



SMHN



Connecting the Dots

2008 Forum on Social Housing and Homelessness
for Service Managers and Shelter Providers

September 23–25, 2008
Renaissance Toronto Airport Hotel
Toronto, Ontario

Ontario Municipal Social Services Association
Service Manager Housing Network
Ontario Association of Hostels



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2008 Forum on Social Housing and Homelessness
"Connecting the Dots"

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The 2008 Forum on Social Housing and Homelessness is designed for Social Housing Service Managers, shelter providers, and community agencies in Ontario. This forum has been organized by the Ontario Municipal Social Services Association (OMSSA), the Service Manager Housing Network (SMHN) and the Ontario Association of Hostels (OAH).

The theme for this year's forum, *"Connecting the Dots"*, is reflected in the main message within the keynote addresses and workshops being offered over the two-and-a-half-day forum. Delegates who deliver municipal social housing and homelessness services as well as shelter and hostel representatives from across Ontario can expect to come away from this forum with tools, resources and concrete examples of partnerships, as well as a renewed sense of the importance of collaboration as they pursue the goal of healthy communities and a home for all Ontarians.

This year's conference offers delegates workshops that are ninety minutes to two hours in length to promote collaboration and discussion among participants and provide an opportunity to discuss issues relating to policy and program administration.

We hope that you will join your colleagues from across the province for this important forum, which will provide you with new insights, new enthusiasm and an increased capacity to continue your very important work.

Program at a Glance

Tuesday, September 23

- 7:00 a.m. 8:00 a.m. Continental Breakfast
- 7:00 a.m. 4:00 p.m. Registration and Information
- 8:15 a.m. 9:30 a.m. Opening Plenary Session: Justin Trudeau
- 9:30 a.m. 10:00 a.m. Break
- 10:00 a.m. 11:30 a.m. **Concurrent Workshops**
- 1.1 New Research on Social Housing: Partnerships at Work
 - 1.2 Compassion Fatigue
 - 1.3 Creative Partnership Solutions
- 11:30 p.m. 12:30 p.m. Lunch
- 12:30 p.m. 2:30 p.m. **Concurrent Workshops**
- 2.1 Process for Ethical Decision Making
 - 2.2 Save Your Energy: The More You Know, The More You Save
- 2:30 p.m. 2:45 p.m. Break
- 2:45 p.m. 4:15 p.m. **Concurrent Workshops**
- 3.1 Compassion Fatigue
 - 3.2 Measuring Up: Are Performance Indicators Making the Grade?
 - 3.3 Client Services Review
 - 3.4 Be a Voice for Affordable Housing

Wednesday, September 24

- 7:30 a.m. 8:30 a.m. Breakfast
- 7:30 a.m. 4:00 p.m. Registration and Information
- 8:30 a.m. 9:45 a.m. Opening Plenary Session: Celebrating Success
- 9:45 a.m. 10:00 a.m. Break
- 10:00 a.m. 11:30 a.m. **Concurrent Workshops**
- 4.1 Human Services Integration
 - 4.2 The Role of Faith-Based Organizations in Affordable Housing
 - 4.3 Social Enterprise
 - 4.4 Succession Planning
- 11:30 a.m. 12:30 p.m. Lunch
- 12:30 p.m. 2:30 p.m. **Concurrent Workshops**
- 5.1 Provincial Update
 - 5.2 A Strategy to End Homelessness
- 2:30 p.m. 2:45 p.m. Break

2008 Forum on Social Housing and Homelessness

2:45 p.m. 4:15 p.m. **Concurrent Workshops**
6.1 Economic Development in Business Partnerships
6.2 Hostels to Homes Update
6.3 Shelter Health Network
6.4 The Importance of an Asset Management Strategy

4:30 p.m. 5:30 p.m. OAH Annual General Meeting

4:30 p.m. 6:00 p.m. Ideas into Action: Kick-starting Success in Social Housing
Wine and Cheese Reception

