2011*. Redevelopment of RNH units may also be eligible.

For example, a single family home being utilized by a PA as social housing could be renovated, and then used for congregate care for a number of individuals.

Existing tenants may not be displaced due to the creation of new units through renovation or conversion under this program.

The following projects are **not eligible**:

- Nursing homes, Long-Term Care Homes, and retirement homes;
- Emergency shelter solutions (e.g. homeless and survivors of domestic violence) and crisis care facilities;
- Owner-occupied housing; and
- Student residences.

Capital Project Submission Process

PAs will solicit proposals through an open, competitive process and select housing projects to recommend to the Ministry for funding approval.

PAs will submit specific recommended projects for the Ministry's approval.

Recommended projects shall:

- Be approved by the organization's board;
- Be procured in compliance with the *Broader Public Sector Accountability Act, 2010* (Ontario), including any procurement directive issued thereunder, to the extent applicable;
- Have all required municipal approvals such as zoning, minor variances, land severances, or site plan approvals in place to permit the proposed development, or be well advanced in the planning approvals process;
- Be able to sign a Contribution Agreement or Partnership Agreement no later than March 31st of each program year;
- Start construction within 120 days after signing a Contribution/Partnership Agreement;
- Be financially viable from a construction and operating cost perspective – based on Program Administrator confirmation;
- Meet the current Ontario Building Code requirements;
- Have rents that on average for the project are at or below 80 percent of the Canada Mortgage and Housing Corporation (CMHC) Average Market Rent (AMR) for the community or as approved by the Ministry for a minimum of 20 years (please see "Affordability Criteria and Rents" on page 18);
- Provide the required equity, if applicable – 10 percent for private proponents; 4 percent for partnerships between private sector and non-profit organizations; 0 percent for non-profit organizations;

- Provide a clear indication about the types of supports that will be made available directly, or via partnership (via agreement, Memorandum of Understanding, or other arrangement) in place with the appropriate Indigenous agency/partner to provide coordinated support services (e.g. with community mental health and addictions agencies, and others);
- Address housing and support service needs consistent with provincial priority areas;
- Have an occupancy plan in place to ensure that units will be occupied in a timely manner.

- PAs are encouraged to give priority consideration to Indigenous projects that:
 - Have Contributions by Others, including the PA, host municipality, and proponent – to be used in partnership with ISHP funding;
 - Are sponsored by providers that agree to project affordability periods beyond the minimum 20-year term to ensure the longer-term supply of affordable housing stock;
 - Have energy efficiency features that reduce and/or eliminate greenhouse gas emissions;
 - Are fully accessible and/or have units that are accessible to persons with disabilities.

All projects must be submitted through the Grants Ontario System (GOS), along with required documentation and additional project background information such as that contained in board reports.

Stacking – Capital Funding

PAs are permitted to use capital funding to expand capital projects (e.g. stacking) created under current and previous affordable housing programs. To illustrate potential capital stacking scenarios, please see the following examples:

Stacking Example #1	Eligibility
Under the IAH (2014 Extension), the PA received funding to build ten affordable rental units. The PA would like to build five new supportive housing units on the same site, with the new Program funding.	Yes , this is eligible under the ISHP. If the mortgagee agrees, funding could be added to the proponent's existing mortgage under the IAH (2014 Extension).
Stacking Example #2	Eligibility
Under the 2016 Social Infrastructure Fund (SIF), the PA received capital funding to build five affordable rental units, and to provide \$80,000 in funding for each unit. Under the ISHP, the PA would like to provide an additional \$10,000 per unit, for a total of \$90,000 in funding for each unit.	No , this is not eligible under the ISHP as no net new supportive housing units are being developed.
Stacking Example #3	Eligibility
Under the SIF – IAH, the PA received capital funding to build six affordable units in a ten-unit project. The PA would like to convert the four market units in the project to affordable supportive units using ISHP funding.	Yes , this is eligible under the ISHP.

Capital Project Approval Process

Once approved, a project will receive a Conditional Letter of Commitment (CLC) from the Ministry, which will confirm Ministry approval and outline the steps to take prior to signing a Contribution Agreement or Partnership Agreement.

The Agreement shall describe legal obligations and reporting requirements for the project (including but not limited to, use of funds, permitted encumbrances, construction and permanent insurance requirements and completion on budget within timelines without outstanding construction liens and/or work orders). PAs are required to enter into Agreements directly with proponents.

