



**Houselink Community Homes  
Board Meeting Minutes  
June 19, 2018**

**Present:** Linda McNeil, Phillip Dufresne, Mary Modeste, Joann Sochor, Hugh Cameron, Charles Finlay, Kim Nichols, Susan Pidgeon, Isaac Coplan

**Regrets:** Mark Guttridge, Jasmin Earle, Douglas Jordan

**Guest:** Paul Jaroszko of Prentice, Yates and Clark

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

**Approval of Agenda**

Moved by: Joann Sochor

Seconded by: Mary Modeste

Carried

**Conflict of Interest**

No conflict of interest declared

**Consent Agenda Items**

Receiving and approval of consent items

Moved by: Linda McNeil

Seconded by: Joann Sochor

Carried

**Out-of-camera**

Paul and Charlie stepped out of the meeting for this brief portion

**Motion to approve** the in-camera minutes and the May 29 minutes

Moved by: Linda McNeil

Seconded by: Joann Sochor

Carried

**Business Arising**

Kimberlee Nichols volunteered to present the Nominations Committee report at the upcoming Annual General Meeting.

## **Any Consent Agenda Items Requiring Action or Further Discussion**

No consent agenda items requiring action or further discussion.

## **Auditors Report**

The Board welcomed Paul Jaroszcko, a Partner with the firm Prentice Yates & Clarke. He reviewed the audited financial statements which will be presented at Houselink's upcoming Annual General Meeting on Wednesday, June 27<sup>th</sup>. Paul also presented the Audit Findings Letter, Letter of Management Representations, and Subsequent Event Questionnaire. He concluded that overall it has been a positive year for Houselink.

The Board thanked Paul Jaroszcko and his firm.

## **Motion to Approve**

Moved by: Kim Nichols

Seconded by: Joann Sochor

Carried that the Board recommends that the audited 2017-2018 Financial Statements be approved at the Annual General Meeting

**Action: Monica to send Paul the April and May 2018 Board minutes.**

## **Recovery Research Approval**

This month's board package contained details of the 3 year research study entitled *Implementing Mental Health Recovery Guidelines Into Services: A Pan-Canadian Study* being conducted in 5 cities across Canada (Vancouver, Winnipeg, Toronto, Montreal and New Brunswick). The research team reached out to 5 supportive housing providers in Toronto and assessed their willingness and ability to be included in the study. They looked at size, culture, leadership in the organization that supports Recovery principles, and a commitment to be involved in change ideas aligned to the Recovery Guidelines outlined by the Canadian Mental Health Commission of Canada. Houselink was chosen as the supportive housing site in Toronto.

The study is closely aligned to our strategic priorities. It is both an opportunity to further instill reflective practice, and support change within our support model as envisioned within our *Improving Core Services* strategic priority. Furthermore, it is an opportunity to *Communicate our Impact* as the results of the study will receive national attention, and an opportunity to increase our rigour in using qualitative and quantitative evaluation methods.

Helen reported that researchers had just recently toured many of our buildings and that the implementation committee will come out to look at certain locations.

Some comments made by Board members included:

- The report will help champion a shift towards permanent housing
- The study will put a research lens on Houselink
- Helen and Brian will work towards ensuring that whatever change ideas going forth are linked to Houselink's strategic plan

- The risk of time and resources as discussed and considered, and probably will not take much more on top of what is already being done

The researchers want to know there is organizational endorsement and have requested Board approval.

### **Motion to Approve the Recovery Research Study**

Moved by: Susan Pidgeon  
Seconded by: Kim Nichols  
Carried

**Action: Brian to keep the Board updated**

**Action: Brian and Helen to be mindful not to detract resources from our strategic priorities.**

### **Compliance Declaration for the TCLHIN - (April 1, 2017 to March 31, 2018)**

This is an annual requirement of the Board by the TCLHIN and below is the language provided::

*After making inquiries of (Brian Davis, Executive Director) and other appropriate officers of the HSP and subject to any exceptions identified on Schedule, to the best of the Board's knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the "M-SAA") in effect during the Applicable Period.*

*Without limiting the generality of the foregoing, the HSP has complied with:*

- (i) Article 4.8 of the M-SAA concerning applicable procurement practices;*
- (ii) The Local Health System Integration Action, 2006; and*
- (iii) the Public Sector Compensation Restraint to Protec Public Services Act, 2010*

### **Motion to Approve**

Moved by: Susan Pidgeon  
Seconded by: Joann Sochor  
Carried **to authorize the Chair to declare the HSP as compliant**

### **Board Evaluation Findings and Reflections**

Mary began by thanking the 7 board members who responded to the survey and asked board members to please let her know if there are ways that can increase the completion rate to 100%.

Mary noted that those who did respond were all very favourable, and then reviewed the qualitative comments for the Board to consider that were listed on the Executive Director's report.

**Action: The Quality and Accountability would like to make taking the board evaluation survey mandatory.**

### **Balanced Score Card Report**

Brian reminded the Board that this document is meant to illustrate how well Houselink is doing from a bird's eye view. This document is an internal document only, and in general, Houselink is performing above a number of sector standards in many areas. That said, each year there are areas to be mindful of and it changes each year. This year, the areas to monitor are:

- The vacancy rate is at a record high. It usually averages between 2% and 3%. This is getting additional management and staff attention. .
- Our fundraising is down from 96% to 83% in performance against budget. Peter has plans in place to expand Houselink's profile linked to our communications priority. which is a long term goal. He has had two personal leaves recently which may have impacted our ability to meet this target .We are unique in having a dedicated staff person in this area and it does need all of us as staff and board members to support the strategies..

**Action: Under incident tracking, change the violence indicator to yellow, not green**

### **Motion to Receive**

Moved by: Hugh Cameron  
Seconded by: Joann Sochor  
Carried

### **Quality Plan (Tabled from April)**

The Quality and Accountability Committee has met to develop a Quality Plan which reflects the six quality domains identified within the Excellent Care for All Act: safe, equitable, timely, efficient, tenant-centred, and effective. We need to ask ourselves what is meaningful about what we are reporting.

Some modifications/corrections to the draft were noted and appear as action items.

**Action: Update *cost for individuals served* as using an old number**

**Action: *City: Follow Up Supports: Housing Retention* – change as should be the other way around ie. swap 95% and 100%**

**Action: Reporting Frequency on bottom of second page should be April 2019, not April 2018**

Brian noted that there has been a recent discussion at the Quality and Accountability committee regarding how to better integrate and streamline all of this various reporting. We've done a great deal of work reformatting all the performance reports and now we can look at streamlining and consolidation. Sometimes we report differently on the same indicator within different performance reports.

**Motion to Receive**

Moved by: Mary Modeste  
Seconded by: Susan Pidgeon  
Carried

**In-Camera Debrief Motion**

Moved by: Charles Finlay  
Seconded by: Linda McNichol  
Carried

**Out-of-Camera Motion**

Moved by: Mary Modeste  
Seconded by: Joann Sochor

**Adjournment**

Moved by: Linda McNeil  
Seconded by: Kim Nichols