



MEMO / NOTE DE SERVICE

To / Destinataire	Chair Deans and Members of Council	File/N° de fichier:
From / Expéditeur	Shelley VanBuskirk, Director, Housing Services	
Subject / Objet	Service Manager Roles and Responsibilities under the <i>Housing Services Act, 2011</i>	Date: April 25, 2018

PURPOSE

Further to the Direction to Staff at the Community and Protective Services Committee meeting of March 22, 2018, the following outlines the role and responsibilities of Service Managers under the *Housing Services Act (HSA), 2011* and how the City is meeting those requirements.

BACKGROUND

The HSA sets out broad general powers to Service Managers to “establish, administer and fund housing and homelessness programs”. The City has designated the Director of Housing Services, as the Administrator, with delegated authority, under the HSA. As such, Housing Services is responsible for developing and managing the implementation of the 10 Year Housing and Homelessness plan and monitoring compliance and outcomes associated with the plan. This includes, the direct administration and funding of prescribed social housing programs, rent supplement programs, housing allowance programs, and overseeing the management of the centralized waiting list for people applying for various affordable housing programs, including rent-geared-to-income (RGI) housing. In addition, it includes managing funding under the Community Homelessness Prevention Initiative (CHPI).

However, in addition to the HSA, these broad powers are exercised in accordance with the terms and conditions set out in Administration Agreements for various provincial and federal/provincial partnership funding programs including the Investment in Affordable Housing (“IAH”), Social Infrastructure Fund (SIF), Community Homelessness Prevention Initiative (“CHPI”) and Home for Good (“HFG”) and the Guidelines established by the Ministry of Housing for those programs.

A table summarizing the key obligations as Service Manager under the Housing Services Act is outlined below.

Housing Services Act	Requirement	City
Section 6	Service Manager must have a 10 Year plan to address housing and homelessness that includes: a) an assessment of current and future housing needs within the service manager's service area b) objectives and targets relating to housing needs c) a description of the measures proposed to meet the objectives and targets in the Plan	10 Year Housing and Homelessness plan, A Home for Everyone 2014-2024 adopted by City Council on September 25, 2013 and submitted to the province December 2013
Section 8.1 of O.Reg 367/11	SM must provide an annual report to the public on the Plan's outcomes/progress	Housing Services continues to provide all data for the annual Alliance to End Homelessness Progress report. Effective 2018 Housing Services has implemented a Progress Report on the Plan that will be available annually on the City's website
Section 9.1 of O. Reg. 367/11	SM must provide an annual report to the Ministry of Housing on the Plan's outcomes/progress	Annual update on the Plan's progress provided to the Ministry of Housing by June 30 of each year
Section 13	SM may establish, administer and fund housing and homelessness programs	As outlined in various sections of this report, the SM has established and continues to administer and fund these programs
Section 17	SM may delegate some or all of its powers under the Housing Services Act and impose conditions or restrictions relating to the exercise of the powers it delegates and that the SM remains responsible for those powers or responsibility it chooses to delegate.	Delegation of authority to: 1) the Social Housing Registry of Ottawa to manage and determine eligibility to be on the Centralized Waiting List for RGI and other housing assistance programs 2) Housing Providers to administer initial and ongoing eligibility for RGI assistance, as per service agreements
Section 18	SM will provide housing services in both English and French	All housing services are provided in both English and French
Section 40	SM is responsible for providing RGI to a minimum of 16,502 households with an income under the established Household Income Limit (HIL) threshold and to a minimum of 9,559 households that meet	City of Ottawa consistently exceeds our prescribed service level standards. Our most recent Annual Service Manager Report on December 31, 2017 to the

