



Driving Social Housing Innovations through Partnerships

Innovation Forum

Location: Regency Ballroom, Best Western North Bay & Conference Centre, 700 Lakeshore Dr, North Bay, Ontario P1A 2G4

At this forum, a cross-section of stakeholders have come together to learn and exchange ideas and practices about social housing partnerships and solutions for their local communities. You will hear from experts and practitioners in housing, and in health, as well as from community organizations across Ontario who will speak about how partnerships are critical enablers for housing stability, and to support provision for tenants while meeting the supply and demand for affordable housing.

This event is co-hosted in partnership with the **Northern Ontario Service Deliverers Association (NOSDA)** and the **Housing Services Corporation (HSC)**. Thank you to the NOSDA and Chris Stewart, Executive Coordinator of the association for their contributions to this event.

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WEDNESDAY, JUNE 7, 2017

9:00 a.m.- 9:30 a.m.

Registration, Light Breakfast and Networking

9:30 a.m.- 9:45 a.m.

Welcome and Opening Remarks

- **Howie Wong**, Chief Executive Officer, Housing Services Corporation
- **William (Bill) Bradica**, Chief Administrative Officer, Thunder Bay DSSAB, Housing Lead NOSDA, Chair of HSC Board **Event Moderator**

9:45 a.m.- 10:45 a.m.

Building on Success: Housing and Health Working in Partnership

- **Keynote Speaker: Darlene Cook**, General Manager/CEO, Peterborough Housing Corporation

Moderator: William (Bill) Bradica, Chief Administrative Officer, Thunder Bay DSSAB

Description

Peterborough Housing Corporation (PHC) is a social housing provider with a portfolio of public housing units, supportive housing units, rent supplements and affordable units. PHC has recently undertaken a major organizational transformation process to position itself to operate within a client-centred business framework. Driven by the principles of being a landlord of choice, leader in the housing sector and creating a sustainable organization for

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its clients now and in the future, Darlene has set a strategic course for establishing partnerships with a purpose, you will hear how PHC has formed innovative partnerships with community partners and the Central East LHIN. Darlene Cook has leveraged these partnerships to finance and develop more housing, and to provide support provision for tenants currently living in social housing.

10:45 a.m. - 11:00 a.m.

Break

11:00 a.m.- 12:00 p.m.

Theme 1: Innovating Housing with Health Supports

Description

We will continue to discuss partnerships for improving human health. This session is focused on addressing health supports in social housing. Speakers from the NE LHIN and LOFT Community Services will share and discuss their partnership models working with housing providers, service managers and municipal housing administrators to provide coordinated, integrated supports for clients in social housing. Speakers will present their partnership framework and initiatives, and address outcomes and opportunities through which partnerships can be sustained.

Speakers:

- **Sherry Frizzell**, Director, Home and Community NE LHIN
- **Debra Walko**, Director of Senior Services, LOFT Community Services

Moderator: Henry Wall, Chief Administrative Officer, Kenora District Services Board

12:00 p.m. – 1:00 p.m.

Lunch and Networking

1:00 p.m.- 2:00 p.m.

Theme 2: Housing for Indigenous Persons in Urban Communities

Description

The current government and policy landscape has renewed the focus on indigenous housing. With a challenging new opening environment of diminished resources and housing supply, Northern communities are looking for culturally appropriate ways to address the housing needs of their indigenous populations. Participants will hear from two organizations that service the affordable housing needs of this specific population. They will share their efforts and successes in forging partnerships that are centred on service provision, creating new housing, financing housing; and will offer ways through which they can be a collaborative vehicle working with housing providers and DSSABs.

Speakers:

- **Juliette Nicolet**, Policy Director, Ontario Federation of Indigenous Friendship Centres
- **Don McBain**, Executive Director, Ontario Aboriginal Housing Services

Moderator: Mike Nadeau, Chief Administrative Officer, Sault Ste. Marie DSSAB

2:00 p.m. – 2:15 p.m.

Break

2:15 p.m.- 3:15 p.m.

Theme 3: Delivering in Partnership: Approaches to Housing Solutions

Description

How do you work in partnership and across sectors to do something effective and scalable? In this practical session, speakers will discuss how their organizations have created avenues for partnerships to implement housing solutions in Northern communities.

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Focusing on demonstrating innovation, they will share their initiatives, strategies and approaches to meet their jurisdictional housing needs that could help inform practices for your organization and communities. These short presentations are intended to highlight areas of opportunities related to partnerships and demonstrate how you may work with stakeholders in your communities.