Thursday, September 25

8:00 a.m. 9:00 a.m. Breakfast

8:30 a.m. 12:30 p.m. Registration and Information

9:00 a.m. 10:30 a.m. **Concurrent Workshops**
7.1 Every Family Needs a Home
7.2 Duty to Accommodate
7.3 Transition to Work Pilot Project
7.4 Best Practices for Prevention and Management of Projects
in Difficulty

10:30 a.m. 10:50 a.m. Break

10:50 a.m. 12:30 p.m. Concluding Plenary Session: Connecting the Dots

12:30 p.m. Adjournment ~ Box lunch will be provided

Plenary Session Tuesday September 23, 2008

Justin Trudeau

Justin Trudeau has been actively involved with Katimavik, Canada's leading national youth volunteer-service program. He has worked to increase the engagement of Canada's youth towards their country, their communities and their environment.

Mr. Trudeau is constantly being quoted in the media across the country on his views concerning the future of Canada. His work with a large number of diverse organizations and levels of government keeps him traveling extensively to help ensure that Canada is prepared to meet the challenges and responsibilities its future holds. The combination of his electric charisma and inspirational message will leave you educated, entertained and ready to make a difference.



Sponsored by Social Housing Services Corporation

10:00 a.m. – 11:30 a.m. – Concurrent Workshops

1.1 New Research on Social Housing: Partnerships at Work

This session will showcase graduate-level program in research focused on social housing: a jointly funded partnership between Social Housing Services Corporation (SHSC) and Canadian Policy Research Network (CPRN). Interns will discuss the findings of their research and highlight the importance and potential of research partnerships. The topics of the research papers are:

Housing for Immigrants in Ontario's Medium-Sized Cities by David Wachsmuth

Through a combination of key-informant interviews, quantitative analysis, and a literature review, David's report examines the challenges medium-sized cities face in housing immigrants and the current and potential policy responses.

The Role of Public-Private Partnerships in Funding Social Housing in Canada by Alexandra Moskalyk

Alexandra's paper reviews the role currently played by public-private partnerships (PPPs) in sustainable social housing development in Canada and explores policy options, assessing their potential for funding housing for low-income households.

Towards Food Security Policy for Canada's Social Housing Sector by Abigail Friendly

Despite high levels of economic prosperity in Canada, food insecurity is increasingly being recognized as a crucial issue that lacks a coherent policy response at both federal and local levels. The concentration of low-income populations in social housing makes the problem especially acute for social housing residents and providers. Abigail's study will review the overall Canadian policy context to assess Canada's past and present performance on food security, provide case studies and make policy recommendations aimed at social housing providers in Canadian cities.

1.2 Compassion Fatigue

The best strategy to address compassion fatigue is to develop excellent self care strategies, as well as an early warning system that lets the helper know that they are moving into the caution zone of compassion fatigue. This is a highly interactive workshop, incorporating a combination of solo, small group and whole group activities. Topics covered include: understanding compassion fatigue and vicarious trauma; what's new in the field; symptom checklist, targeting areas for strategic planning; evaluating self-care, identifying triggers; and developing a personalised strategic plan for identifying and treating compassion fatigue.

Past participants have reported feeling inspired to make meaningful changes in their personal, professional and organizational lives in addition to learning practical strategies for identifying and dealing with the costs of caring.

Speaker: Francoise Mathieu, Psychotherapist, Compassion Fatigue Specialist, WHP-Workshops for the Helping Professions

1.3 Creative Partnership Solutions

A diverse panel will showcase three different creative partnerships that contribute to ending homelessness and providing safe, affordable housing. London CARES requires creative partnerships with the City of London, the police and a variety of agencies to move people from addictions and homelessness from living on the street to housing. Harmony House Project, a residential program for young women between the ages of 16-24, was formed from a partnership with a housing provider and social service agencies. Heartwood Place in Kitchener demonstrates what can be achieved when the whole community lends its support. Launched by the private sector, and with the assistance of a variety of partners, "Heartwood Place on Gaukel" is home to a variety of tenants including young and old, singles and married people, those at entry-level jobs, full-time students, refugee claimants and people with disabilities.