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	<p>the high needs threshold, which currently are as follows:</p> <p>Maximum Household Income</p> <table border="1" data-bbox="391 359 989 434"> <thead> <tr> <th>Bachelor</th> <th>1 Bed</th> <th>2 Bed</th> <th>3 Bed</th> <th>4 Bed</th> </tr> </thead> <tbody> <tr> <td>\$34,000</td> <td>\$40,000</td> <td>\$50,000</td> <td>\$63,000</td> <td>\$70,000</td> </tr> </tbody> </table> <p>Maximum Household Income – High Needs</p> <table border="1" data-bbox="391 510 989 583"> <thead> <tr> <th>Bachelor</th> <th>1 Bed</th> <th>2 Bed</th> <th>3 Bed</th> <th>4 Bed</th> </tr> </thead> <tbody> <tr> <td>\$20,400</td> <td>\$24,000</td> <td>\$30,000</td> <td>\$37,800</td> <td>\$42,000</td> </tr> </tbody> </table>	Bachelor	1 Bed	2 Bed	3 Bed	4 Bed	\$34,000	\$40,000	\$50,000	\$63,000	\$70,000	Bachelor	1 Bed	2 Bed	3 Bed	4 Bed	\$20,400	\$24,000	\$30,000	\$37,800	\$42,000	<p>province confirmed 16,756 RGI households.</p>
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Section 41	<p>SM is responsible for ensuring that within the prescribed housing portfolio there is a minimum of 602 units that have some level of modification or accessible to people with physical disabilities in a manner that allows them to live independently.</p>	<p>The City of Ottawa currently meets this requirement, and the number of units with modifications are increasing as targeted capital programs include funding for accessibility features.</p>																				
Section 42	<p>SM will determine eligibility of households for RGI assistance in accordance with provincial eligibility rules and may make its own local eligibility rules relating to maximum household income for eligibility, the maximum value of the assets of eligible households, the maximum amount of time a household may be absent from a unit, that a household ceases to be eligible for RGI if it occupies a unit larger than permitted by the occupancy standards, that a household ceases to be eligible for RGI if they refuse a specified number of offers of RGI.</p>	<p>Eligibility is determined initially, annually and in-year where required in accordance with provincial and local eligibility rules. City Council established local rules (56) in 2002 under the Social Housing Reform Act to address these matters. Council updated these rules in 2008 - 32 rules; continued of which 12 were modified, and 24 rules deleted. Council updated these rules again in 2017 via <i>Review of Local Rules and Priorities Report</i>, Aug 31, 2017, to reflect 26 rules.</p>																				
Section 43	<p>SM can establish occupancy standards to determine the size and type of units permissible for a household receiving RGI assistance</p>	<p>The City has maintained the provincially prescribed occupancy standards for RGI households: one bedroom for a single person or couple, up to one additional bedroom for each additional person residing in the unit</p>																				
Section 45	<p>SM will determine eligibility in accordance with certain requirements including that a household has filed a complete application. The SM is required to make a determination as to the eligibility of a</p>	<p>Eligibility is determined initially, annually and in-year where required in accordance with provincial and local eligibility rules.</p>																				

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	household « without delay » and within 14 days for households that have requested special priority (SPP).	Special Provincial Priority household eligibility is normally determined within 7 days, when all required verification documentation is submitted and the application is complete.
Section 46 of O. Reg 367/11	SM to have a system for selecting households from a centralized waiting list and must determine whether a household on the list remains eligible at least once every two years	Authority was delegated by way of service agreement to the Social Housing Registry of Ottawa to manage the Centralized Waiting list for social housing, below market rent housing and supportive housing. Eligibility is confirmed at a minimum every 12 months.
Section 47	SMs are required to adopt local rules regarding the selection of households from the centralized waiting list when vacant units become available. These must include rules surrounding the selection of households that currently occupy units within designated housing projects for receipt of RGI, an exemption from the rules for housing providers with a mandate to house people experiencing homelessness or who are “hard to house” or for special needs housing, the circumstances in which a housing provider may refuse to offer a housing unit to a household and the rules for special needs housing and for local priorities.	Eligibility for both vacant and occupied RGI units is determined at application, annually and in-year where required in accordance with provincial and local eligibility rules. City Council established local rules (56) in 2002 under the Social Housing Reform Act. Council updated these rules in 2008 - 32 rules continued of which 12 were modified, and 24 rules deleted. Council updated these rules again in 2017 via <i>Review of Local Rules and Priorities Report</i> , Aug 31, 2017, to reflect 26 rules
Section 68	SM will administer and fund transferred housing programs in accordance with the HSA and the funding agreement.	There are 9 prescribed housing programs under the HSA, all formula driven. The City administers and adheres to the funding model for each and reports back to both City Council and the province on the programs annually.
Sections 155 - 159	SM must have a system for dealing with reviews of decisions relating to the eligibility of a household for RGI or special needs housing, the permissible size and type of unit for a household receiving RGI, whether a household qualifies for a local	The City of Ottawa has an established internal review (appeal) process for these RGI decisions. The community based independent 3-person adjudication

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	<p>or provincial priority, the amount of rent payable by a household or that a household is no longer eligible for RGI or special needs housing that is requested by a household.</p> <p>The SM must also have a system for dealing with reviews of decisions requested by housing providers.</p>	<p>panel, chaired by the Service Manager, was established and approved by City Council in 2009</p> <p>This appeal system was evaluated in 2010 by an independent consultant, which provided evidence that strongly supported the continuation of this model.</p> <p>Delegated authority to make changes to the internal review panel system was established in 2017 via the August 31, 2017 CPS <i>Review of Local Rules and Priorities Report</i>.</p>

cc: Janice Burelle, General Manager, Community & Social Services