

Committee of the Whole Meeting Agenda

Consolidated as of November 4, 2016

Monday, November 7, 2016 – 12:30 p.m.
Council Chambers, Guelph City Hall, 1 Carden Street

Please turn off or place on non-audible all electronic devices during the meeting.

Please note that an electronic version of this agenda is available on guelph.ca/agendas.

Call to Order – Mayor

Authority to move into Closed Meeting

That the Council of the City of Guelph now hold a meeting that is closed to the public, pursuant to The Municipal Act, to consider:

C-COW-GOV-2016.1 2016-2018 Public Appointments to Advisory Boards and Committees
(Section 239 (2) (b) personal information about identifiable individuals)

C-COW-GOV-2016.2 Service Reviews
(Section 239 (2) (b) personal information about identifiable individuals)

Closed Meeting

Open Meeting - 2:00 p.m.

Mayor in the Chair

Closed Meeting Summary

Disclosure of Pecuniary Interest and General Nature Thereof

Presentation:

- a) Follow-up on Living Wage Campaign and 20,000 Homes Initiative– Randalin Ellery, Guelph and Wellington Task Force for Poverty Elimination (presentation and written material)
-

Consent Agenda - Governance

Chair – Mayor Guthrie

The following resolutions have been prepared to facilitate Council's consideration of various matters and are suggested for consideration. If Council wishes to address a specific report in isolation of the Consent Agenda, please identify the item. It will be extracted and dealt with separately as part of the Items for Discussion.

COW-GOV-2016.3 2017 Council and Committee Meeting Schedule

Recommendation:

That the 2017 Council and Committee meeting schedule as shown in Attachment "A" be approved.

COW-GOV-2016.4 Chief Administrative Officer Employment Contract

Recommendation:

That Council direct staff to post highlights of the Chief Administrative Officer's (CAO) Employment contract on the Guelph.ca website.

Items for Discussion – Governance

The following items have been extracted from Consent Agenda and will be considered separately. These items have been extracted either at the request of a member of Council or because they include a presentation and/or delegations.

COW-GOV-2016.5 Proposed Framework for an Affordable Housing Financial Incentives Program

Recommendation:

1. That City Council confirms it will establish an Affordable Housing Financial Incentives Program, in addition to the funding provided by the City to the County as the Service Manager for Social Housing.
2. That the proposed recommendations for a framework for an Affordable Housing Financial Incentives Program be approved, as outlined in report #CAO-I-1607: Proposed Framework for an Affordable Housing Financial Incentives Program.
3. That staff be directed to develop the program details and implementation plan for an Affordable Housing Financial Incentives Program.
4. That funding for an Affordable Housing Financial Incentives Program be included as part of the 2017 budget discussions.

Private Members Bill (46)

The Mayor will speak to this item.
Copy of Bill 46 before Ontario Legislature is attached.

Consent Agenda – Infrastructure, Development and Enterprise

Chair – Councillor Bell

Consent Agenda:

The following resolutions have been prepared to facilitate Council's consideration of various matters and are suggested for consideration. If Council wishes to address a specific report in isolation of the Consent Agenda, please identify the item. It will be extracted and dealt with separately as part of the Items for Discussion.

COW-IDE-2016.10 Commercial Policy Review: Terms of Reference

Recommendation:

That the Commercial Policy Review Terms of Reference, included as Attachment 1 to Report #16-84 be approved.

COW-IDE-2016.11 Downtown Parking Items: Conclusion of Essex Street One Year Pilot and Updated Downtown On-street Temporary Use Policy

Recommendation:

1. That the Essex Street parking restrictions, between Gordon and Dublin Streets, developed and tested through the 2015-16 pilot project, are to be continued as the current standard for that section of the street.
2. That Guelph City Council approves the proposed framework for updating the 'Temporary Permits for On-street Parking Space Use' standard operating procedure and that the updated fees come into force at the time of Council passing this motion.

COW-IDE-2016.12 Hart Farmhouse, Lot 58 (Hart Village): Notice of Intention to Designate Pursuant to Section 29, Part IV of the Ontario Heritage Act (deferred to a future meeting)

Recommendation:

1. That the City Clerk be authorized to publish and serve notice of Council's intention to designate the Hart farmhouse in Lot 58 (Hart Village) pursuant to Section 29, Part IV of the Ontario Heritage Act; and
2. That the designation by-law be brought before City Council for approval if no objections are received within the thirty (30) day objection period.

COW-IDE-2016.13 Solid Waste Services Negative Variance Update

Recommendation:

That the report from Infrastructure Development and Enterprise dated November 7, 2016 entitled "Solid Waste Services Negative Variance Update" be received.

Items for Discussion - Infrastructure, Development and Enterprise

The following items have been extracted from Consent Agenda and will be considered separately. These items have been extracted either at the request of a member of Council or because they include a presentation and/or delegations.

COW-IDE-2016.14 115 Dawn Avenue: Letter of Refusal for Tree Removal as per the City of Guelph Private Tree Bylaw

Delegations:

Mike Dykstra

Recommendation:

That Council support the Inspector issued Refusal to Issue Permit, as per the Private Tree Bylaw (2010) - 19058, for 115 Dawn Avenue.

COW-IDE-2016.15 Development Engineering Manual

Presentation:

Terry Gayman, Manager – Infrastructure, Development and Environmental Engineering

Recommendation:

1. That the Development Engineering Manual, included as Attachment 1 to this report, be approved.
2. That future amendments to the Development Engineering Manual be approved through delegated authority to Deputy CAO, Infrastructure, Development and Enterprise.

COW-IDE-2016.16 Subdivision Construction - Process Change

Presentation: (attached)

Kealy Dedman, General Manager, Engineering and Capital Infrastructure Services/City Engineer

Recommendation:

That the process change recommendations and implementation plan as outlined in this report – Subdivision Construction –Process Change, be received.

Consent Agenda – Corporate Services

Chair – Councillor Hofland

Consent Agenda:

The following resolutions have been prepared to facilitate Council's consideration of various matters and are suggested for consideration. If Council wishes to address a specific report in isolation of the Consent Agenda, please identify the item. It will be extracted and dealt with separately as part of the Items for Discussion.

COW-CS-2016.6 Reserve and Reserve Fund Consolidation and Policy

Recommendation:

1. That the revised Development Charge Exemption Policy, included as Attachment 1, be approved and adopted by By-law, and repeal By-law Number (2013) – 19537 Development Charge Exemption Policy.
2. That Council approve the consolidation, closing and renaming of the following Compensation reserves:

Salary Gapping Contingency Reserve (191)

Joint Job Evaluation Committee Reserve (196)

Human Resources Negotiations Reserve (197)

Early Retiree Benefits Reserve (212)

Into the Employee Benefit Stabilization Reserve, which is to be renamed the 'Compensation Contingency Reserve' (131).

3. That Council approve the consolidation, closing and renaming of the following Capital reserve funds:

Fire Equipment Replacement Reserve Fund (111)

Transit Equipment Replacement Reserve Fund (113)

Waste Management Equipment Replacement Reserve Fund (116)

Computer Equipment Replacement Reserve Fund (118)

Play Equipment Replacement Reserve Fund (121)

Operations & Fleet Equipment Replacement Reserve Fund (124)

Parking Capital Reserve Fund (151)

Roads Capital Reserve Fund (164)

Park Planning Capital Reserve Fund (166)

Economic Development Capital Reserve Fund (168)

Operations Capital Reserve Fund (169)

Culture Capital Reserve Fund (171)

Transit Capital Reserve Fund (172)

Information Services Capital Reserve Fund (176)

Waste Management Capital Reserve Fund (186)

Capital Strategic Planning Reserve Fund (154)

Roads Infrastructure Capital Reserve Fund (160)

Building Lifecycle Capital Reserve Fund (190)

Into the Capital Taxation Reserve Fund, which is to be renamed the 'Infrastructure Renewal Reserve Fund' (150).

Policy Planning Capital Reserve Fund (167)

Into the Development Charge Exemption Reserve Fund, which is to be renamed the 'Growth Capital Reserve Fund' (156).

Greening Reserve Fund (355)

Into the Accessibility Capital Reserve Fund, which is to be renamed the 'City Building Capital Reserve Fund' (159).

4. That Council approves the creation of the Stormwater Rate Stabilization Reserve and the Stormwater DC Exemption Reserve Fund.

COW-CS-2016.7 Business/Service Review Framework Implementation

Recommendation:

That report CS-2016-82 – Business/Service Framework Implementation, be received.

Mayor as Chair

Chairs and Staff Announcements

Please provide any announcements, to the Chair in writing, by 12 noon on the day of the Council meeting.

Notice of Motion

Adjournment

Guelph & Wellington Living Wage Employers



Family Counselling and
Support Services
FOR GUELPH-WELLINGTON

GUELPH
Independent LIVING

 **DUCA**
bank on more

 **flow**
OFFICE WISDOM

Blais Electric



GUELPH
GENERAL HOSPITAL

10
carden
creating space for change




Guelph Family
Health Team


PublicHealth
WELLINGTON-DUFFERIN-GUELPH
Stay Well.



Guelph & Wellington Living Wage Employers



pearl street
COMMUNICATIONS



volunteer centre
of guelph/wellington
Volunteering - Invaluable



GROSCHÉ



Barking Dog Studios®

neighbourhood
guelph SUPPORT
COALITION



United Way
Guelph Wellington
Dufferin



Guelph CHC
growing healthy together



Chartered
Professional
Accountants



CITY OF GUELPH & LIVING WAGE

.....

STEPS TO BECOMING A LIVING WAGE EMPLOYER:



EXPRESSION OF INTEREST

Call 1-800-265-7293 x.4293
Email info@gwpoverty.ca



APPLICATION

Complete the Living Wage Employer Enrolment Form ([click here](#))



EMPLOYER DECLARATION & RECOGNITION

The employer signs a declaration and is officially recognized as a Living Wage Employer



IMPLEMENTATION

We work with the Living Wage Employer to implement living wage policies

- Met with Mark Amorosi, Deputy CAO
- Confirmed that as of January 2017, all full-time employees at City of Guelph will earn living wage (Supporter Level)
- Concerns:
 - Living wage will be updated in 2017
 - Needs to be commitment to actively move to Partner level

CITY OF GUELPH & LIVING WAGE

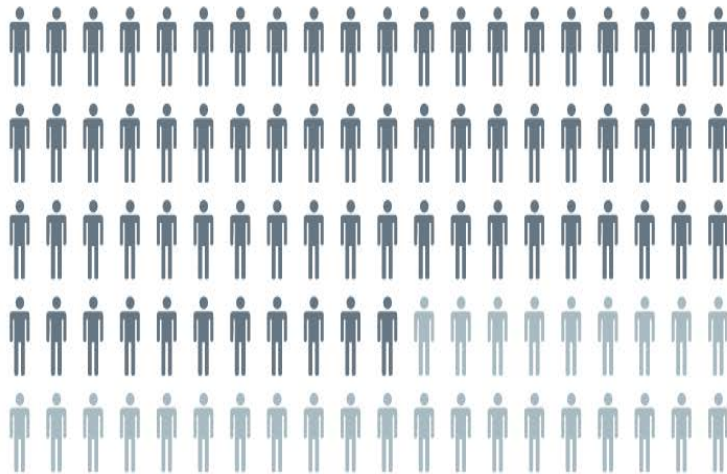
The City of Guelph supports the principles of the Guelph & Wellington Living Wage Employer Recognition Program and is encouraged by the participation of local businesses/organizations who have adopted living wage policies.

The 20,000 Homes Campaign is a national movement of communities working together to permanently house 20,000 of Canada's most vulnerable homeless people by **July 1, 2018.**

During Guelph-Wellington Registry Week,

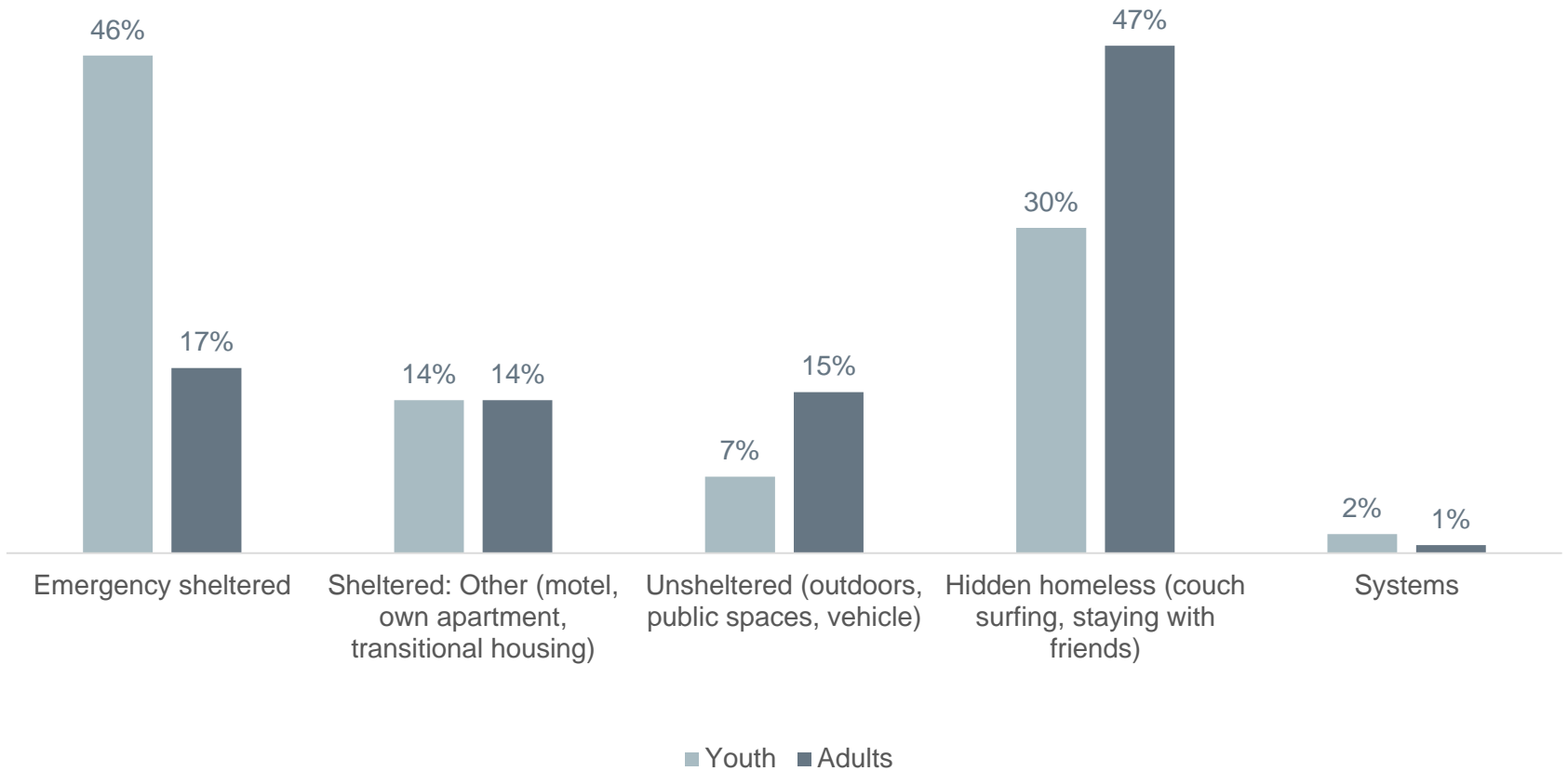
295

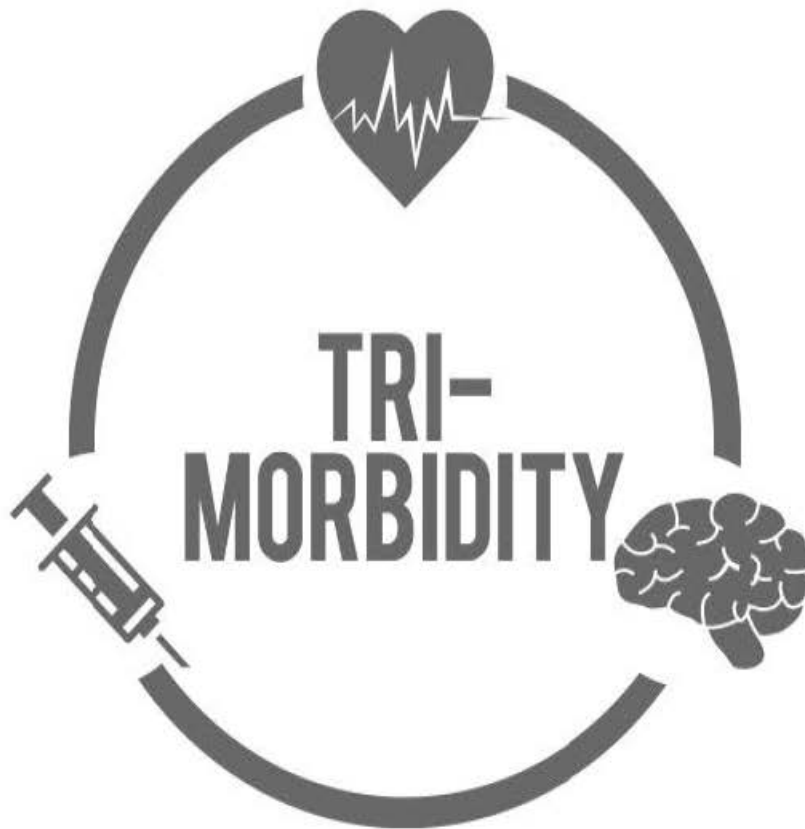
individuals were identified as experiencing homelessness from April 25th to April 28th, 2016.