Capital Project Payment Process – Affordability Payments

Subject to the Transfer Payment Agreement (see “Accountability and Reporting” on page 20), capital funding will be provided using provincial affordability payments. The Ministry will advance quarterly payments to PAs over a 20-year period. The administration fees would be advanced to the PAs after the Contribution/Partnership Agreements have been executed.

The first capital payment would begin on or about the time of the proponent’s first required payment for long-term financing (i.e. the interest adjustment date). Payments would then be forwarded to the proponent on a monthly basis by the PA, and would be used to help service the proponent’s monthly principal and interest payment.

PAs will be required to provide the Ministry with information about project’s financial obligations, including interest rate, amortization period, mortgage term, and other relevant details from the lending financial institution as requested.

Following substantial completion of the construction on an approved project, but before the acquisition of permanent mortgage financing, the PA must submit to the Ministry for approval all of the financial and mortgage information for the project and an Affordability Payment Schedule setting out the proposed monthly payments in respect of the project. The Affordability Payment Schedule must be approved by the PA’s board.

The above information and schedule will be required for the proponents’ first affordability payment, and again at the time of mortgage renewal. This information must be submitted to the Ministry through GOS.

In no event shall the funding to be provided according to an Affordability Payment Schedule or any update approved on mortgage renewal exceed the amount of the principal and interest payments owing in respect of the funded units under the permanent financing.

In no event shall the total funding provided according to the Affordability Payment Schedule(s) and any updates approved on mortgage renewal exceed the amount of funding allocated to

the PA by the Ministry for capital projects.

Proponents are encouraged to obtain several quotes from major financial institutions, in order to secure the most favourable mortgage terms possible. Mortgage rates shall be competitive, and not exceed the Bank of Canada's mortgage rate. PAs may select a mortgage length (term) of their choice.

PAs are encouraged to base project financing on a conventional mortgage approach, and to obtain the lowest mortgage rate available for their projects. It is recommended that PAs arrange financing with eligible financial institutions as per CMHC's list of approved lenders under the National Housing Act.

Subject to the Transfer Payment Agreement, the MHO component of the Indigenous Program will fund up to 75 percent of the total capital cost per unit or \$150,000 per unit, whichever is less. Total capital costs include land, financing, hard costs (construction) and soft costs, minus any HST rebates and government imposed costs.

An example is provided below:

Example: 10 unit project

Total Capital Cost = \$1,800,000

Total Capital Cost per unit = $\$1,800,000 \div 10 = \$180,000$

Program funding per unit is the lesser of:

(a) 75% of \$180,000 = \$135,000 or

(b) \$150,000

The maximum funding per unit will be \$135,000.

The total maximum Program capital funding for the project will be \$1,350,000.

PAs may set variable amounts of funding per unit based on factors such as unit bedroom size, unit type (e.g. low-rise apartment, high-rise apartment, townhouse), or geographic location of the project within the service area. PAs are also encouraged to support projects that incorporate enhanced energy efficiency and/or accessibility measures.

PAs are required to perform their due diligence to ensure that a project is financially viable from a construction cost and on-going operating context and that costs per unit are accurate.

The Canada Mortgage and Housing Corporation (CMHC) has developed an Affordable Housing Project Viability Assessment Tool which can help determine a project's financial viability based on preliminary calculations. The tool is available at www.cmhc.ca/en/inpr/afhoce/afhoce/tore/into_001.cfm.

The Ministry, at its discretion, may require an independent analysis to confirm project financial viability.

Affordability Criteria and Rents

Approved capital projects must remain affordable for a minimum period of 20 years. Affordability is defined as having an average rent for the project that is at or below 80 percent of CMHC AMR at the time of occupancy. If the PA wishes to provide greater affordability to tenants, then rent supplements may also be utilized.

Average rent for the project is calculated using actual rents paid by tenants, and any rent supplements provided by the PA. If rent supplements are used for the ISHP's supportive units to provide deeper affordability for tenants, the PA shall ensure that total rent received by a proponent, including rent from the tenant and any rental supplements from the PA or other party shall not exceed 100 percent of CMHC AMR. In addition, the total of the rent paid by the tenant and any federal and/or provincially funded rent supplements paid to the proponent must be used to calculate the weighted average rent in a project.

While individual unit rents may be set above or below the 80 percent threshold, in no instance shall an ISHP-funded capital unit have a rent that is greater than the CMHC AMR for the area.

