

The Third Progress Report (2013-2015) On the 2009 Social Housing Plan for Newfoundland and Labrador

SECURE FOUNDATIONS



MESSAGE FROM THE MINISTER



Honourable Clyde Jackman
Minister Responsible for
Newfoundland and Labrador Housing Corporation

As lead Minister for the Social Housing Plan for Newfoundland Labrador- *Secure Foundations*, I am pleased to provide an update on our work to improve housing conditions and assist lower-income households as outlined in our strategic investments.

This is the third progress report on our efforts to support a stronger social housing system. *Secure Foundations* was released in 2009 and while there is a changing landscape around housing and homelessness in the province, the strategic priorities identified in 2009 remain as relevant today. As we continue to meet our goals, these progress reports ensure that the plan is addressing the housing needs of those with the greatest need. Housing security promotes social and economic participation in the community and is a significant factor in determining an individual's overall health and well-being.

Through the work guided by the Plan and with the cooperation and collaboration of our partners across Government and in the community, we continue to contribute to the goal of better quality of life for those requiring housing assistance. I

wish to thank our partners and stakeholders for their continued and unwavering support and their dedication to addressing housing and homelessness matters in our province.

The Plan, its goals and strategic priorities demonstrate the extent of the Provincial Government's commitment to providing safe, adequate and affordable housing to low-income households. Over \$339 million has been committed to addressing housing needs and to supporting a range of initiatives. These initiatives include the provision of wrap-around services for groups involved in helping persons with complex needs, providing more funding for existing social housing infrastructure/upgrades which includes energy retro-fitting, and the development of more accessible housing. In 2012-13, the Supportive Living Program was transferred to NLHC from the Department of Advanced Education and Skills. This program supports the combining of housing and supportive services to promote the independent living of some of the most vulnerable residents in the province. The budget of the program has since increased from \$4.8 million to \$5.3 million; it has greatly assisted many community partners in meeting the diverse needs of their clients.

In 2013 NLHC commissioned a report through OrgCode Consulting Inc. and in 2015, "A Road Map for Ending Homelessness in Newfoundland and Labrador" was released. The report recommended a housing first philosophy and a provincial framework to respond homelessness which focuses on helping people access housing by creating a stable living situation.

The accomplishments of the past two years show clearly that our commitment to the plan remains unchanged and we will continue to build on the improvements achieved thus far. We remain committed to providing a better quality of life for all residents who require housing assistance.

Hon. Clyde Jackman

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SOCIAL HOUSING PLAN GOALS

Increased emphasis on individual well-being and strengthened communities: Accessible housing and initiatives that support personal development and community participation.

Strengthened partnerships and management practices: Including enhanced coordination with government partners, strengthening the capacity of community-sector housing delivery partners and enhanced planning and information systems.

Improved housing assistance for those most in need: By expanding rental options (includes development of new affordable housing), improving the quality of the public affordable housing stock, increasing repair assistance for privately owned housing, increased housing assistance for Off-Reserve Aboriginal households, and promoting energy efficiency improvements.

STRATEGIC ACTION PRIORITIES

- Preserving privately owned homes by assisting with the cost of essential repairs;
- Providing quality, affordable rental accommodation through direct delivery programs and partnerships with non-profit and private sector housing providers;
- Promoting the development of new affordable housing;
- Supporting home modifications to address the accessibility needs of seniors and persons with disabilities;
- Promoting renovations by lower-income homeowners to improve energy efficiency and conservation;
- Preserving NL Housing homes to ensure they meet current and future needs while improving overall energy efficiency during renovations; and
- Working with government and community partners in the development of housing options that integrate housing and support services and contribute to housing stability and homelessness prevention.