71% ADULTS (25 YEARS +)

29% YOUTH (> 25 YEARS)





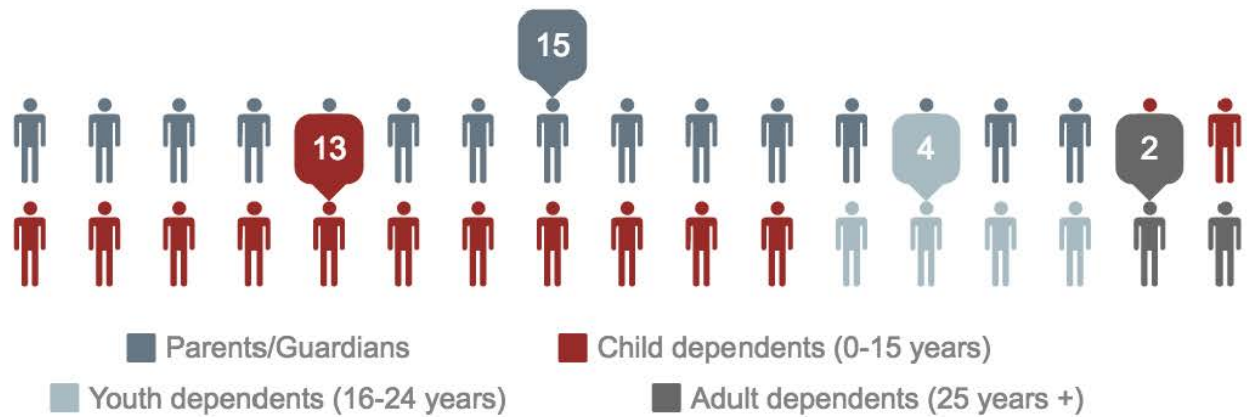
30%

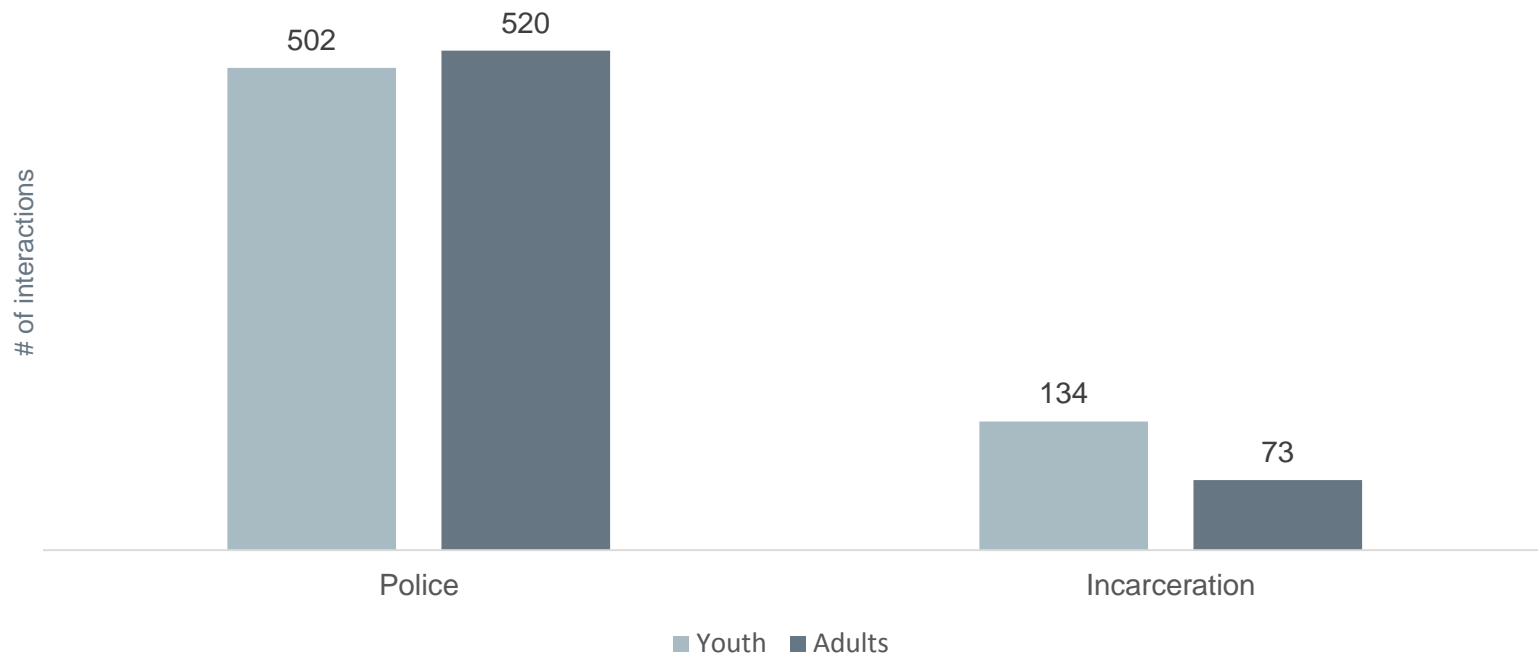
YOUTH

23%

ADULTS

14 FAMILIES INCLUDING





	# of people	# of interactions	Average # of interactions per frequent user
Police	47	945	20
Incarceration	16	152	10

Deliverables since registry week

- Identified Housing First caseload for Drop In (caseload 15)
- Funding for Housing First worker at Wyndham House (caseload 15)
- 21 Housing First clients housed
- Final Registry Week report to community
- Hosted 1-day Housing First training for front-line staff & ½ day Housing First 101 for community

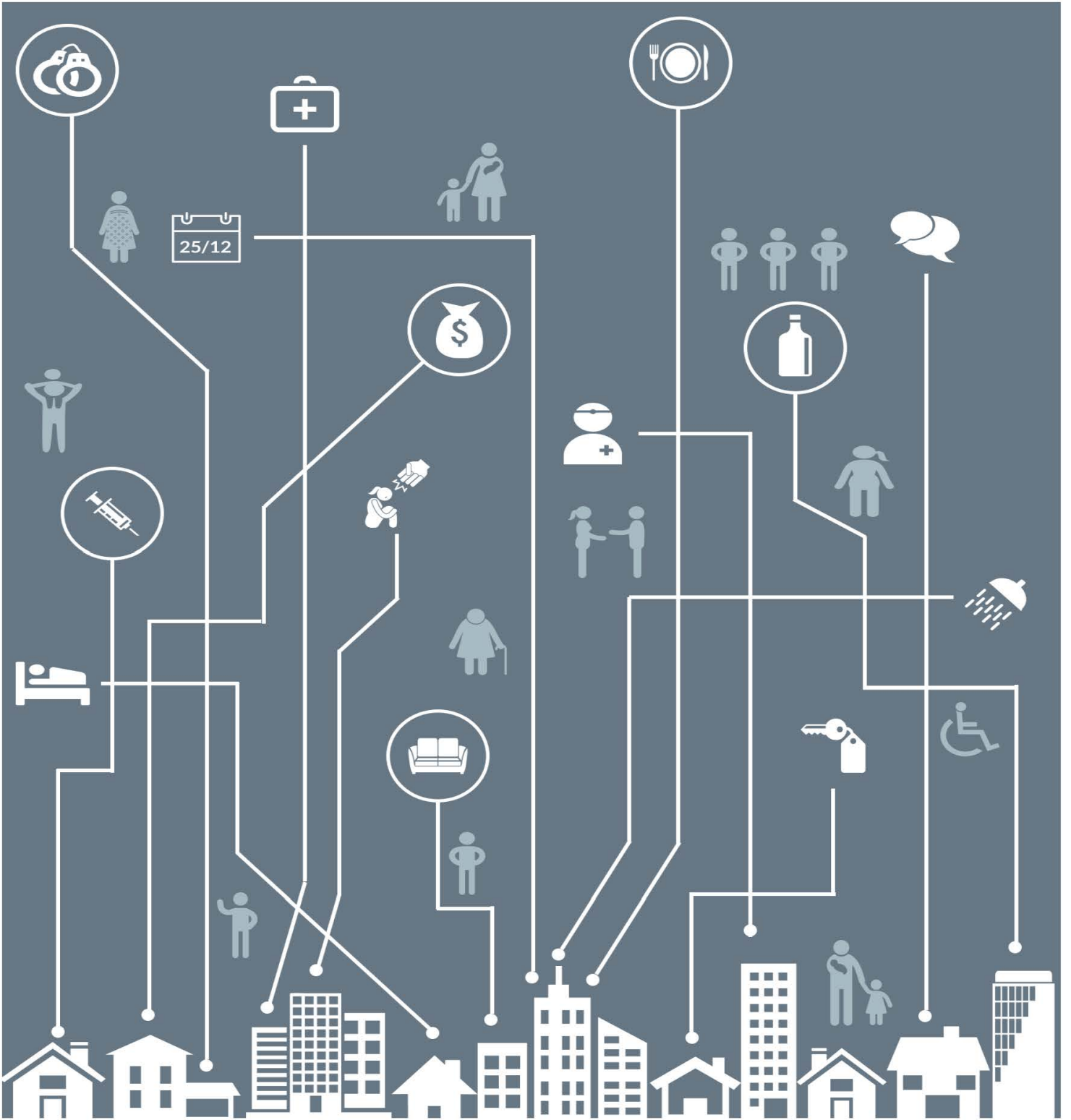
What next?

- Additional Research
- By Name List
- Coordinated Access & Assessment
- Finding Housing

20,000 homes & city of guelph

- Report brought forward for information
- City staff and Mayor to continue participating on 20K Leadership Committee (bi-annual meetings)
- City of Guelph Affordable Housing Strategy

How else can the City of Guelph play an active role in ending homelessness and respond to issues highlighted in the 20,000 Homes Registry Week report?



GUELPH-WELLINGTON **REGISTRY WEEK** 2016

July 2016

GUELPH-WELLINGTON REGISTRY WEEK 2016

ACKNOWLEDGEMENTS

Working in collaboration, organizations and community leaders in Guelph-Wellington have come together with a shared commitment to end homelessness. Registry Week 2016 could not have been undertaken without the involvement of partners. This included planning for Registry Week, administering surveys and leading teams of volunteers, providing logistical support and other resources, and responding to those in urgent need of assistance. Special acknowledgement is extended to the Guelph-Wellington 20,000 Homes Leadership Committee, as well as the key homeless support organizations that participated during Registry Week.

Guelph-Wellington 20,000 Homes Leadership Committee

Co-Chairs:

- Lori Richer, Special Services Manager, County of Wellington
- Randalin Ellery, Coordinator, Guelph & Wellington Task Force for Poverty Elimination
- Eddie Alton, Social Services Administrator, County of Wellington
- Roy Jason Ashdown, Chief Operating Officer, Skyline
- Stuart Beumer, Director of Ontario Works, County of Wellington
- Rev. John Borthwick, St. Andrew's Presbyterian Church
- Warden George Bridge, County of Wellington
- Chief Jeff DeRuyter, Guelph Police Service
- Raechelle Devereaux, Director of Programs and Services, Guelph Community Health Centre
- Helen Fishburn, Director of Service, Canadian Mental Health Association Waterloo Wellington Dufferin
- Mayor Cam Guthrie, City of Guelph
- Gail Hoekstra, Executive Director, Welcome-in Drop In Centre
- Paul Holyoke, Chair, Centre Wellington Social Justice Group
- Karen Kawakami, Social Services Policy and Program Liaison, City of Guelph
- Ross Kirkonnell, Executive Director, Guelph Family Health Team
- Tom Lammer, J. Lammer Developments Ltd.
- Inspector Scott Lawson, Detachment Commander, County of Wellington OPP
- Jane Londerville, Chair, Community Advisory Board
- Lloyd Longfield, Member of Parliament - Guelph
- Dr. Nicola Mercer, Medical Officer of Health, Wellington-Dufferin-Guelph Public Health
- Ryan Pettipiere, Director of Housing, County of Wellington
- Liz Sandals, Member of Provincial Parliament – Guelph
- Shakiba Shayani, Community Investment Manager, United Way Guelph Wellington Dufferin
- John Small, Resource and Information Specialist, Anishnabeg Outreach
- David Thornley, Executive Director, Guelph Community Health Centre
- Suzanne Trivers, Executive Director, Mount Forest Family Health Team
- Frank Valeriotte, Lawyer, Smith Valeriotte
- Brenda Whiteside, Associate Vice President Student Affairs, University of Guelph
- Marty Williams, Executive Director, Downtown Guelph Business Association

Homeless support organizations that participated during Registry Week

- Centre Wellington Food Bank
- Community Resource Centre of North and Centre Wellington
- The Door Centre Wellington
- East Wellington Community Services
- Fresh Start Resource Centre
- Guelph Community Health Centre
- Guelph-Wellington Women in Crisis
- Lakeside HOPE House
- Mount Forest Family Health Team
- Royal City Church
- Welcome In Drop In Centre
- Wellington County Learning Centre
- Wyndham House

The national 20,000 Homes campaign is led by the Canadian Alliance to End Homelessness. Leadership for the Guelph-Wellington 20,000 Homes Campaign comes from the Guelph & Wellington Task Force for Poverty Elimination and the County of Wellington Social Services. Special acknowledgement is provided to Tim Richter, President & CEO of the Canadian Alliance to End Homelessness and Andi Broffman, Solutions Advisor, Knowledge Sharing at Community Solutions, Inc., for their ongoing support and guidance.

Further acknowledgment is extended to the Poverty Task Force Research & Knowledge Mobilization Committee for lending their expertise in the analysis of results presented in this report.

Funding for Registry Week was provided in-part by Employment and Social Development Canada's Homelessness Partnering Strategy.

The Guelph & Wellington 20,000 Homes campaign would also like to thank all of the volunteers that assisted with administering surveys during Registry Week. Without their tireless energy and commitment, this work would not have been possible.

Finally, the campaign would like to extend our appreciation to all of the community members experiencing homelessness for their willingness to share their stories.

The citation for this report is: Ellery R. Guelph-Wellington Registry Week 2016. Guelph, ON: Guelph & Wellington Task Force for Poverty Elimination; 2016.

The Guelph-Wellington 20,000 Homes Campaign is supported by the Guelph & Wellington Task Force for Poverty Elimination and the County of Wellington Social Services.



EXECUTIVE SUMMARY

The 20,000 Homes Campaign is “national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable homeless people by July 1, 2018.”ⁱ As a 20,000 Homes participating community, Guelph-Wellington hosted a Registry Week from April 25th to April 29th. During this week, trained volunteers administered a health and housing survey with individuals experiencing homelessness in Guelph-Wellington. This report describes the outcomes of Guelph-Wellington Registry Week 2016.

The methodology used during Registry Week, where individuals vulnerability is assessed through survey collection, was developed by the 20,000 Homes Campaign, and inspired by the successful 100,000 Homes Campaign in the United States. In communities across Canada, this methodology has introduced a targeted approach to move the most vulnerable homeless people into long-term housing using a Housing First approach.

In addition to the Registry Week survey, participants were invited to participate in a second survey as part of the Government of Canada’s first ever coordinated point-in-time count.

During Guelph-Wellington Registry Week 2016, 295 individuals in our community were found to be experiencing homelessness during a three-day period (April 25th to April 27th). This includes 14 families, comprised of 15 parents/guardians and 19 dependents. Due to the limitations of point-in-time counts, this number should be considered the minimum number of people experiencing homelessness.

In total, 29% of surveyed individuals were youth between 16 and 24 years, and 71% were adults aged 25 years and older. None of the individuals surveyed were under the age of 16 and the oldest respondent was 73 years old. Overall, the average age of surveyed individuals was 34.5 years old.

Other demographic information found that 22% of respondents identified as Aboriginal or have Aboriginal ancestry, 2% have served in the Canadian Military or RCMP, 24% moved to Guelph-Wellington within the past year, and 3% came to Canada as an immigrant or refugee within the past 5 years.

The primary reason for losing their housing most recently among youth was family conflict with a parent or guardian (40%), and for adults it was eviction for reasons other than not being able to pay rent (23%). The median number of months since respondents had lived in permanent stable housing was 8 for adults and 10 for youth. The majority (53%) of total respondents had been without permanent stable housing for less than 1 year.

Nearly half of youth (46%) reported that they most frequently sleep in an emergency shelter, while a significant number of adults (47%) most frequently couch surf or stay with friends (often referred to as “hidden homelessness”). When asked if they had used an emergency shelter within the past year, 74% of youth and 52% of adults said they had.

A considerable number of youth (69%) and adults (60%) were experiencing chronic homelessness (homeless for six months or more in the past year), while 25% of youth and 30% of adults were facing episodic homelessness (three or more episodes of homelessness within the past year). A number of youth (18%) and adults (30%) were both chronically and episodically homeless.

Respondents were asked a series of questions about their use of emergency health services and interactions with police and incarceration. Frequent users (3 or more uses/interactions in the past

six months) accounted for 57% of emergency health service use among all respondents, and 89% of interactions with police and incarceration.

In terms of socialization and daily functioning, over half of youth (55%) and adults (65%) indicated that they have planned activities that make them happy and fulfilled, while the majority of youth (86%) and adults (83%) reported being able to take care of their basic needs.

Respondents indicated that welfare/income assistance is the main source of income for youth (50%) and adults (46%). This was followed by disability benefits for adults (34%) and no income source for youth (21%).