The Ministry updates AMR information on its website annually at www.mah.gov.on.ca, based on CMHC AMRs.

If CMHC AMRs are not available for certain communities, or in instances where in the opinion of Service Managers (SMs)/District Social Services Administration Boards (DSSABs) or PAs the CMHC AMRs do not reflect the actual AMRs in the local market area, Service Managers or DSSABs may request an alternate AMR by submitting a business case including a local market rent survey for the Ministry's consideration. PAs should first contact the Indigenous Housing Policy and Programs Unit at MHO regarding AMRs.

Projects may include both ISHP supportive units and market units, but only units with rents that meet affordability requirements will receive ISHP funding.

Rent increases under the ISHP must be in accordance with *the Residential Tenancies Act, 2006* (RTA) rent increase guideline. The Transfer Payment Agreement will provide that rent increases follow the RTA rent increase guidelines (irrespective of whether they apply) and that rent must still remain at or below 80 percent of CMHC AMR.

The Province provides information about RTA rent increase guidelines on its website at <https://www.ontario.ca/page/rent-increase-guideline>.

General Supportive Housing Program Requirements

The following general program requirements apply to projects approved under the ISHP:

Construction

- Projects must start construction within 120 days of signing a Contribution/Partnership Agreement.
- Written confirmation of construction start must be provided to the Ministry
- Site inspections will be conducted at the discretion of the Ministry

Equity

- Minimum 10 percent equity must be provided for projects sponsored by private proponents.
- Minimum 4 percent equity must be provided for projects sponsored by partnerships between private companies and non-profit organizations.
- No equity contribution is required for projects sponsored by non-profit or co-operative housing organizations to encourage participation by these groups in the program.
- Please note that private lenders may have additional equity requirements.

Contributions by Others

In addition to the mandatory requirements of reducing property taxes/grants in lieu and providing required equity, PAs and proponents are encouraged to provide additional contributions in order to increase the financial viability of the project and/or to provide deeper affordability.

Contributions by proponents may include: land or cash, including that from fundraising and donations.

Energy Efficiency

The Ministry encourages the use of energy efficient features in building design and ENERGYSTAR-rated products should be used when available.

Suite Meters

As of January 1, 2011, it is mandatory that suite meters be installed in all new social and affordable rental housing units.

The *Energy Consumer Protection Act, 2010* and Ontario Regulation 389/10 set out the rules for suite meter installation. For further information, please contact **the Ontario Energy Board's (OEB) Consumer Relations Centre at 1-877-632-2727 or 416-314-2455, or go to www.ontarioenergyboard.ca.**

Indemnification and Repayment

There are obligations for all Program parties with regard to the indemnification and recovery of government funding. Specific obligations and provisions are included in the Transfer Payment Agreement.

The Ministry has developed the Affordable Housing Program and Investment in Affordable Housing Risk Mitigation Strategies Guide (2012) that provides best practices and clarification on preventing and resolving issues with affordable housing projects that may experience difficulties. The Guide can be found at: <http://www.mah.gov.on.ca/Asset9886.aspx>.

In cases where an ISHP capital project encounters difficulties, the risk mitigation strategies outlined in the Guide may assist proponents and PAs.

Capital Project Reporting

PAs are required to confirm construction start date of projects, complete an Initial Occupancy Report once projects are completed and occupied, as well as an Annual Occupancy Report each year.

Additionally, PAs are required to obtain from the proponents and forward to the Ministry an audited capital cost statement from an independent auditor(s) within six months following the initial occupancy date, or such additional time acceptable to the Ministry. All reports and updates are to be submitted through GOS, where possible. Under Direct Delivery, PAs are required to submit to the Ministry an audited capital cost statement from an independent auditor(s) within six months following the initial occupancy date, or such additional time acceptable to the Ministry. All reports and updates are to be submitted through GOS, where possible.

Accountability and Reporting

The Province places a high degree of importance on accountability for its actions, decisions, and policies with regard to the use of public funds for programs and services. The government has an obligation to demonstrate value for money, and to ensure that funds have been spent appropriately and in a timely manner. Accordingly, the following accountability mechanisms have been established for the ISHP:

Transfer Payment Agreement (TPA)

A key accountability tool is the requirement for participating PAs to enter into a Transfer Payment Agreement with the Province. The TPA contains the accountability framework for the ISHP, and outlines the roles and responsibilities of the parties involved, and the terms and conditions upon which funds will be provided, all as required by the Province's Transfer Payment Accountability Directive.

