



Notice No: 20-13

APPLICABLE TO:

<input checked="" type="checkbox"/>	Municipal & Private Non Profit
<input checked="" type="checkbox"/>	Co-operative
<input checked="" type="checkbox"/>	Federal Non Profit
<input checked="" type="checkbox"/>	OCHAP/CSHP
<input checked="" type="checkbox"/>	Rent Supplement

DATE: November 4th 2020 **Mandatory** **For Information**

SUBJECT: Pilot Community Programs Coordinator (CPC) for tenant/member support for non-profit housing communities and rent supplement tenants

BACKGROUND

Community Programs Coordinators (CPCs) provide on-going support to tenants of Niagara Regional Housing (NRH) public housing communities to support eviction prevention. As of, July 2019, a pilot Community Programs Coordinator is available to assist tenants/members of non-profit housing communities and rent supplement tenants. The role of the CPC is to assist tenants/members to maintain successful tenancies and to support healthy communities.

Housing Provider/Rent Supplement CPCs provide ongoing support to tenants/members through positive mentoring, agency referrals, including but not limited to:

- Eviction prevention
- Crisis management support
- Assist with referrals for physical/mental health and addiction issues
- Support to age at home
- Support to enhance life skills
- Support to navigate through social service systems and make referrals to appropriate supports agencies
- Informal mediation and dispute resolution

Requesting CPC Support

Effective July 2019, Housing Providers and Rent Supplement Landlords may request the assistance of the CPC by submitting a completed request form (appendix A). The request form is also available at NRH.ca on the provider page. Tenants/Members may make a self-referral to request the assistance of the CPC (appendix B). The request form is also available on NRH.ca on the tenant page. Requests for Housing Provider support forms may be returned by fax to 905-687-4844 or emailed to Sandra.wilson@niagararegion.ca or by calling Sandra Wilson at 905-682-9201 ext 3968. Requests for Rent Supplement

support forms may be returned by fax to 905-687-4844 or emailed to Andrea Lawson at Andrea.Lawson@niagararegion.ca or by calling Andrea Lawson at 905-682-9201 ext 3908.

A Community Programs Coordinator fact sheet is available for housing providers to display within their community to advise tenants/members of this resource (appendix C).

It is expected that housing providers will first attempt to make reasonable efforts to mediate issues within their community before forwarding a request for support from the Community Programs Coordinator.

Process

- Completed request for support forms are reviewed by the CPC and triaged based on priority with urgent issues given precedence
- The CPC contacts the housing provider to inform them the referral has been received, requests more information if required
- The CPC will contact tenants/members to offer support, if the tenant/member is not willing to accept support, no further action is taken
- If the tenant/member accepts support the CPC will make an appointment for a face to face meeting or telephone meeting
- CPC meets with tenant/member, provides support, referral to other agencies if required, advocates on tenant/member behalf, may mediate between tenant/member and landlord or tenant/member and other tenants/members, assists with applications, annual renewals or other forms
- With consent from the tenant/member (verbal or written), the CPC can inform the provider the plans discussed with tenant/member
- The CPC provides support to the tenant/member
- The file is closed when the tenant/member issue is resolved, the tenant/member declines support or if multiple unsuccessful attempts are made to contact the tenant/member
- CPC sends the tenant/member a letter to close the file and offer future supports
- CPC completes Closed Referral and faxes/emails form to the housing provider, providing basic information if consent was not received from tenant/member or more thorough information if consent was obtained

Housing Provider/Rent Supplement Landlord Role

Housing providers and Rent Supplement Landlords are encouraged to request the assistance of the Community Programs Coordinator to assist tenants/members to maintain successful tenancies and to support healthy communities.

If you have questions or concerns about this notice please contact your Housing Administrator at 905-682-9201.

Enclosures

Appendix A – Housing Provider Request for Community Programs Coordinator

Appendix B – Tenant/Member Request for Community Programs Coordinator

Appendix C – Pilot Community Programs Coordinator Information Sheet