Related to physical health, 18% of youth and 21% of adult respondents said their physical health has caused them to lose their housing. Over a quarter (31% of youth and 35% of adults) indicated they have a chronic health issue, and a high number (64% of youth and 57% of adults) said they avoid getting help when sick or not feeling well.

In total, 39% of youth and 31% of adults said they had lost their housing as a result of their drinking and drug use, and 18% of youth and 17% of adults said it would be difficult for them to stay housed because of their substance use. Respondents also indicated that they had lost their housing because of a mental health issue or concern (38% of youth and 36% adults), a past head injury (14% of youth and 22% of adults), or a learning disability, developmental disability, or other impairment (23% of youth and 25% of adults).

Analysis demonstrates that 30% of youth and 23% of adult respondents were tri-morbid, meaning they were living with physical health, mental health, and substance use issues.

Information from Registry Week is collected to help determine the best type of support and housing intervention for an individual by providing a score based on overall vulnerability and acuity (depth of need). Among adults, 7% scored low (no housing intervention or case management needed), 38% scored medium (recommended for rapid re-housing), and 57% scored high (permanent supportive housing needed). Among youth, 0% scored low, 34% scored medium, and 66% scored high.

The Guelph-Wellington 20,000 Homes Campaign has set a local target of housing 30 of the most vulnerable from Registry Week by November 2016. Six month targets will be continually set by the 20,000 Homes Leadership Committee until July 2018, when the campaign ends.

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INTRODUCTION

The Guelph & Wellington Task Force for Poverty Elimination and the County of Wellington (“the County”) share a vision that everyone in Guelph-Wellington “can find and maintain an appropriate, safe, and affordable place to call home.”ⁱⁱⁱ Encouraged by action taken in other communities to end homelessness, the Poverty Task Force (PTF) and the County made a strategic decision to co-lead a local movement in support of the 20,000 Homes Campaign. The 20,000 Homes Campaign is a “national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable homeless people by July 1, 2018.”^{iv}

In an effort to gain an in-depth understanding of the needs and experiences of the homeless population, local 20,000 Homes campaigns typically begin with a Registry Week. During Registry Week, trained volunteers administer a short health and housing survey with community members identified as experiencing homelessness. The survey collects person-specific information to understand the level of vulnerability and acuity (or depth of need).^v The data collected helps communities to prioritize and house the most vulnerable, as well as to track progress toward ending homelessness. The Guelph-Wellington 20,000 Homes Campaign conducted its Registry Week from April 25th to April 29th.

This report provides background information, including an overview of the 20,000 Homes Campaign and how it aligns with local priorities and point-in-time counts. This report also covers the methods used during Registry Week and the limitations of the approach. Finally, the findings from Guelph-Wellington Registry Week 2016 are reported.

BACKGROUND

OVERVIEW OF THE 20,000 HOMES CAMPAIGN

The 20,000 Homes Campaign is “a national movement of communities working together to permanently house 20,000 of Canada’s most vulnerable homeless people by July 1, 2018.”^{vi} Organized by the Canadian Alliance to End Homelessness (CAEH), communities from across the country are encouraged to participate by coordinating local campaigns based on a set of guiding principles. The principles that guide the campaign are:

- **Housing First.** Permanent, safe, appropriate and affordable housing with the support necessary to sustain it, happens first and fast. We believe housing is a right for all Canadians.
- **Knowing who’s out there.** Every homeless person is known by name because someone has deliberately gone out onto the streets, into shelters and wherever necessary to find them, assess their needs and meet them where they are at.
- **Tracking our progress.** Local teams and the national campaign will use regularly collected, person-specific data to accurately track progress toward our goal. We will be transparent in our progress through good times and bad.

- **Improving local systems.** We will seek to build coordinated housing and support systems that are simple to navigate, while targeting resources quickly and efficiently to the people who need it the most.
- **Resolutely focused on our mission.** We are not interested in who gets credit or who gets blame. We are only interested in achieving our objective and ending homelessness.
- **Taking action.** We favour action over perfection and will find a way to meet our objectives, despite the challenges that will come.

ALIGNMENT WITH LOCAL PRIORITIES

In 2011, the new Housing Services Act came into effect, requiring all Service Managers in Ontario to develop a 10-year plan to address housing and homelessness within their service area. Plans needed to identify objectives and targets related to housing and homelessness, as well as actions proposed to meet those objectives.^{vii}

As the Consolidated Municipal Service Manager (CMSM) for Guelph and Wellington, the County worked in close consultation with local community stakeholders to develop a 10-year (2014-2024) Housing and Homelessness Plan (HHP). The plan was released in 2014 and describes goals and actions to achieve a common vision that “everyone in Guelph Wellington can find and maintain an appropriate, safe and affordable place to call home.”^{viii}

The Guelph-Wellington HHP includes several goals specifically related to homelessness that led the County to the develop a 5-year Homelessness Strategy. The Homelessness Strategy is designed to shift service delivery away from an emergency response, to focus on prevention, as well as accommodation and supports.^{ix} This change is informed by a Housing First approach, which is “a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed.”^x

Beyond plans and strategies developed by the CMSM, community stakeholders and homelessness support partners were monitoring the state of homelessness in the community, as well as progress toward ending homelessness in other areas. Inspired by reports out of Medicine Hat, Alberta, that chronic homelessness had been eliminated, the Poverty Task Force (PTF) directed staff to explore the approach taken in Medicine Hat, as well as other communities across Canada that were working on ending homelessness. After a review of different approaches and campaigns, the PTF decided to explore signing on as a participating community with the 20,000 Homes campaign.

Ultimately, a strategic decision was made in December 2015 for the PTF to sign onto the 20,000 Homes Campaign in partnership with the County of Wellington. The intention was to build on the strengths of each organization’s capacity to implement the guiding principles of 20,000 Homes, and to maximize impact at a local level.

ALIGNMENT WITH POINT-IN-TIME COUNTS

In April 2015, the County conducted a Point-in-Time (PiT) count in Guelph and Wellington to better understand the nature and extent of homelessness by measuring the number of people experiencing homelessness on a specific day. The April 2015 PiT count also represented the introduction of the County's commitment to conduct an annual PiT count.^{xi}

In 2015, the Government of Canada announced that it would support the first coordinated PiT count among communities across Canada. Communities were encouraged to participate and administer a common measurement tool from January 1 to April 30, 2016.

To capitalize on resources and energy, the Guelph-Wellington 20,000 Homes campaign aligned Registry Week 2016 with the County's annual PiT count, as well as the Government of Canada's coordinated PiT count. Guelph-Wellington Registry Week took place from April 25th to April 29th, 2016.

METHODS & LIMITATIONS

SURVEY TOOL

Three survey tools were administered during Guelph-Wellington Registry Week 2016, including one for the coordinated PiT count, and two for Registry Week as part of the 20,000 Homes Campaign.

The coordinated PiT count survey was provided by the Government of Canada and included Core Screening and Survey Questions (Appendix 1). The Core Questions included items intended to identify whether the respondent was experiencing homelessness, to provide some demographic information about the homeless population, and to highlight potential service needs.

The two surveys for the 20,000 Homes Registry Week were versions of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT). Separate versions of the tool were used for adults (25 years and older) (Appendix 2), and for youth (24 years and younger) (Appendix 3). The VI-SPDAT is considered a pre-screening tool for the full SPDAT, which is “an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first.”^{xii} The VI-SPDAT provides a score for individuals that complete the survey, which helps identify the best type of support and housing intervention needed, based on three categories:

- **Low score - Affordable Housing:** Individuals or families who do not require intensive supports but may still benefit from access to affordable housing. In these cases, the tool recommends affordable or subsidized housing but no specific intervention drawn uniquely from the homeless services world. (In most cases, this amounts to saying simply, “no case management.”).
- **Medium score - Rapid Re-Housing:** Individuals or families with moderate health, mental health and/or behavioral health issues, but who are likely to be able to achieve housing stability over a short time period through a medium or short-term rent subsidy and access to support services.

- **High score - Permanent Supportive Housing:** Individuals or families who need permanent housing with ongoing access to services and case management to remain stably housed.^{xiii}

Participation in both surveys was voluntary. Respondents could choose to participate in the PiT count and not the VI-SPDAT, or vice versa. Names were not recorded for the PiT count and verbal consent was obtained. Names were, however, recorded for the VI-SPDAT and written consent was required from respondents. Efforts have been made at a local level to ensure data collected as part of the PiT count remains anonymized if the respondent also participated in the VI-SPDAT.

The survey tools were administered by volunteers over a three-day period from April 25th to April 28th. Over 125 volunteers were recruited through the Guelph-Wellington 20,000 Homes Leadership Committee networks and the PTF social media channels. Volunteer roles included Survey Team Lead, Survey Team Member, Data Entry, and Registry Week Headquarter Support. The majority of volunteers participated in a training session to learn about the campaign, the survey tool, and how to approach a person experiencing homelessness. Volunteers identified as Survey Team Lead had front-line experience with the homeless population, and were provided the option to complete the training online. Each volunteer signed an oath of confidentiality to confirm they would not share any information gathered from survey participants.

SURVEY METHODS

The 20,000 Homes Leadership Committee, as well as staff from agencies within the homelessness support system from Guelph and Wellington, provided input into the survey approach based on best practices learned from other 20,000 Homes participating communities. Survey locations were selected based on places the homeless population frequented for programs and services. In total, 16 survey sites were used, including 10 in Guelph, and 6 in the County. In addition, a Street Team canvassed the downtown core in Guelph and one agency in the County was permitted to conduct surveys over the phone with clients they knew to be experiencing homelessness. A full list of survey locations is included in Appendix 3.

A week before Registry Week, flyers were posted across survey sites, as well as in the general community, notifying people experiencing homelessness of the upcoming Registry Week. Survey sites, dates, and times were listed on the poster. In addition, staff within the homelessness support system were encouraged to let clients know about Registry Week.

Teams of 4 volunteers, including 2 Survey Team Leads and 2 Survey Team Members, administered the surveys at the survey sites between 6am and 10pm from April 25th to April 28th. On April 25th, a Street Team conducted surveys during an additional shift from 10pm to 2am the next day. Survey teams approached people experiencing homelessness, asked them to participate in the survey, and obtained their consent. Participants that declined to participate or were observed but not approached by volunteers, were tracked on a tally sheet. Those that did participate received a \$5 gift card to thank them for their time. Completed surveys and other materials were returned to Registry Week Headquarters (Welcome In Drop In Centre).

Completed surveys were entered into a secure Google database by volunteers, PTF staff, and County of Wellington staff. Once preliminary analysis was completed, initial findings were

presented to the public at a Community Debrief event on April 29th. Following this event, a deeper level analysis of the findings was conducted by PTF and County of Wellington staff to ensure integrity, including an effort to identify and delete duplicates. Analysis of the findings was led by PTF staff, with support from the PTF Research & Knowledge Mobilization Committee, including County of Wellington staff.

LIMITATIONS

There are four important limitations of the approach used during Guelph-Wellington Registry Week 2016 that may impact presented results. The first is related to the inherent limitations of any Point-in-Time count. A PiT count “relies on the ability of volunteers to find those experiencing homelessness in public areas, and may miss some who do not appear to be homeless, who are well-hidden, or who are actively avoiding being counted.”^{xiv} It is particularly difficult for a PiT count to capture those experiencing “hidden homelessness” (e.g. couch surfing, living in a hotel room) or those not accessing homeless supports and services. As a result, findings from PiT counts should always be considered the minimum number of people experiencing homelessness.^{xv}

A second limitation was the result of local circumstances during Registry Week. During the period of time the survey was administered, Family and Children’s Services of Guelph and Wellington County (F&CS) were in their third week of a strike, limiting their ability to participate in Registry Week. As a result, it is assumed that a number of youth and families experiencing homelessness and connected to F&CS may not have been captured during Registry Week. In addition, the Stepping Stone, the lone shelter for men experiencing homelessness in Guelph, was temporarily closed during Registry Week. While efforts were made to reach out to the men that were staying at the shelter prior to its closure, it is understood that some may have been missed.

A third limitation is related to challenges in identifying and enumerating those experiencing homelessness in the rural areas of Wellington County. A 2011 report, *Rural Homelessness Study*, looked at the homeless population in East, Centre, and North Wellington. Among the findings, the report noted that individuals experiencing homelessness in the County were hesitant to self-identify as being homeless, and were reluctant to access emergency shelters in the city.^{xvi} The approach used during Registry Week 2016 depended on individuals self-identifying, and relied heavily on homelessness support system partners, such as emergency shelters, to connect volunteers with potential participants. Therefore, it is understood that the approach taken during Registry Week had additional limitations for capturing those experiencing homelessness in Wellington County.

Finally, it is recognized that individuals may have been counted more than once and presented in the findings. As part of the screening process, volunteers asked respondents if they had already completed the survey. However, some individuals indicated they had not in order to receive another \$5 gift card incentive. Duplicates that completed the VI-SPDAT and provided the same name and birth date were identified during analysis and only responses to their first survey were kept. However, there is no way to identify those that completed the PiT count more than once since it did not require respondents to provide their names. Additionally, those included on the tally sheet as “observed homeless” may have been counted more than once by different volunteers.

Based on these limitations, two important decisions were made during analysis and are important to keep in mind when reviewing the presentation of findings in this report. First, child and adult

dependents, along with those observed to be experiencing homelessness, were counted toward the overall number of individuals found to be experiencing homelessness. However, since they were not directly surveyed, they are not included in the analysis of individuals.

Second, the data collected using the VI-SPDAT is considered more reliable, since names were provided, making it easier to identify and delete duplicates, as compared to the PiT count survey. As a result, in instances where the same or similar question was asked in both surveys, the findings from the VI-SPDAT are presented.

FINDINGS

During Guelph-Wellington Registry Week, a total of 295 people were identified as experiencing homelessness from April 25th to April 28th, 2016.

Research clearly demonstrates that youth homelessness is distinct from adult homelessness and that “solutions and pathways off the streets must also reflect a clear understanding of the unique conditions and circumstances of youth homelessness.”^{xvii} In an effort to help use the findings from Registry Week 2016 to develop location solutions, the diagrams show percentages of youth versus adults.

REGISTRY WEEK PARTICIPATION

Of the 295 people identified as experiencing homelessness during Registry Week, the majority (85%) completed a survey, while the remaining were child or adult dependents of individuals surveyed (8%), and individuals observed to be experiencing homelessness (6%). The following table provides a summary of Registry Week participation, including a breakdown of the surveys completed:

Table 1: Registry Week Participation

	Children (15 years and younger)	Youth (16 – 24 years)	Adults (25 years and older)	Total
Point in Time Count ONLY		10	48	58
Point in Time Count & VI-SPDAT		55	137	192
VI-SPDAT ONLY		1	1	2
Observed (not directly surveyed)			24	24
Child & Adult Dependents (not directly surveyed)	13	4	2	19
Total	13	70	212	295

In total, 95% of surveys were completed in Guelph and 5% were completed in Wellington County. Due to the limitations outlined earlier in this report related to identifying and enumerating those

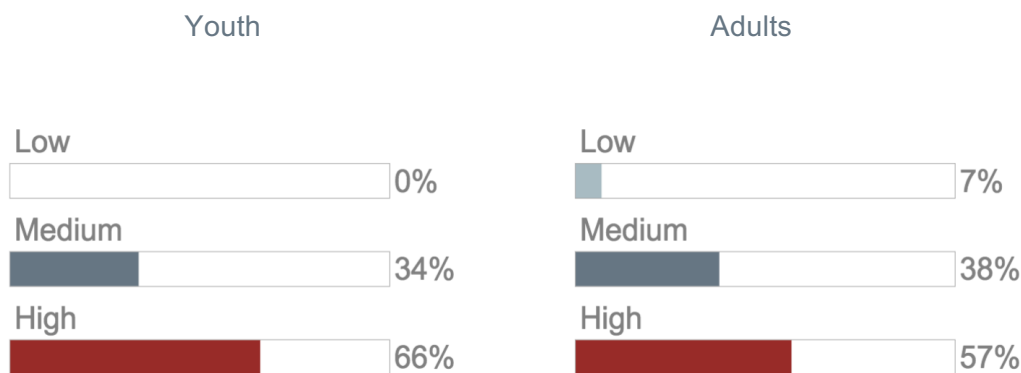
experiencing homelessness in the rural areas of Wellington County, it is important to highlight that this finding only identifies the survey site, and not where the individual lives or is from.

ACUITY OF HOUSING NEED

As discussed under Survey Methods earlier in this report, the VI-SPDAT helps determine the best type of support and housing intervention for an individual by providing a score based on overall vulnerability and acuity (depth of need). Individuals that score low require no housing intervention or case management, medium scores indicate an assessment for rapid re-housing, and high scores signal the need for permanent supportive housing.

Overall, 57% of individuals found to be experiencing homelessness in Guelph-Wellington during Registry Week scored high. Figure 1 shows that among youth, 66% scored high, 34% scored medium, and 0% scored low. Among adults, 57% scored high, 38% scored medium, and 7% scored low.