Take-Up Plan (TUP) and Quarterly Reports – Applies to Operating Funding Only

Following the execution of the Transfer Payment Agreement, PAs will be required to submit a Take-Up Plan to the Ministry for approval. The TUP provides an opportunity to forecast the number of recipients to be assisted in 2017-18 and 2018-19, the types of supports and housing assistance (rent supplements or housing allowances) that will be made available to them, and forecast operating expenditures. The Plan needs to be approved by PA's board.

PAs are required to submit updated Take-Up Plans to MHO on a quarterly basis, to assess whether the ISHP is achieving its outcomes in a quantitative manner. Updates will be submitted to the Ministry for approval. Updates will include actual expenses and households assisted for the previous quarter(s), and a re-forecast of remaining spending for the then current fiscal year.

PAs shall provide MHO with additional information, data and reports as MHO may require to report back on progress made towards achieving program outcomes.

In no event shall the funding provided according to the Plan (and any approved updates) exceed the amount of funding allocation to PAs by the Ministry for operating funds.

French Language Services Act Compliance

PAs who are located in or servicing an area that is designated under the *French Language Services Act* (the *Act*) are required to:

- Ensure services are provided in French; and,
- Make it known to the public (through signs, notices, other information on services, and initiation of communications in French) that services provided to and communications with the public in connection with the ISHP are available in French.

PAs/SPs may also provide translation services to Indigenous people in the Indigenous language of their choice, as requested.

Services being provided to the public directly by PAs, or through the office of a sub-contractor (such as a local non-profit agency), are required to comply with the *Act*.

To demonstrate compliance, PAs are required to complete and submit a French Language Services Report to the Ministry confirming that the requisite French language services are being provided. An initial report must be signed and submitted to the Ministry at the time of signing the Transfer Payment Agreement. Subsequently, update reports must be provided on an annual basis. A sample French Language Services Report has been included in Appendix B.

To facilitate the completion of the Take-Up Plan, quarterly reports, and the French Language Services Report, sample templates will be included as part of the Transfer Payment Agreement (TPA). PAs will be required to submit all of these documents to the Ministry using GOS. PAs can obtain support with the System via e-mail at AIMSsupport@ontario.ca, or via phone at 416-585-7070 or 1-866-417-5399.

Roles and Responsibilities

The Province and the PA will each be responsible for specific tasks, including but not limited to the following:

Province	Program Administrator
In partnership with PAs, developing ISHP Guidelines.	In partnership with the Province, developing the ISHP guidelines. Engaging in planning activities related to program delivery, which may include assessing service needs, identifying partners, and developing planning processes.
Developing tools and acting as a facilitator/convener (where needed) to assist with best practices, and connect with partner ministries.	Delivering services and administering the program consistent with the Supportive Housing Policy Framework and ISHP Guidelines.
Entering into a TPA with each PA	Entering into a TPA with the Province.
Administering funding.	Creating, entering into, and monitoring service contracts with service providers as appropriate.
Developing, reviewing and approving Take-Up Plans and Quarterly Reports.	Completing and submitting Take-Up Plans and Quarterly Reports to MHO, including the collection of financial and Performance Indicator data.
Monitoring compliance with the TPA and ISHP Guidelines, including program evaluation.	Complying with requirements in the TPA and ISHP Guidelines, including participating in program evaluation.

Client Application Process and Form

- The Program Administrator or Service Provider shall have in place or develop the application process that suits its local needs, and make the application form available to the target client groups.
- The Program Administrator or Service Provider shall have in place or design the application form. The application form shall include, but not be limited to, the following sections:
 - Applicant information, including unique identifier (applicant/client number);
 - Household members' names, ages and relationship to applicant;
 - Household members' self-declared Indigenous status, such as First Nation, Métis or Inuit). (First Nation may be status or non-status. Métis may be registered or non-registered.)
 - If program is income-tested, a definition of "household income"; and
 - Household income declaration;
 - Explicit list of program eligibility criteria;
 - Applicant's/household's homelessness area, based on homelessness areas listed in the Agreement, Schedule E – Program Guidelines, Program Summary: Indigenous peoples experiencing homelessness; Chronic homelessness; Youth homelessness, and Homelessness following transitions from provincially-funded institutions and service systems.
 - Applicant's/household's state of homelessness: homeless, chronically homeless, or at imminent risk of homelessness;
 - Consent statement regarding collection and sharing of personal information;
 - Monthly Rent Supplement or Housing Allowance subsidy amount; start date for disbursement of housing assistance (rent supplement or housing allowance) to eligible household;
 - Type of support service(s); start date for provision of support services to eligible household;
 - Applicant signature and date on consent statement;
 - Applicant signature and date on application;
 - Such other requirements as are set out in the Agreement, Schedule E – Program Guidelines, Program Summary and/or as the Program Administrator or Service Provider may establish; and
 - Such other information that will fulfill the requirements for data collection and program evaluation, as set out in the Agreement under **30.11 Evaluation**.