Speakers:

Mary Bales, Chair, Board of Directors, Heartwood Place

Ross Fair, City of London, London CARES

Cheryl Kloosterman, YWCA, St. Thomas-Elgin

12:30 p.m. - 2:30 p.m. Concurrent Workshops

2.1 Process for Ethical Decision Making

Whenever we work with people, ethical issues and dilemmas inevitably arise. How do we deal with conflicts that arise between agency policies and the best interest of the client? What do we do when we feel confidentiality must be broken? In this interactive workshop we will explore these and other ethical dilemmas that arise in our work through experiential exercises, scenarios and discussion.

Speaker: Paula Chidwick, Ethicist, William Osler Health Centre

2.2 Save your Energy! The More You Know, the More You Save

Social Housing Services Corporation's GLOBE (Green Light on a Better Environment) program focuses on conservation in the social housing sector and making the world of energy easier to navigate. Representatives from GLOBE will highlight two examples of how service managers work with housing providers to deal with the challenge of rising utility costs and how investing in this work translates into a better bottom line. Essentially, when housing providers spend scarce capital funds on energy management, service managers benefit. GLOBE representatives will explain the benefits that come out of partnerships between service managers, local utility companies, GLOBE and housing providers.

Learn how the Now House has turned a 60-year-old WWII house into a near zero energy home; one that produces almost as much energy as it uses. Located in Toronto, Now House is one of 12 winning teams from across Canada in Canada Mortgage and Housing Corporation's (CMHC) Equilibrium Sustainable Housing Demonstration Initiative. The biggest innovation is simplicity. The design is about conservation and the utilization of the existing property: keep what isn't broken, replace only those things that will provide the biggest efficiency gain and use only existing proven products.

Speakers:

John Osmond, Stakeholder Relations Coordinator, GLOBE

Bill Dufton, Director, GLOBE

Lorraine Gauthier, Work Worth Doing

2:45 p.m. - 4:15 p.m. Concurrent Workshops

3.1 Compassion Fatigue

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3.2 Measuring Up: Are Performance Indicators Making the Grade?

Good performance indicators in housing help to inform decision making, shape policies and lead to best practices.

Since 2004, the Social Housing Services Corporation (SHSC) and the Ontario Municipal CAO's Benchmarking Initiative (OMBI) have worked cooperatively to coordinate the development of performance indicators for social housing. In late 2007, SHSC and OMBI agreed to pursue consolidation of efforts regarding performance indicators for social housing by merging the expert panels that were supporting each system.

In addition to outlining what the new joint panel will be working on, this workshop will focus on audience interaction in discussing the following questions in regard to performance indicators:

- What is the story we need to tell? What do we need in order to tell the story?
- How can a PI system support these information needs?
- What are some preferred outcomes from a PI system?

Audience input at this workshop will help to shape the new system.

Speakers:

Ken Foulds, Re Fact Consulting

Judy Lightbound, Director, Corporate Services, Social Housing Services Corporation

3.3 Client Services Review

The City of Toronto's Hostel Services has conducted an exciting and unique Client Services Review as part of the second phase of the Quality Assurance process for shelters. The opinions of people who use shelter services is essential in assessing those services and will help the City of Toronto and its partner agencies provide the highest level of quality within the system.

As part of the Client Services Review, current and former shelter clients were asked for their thoughts on how effective they feel the Toronto shelter standards are in supporting them to end their homelessness. The review consisted of one-on-one administered surveys with over 500 shelter clients and four client focus groups attended by approximately 140 people.

During this session you will have an opportunity to hear about the Client Services Review process, including the related challenges and opportunities. You will also learn how Hostel Services plans to use the results to improve shelter services to homeless people.