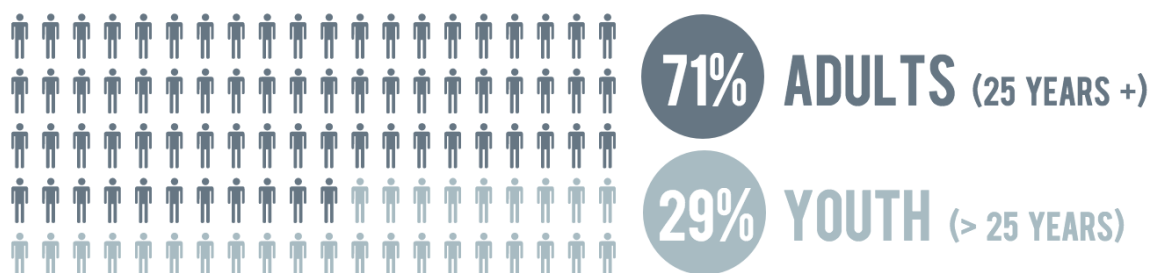
Figure 1: Acuity of housing need (SPDAT, n=194)



DEMOGRAPHIC INFORMATION

In total, 29% of surveyed individuals were youth between 16 and 24 years, and 71% were adults aged 25 years and older (Figure 2). This is higher than nationally available data, which estimates that young people aged 16 – 24 make up about 20% of the homeless population.^{xviii}

Figure 2: Age categories of surveyed individuals (VI-SPDAT, n=194)



More than half (54%) of the surveyed individuals fell between the ages of 25 and 49 years. None of the individuals surveyed were under the age of 16 and the oldest respondent was 73 years old. Overall, the average age of surveyed individuals was 34.5 years old.

Analysis of gender demonstrates that among youth, a higher percentage (53%) identify as female, while 44% identify as male, 2% as transgender, and 2% as gender fluid. A different picture is presented of gender among adults, of whom the majority (61%) identify as male, while 38% identify as female, and 1% as transgender (Table 2).

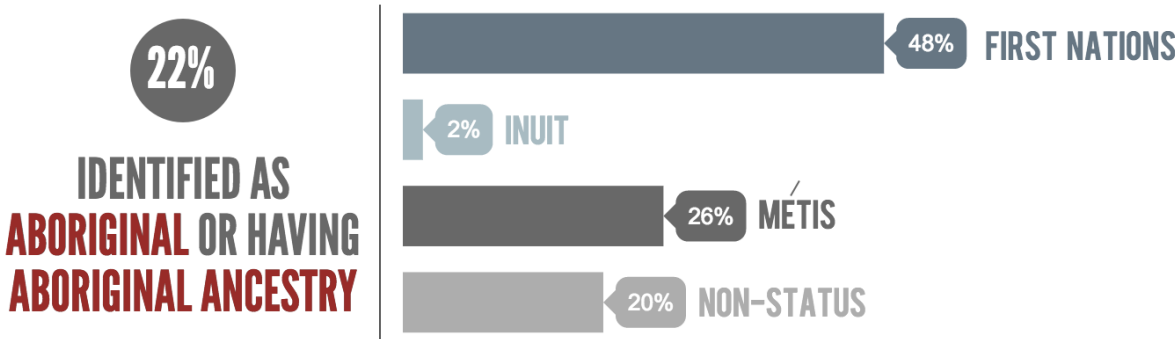
Table 2: Gender categories of surveyed individuals (PiT, n=249)

	Youth (n=59)	Adult (n=190)
Female	53%	38%
Male	44%	61%
Transgender	2%	1%
Gender fluid	2%	0%

Nearly a quarter (22%) of respondents said they identified as Aboriginal or have Aboriginal ancestry. Nearly half (48%) of those individuals identified as First Nations, while the remaining identified as Inuit, Métis, or non-status (Figure 3). A small percentage (4%) that answered yes to being Aboriginal or having Aboriginal ancestry did not specify which group they identified as belonging to.

The 2011 National Household Survey reports that just 3% of individuals in Wellington County (including the City of Guelph) have Aboriginal origins.^{xi} Thus, it would seem as though a disproportionate number of individuals that identify as Aboriginal or having Aboriginal ancestry are experiencing homelessness. However, this is reflective of national trends, which report that 1 in 15 Aboriginal people in urban centres experience homelessness, compared to 1 in 128 for the general population.^{xx}

Figure 3: Aboriginal and Aboriginal ancestry of surveyed individuals (PiT, n=249)



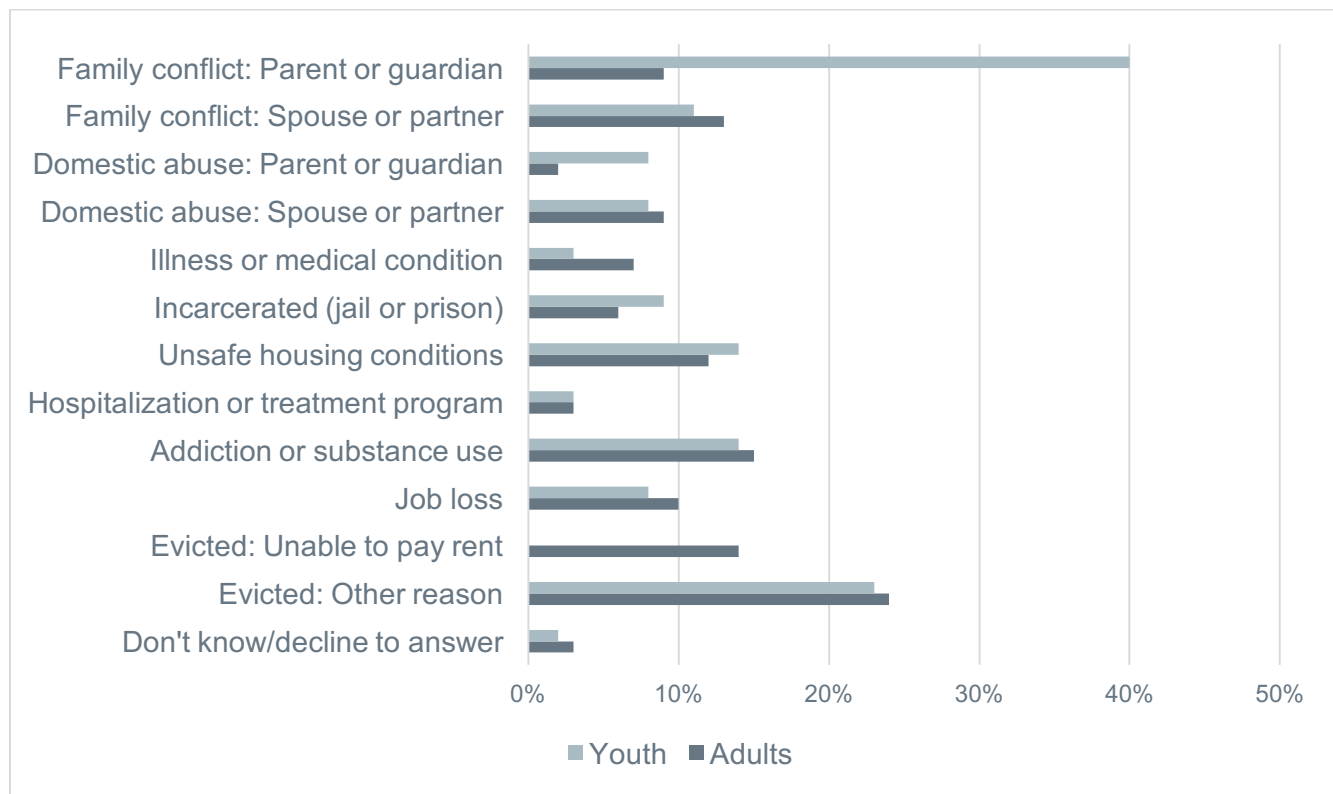
The PiT count survey asked respondents if they had ever served in the Canadian Military or RCMP. A small percentage (2%) indicated that they had.

Finally, respondents were asked a couple of questions about where they came from before arriving in Guelph-Wellington. Nearly a quarter (24%) indicated that they moved to Guelph-Wellington within the past year and a small percentage (3%) identified as having come to Canada as an immigrant or refugee within the past 5 years. Information about where they came from or whether they had moved within the Guelph-Wellington area was not captured.

HISTORY OF HOUSING & HOMELESSNESS

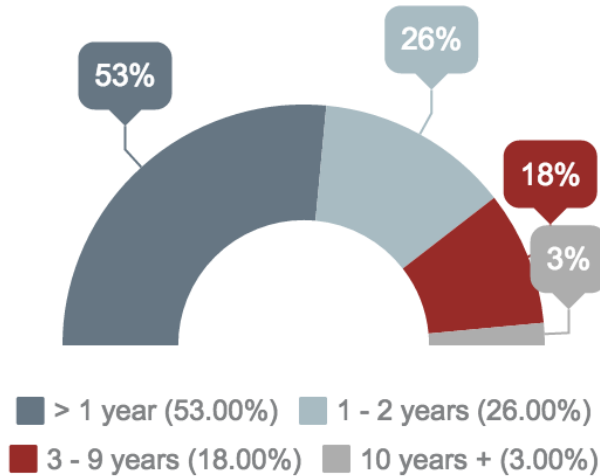
Individuals found to be experiencing homelessness during Registry Week 2016 were asked a number of questions related to their history of housing and homelessness. To begin, the PiT count survey asked individuals what happened that caused them to lose their housing most recently. The volunteer survey administrators were instructed to select from a list all options that applied. A significant number of youth (40%) indicated that they lost their housing as a result of family conflict with their parent or guardian. This was followed by eviction for any other reason than they were unable to pay rent (23%), and addiction or substance use (14%), and unsafe housing conditions (14%). The main reasons adults selected were eviction for any other reason than unable to pay rent (24%), followed by addiction or substance use (15%), and eviction because they were unable to pay rent (14%). A summary of the results to this question are available in Figure 4.

Figure 4: Reasons housing lost (PiT, n=239)



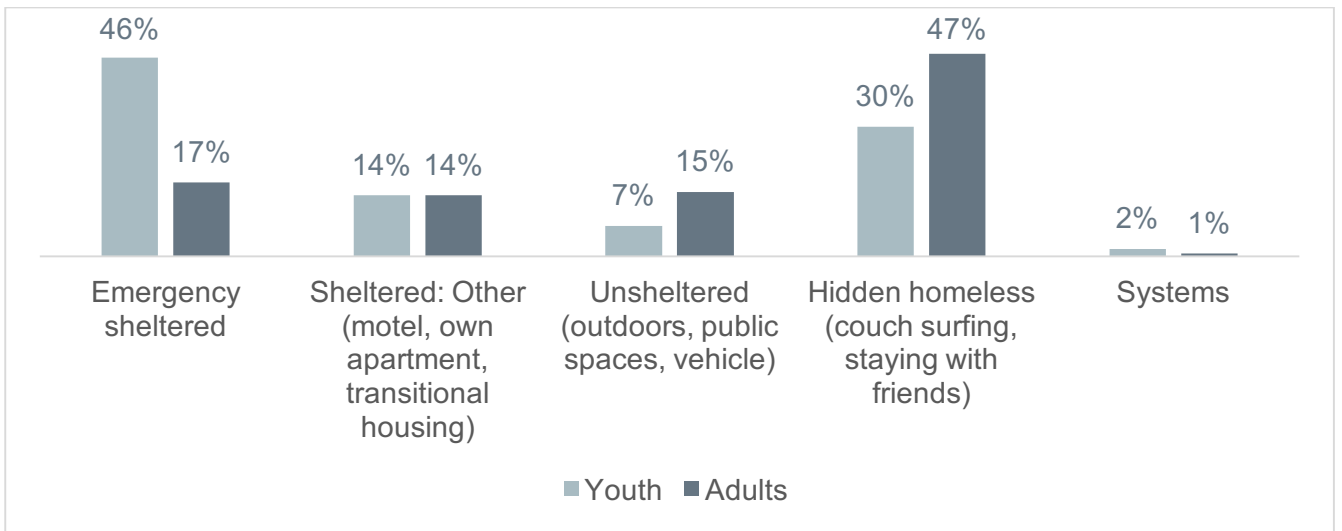
Respondents were asked how long it had been since they lived in permanent stable housing. The median number of months for an adult was 8, while slightly higher for youth at 10 months. Further analysis demonstrated for just over half (53%) of the total respondents, it had been less than 1 year since they lived in permanent stable housing. A small percentage (3%) had been without permanent stable housing for 10 years or more (see Figure 5).

Figure 5: Number of months since permanent stable housing (VI-SPDAT, n=189)



The VI-SPDAT asked survey respondents to indicate where they sleep most frequently and their responses were categorized. Among youth, nearly half (46%) indicated an emergency shelter, while 30% said couch surfing or staying with friends (hidden homelessness). The opposite was evident among adults, with nearly half (47%) couch surfing or staying with friends. Figure 5 provides a summary of the results to this question.

Figure 6: Frequent sleeping locations (VI-SPDAT, n=189)¹



¹ There are two important factors to consider when reviewing this figure. Under "Sheltered: Other," a small percentage indicated that they most frequently stayed in their own apartment. These individuals were experiencing homelessness, but were very recently evicted. Another consideration is that the individuals that fall under the category "systems," were identified and surveyed by a front-line worker. Individuals staying in systems were not intentionally targeted.

A similar question in the PiT count survey asked respondents where they were staying that evening. While the responses are similar to the question about where they sleep most frequently, it should be noted 17% of adults and 5% of youth reported that they did not know where they would be sleeping that night.

Additionally, the PiT count survey asked if respondents if they had used an emergency shelter in the past year. A majority (74%) of youth indicated they had, and over half (52%) of adults had as well.

While it is widely acknowledged that homelessness is difficult for anyone that experiences it, the length and severity of experience are useful ways to differentiate the homeless population. Chronically homeless individuals are defined by some experts as individuals who are homeless for a year or more^{xxi}, while others, including the Government of Canada, define it as those who are currently homeless and have been homeless for six months or more in the past year.^{xxii} Table 3 shows the percentage of youth and adult respondents experiencing chronic homelessness based on both definitions.

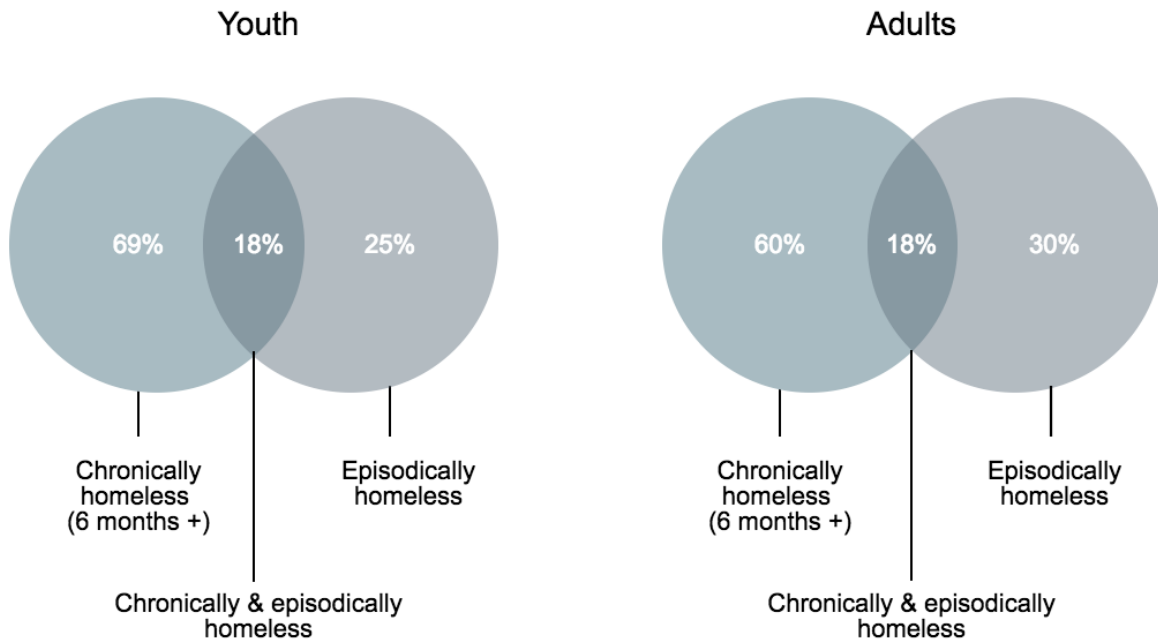
Table 3: Chronic homelessness (VI-SPDAT, n=189)

	Youth (n=)	Adult (n=)
Chronic homelessness (6 months +)	69%	60%
Chronic homelessness (1 year +)	47%	46%

Another way to differentiate the homeless population based on length and severity of experience, is to examine episodic homelessness. Episodically homeless refers to individuals who are currently homeless and have experienced three or more episodes of homelessness in the past year.^{xxiii} Both chronic and episodic homelessness are sometimes used as indicators of target populations. For example, the Government of Canada directives under the Homelessness Partnering Strategy² suggests that “once a community has housed 90% of its chronic and episodic homeless population, it may focus the Housing First interventions on the group with the next highest needs.”^{xxiv} Figure 6 shows a summary of those experiencing chronic homelessness (6 months or more), episodic homelessness, and both chronic and episodic homelessness among the respondents of Guelph-Wellington Registry Week 2016.

² The Homelessness Partnering Strategy (HPS) is a community-based program of the Government of Canada aimed at preventing and reducing homelessness by providing direct support and funding to designated communities, including the County of Wellington, and to organizations that address Aboriginal homelessness across Canada.