Appendix A: Eligible Support Services

The types of support services that are eligible to be funded include, but are not limited to, the following:

- Counselling, case management, crisis prevention, harm reduction, and intervention services.
- Assistance with substance use issues, including: assessments; treatment services offered in residential and non-residential settings; relapse prevention; recovery planning; fetal alcohol supports; supports related to concurrent disorders and withdrawal services.
- Support with mental health and mental illness, including: psycho-socio assessments; diagnosis and dual diagnosis; treatment planning; individual or group therapy sessions, and support groups.
- Support with physical and cognitive disabilities.
- Pre-discharge planning from provincial institutions (e.g. hospitals and prisons).
- Household set-up assistance, including: obtaining personal identification; moving; transportation; basic furnishings; and rent/utility deposits.
- Development of support service plans, to document recipients' goals, activities, and levels of support to be provided.
- Assistance with maintaining rental tenancy, including information about: rights and responsibilities; tenant-landlord relations and orientations; and information about how to be a good neighbor and crisis intervention/eviction prevention.
- Assistance with basic needs, including: personal care (e.g. bathing, hygiene, and dressing); exercise; shopping; purchasing food and meal preparation; house cleaning; laundry; money management (e.g. budgeting, banking, financial goals); dispensing medication; and conflict resolution.
- Assistance with transitioning to other forms of housing that better meets recipients' needs. This would include: support regarding how to choose a suitable home; assessing readiness for congregate living, independent and supported living, rental tenancy, and/or home ownership; and instruction on basic home maintenance and repairs.
- Assistance with referrals to gain access to services including: income support; employment, job placements, vocational counselling, education, and skills training; parenting courses and child care; legal services; and recreational activities.

- Assistance with the coordination of opportunities for social engagement and inclusion in community life, including: volunteer experiences; participation in social clubs, organizations, and sports; and transportation to events.
- Support to connect with peers and strengthen positive relationships with family members and friends.
- Facilitation of client inclusion and community connection to help clients remain housed.
- Provision of traditional healing and wellness practices to help clients remain housed.
- Provision of services to facilitate discharge planning from provincial institutions (e.g. hospitals and prisons).
- Provision of services to address non-clinical medical needs, including: routine medical care; and general health information (e.g. nutritional counselling and medication management).
- Referrals to external service providers to address clinical medical needs.
- Recruitment and/or employment of staff members and peer support workers to deliver support services to recipients, either on-site or through external community agencies.
- Program Administrators may suggest additional support services.

Appendix B: French Language Services Report and Designated Areas

FRENCH LANGUAGES SERVICES REPORT

Please complete and submit this Report, including Schedule A, on an annual basis by May 31st of each year.

Program Administrator:
Program Administrator Address:
Program Administrator Contact:

Name:
Number:
Email:

This report is to confirm that the _____ [Program Administrator name] is providing services under the Indigenous Supportive Housing Program of the Ministry of Housing and has an office(s) located in or serving an area designated in the Schedule to the French Language Services Act ("FLSA").

The _____ [Program Administrator name] confirms that it is:

Providing Program services to the public in French in all of its offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the FLSA as described in Schedule A; and,

Making it known to the public, including by way of signs, notices, other information on services, and initiation of communications in French, that services provided to and communications with the public in connection with the Program are available in French.

I declare that the above information is true and complete.

Program Administrator Signature

Name:
Title:

I have the authority to bind _____ [Program Administrator name]

Dated at _____ this _____ day of _____, 20 .

Schedule A

As a Program Administrator providing services under the Indigenous Supportive Housing Program and having offices (including the offices of sub-contractors) located in or serving an area designated in the Schedule to the *French Language Services Act*, please complete the section below. A list of designated areas can be found in Schedule B.