Speaker: TBD

3.4 Be a Voice for Affordable Housing – Community Outreach

The Regional Municipality of Halton took on an ambitious initiative when it committed to understand, involve, predict and plan for its residents' housing needs. With the creation of an award-winning Comprehensive Housing Strategy designed to provide "a continuum of housing types to serve all income groups and residents, at all stages of life - from emergency shelters and government-assisted housing to private sector affordable housing" the Region is literally "living its strategy." Raising awareness about housing issues is a critical component of the strategy. By using research, education and two-way communications as its core elements, the Region has been able to connect to the public via two successful community outreach and engagement initiatives: Voices for Housing Choices, a grass-roots effort that presents the personal stories of individuals facing housing challenges and Be A Hero, Be A Voice for Affordable Housing, a high school multi-media contest where the voice of youth can be heard about the challenge of affordable housing in Halton. This workshop presents an overview of what worked, what didn't and how these innovative and creative strategies helped deliver our message and raise awareness about affordable housing issues. Attendees will leave the session with information on, and a new understanding of, how community outreach and public engagement can lead to success.

Speaker: Carleen Carroll, Director of Community Relations, Region of Halton

Wednesday September 24
8:30 a.m. to 9:45 a.m. Celebrating Success

Across the province affordable housing and homelessness services have utilized federal and provincially funded programs to improve the quality of life for residents. Community champions will share their stories and the impact that the funding has made on their community success. This session will also probe the question "what if the funding ends".

10:00 a.m. - 11:30 a.m. Concurrent Workshops

4.1 Human Services Integration

This session is a "must see" for people currently thinking about, planning or involved in integrating services. Since the launch of *A Guide to Thinking About Human Services Integration*, OMSSA and the Service Manager Housing Network have been fielding a lot of inquiries about what integration looks like and how to go about developing integrated services. This workshop will introduce participants to a newly developed and highly practical "continuum" of human services integration which focuses on both content and structure, i.e., where do we want to go and how best can we get there? Participants will also be updated about efforts to develop a shareable database on integration efforts across the province and on other initiatives of the Human Services Integration Steering Committee.

Speaker: Jody Orr, Human Services Integration Coordinator, OMSSA

4.2 The Role of Faith-Based Organizations in Affordable Housing

Recently there has been greater recognition and value given to the contributions of faith-based organizations in providing social services and affordable housing. Synagogues, churches, mosques and other faith-based organizations are playing a greater role in strengthening communities, leveraging resources and partnering with private sector developers. This session will profile the tools, opportunities and explore successful faith-based partnerships.

Speakers

Donna Mayer, Senior Advisor, Affordable Housing Centre, Canada Mortgage and Housing Corporation

Gay Richardson, Multifaith Housing Initiative, Ottawa

4.3 Social Enterprise

This session will profile programs such as Hamilton Employment and Training (HEAT), a stand-alone business set up to provide a first stage employment experience for some of the graduates of a local training program. Local contracts are obtained and used as employment for new staff to gain first-time on-the-job training. Issues of corporate set-up, funding, legal issues and supervision will be discussed during this session. Participants will learn how the recent loss of a large contract turned into new opportunities and will hear about the journey from homeless to employment.

Speaker: TBD

4.4 Succession Planning

Wayne Gretzky always said his success was because he went where the puck was going, not where it was. Succession planning is like that as well. We need to be recruiting staff, board members and volunteers for where we want to be in the future, not where we've come from. This facilitated workshop will help participants think about where their sector, organization or job is going to be so that we can be sure we are seeking the right skills and the right people.

Speakers: TBD

12:30 p.m. - 2:30 p.m. Concurrent Workshops

5.1 Provincial Update

This session will provide participants with latest news from provincial government officials concerning housing policy, affordable housing strategy, as well as programs and operations.

