
Housing Services Notice **No: 22-06**

APPLICABLE TO:

DATE: December 8, 2022

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

<input type="checkbox"/>	Mandatory
<input checked="" type="checkbox"/>	For Information

SUBJECT: Housing Provider Community Programs Coordinator (HPCPC) for household support for non-profit and co-operative housing provider communities and rent supplement tenants.

PURPOSE

This notice is to update contact information, referral forms and the process for requests for support from a Housing Provider Community Programs Coordinator (HPCPC).

BACKGROUND

Community Programs Coordinators provide on-going support to households of Niagara Regional Housing (NRH) public housing communities to support eviction prevention. As of July 2019, a pilot program was put in place to provide Community Programs Coordinators to assist households of non-profit, co-operative housing provider communities and rent supplement tenants. The role of the CPC is to assist households to maintain their housing and support healthy communities.

Housing Provider/Rent Supplement CPCs provide ongoing support to a household 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 support agencies
- Informal mediation and dispute resolution

Request for HPCPC Support

Housing Providers and Rent Supplement landlords may request the assistance of a CPC by submitting a completed Housing Provider Eviction Prevention Request for Support form. The request form is available on the NRH website at www.nrh.ca under the provider tab and landlord tab. Household members can make a self-referral to request the assistance of a CPC by completing the Tenant/Member Request for Support form. This request form is also available on www.nrh.ca on the tenant page. Request for CPC support forms can be returned by fax to 905-687-4844 or emailed to info@nrh.ca or by calling 905-980-6000 ext. 3920.

A Community Programs Coordinator information sheet is available for housing providers to display within their community to advise households of this resource. The information sheet can be found at www.nrh.ca under the provider tab.

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

Housing Provider/Rent Supplement Landlord Role

Housing Providers and Rent Supplement landlords are encouraged to request the assistance of a Community Programs Coordinator to assist household members to maintain successful tenancies and support healthy communities.

If you have any questions regarding this Notice, please contact your Housing Administrator at 905-980-6000.

Donna Woiceshyn, Director Housing Services