**SOCIAL HOUSING PLAN - SECURE FOUNDATIONS
SIGNIFICANT ACHIEVEMENTS TO MARCH 31, 2015**

FOCUS	2009-2013	2013-2015
GOAL - Increased emphasis on individual well-being and strengthened communities		
Accessible Housing Supply	<ul style="list-style-type: none"> -Developed 25 accessible public affordable housing units -Committed capital funding for 185 fully accessible new Affordable Housing rental units -Completed modifications to 57 accessible public affordable housing units -Approximately \$3 million invested annually in a new Home Modification Program -Provided grant funding for accessibility modifications to a total of 2,123 low-income homeowners since 2007 -NLHC recognized nationally for being the first province to require Universal Design standards for all projects developed through the 2011-14 Investment in Affordable Housing Agreement 	<ul style="list-style-type: none"> -Approximately \$3 million was allocated annually in the Home Modification Program (HMP) <ul style="list-style-type: none"> -296 grants and 34 loans were provided to clients through the HMP -Under the 2011 Proposal call for the Investments in Affordable Housing Agreement construction was completed on 29 accessible units and 96 visitable units. -Under the 2014 IAH Proposal Call, conditional approval was given for 129 accessible units and 479 visitable units. -2 new accessible public housing units (Prospero Place) were constructed during 2014-15, to bring the total to 83 fully accessible public housing homes.
Supporting Personal Development and Community Participation	<ul style="list-style-type: none"> -NLHC introduced the Education Incentive to help tenants and their children continue their education. <ul style="list-style-type: none"> - Approximately 1900 individuals received the \$50/month incentive. - Attendance increased from 48% to 70% for high school students. - Funding for NLHC Community Centres doubled. - Operating budgets for Neighbourhood Centres tripled. 	<ul style="list-style-type: none"> - Since Education incentives were introduced in 2006-07, there has been an annual increase in attendance rates. - In 2013/14 and 2014/15, approximately \$1.08 million in education incentives were provided to help tenants and their children stay in school and continue their education. - Continuing to increase funding for community centres <ul style="list-style-type: none"> - Core funding for Community Centres was approximately \$1.44 million per fiscal year for a \$2.88 million total. - 20 different types of community centre sessions offered by the end of 2014-15

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FOCUS	2009-2013	2013-2015
	<ul style="list-style-type: none"> - In 2011, 2012 and 2013 NLHC sponsored a tenant high school student for the “Students on Ice” Arctic Expedition -Community Centres working with Neighbourhood Centres in sharing Poverty Reduction Strategy funds to partner in the hiring of a shared coordinator - Manager of Community Development was hired in 2012. 	<ul style="list-style-type: none"> - Sessions range from Health Baby Clubs to Employment Counseling. Much of the programming is dedicated to Education (Homework Haven, Tutoring). - 1,034 Homework Haven sessions were offered while 1,935 Afterschool Programming sessions were offered. - Sponsored 2014 student for the “Students on Ice” Arctic Expedition - In 2014 NLHC introduced a student employment program in each community centre. <ul style="list-style-type: none"> - The purpose of this program was to offer employment to high school students at risk of not continuing their studies. - This program was designed to mentor these students and encourage them to continue their education.
Integration of Housing and Support Services	<ul style="list-style-type: none"> -Introduced the Supportive Living Program (SLP). <ul style="list-style-type: none"> - Funding of \$3.6 million. - SLP transferred to NLHC in 2012-13. - Grants through this program provide support to individuals with complex service needs and to community capacity building initiatives aimed at preventing and addressing homelessness. - Budget tripled to \$4.8 million from the 	<ul style="list-style-type: none"> - In 2013/14, the SLP budget remained at \$4.8 million and in 2014/15 increased to \$5.3 million. <ul style="list-style-type: none"> - In 2013/14, 22 groups, agencies or partnerships were supported with the delivery of 28 projects. - In 2014/15, 29 groups, agencies or partnerships were supported with the delivery of 28 projects. - In April 2014, 30 tenants were given eviction notices from a boarding house in Happy Valley-Goose Bay. <ul style="list-style-type: none"> - NLHC worked with Nunatsiavut Government, Salvation Army, Advanced Education and Skills, Labrador Grenfell Health, and Melville Native

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	<p>original \$1.2 million by 2013.</p> <ul style="list-style-type: none"> - 26 groups and 28 projects assisted by the end of March 2013. 	<p>Housing among others to meet the immediate needs of those displaced tenants.</p> <ul style="list-style-type: none"> - Within days a multi-stakeholder action team was formed with the goal of finding and implementing long term solutions. - An emergency response was developed for the winter months to meet the needs of the absolute homeless population.
GOAL - Strengthened partnerships and management practices		
<p>Capacity of Community Partners</p>	<ul style="list-style-type: none"> -Committed capital funding under the Provincial Homelessness Fund for the development of service space. Funding was provided to aid community centres in various communities in the province. -Provided two technical positions to support non-profit housing organizations plan and manage retrofit and development project -Committed funding for retrofit of 82 community-based housing projects that serve more than 1400 households -Supported Aboriginal organizations in developing a home repair program and training staff -The Supportive Living Program (SLP) supports the Newfoundland and Labrador Housing and Homelessness Network (NLHHC) and 10 Provincial Community Advisory Boards on 	<ul style="list-style-type: none"> -As part of a partnership/joint project with Nunatsiavut Governments, NLHC contributed \$350,000 to a \$700,000 home repair/ energy retrofit program. -Under the Provincial Homelessness Fund \$2.2 million in funding was provided over the two fiscal years. <ul style="list-style-type: none"> - Funding was provided to 24 community organizations in 12 communities. -The SLP has supported the provision of training to rural Housing Support Workers on mental illness, trauma, compassion fatigue and addictions. -The Bi-annual Tenant Conference was held in 2013, with a theme of “Because you Matter.” <ul style="list-style-type: none"> - The conference gives Tenant Associations the opportunity to present their achievements and activities. - Guest speakers included employees from Central Health, Aids NL, Character NL and NLHC. -The annual Partner Managed Housing Conference was