Speaker: TBD

5.2 A Strategy to End Homelessness

In April 2008, OMSSA released *A Strategy to End Homelessness*, a solutions-driven strategy for preventing and ending homelessness in Ontario prepared by OMSSA's Ending Homelessness Task Force. This workshop will share the recommendations to federal, provincial and municipal governments with respect to coordinated strategic policy, funding and service delivery for homelessness initiatives. In addition to the paper, OMSSA has developed a tool kit to assist its members in promoting and delivering the association's strategy to end homelessness in Ontario. The tool kit includes a summary and description of key actions for 2008, an outline of the roles that can be played by all levels of government in implementing the strategy and materials to promote the strategy to municipal councils and community partners.

Moderator: Paul Dowling, Paul Dowling Consulting

2:45 p.m. - 4:15 p.m. Concurrent Workshops

6.1 Economic Development in Business Partnerships

Given the fiscal uncertainty faced by municipalities, the private sector notion of leveraging resources to achieve maximum benefit has become critical for those involved in the social housing industry. The discussion will focus on how housing officials can look at non-traditional leveraging opportunities, both through policies and through assets, in order to achieve their own objectives. The discussion will also explore how, when partnered with other municipal resources and both not-for-profit and the for-profit housing development industry, leveraging can act as a catalyst for urban community and neighbourhood renewal, and economic development opportunities.

Speaker: Chris Phillips, City of Hamilton

6.2 Hostels to Homes

The Ministry of Community and Social Services (MCSS) has extended its Hostels to Homes pilot initiative for an additional eighteen months. The cities of Ottawa, Kingston, Toronto, Hamilton, London and Windsor are the participating municipalities. Representatives from some of the sites will update conference delegates on program progress to date.

Speaker: TBD

6.3 Shelter Health Network

The Hamilton Shelter Health Network is a joint collaborative network of shelter providers and community health care professionals. They came together with the concept of providing better health for shelter clients, so they have a better opportunity to function well as they move into the community. The network intends that clients will be moved along to other health care providers as soon as they are stable and housed. Learn how new clinics have been setup at each agency, doctors funded and recruited, how other health care supports being provided and how governance issues have been handled. Funding and significant support has been obtained as a result of this collaborative effort.

Speakers: TBD

6.4 The Importance of an Asset Management Strategy

In recent years, the broader public sector has recognized the importance of asset management. For the social housing sector in particular, an asset management strategy is critical to the future viability and sustainability of social housing in Ontario and is key to rebalancing the provincial-municipal fiscal relationship. While municipal budgets continue to experience increased cost pressures on all fronts, the continued absence of such a strategy will accelerate the erosion of the public investment in social housing stock, estimated to have a \$40 billion replacement value. Properly-maintained social housing provides safe homes and stable communities for our most vulnerable citizens. Notwithstanding this social need, there are associated legal, financial and human costs and risks to the province, municipal service managers and housing providers – and these risks compound year over year.

The Chair of the Asset Management Group and sub-committee chairs will present information on the establishment of an Asset Management Centre as part of the strategy to address social housing viability and sustainability issues -- through the use of technical, education and training, policy and financial initiatives that are being developed.

Speakers:

Roger Maloney, Chair of Social Housing Services Corporation, Chair, Asset Management Group

Bernice Morrison, Executive Coordinator, Asset Management Group

4:30 p.m. - 5:30 p.m.

Ontario Association of Hostels Annual General Meeting



Ontario Association of Hostels members are encouraged to attend the Annual General Meeting of the association to meet the Board of Directors, learn more about what the Board is doing to support member shelters and congratulate the winner of the 2008 Major Leonard Frost Award.

Thursday, September 25

9:00 a.m. - 10:30 a.m. Concurrent Workshops

7.1 Every Family Needs a Home

This session will review the groundbreaking new report on the state of homeless children in the education system, which was released by the Community Social Planning Council of Toronto and Aisling Discoveries Child and Family Centre in October 2007. *Lost in the Shuffle* is the first report of its kind in Canada, demonstrating how thousands of homeless children each year are needlessly slipping through the cracks of Toronto's education system and how to prevent this from happening.