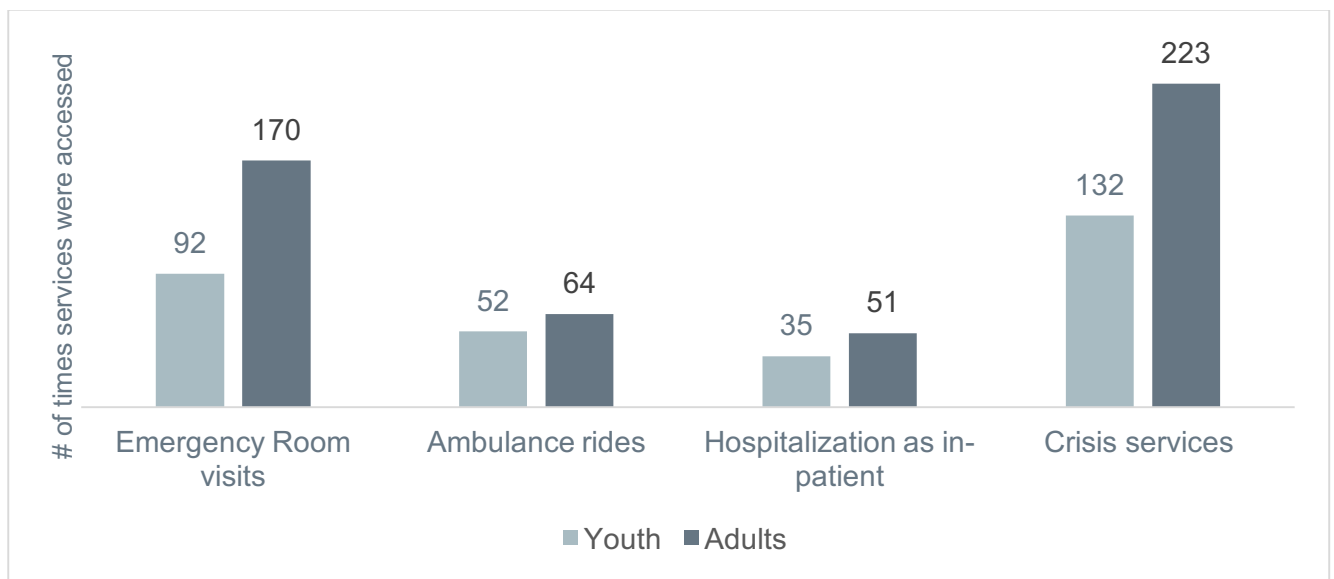
Figure 7: Chronic and episodic homelessness (VI-SPDAT, n=189)



AT-RISK FACTORS

Co-occurring social and medical factors are the primary factors that contribute to homelessness, and the VI-SPDAT attempts to capture this by asking questions that cover medical and social risk factors.^{xxv} Respondents were asked to estimate the number of times they used a variety of emergency health services in the previous six month period, including receiving healthcare at an emergency room, taking an ambulance to to the hospital, hospitalization as an in-patient, and using a crisis service.³ Analysis of the data collected from youth and adults is presented in Figure 7.

Figure 8: Emergency heath service use (VI-SPDAT, n=189)



³ Crisis services included sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines.

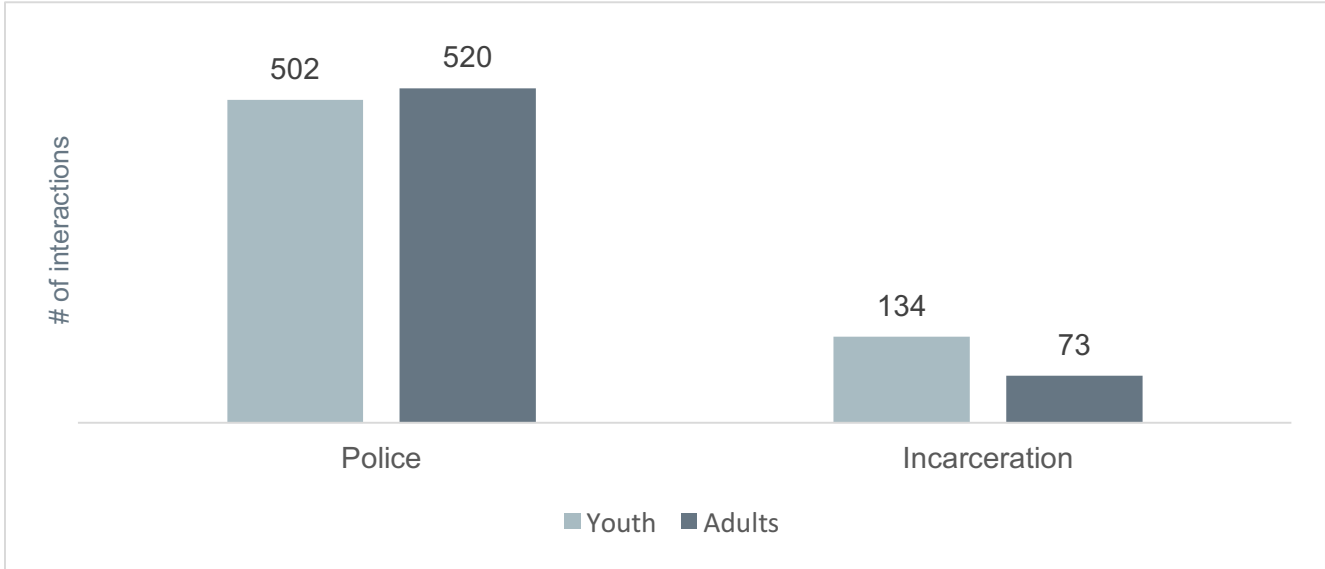
A report from Perth, Australia’s 2016 Registry Week defines “frequent use” as 3 or more interactions in the past six months.^{xxvi} Using this definition to identify frequent users, analysis of data from Guelph-Wellington Registry Week 2016 demonstrates frequent users account for 57% of emergency health service use among all respondents. Further, 34 respondents accounted for 323 interactions with crisis services in the previous six months, an average of 10 visits each. A small number of respondents also said they used other health services more than three times in six months as shown in Table 4.

Table 4: Frequency of Emergency Health Service Use (VI-SPDAT)

	# of frequent users	# of interactions	Average # of interactions per frequent user
Emergency Room visits	31	57	5
Ambulance rides	9	58	6
Hospitalization as an in-patient	8	32	4
Crisis services	34	323	10

Respondents were also asked about the number of interactions with police and incarceration in the previous six months. Figure 8 provides a summary of the results, including a breakdown of youth and adults.

Figure 9: Interactions with police and incarceration (VI-SPDAT, n=189)



Further analysis looked at frequent users of these services who had 3 or more interactions within the past 6 months. This analysis demonstrates that 47 frequent users accounted for 945 interactions with police in the previous six months, an average of 20 interactions each. A smaller group of frequent users accounted for 152 instances of incarceration. The results of this analysis are provided in Table 5.

Table 5: Frequency of Interactions with police and incarceration (VI-SPDAT)

	# of people	# of interactions	Average # of interactions per frequent user
Police	47	945	20
Incarceration	16	152	10

In total, frequent users accounted for 89% of interactions with police or incarceration among all respondents. For example, respondents had 1022 interactions with police, because they witnessed a crime, were the victim of a crime, or because police told them that they had to move along. Of those interactions, 1022 (92%) were accounted for by frequent users.

Youth were also asked if they had been incarcerated before the age of 18, and 40% said they had.

Respondents were also asked a series of questions related to other risk factors. Individuals were identified as being at risk of harm if they had been attacked or beaten up since they became homeless, or if they had threatened to or tried to harm themselves or someone else in the last year. Respondents were also asked if they had any “legal stuff” going on right now that may result in them being locked up, having to pay fines, or making it more difficult to rent a place to live. Finally, respondents were deemed to be at risk of exploitation if they identified as engaging in risky behaviour, such as exchanging sex for money, running drugs for someone else, having unprotected sex with someone they didn’t know, or sharing a needle. Respondents were also at risk of exploitation if they identified that anybody tried to force or trick them into doing things they did not want to do. A summary of the results from these questions is outlined in Table 6.

Table 6: Risk Factors (VI-SPDAT, n=189)

	Youth (n=56)	Adult (n=138)
Attacked or beaten up	43%	27%
Harmed or threatened to harm	52%	28%
Legal issues	32%	40%
Engaged in risky behaviour	34%	28%
Forced or tricked into doing things they didn’t want to do	38%	22%

SOCIALIZATION, DAILY FUNCTIONING & MONEY MANAGEMENT

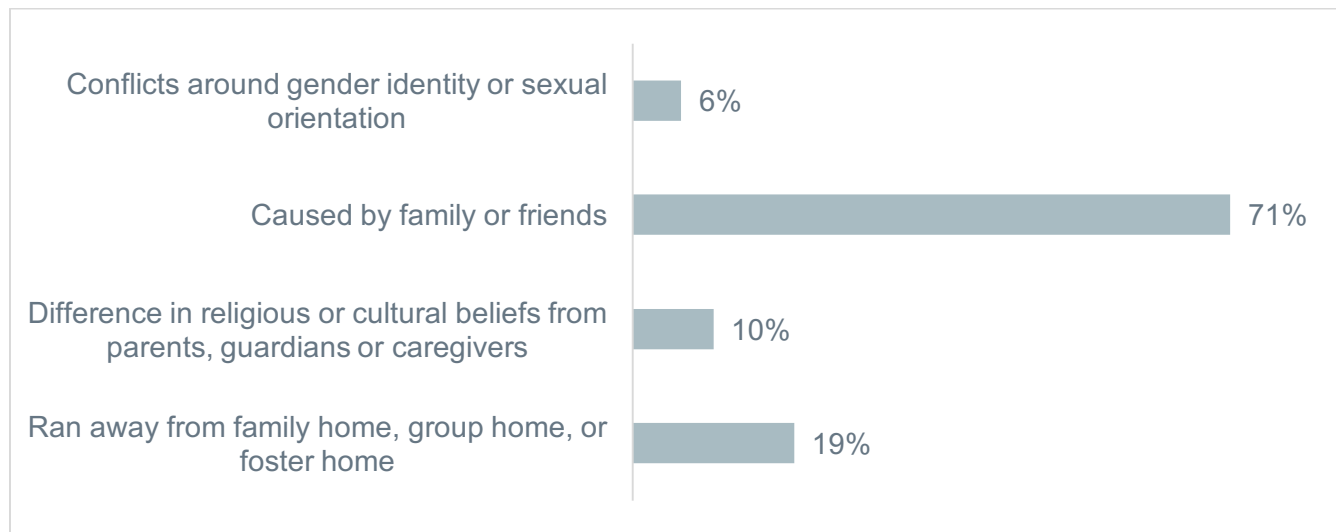
Respondents were asked questions to determine whether they were engaged in meaningful daily activity and self-care. When asked if they have planned activities, other than just surviving, that make them feel happy and fulfilled, 55% of youth, and 65% of adults said yes. When asked if they were able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water, 86% of youth and 83% of adults said they could.

Respondents were also asked whether their social relationships caused their current state of homelessness, although the question was slightly different for adults and youth. Adult respondents were asked if their current state of homelessness was caused in any way by a relationship that

broke down, an unhealthy or abusive relationship, or because family or friends caused it. A total of 67% of adult respondents answered yes to this question.

Rather than a single question, youth were asked if their current lack of stable housing was the result of a number of different factors related to social relationships. Figure 9 provides a summary of the responses provided.

Figure 10: Youth social relationships (VI-SPDAT, youth n=52)



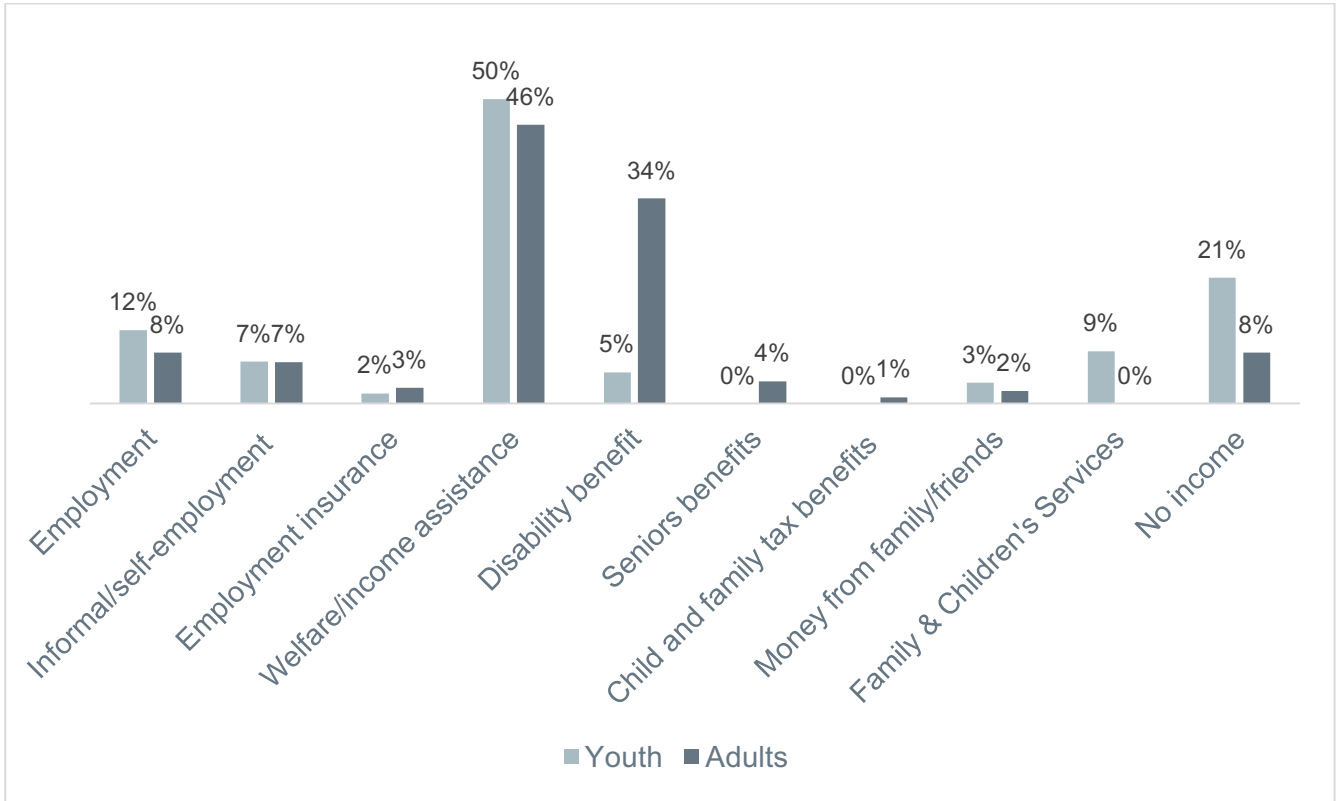
Respondents were also asked questions about their experiences with abuse and trauma. Again, the questions for adults and youth were slightly different. A total of 59% of adults indicated that their current period of homelessness was caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma they had experienced. Youth were asked if their current lack of stable housing was the result of violence at home between family members, or because of an unhealthy or abusive relationship, either at home or elsewhere. Table 7 summarizes the results.

Table 7: Abuse/Trauma (SPDAT, n=189)

	Youth (n=52)	Adults (n=137)
Violence at home between family members	54%	n/d
Unhealthy or abusive relationship	63%	n/d
Abuse or trauma	n/d	59%

Finally, respondents were asked questions about money and money management. The PiT count survey asked individuals where they get their money from. Volunteers administering the survey were provided a list of options that they could provide, and respondents could select all that applied. Welfare/income assistance was identified as the main source of income for both youth (50%) and adults (46%). For adults, this was followed by disability benefits (34%), and for youth it was no income (21%). Figure 10 provides a summary of the full results.

Figure 11: Income sources (VI-SPDAT, n=189)

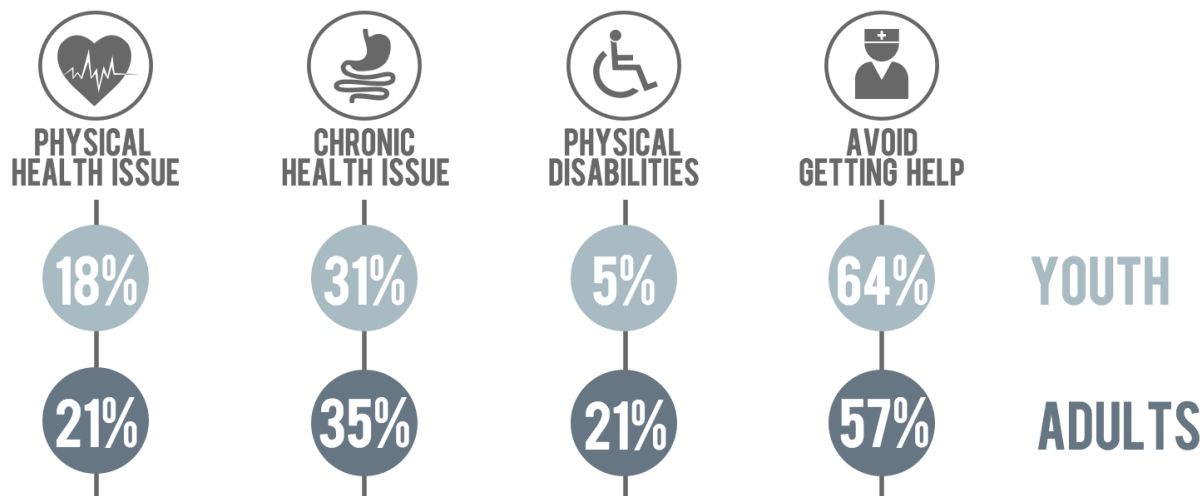


The VI-SPDAT asked respondents questions about money management. According to the data collected, 63% of youth and 75% of adults get money from the government, an inheritance, an allowance, working under the table, or a regular job. Respondents, including 43% of youth and 44% of adults, also noted that there is a person or group that thinks they owe them money.