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	<p>Homelessness.</p> <ul style="list-style-type: none"> - The SLP has provided training, consultation and support to community groups funded by SLP: <ul style="list-style-type: none"> - Essential Skills training to emergency shelters. -Support to rural housing providers and rural support workers. -Training for five homeless shelters and Housing Support Service Workers, including First Aid/CPR, ASIST and Food Handlers Certification. 	<p>held in St. John’s in October 2013 and 2014.</p> <ul style="list-style-type: none"> - The conferences provide NLHC with the opportunity to acknowledge the valuable contributions made by the volunteer boards of Partner Managed Housing and Co-op Projects to oversee housing initiatives within their home community.
<p>Strategic Social Policy Alignment</p>	<ul style="list-style-type: none"> -Adjusted the rent-gear-to-income scale from 30 percent of gross income to 25 percent of net income for public affordable housing tenants -Home Modification Program complies with the strategy for the inclusion of persons with disabilities. <ul style="list-style-type: none"> - The new requirement for Affordable Housing Initiative proposals to include “universal design” principles. Increasing the proportion of NLHC stock with accessibility features also supports this strategy -Implementation of specialized, one-time Oil Tank Replacement Program and significant funding for Partner Managed Housing 	<ul style="list-style-type: none"> - A “Road Map to Ending Homelessness in Newfoundland and Labrador” completed by OrgCode Consulting Inc. was commissioned in March 2013, and released publicly in February 2015. <ul style="list-style-type: none"> - This report recommended the implementation of a “housing first” philosophy. - Under the traditional approach to housing a person must earn the right to receive housing assistance. Housing First means that people are moved to permanent housing as quickly as possible. - Subsequent to the report on homelessness being released, a Steering Committee which included representatives from various community groups, and government departments, including two from

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FOCUS	2009-2013	2013-2015
	<p>renovations in Labrador help support the Northern Strategic Plan</p> <ul style="list-style-type: none"> -Residential Energy Efficiency Program, partnership with Choices for Youth on retrofitting the public housing and overall retrofitting of public housing help support the Climate Change Action Plan. -NavNet, Funded through SLP, is a network of groups that work together to provide access to services and supports required for individuals to live independently <ul style="list-style-type: none"> - Navnet supports all persons with complex service needs by identifying barriers and gaps in services 	<p>NLHC, was formed to provide community insights on the recommendations contained in this report.</p> <ul style="list-style-type: none"> - Strategic Rent Supplements with Stella's Circle (80) and CMHA (65). - A Portable Rent Supplement Pilot Project was introduced in January 2015 for 20 applicants. <ul style="list-style-type: none"> - Through this program clients can continue to live in their current apartments or find their own apartments. - At the request of Choices-for-Youth, NLHC's partnership with Choices-For-Youth expanded beyond energy retrofitting to include complete renovations of units. - NLHC is continuing to work with NavNet (and other government service and community partners) to change and refine the model of support delivery in order to increase the overall number of clients that can be assisted.
Service Excellence	<ul style="list-style-type: none"> -A new software system (Program Delivery System –PDS) was developed to improve delivery of renovation and housing development grants <ul style="list-style-type: none"> - Enhancements to PDS meant improvements to the waitlist and reporting systems -Northgate system implemented RepairFinder which will provide greater efficiencies when 	<ul style="list-style-type: none"> -NLHC established a contact centre for all calls within the Avalon Regional Office. -A redesigned corporate website featuring a new layout was created and launched. <ul style="list-style-type: none"> - A search function was added to the website to allow for more accessibility and functionality. -In 2014, the use of handheld devices for the inspection of NLHC units was implemented. - REEP inspections were taken over by NLHC staff in