The second half of this session will explore the long-term benefits of affordable housing, especially affordable homeownership, to families and communities. It has been Habitat for Humanity's experience that families that are assisted with the purchase of affordable homes experience greater stability, financial security and security of tenure, improvements in children's health, behavior and grades, and improvements in career and educational outcomes for adults. At the community level, these families participate more in the formal and informal activities of their neighbourhoods and communities, especially schools. Stable homes and neighbourhoods contribute to increased local spending and investment, a stronger property tax base and reductions in crime rates. The Habitat for Humanity model itself, being a community-based program, also serves to build community by getting people directly involved in meeting housing needs and learning about poverty within their own community.

Speakers:

John Campey, Community Social Planning Council of Toronto

Paula Carrie, Aisling Discoveries

Wayne DeJong, Vice President International Programs & Strategic Partnerships, Habitat for Humanity

7.2 Duty to Accommodate

What does the "duty to accommodate" mean? How does it affect social housing? How can we strike a balance between the legal duty to accommodate disabilities, given the age of our social housing stock and an aging population, and the perception that because social housing is funded by the government, there will be resources available to pay for modifications? Hear from a panel of legal experts representing the interests of residents and housing providers.

Speakers:

Elena Dempsey, Staff lawyer with the Elgin-Oxford Legal Clinic

Representatives from Ontario Non-Profit Housing Association (to be confirmed)

7.3 Transition to Work: Providing Pathways out of Homelessness through Employability

This workshop will introduce participants to a framework for assisting homeless individuals make sustainable transitions to employment developed by the City of Toronto's Transition to Work Project. By exploring the role of employability in the overall service provision to homeless and at-risk individuals, participants will acquire an enhanced understanding of how employability support can offer clients a practical pathway out of homelessness. Topics covered will include: principles of homelessness programming; reintegrating the homeless: a comprehensive service model and employability support strategies.

Speaker: Joseph Stalteri, Policy Development Officer, Homelessness Partnership Initiative

7.4 Best Practices for Preventing and Managing Projects in Difficulty

In December 2007, the Service Manager Housing Network identified a need to share experiences and knowledge with respect to preventing and managing Projects in Difficulty (PID.) A service manager working group was formed and with the assistance of Social Housing Services Corporation (SHSC) has been developing best practices resources. In this workshop, representatives from this working group will share ideas about managing and preventing projects in difficulty. Topics of discussion will include; informal strategies to support improved performance by housing providers at risk of becoming Projects in Difficulty; factors to consider when identifying triggering events and implementing remedies; the potential for legal challenges of decisions made under the *Social Housing Reform Act, 2000*, with highlights of relevant court decisions.

Speakers: TBD

10:50 a.m. – 12:30 p.m. Closing Plenary Session

Connecting the Dots

The final session of the 2008 Forum on Social Housing and Homelessness conference will bring together the concepts and ideas shared over the last two-and-a-half days.

Delegates will be provided with a box lunch prior to their departure.

Registration Information

Payment of a full conference registration fee entitles delegates to attend all plenary and workshop sessions, breakfasts, lunches and refreshment breaks. Payment of a two-day or one-day conference registration fee entitles delegates to attend plenary and workshop sessions on the date(s) for which they have registered, and to breakfast, lunch and refreshment breaks.

Register on or before **September 15, 2008**, to receive the early-bird member registration rate of \$460.00. For further registration information, please contact Deborah McGee of the Ontario Municipal Social Services Association at (905) 629-3115 ext. 0 or e-mail dmcgee@omssa.com.

Please...

- Complete the registration form at the back of this program.
- Indicate your choice of workshops.
- Fax your completed registration form to the Ontario Municipal Social Services Association at (905) 629-1633.

