



**Houselink Community Homes
Board Meeting Minutes
April 17, 2018**

Present: Douglas Jordan (Chair), Isaac Coplan, Linda McNeil, Mark Guttridge, Phillip Dufresne, Kim Nichols, Mary Modeste, Jasmin Earle and Joann Sochor

Phone: Susan Pidgeon

Regrets: Hugh Cameron and Charles Finlay

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

Approval of Agenda

Moved by: Linda McNeil

Seconded by: Jasmin Earle

Carried

Conflict of Interest

No conflict of interest declared

Consent Agenda Items

Receiving and approval of consent items

Moved by: Mary Modeste

Seconded by: Joann Sochor

Carried

Business Arising

Motion to send a letter of appreciation from the Board to the Danforth Early Learning and Child Care Centre for providing emergency respite in a time of need.

Moved by: Mark Guttridge

Seconded by: Jasmin Earle

Carried

Any Consent Agenda Items Requiring Action or Further Discussion

Thankfully, no one was seriously harmed during the recent emergency incident at the Danforth. It has provided an opportunity to debrief and learn from a negative occurrence. Houselink will have to pay a \$10,000 deductible and then everything else will be covered by insurance.

Support Services Annual Report 2017-2018

The intent of this report is to describe the rich and varied amount of support and programs that are housed at Houselink, as well as identify what was accomplished and what impact it has had on those serviced.

Some highlights of this year's report included:

- expansion of the Steps to Support Program
- follow up support program by the Housing Transitions Team
- expansion of Peer Support and support service disengagement
- overdose prevention and expansion of harm reduction services
- rent arrears have gone down significantly
- a low eviction rate as workers provide tenancy support and eviction prevention services to tenants while at the same time ensuring disrupting behaviour is deterred or rent owing is paid

It was noted that The Wellesley Institute report by Greg Suttor (fall 2017) which identified employment and social interaction as key needs, re-enforces that Houselink is on the right track in terms of support services.

Motion to Receive

Moved by: Linda McNeil

Seconded by: Mary Modeste

Carried

Auditor's Package

This is an annual package that the Board is required to approve and complete before the audit slated can commence. Houselink received the same standard five letters from Prentice Yates & Clark:

1. Communications Process Letter
2. Audit Planning Letter
3. Independent Letter
4. Engagement Letter
5. Fraud Questionnaire

The Engagement Letter is important as it engages Prentice Yates & Clark as our auditors and outlines fees. The Fraud Questionnaire was formally reviewed and all questions were answered. It was noted that Houselink's new Risk Management Approach which addresses a number of risks also decreases the chance of fraud.

Action: Joan and Douglas to sign the letters.

Collective Agreement Update

Highlights of the Collective Agreement Update in the Executive Director's report were reviewed and Brian was present to answer questions.

Policies Reviewed by the Policy Committee

The following 5 policies were carried over from March for discussion and motions to approve:

- 1.2 Anti-Discrimination
- 1.5 Mental Health and Recovery
- 1.6 Environmental
- 4.3 Social Action
- 4.4 Human Resources

In addition, the following 2 newly revised policies were in the Board package for discussion and motions to approve:

- 2.8 Executive Officer Job Descriptions
- 5.1 Signing Officer Job Descriptions

After some discussion, more revisions were suggested to the following 4 policies: Anti-discrimination, Mental Health Recovery, Executive Officer Job Descriptions, and Social Action.

Action: Joan in partnership with Jasmin will make the suggested changes and the 4 policies will be brought back for Board review and approval.

Action: 3 policies (1.6, 4.3 and 4.4) will be carried over to the May meeting for discussion and a motion to approve.

Quality Plan

Due to time constraints, this discussion will be carried over to the May Board meeting.

Integration: Sector Update and Houselink

Prior to the meeting, the Board was provided with a Toronto Central LHIN power-point presentation entitled *Integration Strategy* which was presented to the Toronto Mental Health and Addictions Supportive Housing Network. Some highlights of the power-point include:

- page 4 - a summary of the Governance to Governance meetings held in the fall
- page 7-8 – an update on the back office shared service plan
- page 9 – about setting standards and the broad definition of some Functional Centres (service categories) resulting in different levels of activity within the same service
- page 10 - about harmonizing funding for services (equitable funding and strengthening accountability).

Some key thoughts regarding the power-point included:

- the need to be mindful as there are substantial variations in funding for various functional centres in our sector. For example the cost per individual's served ranged from \$678 per year to \$26,675.

- the importance of having a conversations about what is important to Houselink, and what opportunities will present themselves in the future

The Houselink Board Integration Working Group, as part of our strategic assessment, prepared a document focusing on Houselink's strengths, vulnerabilities and non-negotiables in four areas: governance, culture, service approach and operations. The Board was asked to review the document and provide input in terms of additions and changes. Comments included:

- strength in the amount of policy development Houselink has accomplished
- strength in focussing on Quality and Risk Management in governance
- the question mark after a strength, vulnerability, or non-negotiable is asking the question "Is it really a strength, vulnerability or non-negotiable?"
- Houselink's social action function is a strength
- The assessment used questions that came out of the integration readiness questionnaire based on the TCLHIN priorities. It is a response to a guided series of questions and we should feel free to add to it.
- In terms of culture, a high level of staff satisfaction may be added as a strength. Another staff survey will be done in the fall of 2018.
- Houselink is committed to the Supported Employment Program which is valuable and makes Houselink unique but it is also a vulnerability
- Houselink's active involvement in the supportive housing sector through the Network and other organizations is a strength.
- Strength in being pro-active, pre-planning and looking for opportunities

In-Camera Debrief Motion

Moved by: Kim Nichols

Seconded by: Joann Sochor

Carried

Out-of-Camera Motion

Moved by: Phillip Dufresne

Seconded by: Mary Modeste

Adjournment

Moved by: Joann Sochor

Seconded by: Linda McNeil