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FOCUS	2009-2013	2013-2015
	<p>entering maintenance requests</p> <p>-Heat Subsidy: A more consistent mechanism for allocation of the heat subsidy was implemented</p> <ul style="list-style-type: none"> - One rate for each bedroom, regardless of heating type, building type or location, makes the subsidy easier to administer and easier for clients to understand 	<p>2014, resulting in cost savings in program delivery.</p> <ul style="list-style-type: none"> - The NLHC Facebook page reached 2,100 followers in January 2015. -The NLHC Twitter account reached 700 followers. This was achieved in March 2015. -A YouTube channel was created and 4 videos were posted in March 2015.
Goal – Improved housing assistance for people in greatest need		
Rental Options	<ul style="list-style-type: none"> -Committed Phase 3 and Phase 4 capital funding for 52 and 32 affordable units, respectively. A total of 275 rental units completed by March 31, 2013. -\$4 million contributed for the construction of an apartment building in Pleasantville. -Rent Supplement Program funding increased by 50 percent and then by a further \$2 million, bringing the total accommodations to over 1,700 -Signification investments made to increase the public affordable housing stock. -In response to changing housing needs, thirty-one 4-bedroom units were converted to 2 or three bedroom units and thirty-five 3-bedroom units were converted to 2 or 1 bedrooms. -Reconfigurations also took place, turning 5 single family, multi-bedroom units into multiple single units, including the configuration of one into an accessible unit. 	<ul style="list-style-type: none"> - Conversion: <ul style="list-style-type: none"> - 25 four-bedroom units were converted into three-bedroom units - 52 three-bedroom units were converted into two-bedroom units - 1 four bedroom unit was converted to a two bedroom. -Reconfiguration: <ul style="list-style-type: none"> - In 2013-14 one three-bedroom unit was reconfigured to a two-bedroom unit, while another one-bedroom unit was created. - No reconfigurations in 2014-15. - Total Rent Supplement funding for these two years was approximately \$19.4 million. - New Rent Supplements were added to increase the total complement to 1,859 accommodations. - Under the 2011-2014 IAH program, capital funding was committed for 30 Affordable Housing Projects (23 from Private Sector, 7 from Supportive Sector) for a total of

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		<p>204 rental units. Twenty-one projects (133 units) were completed at March 31, 2015.</p> <ul style="list-style-type: none"> - Under the newest proposal call for 2014-2109 IAH, capital funding commitments were made for 59 Affordable Housing Projects (48 from Private Sector, 11 from Supportive Sector) for a total of 479 rental units (383 from Private Sector, 96 from Supportive Sector). <p>-</p>
<p>Home Repair Assistance</p>	<p>-Provincial Home Repair Program (PHRP) funding was doubled (Provincial share) and the waitlist was reduced by more than 75 percent, from 4,300 to 1,000.</p> <p>-4,375 homeowners with low income were assisted with funding for repairs to their homes through PHRP.</p> <p>-834 clients assisted through the Home Modification Program (HMP).</p>	<p>-By March 31, 2015 the waitlist for PHRP was reduced to 277.</p> <ul style="list-style-type: none"> - For 2013/14 and 2014/15, regular grants totaled 1,022 and emergency grants totaled 329. - 307 loans were provided to clients. - 296 clients were given funding to modify their homes for accessibility purposes under the Home Modification Program.
<p>Assistance for Off-Reserve Aboriginal Households</p>	<p>-Facilitated \$8.2 million fund with four Aboriginal organizations for major home repairs and new home construction (Northern Coastal Labrador). 746 households have been assisted.</p> <p>-4 new units built in Nain and another 4 in Hopedale</p> <p>-Provided Financial Assistance to eligible homeowners for oil tank replacements in Nain,</p>	<p>-Funding of \$350,000 was provided to Nunatsiavut Government for a \$700,000 cost-shared program for home renovations/repairs and energy retrofits.</p> <ul style="list-style-type: none"> - NLHC is working closely with the Nunatsiavut Government through the Supportive Living Program to increase capacity for the delivery of supportive living options.