Program Administrator Name:

Name of Designated Area(s):

Description of Services:

Please select all items that apply to the services you are providing under the Indigenous Program in an office (or the office of a sub-contractor) that is located in or services a designated area.

Signage and visibility of available services in French

Over-the-counter services are available in French

Written correspondence and telephone service are available in French

Translation of written material produced for public use is available in French

Other _____ [please specify]

Please list any services or locations in designated areas where these French language services are not being provided. Please explain.

Schedule B

List of Designated Areas under the *French Language Services Act*

Service Manager	Designated Area(s)
City of Toronto	All
Central Region	
City of Hamilton	All
Regional Municipality of Niagara	City of Port Colborne; City of Welland
County of Peel	City of Mississauga; City of Brampton
County of Simcoe	Town of Penetanguishene; Townships of Tiny and Essa
Regional Municipality of York	City of Markham (As of July 1, 2018)
Eastern Region	
City of Cornwall	County of Glengarry; Township of Winchester; County of Stormont
City of Kingston	City of Kingston
City of Ottawa	All
United Counties of Prescott and Russell	County of Prescott; County of Russell
County of Renfrew	City of Pembroke; Townships of Stafford and Westmeath
Western Region	
Municipality of Chatham-Kent	Town of Tilbury; Townships of Dover and Tilbury East
City of London	City of London
City of Windsor	City of Windsor; Towns of Belle River and Tecumseh; Townships of Anderdon, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester
Northeast Region	
Algoma District Services Administration Board	District of Algoma
Cochrane District Social Services Administration Board	All
City of Greater Sudbury	All
Manitoulin-Sudbury District Services Board	District of Sudbury
District of Nipissing Social	District of Nipissing

Services Administration Board	
District of Parry Sound Social Services Administration Board	Municipality of Callander
District of Sault Ste. Marie Social Services Administration Board	The part of the District of Algoma that is part of the district for the District of Sault Ste. Marie Social Services Administration Board
District of Timiskaming Social Services Administration Board	All
Northwest Region	
Kenora District Services Board	Township of Ignace
District of Thunder Bay Social Services Administration Board	Towns of Geraldton, Longlac and Marathon; Townships of Manitouwadge, Beardmore, Nakina and Terrace Bay

Appendix C: Ministry of Housing Contacts

Indigenous Housing Policy & Programs Unit

777 Bay Street 14th Floor
 Toronto, ON, M5G 2E5
 Fax: 416-585-7003

Contact: Lareina Rising, Manager, Indigenous Housing Policy & Programs Unit
 Tel: 416-585-6711
 Email: lareina.rising@ontario.ca

Serving: All of Ontario

Housing Programs Branch - Toronto

777 Bay Street, 14th Floor
 Toronto, ON, M5G 2E5
 Fax: 416-585-7003

Contact: Walter Battello, Account Manager, Regional Services Delivery Unit
 Tel: 416-585-6480
 Email: walter.battello@ontario.ca

Serving: Toronto

Municipal Services Office – Central

777 Bay Street 13th Floor
 Toronto, ON, M5G 2E5
 General Inquiry: 416-585-6226
 Toll Free: 1-800-668-0230
 Fax: 416-585-6882

Contact: Ian Russell, Team Lead, Regional Housing Services
 Tel: 416-585-6965
 Email: ian.russell@ontario.ca

Serving: Halton, Hamilton-Niagara, Muskoka, Peel, Simcoe and York

Municipal Services Office – Eastern

8 Estate Lane, Rockwood House
 Kingston, ON, K7M 9A8
 General Inquiry: 613-545-2100
 Toll Free: 1-800-267-9438
 Fax: 613-548-6822

Contact: Mila Kolokolnikova, Team Lead, Regional Housing Services
 Tel: 613-545-2123
 Email: mila.kolokolnikova@ontario.ca

Serving: Cornwall, Hastings, Kawartha Lakes, Kingston, Lanark, Leeds and Grenville, Lennox and Addington, Northumberland, Ottawa, Peterborough, Prescott and Russell, Renfrew

Municipal Services Office – Western

659 Exeter Road, 2nd Floor
London, ON, N6E 1L3
General Inquiry: 519-873-4020
Toll Free: 1-800-265-4736
Fax: 519-873-4018

Contact: Tony Brutto, Team Lead, Regional Housing Services
Tel: 519-873-4032
Email: tony.brutto@ontario.ca