Speakers:

- **Ken Ranta**, Director, Housing Services Division, Thunder Bay DSSAB
- **Donna Stewart**, Director, Integrated Social Services, Manitoulin-Sudbury DSB
- **Marion Quigley**, Chief Executive Officer, Canadian Mental Health Association, Sudbury/Manitoulin

*Moderator: **Judy Lightbound**, Chief Operating Officer, Housing Services Corporation*

3:15 p.m.- 4:00 p.m.

Description

Theme 4: Where do we go from here?

In this final session, we will take the key ideas and practices heard throughout the day and consider how we will embrace the opportunities ahead. Starting off as a conversation with two speakers who will share their insights about discussions from the day. This session will encourage participants to think about where we need to go and what we need to do in the future to continue to strengthen partnerships beyond just the warm and fuzzy “CARE BEAR” approach.

Speakers:

- **Howie Wong**, Chief Executive Officer, Housing Services Corporation
- **William (Bill) Bradica**, Chief Administrative Officer, Thunder Bay DSSAB

*Moderator- **Catherine Matheson**, General Manager, Community Development, City of Greater Sudbury*

4:00 p.m.

Closing Remarks and Forum Evaluation

- **Catherine Matheson**, General Manager, Community Development, City of Greater Sudbury

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<https://share.hscorp.ca>

Speakers Bios:

Howie Wong is the Chief Executive Officer of the Housing Services Corporation. Prior to becoming CEO, Howie served as HSC's Chief Operating Officer. He joined HSC in 2007, serving in a dual role as both its part-time General Counsel and the General Counsel of Toronto Community Housing Corporation (TCHC), Canada's largest landlord with over 165,000 tenants and a \$6 billion housing portfolio. At TCHC, Howie served in a range of senior roles since 2005. In addition to his duties as General Counsel, Howie has been TCHC's Corporate Secretary and was a member of the organization's Executive Team, providing oversight to a variety of teams and projects – including TCHC's \$450 million public bond offering and \$350 million corporate debt program; the reorganization of its legal services division; and the establishment of several high-impact joint ventures and public-private partnerships. Prior to joining TCHC, Howie practiced business law at Gowling Lafleur LLP for over 18 years. He is a member of the Ontario Bar Association, the American Bar Association and the Association of Corporate Counsel.

Bill (William) Bradica is the Chief Administrative Officer for The District of Thunder Bay Social Services Administration Board. He is responsible for program and policy development, communications and the implementation of the Board's strategic plan. The TBDSSAB administers Social and Affordable Housing and Child Care Services, and delivers Financial and Employment Assistance to people living in the District of Thunder Bay, encompassing an area of more than 100,000 square kilometers. TBDSSAB also directly operates a large, diverse portfolio of affordable housing properties. Bill oversees a consolidated budget of \$100 million and approximately 180 employees. He is the Chair of the Housing Services Corporation Board of Directors and is a member of the Provincial-Municipal Housing Partnership Table. Bill is a Co-Chair of the Social Housing Modernization Discussion Forum that has been convened by the Ministry of Housing. Prior to becoming CAO, he served as the Director of Corporate Services, with responsibility for the Finance, Human Resources, Information Services and Asset Management departments. Bill worked in the private sector for many years as a self-employed accountant and consultant. He gained significant knowledge of the social housing sector while working at the Canada Mortgage and Housing Corporation (CMHC) and the Ministry of Municipal Affairs and Housing (MMAH). He is a Chartered Professional Accountant and holds an Honours degree in Commerce. Bill's community involvement includes three years as Co-Chair of the Thunder Bay United Way Municipal Division campaign and four years on the board of Wesway Inc., a Thunder Bay respite service provider.

Darlene Cook has been the General Manager/CEO, of Peterborough Housing Corporation (PHC) and its development subsidiary, Finally A Home, for the past 17 years. PHC owns and manages 1054 units of social and affordable housing, over 300 rent supplement agreements with private landlords, and manages the centralized waiting list on behalf of the service manager. PHC has undergone a business transformation, beginning with a new vision for its staffing structure. At the same time PHC has developed a new 10-year plan to guide the future of its current physical assets and set goals for what future assets will be needed. Darlene began her career in health sciences, working both in the public health and college sectors for almost 20 years. She is the past board and executive member of ONPHA, and past Executive Director of the Chartered Institute of Housing, Canada.