Cancellation and Sharing Policies

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than five business days prior to the event. No refunds will be issued within five business days of the first day of the event. A substitution will be accepted up to and including the first day of the event. OMSSA, OAH and SMHN reserve the right to cancel the program due to insufficient registrations and will be responsible for refunding the registration fee only.

Conference sharing policy. Only delegates who have pre-registered for this event may participate in conference workshops and associated activities. If a registered delegate chooses to send an alternate(s) for his/her registration, a \$100.00 sharing fee per alternate will apply.

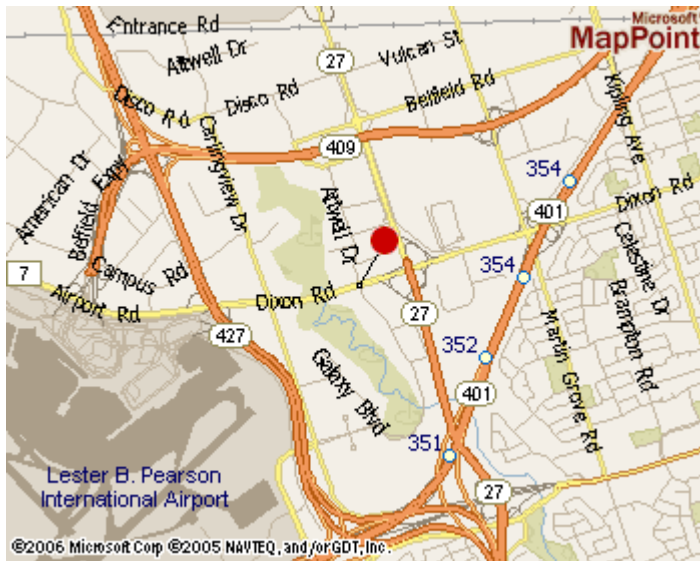
Hotel Accommodation

The 2008 Forum on Social Housing and Homelessness will be held at the Renaissance Toronto Airport Hotel, 801 Dixon Road, Etobicoke. The hotel's airport shuttle runs on a 24-hour basis at 20-minute intervals, visiting all Pearson International Airport terminals. The shuttle service is complimentary.

Book your room prior to **August 22, 2008**, to obtain the conference rate of \$169.00 single/double, plus taxes. To make your reservation, please call 1-800-630-2594 or 416-675-6100 and indicate that you are booking for the OMSSA Social Housing and Homelessness Forum. You can also register online at www.renaissancetorontoairport.com and insert **omhomha** in the **Group Code** box. Conference rates will be available two days prior and two days following the conference dates. On-site parking is available at a cost of \$2.00 per hour to a maximum of \$12.00 per day or \$14.00 per day for overnight guests.

Hotel Location

The Renaissance Toronto Airport Hotel is located at 801 Dixon Road in Etobicoke, two blocks from Pearson International Airport and 20 minutes from downtown Toronto.



Renaissance Toronto Airport Hotel location

For specific directions from your location please visit the hotel website at:

<http://marriott.com/property/propertypage/yyzta>

2008 Forum on Social Housing and Homelessness
"Connecting the Dots!"
has been organized by

Ontario Municipal Social Services Association

The Ontario Municipal Social Services Association (OMSSA) is a non-profit organization whose members are involved in all aspects of developing and implementing programs in human services at the municipal and community level. Its goals are to: promote public awareness of the importance of human services to healthy communities; advance the integration of human services at the local level; promote progressive public policy and program design; and advance high standards of professional competency in service delivery.

To meet the above goals, OMSSA collects and shares information on human services, undertakes advocacy for improved social policies and provides professional development opportunities to its members.

Service Manager Housing Network

The Service Manager Housing Network is a network of the 47 municipal service managers responsible for the administration of social housing in Ontario. Established in 2005 to replace the Ontario Regions Social Housing Group, the network is intended to formalize communication among service managers and their partners, to promote professional development amongst its members and to manage and advise on social housing policy and program issues from the service managers' perspective.