Serving: Brantford, Bruce, Chatham-Kent, Dufferin, Grey, Huron, Lambton, London, Norfolk, Oxford, St. Thomas, Stratford, Waterloo, Wellington, Windsor

Municipal Services Office – Northeastern

159 Cedar Street, Suite 401
Sudbury, ON, P3E 6A5
General Inquiry: 705-564-0120
Toll Free: 1-800-461-1193
Fax: 705-564-6863

Contact: Cindy Couillard, Team Lead, Regional Housing Services
Tel: 705-564-6808
Email: cindy.couillard@ontario.ca

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Municipal Services Office – Northwestern

435 James Street, Suite 223
Thunder Bay, ON, P7E 6S7
General Inquiry: 807-475-1651
Toll Free: 1-800-465-5027
Fax: 807-475-1196

Contact: Peter Boban, Team Lead, Regional Housing Services
Tel: 807-473-3017
Email: peter.boban@ontario.ca

Serving: Kenora, Rainy River, Thunder Bay

Appendix D: Ministry of Community and Social Services / Ministry of Children and Youth Services Contacts

Toronto

375 University Avenue, 5th Floor
Toronto, ON M7A 1G1

Tel: (416) 325-0500
Fax: (416) 325-0565
TTY: (416) 325-3600

Central Region

6733 Mississauga Road, Suite 200
Mississauga, ON L5N 6J5
Tel: (905) 567-7177
Fax: (905) 567-3215
Toll Free: 1-877-832-2818

119 King Street West
Hamilton, ON L8P 4Y7 Tel:
(905) 521-7280
Fax: (905) 546-8277
Toll Free: 1-866-221-2229
TTY: (905) 546-8276

17310 Yonge Street
Newmarket, ON L3Y 7R8
Tel: (905) 868-8900
TTY: (905) 715-7759
Fax: (905) 895-4330
Toll Free: 1-877-669-6658

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Eastern Region

347 Preston Street, 3rd Floor
Ottawa, ON K1S 2T7
Tel: (613) 234-1188
Fax: (613) 783-5958
Toll Free: 1-800-267-5111

11 Beechgrove Lane
Kingston, ON K7M 9A6 Tel:
(613) 545-0539
Fax: (613) 536-7272
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TTY: (613) 536-7304

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Western Region

217 York Street, Suite 203
P.O. Box 5217 London,
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TTY: (519) 663-5276

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Northern Region

199 Larch Street
10th Floor, Suite 1002
Sudbury, ON P3E 5P9 Tel:
(705) 564-4515
Fax: (705) 564-2163
Toll Free: 1-800-461-1167
TTY: (705) 564-3233

621 Main Street West
North Bay, ON
P1B 2V6
Tel: (705) 474-3540
Fax: (705) 474-5815
Toll Free: 1-800-461-6977
TTY: (705) 474-7665

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Appendix E: Provincial Aboriginal LHIN Contacts

Provincial Aboriginal LHIN Network (PALN) – Leads Contact List - November 2016

NAME	LHIN	CONTACT #	TITLE/ EMAIL
Co-Chair, Provincial Network (PALN)	Donna Lyons Champlain	(613) 747-3210 Cell (613) 291-4377	Indigenous Engagement Specialist, Champlain LHIN indigenoushealth.dlyons@lhins.on.ca or dlyons@wabano.com
Aboriginal Liaison, LHIN CEO table	Tanya Baniak Erie St. Clair	(519) 351-5677 Ext. 3252 Cell (519) 359-7946	Aboriginal Lead tanya.baniak@lhins.on.ca
	Laura Kokocinski North West	(807) 684-9425	CEO, NW LHIN laura.kokocinski@lhins.on.ca
Ellen Blais	Michael Barrett South West	(519) 640-2562	CEO, SW LHIN michael.barrett@lhins.on.ca
	Toronto Central	(416) 969 3282	Aboriginal Lead and Communications Consultant ellen.blais@lhins.on.ca
Carol Philbin Joliette	North East	(705) 840-1520 1-866-906-5446 Cell: 705-845-1887	NE LHIN Senior Advisor Carol.philbinjoliette@lhins.on.ca
Darlene Orton		(705) 840-2215	Aboriginal Officer Darlene.orton@lhins.on.ca
Dieufert Bellot	Central West	(905) 455-1281 Ext 218 (905) 452-6988	FLS Coordinator and Indigenous Health Consultant dieufert.bellot@lhins.on.ca
Sarah May Garcia	Erie St. Clair	(519) 351-5677 Ext. 3247	Lead, Health System Design sarahmav.garcia@lhins.on.ca
France Tolhurst	Waterloo Wellington	(519) 650-4472, Ext.236 1-866-306-5446	FLS Coordinator/Aboriginal Health and Wellness Lead france.tolhurst@lhins.on.ca
Ed Castro	Mississauga Halton	(905) 337-7131 Ext. 226	Senior Lead, Health System Development ed.castro@lhins.on.ca
Carol Edward	Central	(905) 948-1872, Ext. 206	Senior Planner carol.edward@lhins.on.ca