Debra Walko is a member of the LOFT Community Services senior team, as the Director of Seniors Services and has been a leader in mental health and addiction services for over 25 years. With a strong belief in supporting people to live successfully, with dignity, in the community, LOFT is committed to creating access to person centred, specialized services and support for individuals living with mental health, addiction, cognitive and behavioural challenges along barriers related to the social determinants of health. LOFT supports over 4000 individuals annually in the community, which includes those living in LOFT's own housing as well as public and affordable housing sites, and private landlords.

Speakers Bios:

Donna Stewart is the Director of Integrated Social Services and been overseeing the Integration of Human Services within the Manitoulin-Sudbury District Services Board portfolio for 8 years. Donna graduated with honors from Laurentian University with a Bachelor of Sociology and from Cambrian College with a Child and Youth Worker Diploma. She started off her career as an Employment Counsellor with Youth Employment Services then was hired with the Manitoulin-Sudbury DSB as a front-line Case Manager in 2000. She then became the Ontario Works Supervisor and was in that role for 7 years. In her current role as Director, Donna now oversees the Ontario Works, Children Services, Social Housing, Community Homelessness Prevention Initiative, and Employment Ontario Programs. She has taken part in various initiatives at a Senior Management level which have been key for her professional development as well as for the DSB. In her spare time, she enjoys writing about herself in the third person.

Don McBain is the Executive Director of Ontario Aboriginal Housing Services, a corporation with a mandate to provide safe and affordable housing to urban and rural First Nation, Inuit and Métis people living off-Reserve in Ontario. Don carries with him a lifetime career of serving Aboriginal organizations and has also worked as an entrepreneur serving the Aboriginal community in the Real Estate domain. He has worked tirelessly for decades to obtain Aboriginal control over Aboriginal resources including Property Management contracts, administration of the Northern Repair Component of the Canada-Ontario Affordable Housing Program (AHP) and for RHN Homeowners, administration of the Social Housing Renovation and Retrofit Program (SHRRP) for the RHN portfolio, development of the First Nations, Inuit, Métis Urban & Rural (FIMUR) Housing Program funded by the Federal Aboriginal Housing Trust, and the full transfer and control of the Rural and Native Housing (RHN) Program.

Juliette Nicolet is the Policy Director at the Ontario Federation of Indigenous Friendship Centres, a position she has held for eleven years. Prior to that she articulated then served as counsel for three years at the Ministry of the Attorney General of Ontario. She holds an MA in Political Science from the University of Toronto and obtained both her LLB and her BCL at McGill University. Juliette supervises a unit of eight policy analysts covering a range of subject areas related to advancing public policy supportive of Friendship Centres at the municipal, provincial and federal levels. In her work vis-à-vis the provincial government Juliette sits on various urban Indigenous technical tables with ministries across the provincial government. Juliette has worked consistently to make the connection between government policy and people's lives on the ground in order to inform policy development in a coherent and constructive way, with the resulting landscape facilitating the creation of programs and services that achieve real outcomes for real people. She has extensive relationships and experience with Friendship Centres and has substantially supported their capacity for local engagement and service delivery as community hubs in the urban Indigenous community.

Ken Ranta is the Director of Housing Services for the District of Thunder Bay Social Services Administration Board. In this role, he is responsible for overseeing the direct-owned housing portfolio of over 2500 units, and contractual agreements for another 1600 non-profit and private landlord housing units. Ken also oversees the range of housing and homelessness prevention initiatives. He is currently the co-chair of the Northern Ontario Service Deliverers Association (NOSDA) Housing Services Working Group. Ken has participated at various provincial housing tables including the Ontario Long Term Affordable Housing Strategy Technical Table, Portable Housing Benefit Framework Working Group, the Affordable Housing and Homelessness Task Force, the Urban Aboriginal Strategy Engagement, and has presented at many provincial and regional housing conferences.



Speakers Bios:

Marion Quigley has been working in the health care field for 40 years, with the last 24 being specifically in the adult mental health field. While at the CMHA she has seen the organization staff compliment grow along with many new community based mental health and addiction programs that they offer. They are the main provider for mental health housing and is always looking for new and creative ways to build their housing supports and stock. She is on many committees and Boards and has an interest in system planning to ensure mental health supports are accessible to all.

Sherry Frizzell is the Director, Home and Community at the North East Local Health Integration. As a Director for the North East Local Health Integration Network, focused on Home and Community Care, Sherry has been working to help both patients and health care providers improve access to health care. A true Northerner, Sherry is proud to have lived in Northeastern Ontario, since childhood. Sherry worked with a non-profit agency for 20 years prior to beginning her public service career with the North East LHIN 7 years ago.