The network is operating as a pilot permitting service managers to explore the role of social housing as a local community service and promote stronger relationships with stakeholders such as OMSSA, the Social Housing Services Corporation, the Co-operative Housing Federation of Canada and the Ontario Non-Profit Housing Association.

Ontario Association of Hostels

The Ontario Association of Hostels (OAH) acts as a provincial coordinating body for emergency hostels located throughout Ontario, providing support and resources to member hostels and acting as an advocate on behalf of clients, service providers and member agencies.



The Ontario Municipal Social Services Association, the Service Manager Housing Network and the Ontario Association of Hostels would like to acknowledge the generous financial support of the Social Housing Services Corporation (SHSC) and the Canada Mortgage and Housing Corporation (CMHC) in the organization of this year's forum.





Ontario Municipal Social Services Association

Service Manager Housing Network



Ontario Association of Hostels

2008 Forum on Social Housing & Homelessness ~ September 23-25, 2008

Organization Name _____

Name (for badge) _____

Title _____

Mailing Address _____

City _____ Prov. _____ Postal Code: _____

Business Phone _____ Fax _____

E-mail _____

I am an OMSSA Member SMHN Member OAH Member

Dietary Comments/Food Allergies _____

Please make your cheque payable to OMSSA and mail with your registration form.

**OMSSA, 5720 Timberlea Blvd. Unit 100, Mississauga, ON L4W 4W2
Phone: (905) 629-3115 Fax: (905) 629-1633**

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Name on Card _____

Signature _____

Registration	Member Fees		Non-Member Fees	
	Early Bird by Sept. 15	After Sept. 15	Early Bird by Sept. 15	After Sept. 15
<input type="checkbox"/> Full Sept. 23 - 25	\$460	\$575	\$575	\$680
<input type="checkbox"/> Two Day Sept. 23 & 24	\$340	\$445	\$445	\$565
<input type="checkbox"/> One Day Sept. 23	\$225	\$280	\$280	\$340
<input type="checkbox"/> One Day Sept. 24	\$225	\$280	\$280	\$340
<input type="checkbox"/> Student*	\$130	\$130	\$130	\$130
<input type="checkbox"/> Justin Trudeau Session ONLY	\$100	\$130	\$130	\$160
			Sub-Total	
	GST# R107798506		5% GST	
See page 14 for cancellation/sharing policies			Total	

*Student rates are applicable to anyone registered in a full time collage or university program. A copy of the student card must be provided with registration.

Workshops & Events (Please select one from each time slot)

Tues. Sept. 23 10:00 - 11:30

- 1.1 Research on Social Housing
- 1.2 Compassion Fatigue
- 1.3 Creative Partnership Solutions

Tues. Sept. 23 2:45 - 4:15

- 3.1 Compassion Fatigue
- 3.2 Measuring Up: Performance Indicators
- 3.3 Client Services Review
- 3.4 Be a Voice for Affordable Housing

Wed. Sept. 24 12:30 - 2:30

- 5.1 Provincial Update
- 5.2 A Strategy to End Homelessness

Thurs. Sept. 25 9:00 - 10:30

- 7.1 Every Family Needs a Home
- 7.2 Duty to Accommodate
- 7.3 Transition to Work Pilot Project
- 7.4 Projects in Difficulty

Tues. Sept. 23 12:30 - 2:30

- 2.1 Process for Ethical Decision Making
- 2.2 Save Your Energy

Wed. Sept. 24 10:00 - 11:30

- 4.1 Human Services Integration
- 4.2 Role of Faith Based Organizations In Housing
- 4.3 Social Enterprise
- 4.4 Succession Planning

Wed. Sept. 24 2:45 - 4:15

- 6.1 Economic Development in Business Partnerships
- 6.2 Hostels to Homes Update
- 6.3 Shelter Health Network
- 6.4 The Importance of an Asset Management Strategy
- Yes I will attend Ideas In Action Wine and Cheese Reception**