WELLNESS

In the last section of the VI-SPDAT, respondents were asked a series of questions about their wellness, including physical health, substance use, mental health, and medications. Related to physical health, 18% of youth and 21% of adult respondents said their physical health has caused them to leave an apartment, shelter program, or other place they were staying. Over a quarter of respondents, (31% of youth and 35% of adults) identified as having chronic health issues, and a high number of respondents (64% of youth and 57% of adults) indicated that they avoid getting medical help when they are sick or not feeling well. Finally, 5% of youth and 21% of adults indicated they have a physical disability that would limit the type of housing they could access, or would make it hard to live independently because they need help. These results are summarized in Figure 11.

Figure 12: Physical health (VI-SPDAT, n=189)



Respondents were also questioned about pregnancy. Of female adult respondents, 2% indicated they were currently pregnant. All youth (regardless of gender) were asked if they were currently pregnant, have ever been pregnant, or have gotten someone pregnant. A total of 29% of youth said yes to this question.

Respondents were asked about their substance use, but only as it relates to their history of housing and homelessness. Respondents were asked if their drinking or drug use had led them to be kicked out of a place they were staying in the past, as well as whether it would make it difficult for them to stay housed or afford housing in the future. In addition, youth were asked if they had used marijuana, if they tried it at age 12 or younger. The results of these questions are summarized in Table 8.

Table 8: Substance use (VI-SPDAT, n=194)

	Youth (n=56)	Adults (n=138)
Kicked out for drinking or drug use	39%	31%
Difficult to stay housed due to drinking or drug use	18%	17%
Tried marijuana at age 12 or younger	50%	n/d

Respondents were also asked a series of questions about their mental health, primarily related to their history of housing and homelessness. Individuals were asked to indicate if they ever had trouble maintaining housing, or been kicked out of a place they were staying because of a mental health issue or concern, a past head injury, or a learning disability, developmental disability, or other impairment. The results from this series of question are in Table 9.

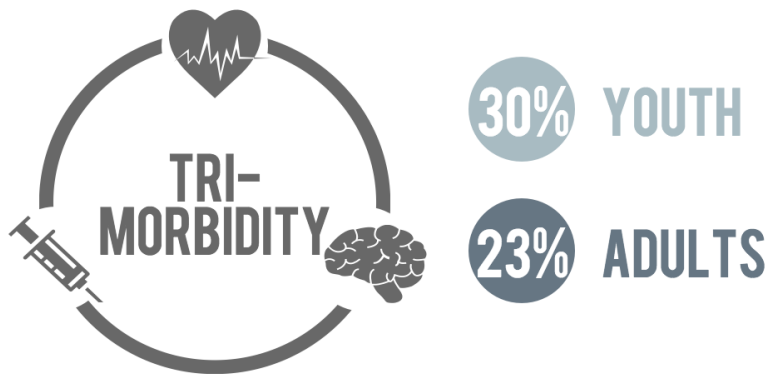
Table 9: Mental health (VI-SPDAT, n=194)

	Youth (n=56)	Adults (n=138)
Mental health issue or concern	38%	36%
Past head injury	14%	22%
Learning disability, developmental disability, or other impairment	23%	25%

Additionally, 23% of youth and 21% of adult respondents said they had mental health or brain issues that would make it hard for them to live independently because they would need help.

Persons living with physical health, mental health, and substance use issues, or “tri-morbidity,” have complex health needs. Analysis demonstrates that 30% of youth and 23% of adults found to be experiencing homelessness during Registry Week were tri-morbid (Figure 12).

Figure 13: Tri-morbidity (VI-SPDAT, n=189)



To conclude the wellness section of the VI-SPDAT, respondents were asked two questions about prescription medications. Research has found that marginalized populations, such as those experiencing homelessness, may face substantial barriers to medical adherence, which is an important determinant of successful medical treatment. Common reasons for non-adherence include side-effects, cost, and lack of access to a physician.^{xxvii} When respondents were asked if there were any medications that a doctor said they should be taking that, for whatever reason, they are not taking, 34% of youth and 33% of adults said yes. A second question asked respondents if there were any medications that they weren’t taking the way the doctor prescribed or that they were selling, 18% of youth and 14% of adults said yes (Table 10).

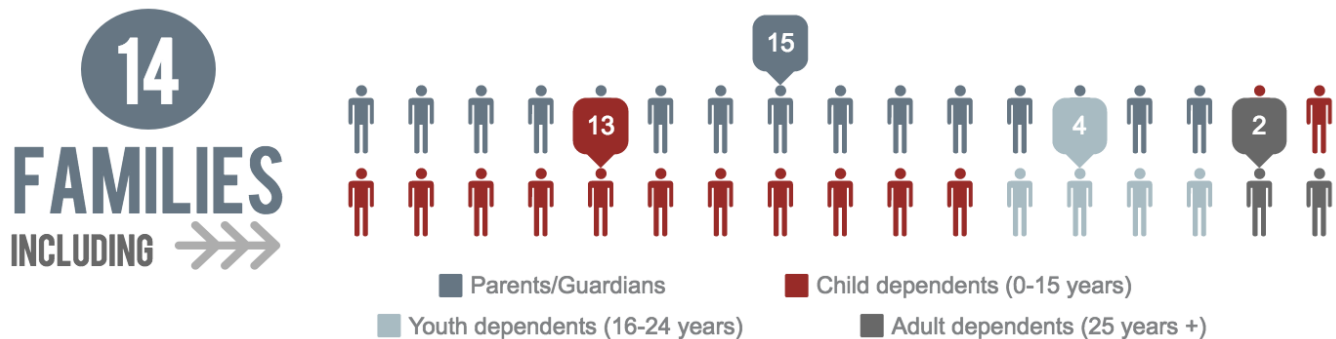
Table 10: Medications (VI-SPDAT, n=194)

	Youth (n=56)	Adults (n=138)
Not taking prescribed medications	34%	33%
Misusing or selling prescribed medications	18%	14%

FAMILIES EXPERIENCING HOMELESSNESS

A minimum amount of information was collected about families experiencing homelessness. For the purposes of this report, a family is defined as an adult living with at least one child/dependent. In the PiT count survey, individuals were asked to indicate the family members that live with them. If respondents had children or dependents living with them, they were asked to share the age and gender for each child/dependent. In total, 14 families were identified, including 15 adults, 13 child dependents (0-15 years), 13 youth dependents (16-24 years), and 2 adult dependents, accounting for a total of 34 individuals experiencing homelessness (Figure 13).

Figure 14: Families experiencing homelessness (PiT, n=248)



NEXT STEPS

The Guelph-Wellington 20,000 Homes Campaign has set a local target of housing 30 of the most vulnerable from Registry Week by November 2016. Six month targets will be continually set by the 20,000 Homes Leadership Committee until July 2018, when the campaign ends.

As a participating community of 20,000 Homes, Guelph-Wellington has committed to a number of promising practices, including: using a common assessment tool, prioritizing supports to people identified as the “most vulnerable,” utilizing a Housing First approach, reporting monthly on the number of people who secured housing, conducting a community self-assessment, and sharing ideas with participating communities.^{xxviii}

¹ (Canadian Alliance to End Homelessness)
¹ (Guelph & Wellington Task Force for Poverty Elimination)
¹ (County of Wellington)
¹ (Canadian Alliance to End Homelessness)
¹ (Region of Waterloo Community Services)
¹ (Canadian Alliance to End Homelessness)
¹ (Government of Ontario)
¹ (County of Wellington)

- ¹ (County of Wellington)
- ¹ (The Homelessness Hub)
- ¹ (County of Wellington)
- ¹ (OrgCode Consulting, Inc.)
- ¹ (OrgCode Consulting, Inc.)
- ¹ (OrgCode Consulting, Inc.)
- ¹ (OrgCode Consulting, Inc.)
- ¹ (Grodzinski)
- ¹ (S. O. Gaetz)
- ¹ (S. D. Gaetz)
- ¹ (Statistics Canada)
- ¹ (Patrick)
- ¹ (S. G.-G. Gaetz)
- ¹ (Government of Canada)
- ¹ (S. G.-G. Gaetz)
- ¹ (Government of Canada)
- ¹ (Clarity Human Services)
- ¹ (Ruah Community Services)
- ¹ (Hunter)
- ¹ (Region of Waterloo Community Services)

APPENDIX 1—POINT-IN-TIME COUNT SURVEY

POINT IN TIME COUNT SURVEY		Survey Number: ####
Location: _____	Time: _____	AM/PM
Interviewer: _____	Contact #: _____	

Hello, my name is XXX, and I'm a volunteer for the (*Community Name*). I'm here tonight to conduct two surveys about your housing needs and history of homelessness to provide better programs and services to people experiencing homelessness.

Participating is voluntary, so you can participate in one or both surveys. If you only do the first survey, your name will not be recorded. If you do both surveys or just the second survey, we will ask for your name, so your responses would not be anonymous.

The first survey takes about 10 minutes to complete.

- You can choose to skip any question or to stop the interview at any time.
- Results will contribute to the understanding of homelessness across Canada, and will help with research to improve your services.

A. Have you answered this survey with a person with this (identifier)?

- a. YES: thank them for their time
- b. NO: go to B

B. Are you willing to participate in the survey?

- a. YES: go to C
- b. NO: thank and *introduce the VI-SPDAT* and ask if they would like to participate in that survey

C. Do you have a permanent residence that you can return to tonight?

a. YES	b. NO	c. DON'T KNOW	d. DECLINE TO ANSWER
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D. Where are you staying tonight? [DO NOT READ CATEGORIES]

a. DECLINE TO ANSWER b. OWN APARTMENT/HOUSE	THANK (& TALLY)
c. SOMEONE ELSE'S PLACE (FRIEND OR FAMILY) d. MOTEL/HOTEL e. HOSPITAL, JAIL, PRISON, REMAND CENTRE	HAS a permanent Residence: THANK (& TALLY) NO Permanent Residence: BEGIN SURVEY
f. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER g. TRANSITIONAL HOUSING h. PUBLIC SPACE (E.G., SIDEWALKS, SQUARES, PARKS, FORESTS, BUS SHELTER) i. VEHICLE (CAR, VAN, RV, TRUCK) j. MAKESHIFT SHELTER, TENT OR SHACK k. ABANDONED/VACANT BUILDING l. OTHER UNSHELTERED LOCATION UNFIT FOR HUMAN HABITATION (SPECIFY) _____ m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]	BEGIN SURVEY

- Thank you for agreeing to participate. Please note that you will receive (item) as a thank you for your participation.

BEGIN SURVEY

1. What family members are with you? [Indicate survey numbers for adults]

<input type="checkbox"/> NONE		<input type="checkbox"/> OTHER ADULT - Survey #: _____								
<input type="checkbox"/> PARTNER - Survey #: _____		<input type="checkbox"/> DECLINE TO ANSWER								
<input type="checkbox"/> CHILD(REN)/DEPENDENT(S) [indicate age for child/dependent]										
GENDER	1	2	3	4	5	6	7	8	9	10
AGE										

2. How old are you? [OR] What year were you born? [If unsure, ask for best estimate]

<input type="radio"/> AGE _____ OR YEAR BORN _____ <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER

3. What gender do you identify with? [Do not read categories]

<input type="radio"/> MALE <input type="radio"/> TRANSGENDER <input type="radio"/> DON'T KNOW
<input type="radio"/> FEMALE <input type="radio"/> OTHER RESPONSE _____ <input type="radio"/> DECLINE TO ANSWER

4. Do you identify as Aboriginal or do you have Aboriginal ancestry? This includes First Nations, Métis, Inuit, with or without status. [If yes, please follow-up to specify.]

<input type="radio"/> YES -----> If YES: <input type="radio"/> FIRST NATIONS
<input type="radio"/> NO <input type="radio"/> INUIT
<input type="radio"/> DON'T KNOW <input type="radio"/> MÉTIS
<input type="radio"/> DECLINE TO ANSWER <input type="radio"/> NON-STATUS / HAVE ABORIGINAL ANCESTRY

5. Have you ever had any service in the Canadian Military or RCMP?

[Military includes Canadian Navy, Army, or Air Force]

<input type="radio"/> YES, MILITARY <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> YES, RCMP

6. Did you move to (community name) in the past year?

<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER

7. Did you come to Canada as an immigrant or refugee within the past 5 years?

<input type="radio"/> YES <input type="radio"/> NO <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER

8. Over the past year, how much of the time have you been homeless? [Best estimate.]

<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS <input type="radio"/> 0-2 MONTHS
<input type="radio"/> DON'T KNOW <input type="radio"/> 3-5 MONTHS
<input type="radio"/> DECLINE TO ANSWER <input type="radio"/> 6-12 MONTHS

9. Over the past year, how many different times have you experienced homelessness?

[Includes this time. Best estimate.]

<input type="radio"/> NUMBER OF TIMES _____ <input type="radio"/> 1 TIME [current episode]
<input type="radio"/> DON'T KNOW <input type="radio"/> 2 TIMES
<input type="radio"/> DECLINE TO ANSWER <input type="radio"/> 3 OR MORE TIMES

10. Have you stayed in an emergency shelter in the past year? [Indicate “yes” if respondent is staying in a shelter.]

<input type="radio"/> YES	<input type="radio"/> NO	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
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11. What happened that caused you to lose your housing most recently? [Do not read the options. Select all that apply. “Housing” does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION	<input type="checkbox"/> FAMILY CONFLICT: SPOUSE OR PARTNER
<input type="checkbox"/> ADDICTION OR SUBSTANCE USE	<input type="checkbox"/> FAMILY CONFLICT: PARENT OR GUARDIAN
<input type="checkbox"/> JOB LOSS	<input type="checkbox"/> LEFT CARE (CHILD PROTECTION)/(PROV. TERM)
<input type="checkbox"/> EVICTED: UNABLE TO PAY RENT	<input type="checkbox"/> INCARCERATED (JAIL OR PRISON)
<input type="checkbox"/> EVICTED: OTHER REASON	<input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM
<input type="checkbox"/> DOMESTIC ABUSE: SPOUSE OR PARTNER	<input type="checkbox"/> UNSAFE HOUSING CONDITIONS
<input type="checkbox"/> DOMESTIC ABUSE: PARENT OR GUARDIAN	<input type="checkbox"/> DON'T KNOW
<u>Other reason/Notes:</u>	<input type="checkbox"/> DECLINE TO ANSWER

12. Where do you get your money from? [May provide examples. Select all that apply]

<input type="checkbox"/> EMPLOYMENT	<input type="checkbox"/> SENIORS BENEFITS (E.G., CPP/OAS/GIS)
<input type="checkbox"/> INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS
<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS
<input type="checkbox"/> WELFARE/INCOME ASSISTANCE	<input type="checkbox"/> OTHER SOURCE _____
<input type="checkbox"/> DISABILITY BENEFIT	<input type="checkbox"/> NO INCOME
	<input type="checkbox"/> DECLINE TO ANSWER

APPENDIX 2 – VI-SPDAT



**Vulnerability Index -
Service Prioritization Decision Assistance Tool
(VI-SPDAT)**

Prescreen Triage Tool for Single Adults

20,000 HOMES CAMPAIGN - CANADIAN VERSION 2.0

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1 (800) 355-0420 info@orgcode.com www.orgcode.com

Administration

Interviewer's Name	Agency	Team Staff Volunteer
Survey Date DD/MM/YYYY ___/___/	Survey Time __:__:__ AM/PM	Survey Location

Basic Information

First Name	Nickname	Last Name	
In what language do you feel best able to express yourself?			
Date of Birth	Age	Consent to participate	
DD/MM/YYYY ___/___/___		Yes	No

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)	Shelters Couch Surfing Outdoors Other (specify):	
	Refused	
2. How long has it been since you lived in permanent stable housing?		Refused
3. In the last year, how many times have you been homeless?		Refused

B. Risks

4. In the past six months, how many times have you...		
a. Received health care at an emergency department/room?		Refused
b. Taken an ambulance to the hospital?		Refused
c. Been hospitalized as an inpatient?		Refused

d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?			Refused	
e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?			Refused	
f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?			Refused	
5. Have you been attacked or beaten up since you've become homeless?	Y	N	Refused	
6. Have you threatened to or tried to harm yourself or anyone else in the last year?	Y	N	Refused	
7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?	Y	N	Refused	
8. Does anybody force or trick you to do things that you do not want to do?	Y	N	Refused	
9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?	Y	N	Refused	

C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money?	Y	N	Refused	
11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?	Y	N	Refused	
12. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?	Y	N	Refused	

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?	Y	N	Refused	
14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?	Y	N	Refused	

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?	Y	N	Refused	
16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?	Y	N	Refused	
17. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?	Y	N	Refused	
18. When you are sick or not feeling well, do you avoid getting help?	Y	N	Refused	
19. <i>FOR FEMALE RESPONDENTS ONLY:</i> Are you currently pregnant?	Y	N	N/A or Refused	
20. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?	Y	N	Refused	
21. Will drinking or drug use make it difficult for you to stay housed or afford your housing?	Y	N	Refused	
22. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:				
a. A mental health issue or concern?	Y	N	Refused	
b. A past head injury?	Y	N	Refused	
c. A learning disability, developmental disability, or other impairment?	Y	N	Refused	
23. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?	Y	N	Refused	
24. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?	Y	N	Refused	
25. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?	Y	N	Refused	

26. YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?	Y	N	Refused	
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Demographic Information

27. Have you ever been in foster care?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Decline to answer	
28. Have you been in jail and/or prison in the past 6 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Decline to answer	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: time: __ : __ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - email:

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- safety planning

TALLY SHEET

Area: _____ Time: _____ to _____
 Interviewer: _____ Contact phone #: _____

Instructions: For those who are *not surveyed*, please fill in the sheet below indicating the reason. For those who **DECLINE** or are **OBSERVED** only, but who are clearly homeless, please also indicate their gender, approximate age, and the reason you believe they are homeless (e.g., asleep outside with belongings).