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FOCUS	2009-2013	2013-2015
	Makkovik, Rigolet, Hopedale and Postville.	
Quality of Public Affordable Housing	<p>-Annual funding tripled to \$12 million annually.</p> <p>-Annual retrofit budget increased to an average of \$28.2 million (two-year Economic Stimulus Plan 2009-11).</p> <p>-Continued renewal of three high density neighbourhoods including construction of new units, retrofits, improvements to recreation and parking spaces.</p> <p>-One house and two vacant lots purchased in St. John's and Hopedale, respectively. Two new units constructed in Corner Brook.</p> <p>-Anti-Stigma Ad Campaign: Developed to reduce stigma associated with affordable housing.</p> <ul style="list-style-type: none"> - In June 2011, advertisements were run which featured NLHC tenants relaying personal stories and the positive impact social housing has had on their lives. - The response from housing advocates, NLHC tenants and the general public has been overwhelmingly positive - A survey conducted by the NL Stats Agency in August 2011 revealed that 15% of those contacted have heard the advertisements and among this 15%, favourable opinions of NLHC tenants 	<p>- Funding for Modernization & Improvement remained at approximately \$9.1 million annually in 2013/14 and 2014/15.</p> <p>- Work continues in the areas of Cashin/Froude Avenue, Graves/Hoyles/Empire and Crestview. The Cashin/Froude renewal was 97% complete as of March 31, 2015, while Crestview was at 65% completion and Graves/Hoyles/Empire was 100% complete.</p> <p>- Three new Anti-Stigma advertisements were created and released on radio stations across the province in 2015.</p> <p>-As part of the Social Media Strategy; NLHC regularly posts content designed to help tenants and other residents to contribute to their safety and upkeep of their homes. Content also focuses on anti-stigma messaging and a variety of tips and information with the goal of helping people make their tenancy as comfortable as possible.</p>

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FOCUS	2009-2013	2013-2015
	increased from 43% to 53%.	
Energy Efficiency Improvements	<p>-Introduced Residential Energy Efficiency Program and approved grants to 4,312 clients with low income.</p> <p>-Made energy efficiency improvements to 1,268 public affordable housing units.</p> <p>-In partnership with Choices for Youth on the Training for Trades initiatives, youth were given an opportunity to learn how to do home insulation by insulating 160 NLHC units.</p>	<p>-1,560 REEP approvals were granted.</p> <ul style="list-style-type: none"> - 84% of REEP approvals were granted to individuals 55 and over. <p>-Significant energy improvements were made to approximately 1000 units.</p> <ul style="list-style-type: none"> - It is estimated that the average client will save \$720/year on their heating costs. - In addition, participants in the Train-for-Trades program helped to complete approximately 70 basement renovations between 2013 and 2015. <p>- \$300,000 provided to Nunatsiavut Government as part of a \$750,000 cost sharing program for home renovations and repairs included an energy efficiency component to help participants make their homes more energy efficient.</p>
Home Heating Assistance	<p>-Increased annual Heating Allowance funding twice in 2009-2013, from \$1.2 million to a total funding of \$2.4 million to assist low-income NLHC rental clients.</p>	<p>- Between 2013-14 and 2014-15, approximately \$14.9 million in home heating subsidies were provided to NLHC tenants and clients in receipt of rent supplements.</p>

Social Housing plan – A Summary of Funding Commitments from 2009 to 2015

INITIATIVES	TOTAL(in millions)
Provincial Home Repair Program	\$91.5
New Affordable Housing (under AHI)	\$42.2
Provincial Homelessness Fund	\$5.2
Residential Energy Efficiency Program	\$17.9
Improved Quality of Community Based Housing	\$34.4
Improved Quality of Public Affordable Housing	\$90.8
New NLHC Affordable Housing	\$2.7
Heating Allowance Increase	\$18.49
Education Incentive	\$2.8
Community Centres	\$5.4
Rent Supplement Program	\$36.4
Supportive Living Program	\$23.3
Total	\$371.09

PARTNERS

The involvement of many partners is essential to achieving better housing outcomes for people and communities. Partner organizations contribute financial as well as other resources, build capacity, develop housing options, manage projects through the development phase and deliver housing options to clients. Our success depends upon strong community and stakeholder partnerships.

Our primary partners are:

- Canada Mortgage and Housing Corporation
- Provincial Departments of Advanced Education and Skills; Justice and Public Safety; Health and Community Services; Seniors, Wellness and Social Development; Women's Policy Office; and Child, Youth and Family Services.
- Private-sector landlords and housing developers
- Community-based and non-profit housing and support service providers
- Municipalities
- Housing advocates and researchers.

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