Jai Mills	Central East	(905) 427-5497, Ext. 210	Lead, System Design and Integration jai.mills@lhins.on.ca
Meaghan McCloy		905-427-5497 Ext. 264	Planner, System Design and Integration meaghan.mccloy@lhins.on.ca
Megan Jaquith	South East	(613) 967-0196 Ext. 2213	Health System Planner Megan.jaquith@lhins.on.ca
Tina Christman	North Simcoe Muskoka	(705) 326-7750 Ext. 210	Aboriginal Health Liaison tina.christman@lhins.on.ca
Brenda Jackson		705-326-7750 Ext. 240	Aboriginal Health Links Coordinator bjackson@hanac.on.ca
Kate MacNeil	Hamilton Haldimand Niagara Brant	(905) 945-4930 Ext. 4216	Advisor, Access to Care kate.macneil@LHINS.ON.CA
Larry Spence	North West	(807) 684-9425 Ext. 2019	Senior Consultant, Planning and Community Engagement larry.spence@lhins.on.ca
William Waboose Perry		807-684-9425 Ext. 2058	Aboriginal Planning and Community Engagement Consultant william.perry@lhins.on.ca
Vanessa Ambtman-Smith	South West	(519) 640-2610 Cell: (519) 630-1087	Aboriginal Health Lead vanessa.ambtman@lhins.on.ca
Lisa Alphonse	MOHLTC – Health Equity Branch – Indigenous Health Policy Unit	(416) 327-0951	Manager lisa.alphonse@ontario.ca
Lindsay Blackwell		(416) 314-4691	Senior Policy Advisor lindsay.blackwell@ontario.ca

Appendix F: LHIN Contacts

LHIN	Contact Information
<u>Toronto</u>	Torontocentral@lhins.on.ca 416-921-7453 1-866-383-5446 http://www.torontocentrallhin.on.ca
<u>Central</u>	central@lhins.on.ca 1-866-392-5446 http://www.centrallhin.on.ca/
<u>Central East</u>	centraleast@lhins.on.ca 1-866-804-5446 http://www.centraleastlhins.on.ca/
<u>Central West</u>	centralwest@lhins.on.ca 1-866-370-5446 http://www.centralwestlhins.on.ca/
<u>Champlain</u>	champlain@lhins.on.ca 1-866-902-5446 http://www.champlainlhins.on.ca/
<u>Erie St. Clair</u>	eriestclairlhins.on.ca 1-866-231-5446 http://www.eriestclairlhins.on.ca/
<u>Hamilton Niagara Haldimand Brant</u>	hamiltonniagarahaldimandbrant@lhins.on.ca 1-866-363-5446 http://www.hnhblhins.on.ca/
<u>Mississauga Halton</u>	mississaugahalton@lhins.on.ca 1-866-371-5446 http://www.mississaugahaltonlhins.on.ca/
<u>North Simcoe Muskoka</u>	northsimcoemuskoka@lhins.on.ca 1-866-903-5446 http://www.nsmihins.on.ca/
<u>North East</u>	northeast@lhins.on.ca 1-866-906-5446 http://www.nelhins.on.ca/
<u>North West</u>	northwest@lhins.on.ca 1-866-907-5446 http://www.northwestlhins.on.ca/

South Eastsoutheast@lhins.on.ca

1-866-831-5446

<http://www.southeastlhins.on.ca/>South West[southwest@lhins.on.c](mailto:southwest@lhins.on.ca)[a 1-866-294-5446](mailto:southwest@lhins.on.ca)<http://www.southwestlhins.on.ca/>Waterloo Wellingtonwaterloowellington@lhins.on.ca

1-866-306-5446

<http://www.waterloowellingtonlhins.on.ca/>

Appendix G: Map of LHIN Regions