#	Location (e.g., building, park, nearest intersection)	Reason not Surveyed				*Observed Homelessness			Indicators of Homelessness
		Declined*	Already Responded	Screened Out		Observed*	Observed Homeless/PT	Approx. Age Gender	
				C	D				
1									
2									
3									
4									
5									
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APPENDIX 3 – TAY-VI-SPDAT

**Transition Age Youth -
Vulnerability Index -
Service Prioritization Decision Assistance Tool
(TAY-VI-SPDAT)**

“Next Step Tool for Homeless Youth”

CANADIAN VERSION 1.0

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1 (800) 355-0420 info@orgcode.com www.orgcode.com



Eric Rice, PhD



Administration

Interviewer's Name _____	Agency _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
Survey Date DD/MM/YYYY ___/___/___	Survey Time ___ : ___ AM/PM	Survey Location _____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only "Yes," "No," or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name _____	Nickname _____	Last Name _____
In what language do you feel best able to express yourself? _____		
Date of Birth DD/MM/YYYY ___/___/___	Age ___	Social Insurance Number _____
		Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No

IF THE PERSON IS 17 YEARS OF AGE OR LESS, THEN SCORE 1.

SCORE:

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

- Shelters Outdoors Other (specify):
 Couch surfing Refused

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", THEN SCORE 1.

SCORE:

2. How long has it been since you lived in permanent stable housing? _____ Refused

3. In the last year, how many times have you been homeless? _____ Refused

IF THE PERSON HAS EXPERIENCED 6 OR MORE CONSECUTIVE MONTHS OF HOMELESSNESS, AND/OR 3+ EPISODES OF HOMELESSNESS, THEN SCORE 1.

SCORE:

B. Risks

4. In the past six months, how many times have you...

- a) Received health care at an emergency department/room? _____ Refused
 b) Taken an ambulance to the hospital? _____ Refused
 c) Been hospitalized as an inpatient? _____ Refused
 d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _____ Refused
 e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _____ Refused
 f) Stayed one or more nights in a holding cell, jail, prison or juvenile detention, whether it was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? _____ Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.

SCORE:

5. Have you been attacked or beaten up since you've become homeless? Y N Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.

SCORE:

NEXT STEP TOOL FOR HOMELESS YOUTH

SINGLE YOUTH

CANADIAN VERSION 1.0

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? Y N Refused
8. Were you ever incarcerated when younger than age 18? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **LEGAL ISSUES**. **SCORE:**
[]

9. Does anybody force or trick you to do things that you do not want to do? Y N Refused
10. Do you ever do things that may be considered to be risky like exchange sex for money, food, drugs, or a place to stay, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF EXPLOITATION**. **SCORE:**
[]

C. Socialization & Daily Functioning

11. Is there any person, past landlord, business, bookie, dealer, or government group like the CRA that thinks you owe them money? Y N Refused
12. Do you get any money from the government, an inheritance, an allowance, working under the table, a regular job, or anything like that? Y N Refused

IF "YES" TO QUESTION 11 OR "NO" TO QUESTION 12, THEN SCORE 1 FOR **MONEY MANAGEMENT**. **SCORE:**
[]

13. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? Y N Refused

IF "NO," THEN SCORE 1 FOR **MEANINGFUL DAILY ACTIVITY**. **SCORE:**
[]

14. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? Y N Refused

IF "NO," THEN SCORE 1 FOR **SELF-CARE**. **SCORE:**
[]

15. Is your current lack of stable housing...

- a) Because you ran away from your family home, a group home or a foster home? Y N Refused
- b) Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers? Y N Refused
- c) Because your family or friends caused you to become homeless? Y N Refused
- d) Because of conflicts around gender identity or sexual orientation? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SOCIAL RELATIONSHIPS**. **SCORE:**

- e) Because of violence at home between family members? Y N Refused
- f) Because of an unhealthy or abusive relationship, either at home or elsewhere? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **ABUSE/TRAUMA**. **SCORE:**

D. Wellness

- 16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? Y N Refused
- 17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? Y N Refused
- 18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? Y N Refused
- 19. When you are sick or not feeling well, do you avoid getting medical help? Y N Refused
- 20. Are you currently pregnant, have you ever been pregnant, or have you ever gotten someone pregnant? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH**. **SCORE:**

- 21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? Y N Refused
- 22. Will drinking or drug use make it difficult for you to stay housed or afford your housing? Y N Refused
- 23. If you've ever used marijuana, did you ever try it at age 12 or younger? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**. **SCORE:**

NEXT STEP TOOL FOR HOMELESS YOUTH

SINGLE YOUTH

CANADIAN VERSION 1.0

24. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
- a) A mental health issue or concern? Y N Refused
 - b) A past head injury? Y N Refused
 - c) A learning disability, developmental disability, or other impairment? Y N Refused
25. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR MENTAL HEALTH. SCORE:

IF THE RESPONENT SCORED 1 FOR PHYSICAL HEALTH AND 1 FOR SUBSTANCE USE AND 1 FOR MENTAL HEALTH, SCORE 1 FOR TRI-MORBIDITY. SCORE:

26. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? Y N Refused
27. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? Y N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS. SCORE:

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	Score: Recommendation: 0-3: no moderate or high intensity services be provided at this time 4-7: assessment for time-limited supports with moderate intensity 8+: assessment for long-term housing with high service intensity
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/5	
D. WELLNESS	/5	
GRAND TOTAL:	/17	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____
	time: ___ : ___ or Morning/Afternoon/Evening/Night
Is there a phone number and/or email where someone can get in touch with you or leave you a message?	phone: (____) _____ - _____
	email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the youth at some point in the future
- safety planning

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 - ii (Guelph & Wellington Task Force for Poverty Elimination)
 - iii (County of Wellington)
 - iv (Canadian Alliance to End Homelessness)
 - v (Region of Waterloo Community Services)
 - vi (Canadian Alliance to End Homelessness)
 - vii (Government of Ontario)
 - viii (County of Wellington)
 - ix (County of Wellington)
 - x (The Homelessness Hub)
 - xi (County of Wellington)
 - xii (OrgCode Consulting, Inc.)
 - xiii (OrgCode Consulting, Inc.)
 - xiv (OrgCode Consulting, Inc.)
 - xv (OrgCode Consulting, Inc.)
 - xvi (Grodzinski)
 - xvii (Gaetz)
 - xviii (S. D. Gaetz)
 - xix (Statistics Canada)
 - xx (Patrick)
 - xxi (S. G.-G. Gaetz)
 - xxii (Government of Canada)
 - xxiii (S. G.-G. Gaetz)
 - xxiv (Government of Canada)
 - xxv (Clarity Human Services)
 - xxvi (Ruah Community Services)
 - xxvii (Hunter)
 - xxviii (Region of Waterloo Community Services)



2ND SESSION, 41ST LEGISLATURE, ONTARIO
65 ELIZABETH II, 2016

2^e SESSION, 41^e LÉGISLATURE, ONTARIO
65 ELIZABETH II, 2016

Bill 46

Projet de loi 46

**An Act respecting pregnancy
and parental leaves of
municipal council members**

**Loi sur les congés de maternité
et les congés parentaux
des membres des conseils municipaux**

Ms D. Vernile

M^{me} D. Vernile

Private Member's Bill

Projet de loi de député

1st Reading October 20, 2016
2nd Reading
3rd Reading
Royal Assent

1^{re} lecture 20 octobre 2016
2^e lecture
3^e lecture
Sanction royale



EXPLANATORY NOTE

The Bill amends the *Municipal Act, 2001* and the *City of Toronto Act, 2006* to provide that the office of council members will not be vacated due to absences related to pregnancy or the birth or adoption of the member's child. Municipalities are required to adopt and maintain policies with respect to pregnancy and parental leaves of council members.

NOTE EXPLICATIVE

Le projet de loi modifie la *Loi de 2001 sur les municipalités* et la *Loi de 2006 sur la cité de Toronto* pour prévoir qu'un membre d'un conseil municipal ne perd pas sa charge en raison d'une absence dont le motif est la grossesse du membre, la naissance de son enfant ou l'adoption d'un enfant par lui. Les municipalités sont tenues d'adopter et de mettre en oeuvre des politiques en ce qui concerne les congés de maternité et les congés parentaux des membres de leur conseil.

**An Act respecting pregnancy
and parental leaves of
municipal council members**

**Loi sur les congés de maternité
et les congés parentaux
des membres des conseils municipaux**

Her Majesty, by and with the advice and consent of the Legislative Assembly of the Province of Ontario, enacts as follows:

Sa Majesté, sur l'avis et avec le consentement de l'Assemblée législative de la province de l'Ontario, édicte :

MUNICIPAL ACT, 2001

LOI DE 2001 SUR LES MUNICIPALITÉS

1. Section 259 of the *Municipal Act, 2001* is amended by adding the following subsection:

1. L'article 259 de la *Loi de 2001 sur les municipalités* est modifié par adjonction du paragraphe suivant :

Exception

Exception

(1.1) Clause (1) (c) does not apply to vacate the office of a member of council of a municipality who is absent for 20 consecutive weeks or less if the absence is a result of the member's pregnancy, the birth of the member's child or the adoption of a child by the member.

(1.1) L'alinéa (1) c) n'a pas pour effet de faire perdre sa charge au membre du conseil d'une municipalité qui est absent pendant 20 semaines consécutives ou moins si l'absence a pour motif la grossesse du membre, la naissance de son enfant ou l'adoption d'un enfant par lui.

2. Subsection 270 (1) of the Act is amended by adding the following paragraph:

2. Le paragraphe 270 (1) de la Loi est modifié par adjonction de la disposition suivante :

7. Pregnancy leaves and parental leaves of members of the council.

7. Les congés de maternité et les congés parentaux des membres du conseil de la municipalité.

CITY OF TORONTO ACT, 2006

LOI DE 2006 SUR LA CITÉ DE TORONTO

3. Section 204 of the *City of Toronto Act, 2006* is amended by adding the following subsection:

3. L'article 204 de la *Loi de 2006 sur la cité de Toronto* est modifié par adjonction du paragraphe suivant :

Exception

Exception

(2) Clause (1) (c) does not apply to vacate the office of a member of city council who is absent for 20 consecutive weeks or less and if the absence is a result of the member's pregnancy, the birth of the member's child or the adoption of a child by the member.

(2) L'alinéa (1) c) n'a pas pour effet de faire perdre sa charge au membre du conseil municipal qui est absent pendant 20 semaines consécutives ou moins si l'absence a pour motif la grossesse du membre, la naissance de son enfant ou l'adoption d'un enfant par lui.

4. Subsection 212 (1) of the Act is amended by adding the following paragraph:

4. Le paragraphe 212 (1) de la Loi est modifié par adjonction de la disposition suivante :

9. Pregnancy leaves and parental leaves of members of the city council.

9. Les congés de maternité et les congés parentaux des membres du conseil municipal.

COMMENCEMENT AND SHORT TITLE

ENTRÉE EN VIGUEUR ET TITRE ABRÉGÉ

Commencement

Entrée en vigueur

5. This Act comes into force on the day it receives Royal Assent.

5. La présente loi entre en vigueur le jour où elle reçoit la sanction royale.

Short title

Titre abrégé

6. The short title of this Act is the *Municipal Statute Law Amendment Act (Councillor Pregnancy and Parental Leave), 2016*.

6. Le titre abrégé de la présente loi est *Loi de 2016 modifiant des lois en ce qui a trait aux municipalités (congés de maternité et congés parentaux des conseillers municipaux)*.

Subdivision Construction Process Change

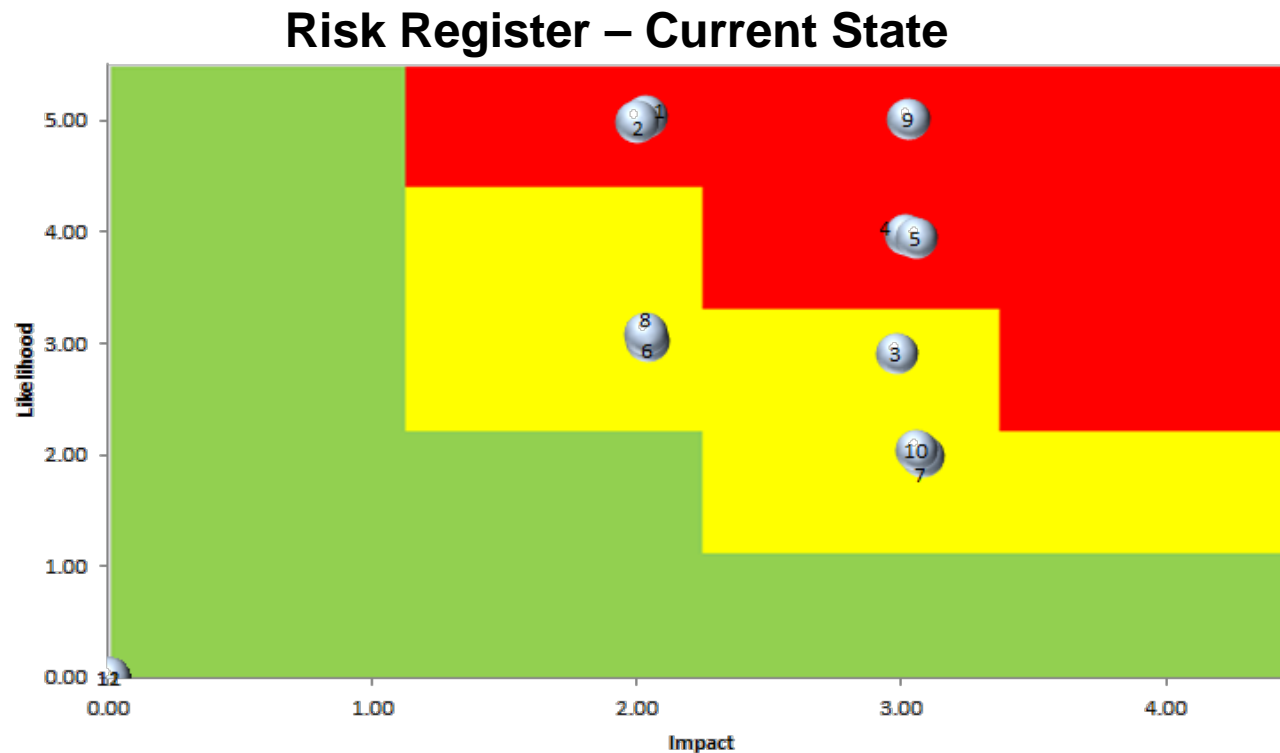
**Committee of the Whole (IDE)
November 7, 2016**

