



**Houselink Community Homes
Board Meeting Minutes
February 19, 2019**

Present: Phillip Dufresne (Chair), Linda McNeil, Mary Modeste, Joann Sochor, Colette Snyder, Mark Guttridge, Douglas Jordan, Charles Finlay

Regrets: Hugh Cameron, Richa Jagota, Natalie Ochrym

Staff: Brian Davis, Helen Cheung, Carol Thames, Monica Vaus (minutes)

Approval of Agenda

Moved by: Colette Snyder

Seconded by: Joann Sochor

Carried

Conflict of Interest

No conflict of interest declared

Consent Agenda Items with an amendment to the Executive Director report and to the attendance on the January 22, 2019 minutes.

Moved by: Joann Sochor

Seconded by: Linda McNeil

Carried

Action: The first Participant Complaint Report section should be deleted as the Update to Formal Complaints section is the comprehensive one.

Action: Charles Findlay did not attend the January 22, 2019 Board of Directors meeting and should be listed under regrets.

Business Arising or Any Consent Agenda Items requiring action or further discussion

It was noted that Houselink must ensure that as much as possible, Stafflink be recognized the employer of the participants in the Supportive Employment Program, and as such, take on as much of the employer responsibilities as possible. Therefore, Stafflink will be taking on much of the general training beyond site and functional specific training. It was explained that this was our 'Plan B' to mitigate the risks identified a few years ago with the program and to ensure those who participate in the program are clear on Houselink's and Stafflink's respective roles.

Financial Health – 3rd Quarter Report

As is typical to previous years, Houselink is going into the last quarter with a modest surplus. It was noted that there is a new column called City of Toronto Support Operations in this report, and that fundraising is higher than we expected.

Motion to Receive the Financial Health – 3rd Quarter Report

Moved by: Mary Modeste

Seconded by: Douglas Jordan

Carried

Update on Use of Formal Complaints Process

In reviewing last year's usage of the Formal Complaints Process, there were three tenants who made use of it, two in our program area and one in the support area. All the complaints were resolved to the participants' satisfaction.

Since the inception of this formal process in the fall of 2016, it has not been used extensively by participants. Houselink encourages people to resolve complaints informally and then escalate it to a formal level if not resolved. This is described in the policy. The bulk of the formal complaints were about the behavior of other service users. This is not surprising as many of the complaints that reach the Executive Director's desk are about complaints of other tenant behavior and the complainant requesting that Houselink take a firmer stance.

Going forward, to ensure that awareness is not a barrier, Houselink plans to put a reminder about the policy in the monthly mailer, and will ensure forms will be available at all the offices. When the new community development worker starts in March, that person will re-engage the Participant Advisory Forum / Tenant Ambassador Program to review the policy and its past usage.

Sector Update Homelessness and the Supportive Housing Growth Plan

Recently, Brian was part of a panel discussion about the state of homelessness which was also attended by some Board members. The power point presentation from this meeting was reviewed by the Board.

Intake and Housing Trends Report

The Board reviewed the 2018 Housing Trends Report prepared by Helen Cheung, Jason Graine and Paul O'Donnell.

Almost half (42%) of the tenants were homeless prior to moving to Houselink and two-thirds (66%) of them have enjoyed a stable tenancy of 5 or more years. The 6 highlights of the report demonstrate that Houselink provides a stable and supportive community for everyone to embark on a recovery journey and reach their full potential.

Motion to Receive the Intake and Housing Trends Report

Moved by: Linda McNeil

Seconded by: Joann Sochor

Carried

Executive Director and Board Relationship Policy Amendments

This is a follow-up from the recent compliance reporting in which it was flagged that it would not be appropriate for the Executive Director to report all conflict of interest issues to the Board as generally they are operational in nature and usually related to confidential human resource issues. Therefore, the Policy Committee made small amendments to the policy to remove that expectation on the Executive Director. The policy continues to expect that the Executive Director prevents and avoids conflicts-of-interest within all aspects of the organization.

Motion to Approve Executive Director and Board Relationship Policy Amendments

Moved by: Joann Sochor

Seconded by: Mary Modest

Carried

In-Camera Check-In Motion

Moved by: Joann Sochor

Seconded by: Charles Finlay

Carried

Carried

Out-of-Camera Check-in Motion

Moved by: Mark Guttridge

Seconded by: Linda McNeil

Carried

Adjournment

Moved by: Charles Finlay

Seconded by: Linda McNeil

Carried