**Kealy Dedman
Engineering and Capital Infrastructure Services**

Subdivision Construction

Current State Process

- Current State Process Mapping
- Risk Assessment
- Benchmarking

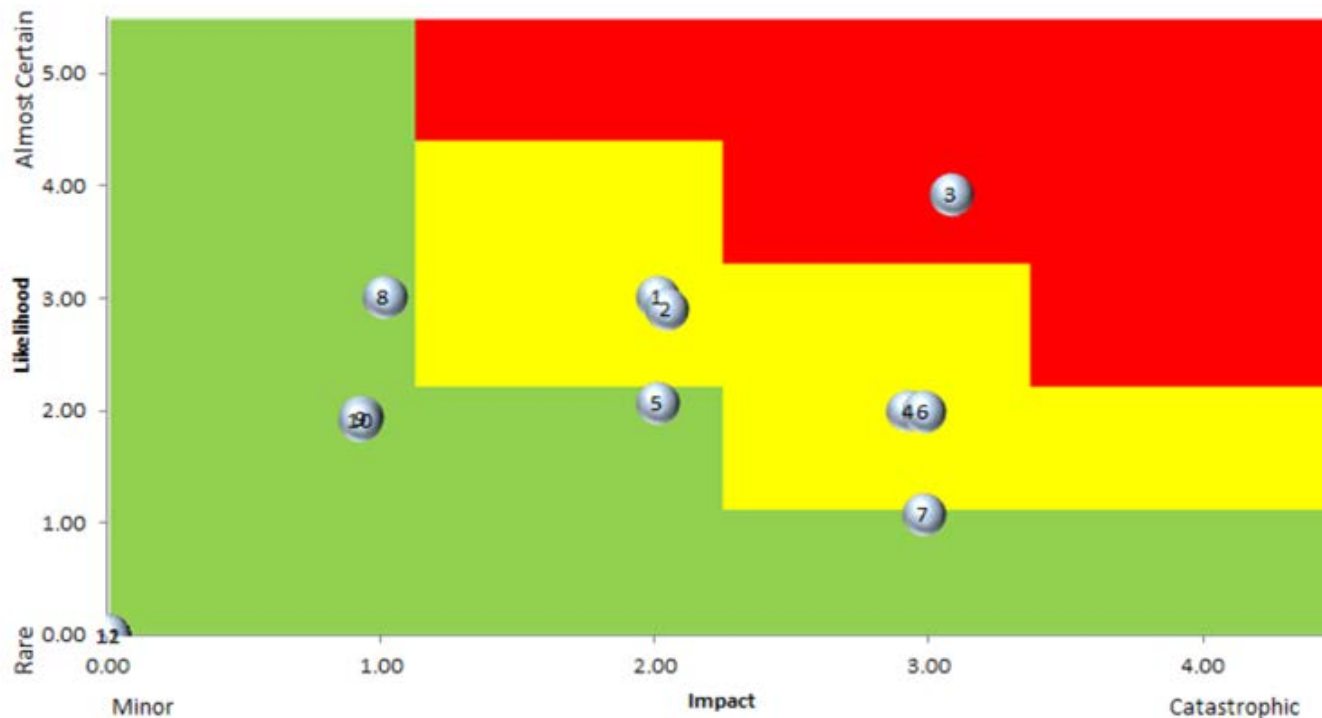


Subdivision Construction

Future State Process

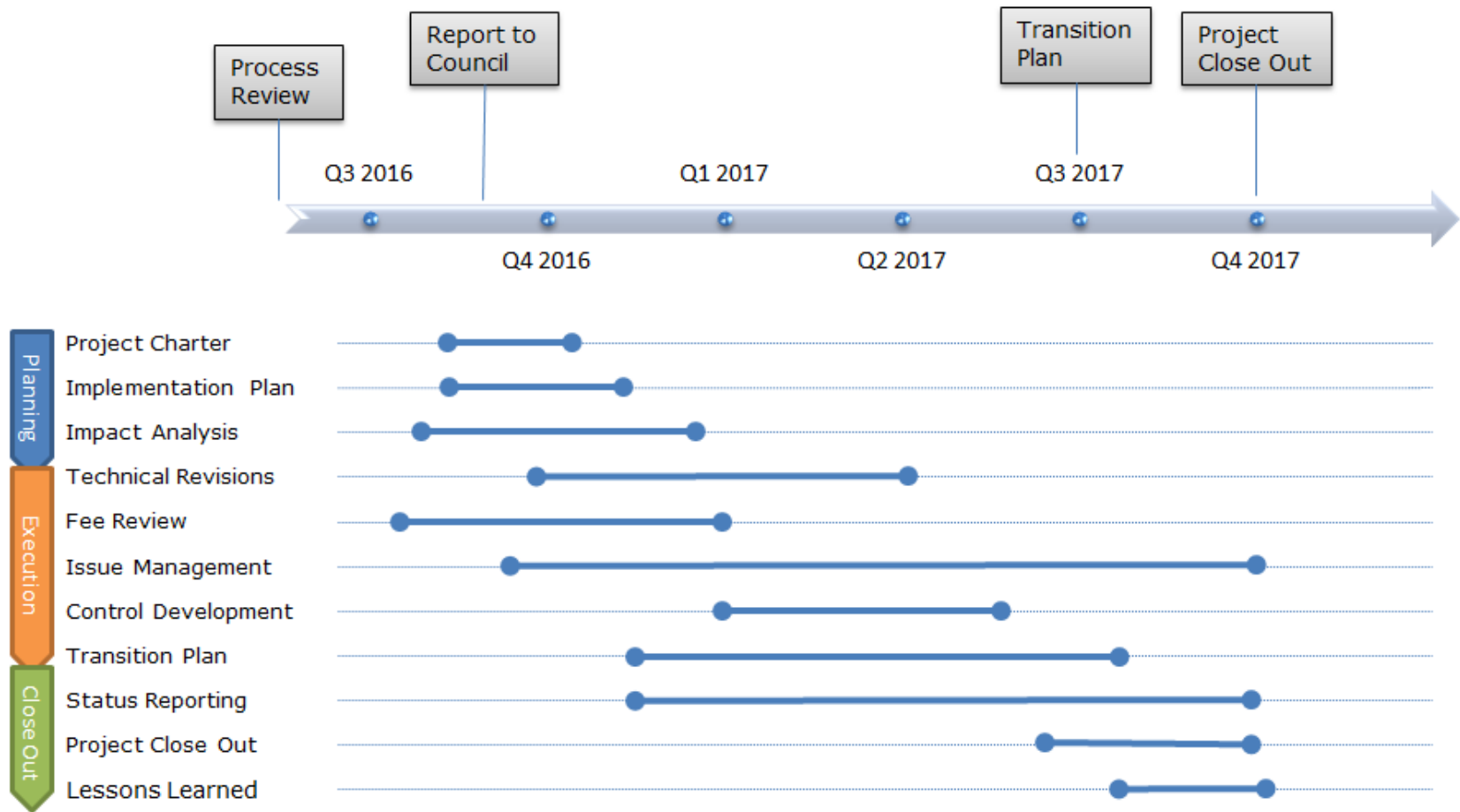
- Future State Process Mapping
- Risk Assessment
- Benefits

Risk Register – Future State



Subdivision Construction

Future Process Implementation



Staff Report



To City Council

Service Area Infrastructure, Development & Enterprise Services

Date Monday, November 7, 2016

Subject Solid Waste Services Negative Variance Update

Recommendation

1. THAT the report from Infrastructure, Development and Enterprise dated November 7, 2016 entitled "Solid Waste Services Negative Variance Update" be received.

Executive Summary

Purpose of Report

To provide Council with an update on the 2016 Solid Waste Services (SWS) Operating Budget (the Budget) projected Q3 negative variance, including variance drivers and actions taken to reduce the variance by year end.

Key Findings

As of mid-October 2016, the City is projecting is an estimated year end unfavourable variance of \$2.16M for the 2016 SWS Budget. This reflects a projected \$3M (as of mid-October) negative variance adjusted by approximately \$845K in mitigation measures that staff expects to be realized by year end. These mitigation measures are discussed later in the report.

Staff is currently working on the Q3 corporate variance and will be reporting through the December 5th Committee of the Whole. Corporately, staff is working at mitigating the SWS variance. These mitigation measures will assist in offsetting the SWS negative variance, and could potentially result in an overall year end positive variance for the corporation as a whole. This latest SWS negative variance projection of \$3M includes a forecasted \$2.1M negative variance related to budget inaccuracy and an additional \$900K negative impact of the Materials Recovery Facility (MRF) fire.

Staff Report

Staff and the Executive Team (ET) agree that this significant negative variance is unacceptable and are committed to fiscal and operational accountability and financial viability. Staff has been and is taking immediate steps to:

- 1) Identify the issues with the 2016 SWS Budget;
- 2) Prepare a 2017 SWS Budget based on appropriate criteria including, past spending, known future needs, and corrections to assumptions made about inputs such as tonnages and commodity prices. It is SWS's goal to ensure the 2017 budget is implemented with a zero or minimal positive variance;
- 3) Implement mitigation measures that impact service and staffing levels to reduce the impact of the negative variance on the 2016 tax supported operating budget. Staff have already implemented some measures, including placing a hold on any discretionary, non-essential spending; and
- 4) Keep Council informed in a timely manner of any significant, related issues moving forward.

As directed by the Deputy CAO of IDE and supported by the Executive Team, a Variance Taskforce has been created comprised of staff from across the organization. Work is ongoing and a number of actions are happening simultaneously including:

- 1) Work to analyse the 2016 Budget to provide a firm variance projection for 2016 year end;
- 2) Development and proposal of a correct 2017 SWS operating budget; and
- 3) Immediate identification and implementation of 2016 mitigation measures across the corporation to reduce the variance.

ET has chosen Solid Waste Services as the first department to receive a business/service review piloting the new, Council approved framework. This will be a full business/service review to identify areas of improvement.

This review will focus on efficiency and effectiveness of service delivery and will investigate alternative service delivery models. Planning, scheduling, resourcing and service delivery levels and methods are processes that will be included in the review. Staff will report to Council on this Service Review progress in Q2 2017.

Financial Implications

This report summarizes the main drivers for the SWS variance and actions being taken by staff to mitigate SWS variances in 2016 and ensure the accuracy of the 2017 SWS operating budget. Staff is continuing to take actions to reduce expenses

Staff Report

to offset this negative variance within SWS and will continue to do so through Q4 2016 and into 2017.

Staff is currently working at mitigating the SWS variance corporately. Trends show the organization will have a balance exceeding the projection for the corporate position gapping fund. Staff is also working to ensure that supplementary assessment revenue exceeds what was budgeted. Additionally there currently is a favourable variance projected in Local Boards and Shared Services. These and other mitigation measures will assist in offsetting a negative variance, and could potentially result in an overall year end positive variance for the corporation as a whole.

Annually, staff provides a final variance report to Council for approval; this report gives staff recommended allocations to City reserves and reserve funds if there is a surplus, or recommends where funding will come from if the City ends up in an overall deficit position.

Report

Staff reported to Council in April of 2016 on the 2015 SWS Operating Budget year-end negative variance of \$2.6M. In tracking the 2016 budget variance to date, staff have identified a trend of growing negative variance projections of \$738K for Q1, to \$973K for Q2, and now (in Q3) a year-end variance of approximately \$3M. This latest projection includes a forecasted \$2.1M negative variance driven by budget inaccuracy related to both expenditures and revenue estimates, and an additional \$900K negative impact of the Materials Recovery Facility (MRF) fire.

Staff and the Executive Team (ET) agree that this significant negative variance is unacceptable and are committed to fiscal and operational accountability and financial viability. Staff is taking immediate steps to:

1. Identify the issues driving the unfavourable variance in 2016. This is a critical step required to support objective #2;
2. Prepare a 2017 SWS budget based on appropriate criteria including, past spending, known future needs and corrections to assumptions made about inputs such as tonnages and commodity prices. It is SWS's goal to have a zero or minimal positive variance at the end of 2017;
3. Implement mitigation measures that immediately impact service and staffing levels to reduce the impact of the negative variance on the 2016 tax supported operating budget. Staff have already implemented some

measures, including placing a hold on any discretionary, non-essential spending; and

4. Keep Council informed in a timely manner of any significant, related issues moving forward.

As reported in April, the following drivers contributed to the 2015 Budget variance and continue to impact the 2016 projected variance:

- 1) Poor budget planning and execution;
- 2) Senior staff turnover;
- 3) Dropping commodity prices ;
- 4) Flawed Michigan contract performance assumptions; and
- 5) Lower than forecast processing capacity.

Staff's progress in addressing the related recommendations of the Internal Audit, completed earlier this year, on the 2015 SWS variance is ongoing and will be reported to Council in Q2 of 2017.

In addition, staff work completed since April to unpack and analyse the budget for additional inaccuracies has uncovered more variance drivers including:

- 1) Inaccurate 2016 revenue projections (e.g. overstatement of transfer station revenue compared to average historic actuals);
- 2) Inaccurate expenditure forecasts (e.g. fleet maintenance costs being understated based on historic actuals); and
- 3) The additional expenses and lost revenue related to the recent fire in the MRF.

Ongoing Variance Mitigation Actions

In early September, the new General Manager of Environmental Services and recently appointed Solid Waste Plant Manager identified and communicated this growing variance forecast to senior staff. As directed by the Deputy CAO of Infrastructure, Development and Enterprise (D/CAO) and supported by ET, a Variance Taskforce (the Taskforce) was formed with the following mandate:

- Validate Solid Waste Services operating budget current financial position and year end forecast;
- Detect issues in the operating budget (revenue and expenses), identify variance causality and actions required to ensure future budget accuracy; and
- Identify and implement mitigation measures to address short term budget variances and 2017 budget risks and variances.

Staff Report

The Taskforce will also support the ongoing optimization work at SWS and is comprised of a team of staff representing ET, Environmental Services, SWS, Finance, Internal Audit, HR, Fleet, Communications, Project Management Office, and an external, independent financial expert. Progress is being reported to ET on a weekly basis. Work is ongoing with a number of actions happening simultaneously including:

- 1) Work to analyse the 2016 budget to provide a firm variance projection for 2016 year end;
- 2) Development and proposal of a corrected 2017 SWS operating budget; and
- 3) Immediate identification and implementation of 2016 mitigation measures across the corporation to reduce the variance.

The 2016 SWS budget consists of sixteen hundred lines of complex, overlapping revenue and expense codes related to the many programs and services provided by SWS, including curbside collections, public drop off, hazardous waste, materials sorting, organics composting, residual disposal, and sales of recyclables.

Historically, this budget was developed by the former plant manager and approved by senior staff with limited input from other SWS or Finance staff. The 2012, 2013, 2014, and 2015 SWS budgets were inaccurate and closed with negative variances of \$219K, \$346K, \$1.3M, and \$2.6M. The initiation of the second materials recovery shift in 2014 was the most significant driver of negative budget variances in 2014, 2015, and carrying over into 2016. Staff agree this ongoing trend of negative variances is unacceptable and budget accuracy needs to be achieved. As recommended by the SWS Variance Audit, staff continues to focus on correcting the issues through oversight and variance management. This work is augmented by external, independent financial review being provided by a third party financial audit firm. Timely variance tracking through trending has been a challenge as past budgets are inaccurate and current expense trends are heavily influenced by the closing of second Materials Recovery Facility (MRF) shift in February and the MRF fire in July. The former action has reduced the negative variance projection while the latter incident has added to the projection.

Furthermore, Q3 data confirms that former SWS staff did not use 2015 actuals to correct the 2016 budget to address systemic negative variances but instead developed another budget with inaccurate expense and revenue forecasts to meet an unachievable tax supported funding goal. With each additional month of expense and revenue bookings and variance review, staff progresses closer to the end goal of identifying and correcting all significant budget errors. These corrections are being incorporated directly into the proposed 2017 budget to ensure minimal variance issues in 2017 and future years.

Immediate Negative Variance Mitigation Measures

Completed or underway SWS and corporate mitigation measures include:

1. Discontinued the MRF second shift (completed in February);
2. Increased the minimum flat fee charged for waste drop off (implemented August 1);
3. Entered into new agreements for the sale of carbon credits (implemented in August);
4. Transfer of new cart purchase costs and other related costs to growth funding (underway);
5. Fund additional costs related to the repair and replacement costs from the Gas Tax reserve fund (underway);
6. Permanent layoff of two additional staff (underway);
7. Filing of fire related insurance claims for equipment and business losses (underway);
8. Working with Fleet Service to determine maintenance cost drivers and short term cost reductions (underway);
9. Collection of funds owed by Envida related to the Eastview cogeneration facility contract (underway);
10. Transition of Collections staff scheduling from eight- to ten-hour shifts (under development);
11. Infrastructure, Development, and Enterprise in year cost reductions (underway); and
12. Transfer of available funds from the Insurance Reserve to cover the deductible related to the fire at MRF (requires Council approval).

The above completed measures have contributed to keeping the negative variance projection at \$3M (failure to implement these measures would have resulted in a larger negative variance projection).

Staff project that, with full implementation of the above measures that are underway, the negative variance at SWS will be approximately \$2.16M.

ET Directed Solid Waste Services Business/Service Review

Business/Service Reviews examine the relevance, effectiveness and efficiency of services to ensure services achieve the best outcomes for the City and support long-term financial sustainability. The framework for corporate Business/Service Reviews was approved by Council on October 3, 2016.

A related report on the November 7, 2016 Committee of the Whole agenda provides an overview of the business/service review framework implementation plan and the pilot reviews that have been selected by ET.

ET has chosen Solid Waste Services as the first department to undergo a full service/business review using the new framework.

Solid Waste Services has been selected based on potential impact to the organization (*perception of cost savings and/or cost avoidance as well as greater opportunities for improvement*), the risks associated with service provision (*potential for customer dissatisfaction, service provision issues and costs associated with providing the service*), and the complexity of the service (*based on current service performance to targets and benchmarks, and the number of subservices*).

This review will focus on efficiency and effectiveness of service delivery and will investigate alternative service delivery models. Planning, scheduling, resourcing and service delivery levels and methods are processes that will be included in the review.

Next Steps

Staff is committed to identifying the issues with the 2016 budget, developing an accurate 2017 budget, mitigating negative variance financial impacts in the short term, and keeping Council informed of progress on these fronts moving forward.

Next step will include:

- 1) Continue the work of the Taskforce into Q2 2017;
- 2) Continue implementing variance mitigation measures into Q2 2017;
- 3) Provide updates to Council on Taskforce and mitigation progress as companion reporting to the regular operating budget variance reports;
- 4) Provide Council with timely information on any significant SWS variance related issues moving forward;
- 5) Report back to Council in Q2 2017 on the progress in addressing the Auditor's related recommendations; and

- 6) Conduct the business/service review pilot for SWS. Report progress to Council in Q2 of 2017.

Financial Implications

This report summarizes the main drivers for the SWS variance and actions being taken by staff to identify the issues with the 2016 SWS operating budget and improve the accuracy of the 2017 SWS operating budgets. Staff is continuing to take actions to reduce expenses to offset this negative variance within SWS and will continue to do so through Q4 2016 and into 2017.

Staff is currently working at mitigating the SWS variance corporately. Trends show the organization will have a balance exceeding the projection for the corporate position gapping fund. Staff are also working to ensure that supplementary assessment revenue exceeds what was budgeted. Additionally there currently is a favourable variance projected in Local Boards and Shared Services. These and other mitigation measures will assist in offsetting a negative variance, and could potentially result in an overall year end positive variance for the corporation as a whole.

Annually, staff provides a final variance report to Council for approval; this report gives staff recommended allocations to City reserves and reserve funds if there is a surplus, or recommends where funding will come from if the City ends up in an overall deficit position.

Corporate Strategic Plan

2.2 Deliver public services better

2.3 Ensure accountability, transparency and engagement.

Departmental Consultation:

- Variance Taskforce
- Executive Team
- Finance

Communications

City staff will continue to share information related to operating variances with Council, the public, and our employees in an open and transparent way. More specifically, staff will continue to inform Council directly of any significant SWS related variance issues.

Staff Report

Attachments

No attachments.

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