



Housing



# “What We Heard”

2014 Stakeholder Input Session



# Table of Contents

Overview .....	1
Approach .....	3
Regional Discussions: What We Heard .....	5
Select Polling Results .....	7
Conclusion .....	10
<u>Appendices</u>	
A. Attendees	
B. Chairperson’s Presentation	
C. Detailed Survey Results	
D. Agenda	



## Overview

In August 2009, the province released *Secure Foundations* - a 10-year Social Housing Plan for Newfoundland and Labrador. In the development of this plan, extensive input was provided by a broad range of stakeholders including community-based housing providers, government departments, municipalities, tenant associations, community centres, housing developers, private-sector landlords, community-based service delivery organizations and social advocacy groups.

For the first time and in an effort to improve community engagement, NLHC implemented video conferencing in 4 regions (Happy Valley- Goose Bay, Corner Brook, Grand Falls-Windsor and St. John's) during the October 17, 2014 Stakeholder Input Session. This session was hosted at the NL Housing and Homelessness Network Centre in St. John's. These sessions provided an opportunity for stakeholders representing a cross-section of community and government organizations to become engaged in discussions on social housing and provide input on initiatives to be pursued in year seven of the Plan. This input session was the latest in a number of different opportunities for stakeholders to build upon regular and ongoing dialogue with NL Housing. This session was attended by 35 community partners/organizations and 8 Government groups; a total of 43 participants. Appendix A lists the organizations that participated on October 17 or provided input on housing issues and priorities by providing NLHC with written submissions. Participants who were unable to attend were provided the opportunity to submit a written response.



Mr. Tom Lawrence, Interim Chairperson of Newfoundland Labrador Housing, opened the session. Executive Director Kate Moffatt moderated the event and presented an overview of NL Housing’s progress in implementing the Social Housing Plan. This presentation provided details on all investments in housing made by Government (Appendix B). Polling revealed that 51 percent of the attendees were first time participants, and 49 percent had attended two or more Stakeholder Input Sessions in the past (see Appendix C for detailed survey results).

All stakeholder input sessions are designed to generate ideas by bringing stakeholders together and obtaining feedback on the current direction of the Social Housing Plan. As 2014/2015 marks year 6 of the 10-year Social Housing Plan, this session served as an opportunity to review challenges, ideas, solutions, and initiatives to support future social housing initiatives.

NL Housing staff provided facilitation and recording support for table discussions at the host sites and within each of the four regional sites. Following discussion, themes were identified and Turning Point Voting Technology was used to record participant views on new ideas and current priorities. NL Housing partnered with the Newfoundland and Labrador Housing and Homeless Network (NLHHN) Centre in Pleasantville for the St. John’s host site. Due to technical issues, some information was lost when it was sent to the theme team during the discussion portion of the event. An alternate recording of this data was compiled and used in the creation of this document.



The 2013 Session was postponed for two reasons:

- 1) Staff members were already assigned to complete an extensive consultation process for the OrgCode report on homelessness, “A Road Map to Ending Homelessness in Newfoundland and Labrador”
- 2) Awaiting a technical upgrade to permit use of video conferencing in multiple regions.

## The Approach

The stakeholders were asked to meet two expected outcomes:

- Primary outcome: identify new challenges/ideas/solutions/initiatives to support social housing
- Secondary outcome: probe specific initiatives and ideas that are already on the NL Housing agenda

In order to achieve these outcomes and build on the input from past sessions, attendees were asked to revisit the top social housing needs/challenges that were presented in the previous stakeholder session. In the last session the top three issues, concerns and challenges were identified as the following:

- 1) Increase housing supports for individuals with complex needs (HSW's/Navigation)
- 2) Increase rental supplements (portability/available to rural)
- 3) More social housing/smaller unit configuration

During the 2014 session the top three ranking needs and challenges were voted as being:

- 1) Increase housing supports for individuals with complex needs
- 2) Engagement with all levels of governments ( municipal housing plans/ affordable housing/ access lands)
- 3) Housing affordability and stabilization

Although the top issue from 2012 was the same in 2014, the second and third ranked issues shifted during that same period.

Following the polling session, attendees were given an opportunity to vote on various aspects of the Social Housing Plan and were asked to identify the priorities of the Plan for the next three years. Half of the session was spent on a discussion to respond to four questions. The first discussion question had two parts; the exact wording is as follows:

- I) What are some examples of ways community and the provincial government can work together to improve the housing situation for people most in need in this province?
- II) Who else needs to be involved in the housing discussion?

The top three responses for part II were: those in need of housing, municipalities and landlords.

Persons with lived experience and those currently in need of suitable affordable housing can provide important expertise on the housing situation in NL. The lessons which can be learned from engagement with people having first hand experiences with homelessness are incredibly valuable and important.

Municipalities can be involved in housing by having a role in ensuring the adequacy of housing in the communities of NL. In addition to this, municipalities can be involved in promoting strategic development and engaging with citizens to ensure communication is ongoing.

Landlords are a significant partner in the private sector. Education around homelessness and affordable housing concerns, as well as engagement, is important in helping to expand partnership possibilities and success.

The second discussion question was also in two parts and focused on the community's relationship to affordable housing. The exact wording is as follows:

- I) What challenges do communities face to meet the needs of the individual seeking housing and still meet the needs of the community?
- II) What is needed to respond to such challenges?

The top ranking responses for the first part of this question were the lack of availability of social/affordable housing and the need for more local capacity (support from municipalities, other local organizations, community partners, etc.). While the top ranking idea on what is needed to address these community challenges was funding.

These questions were designed to initiate discussion to explore housing challenges/suggestions. Through collaboration and discussion, these issues were refined to the point that they could be prioritized by voting using Turning Point technology. The highest ranking response for ways in which community and provincial government can work together to improve the housing situation was the need for the provision of supports for those applying for housing assistance.

The group ranked "seniors" as the group that the Social Housing Plan has served particularly well and "people who are homeless or at risk of homelessness" as the group which the plan should focus on in the future. Detailed survey results are included as Appendix C.

For the first time, NL Housing implemented simultaneous Stakeholder Input Sessions in multiple sites, using both video conferencing software and voting technology.

Four simultaneous sessions were successfully implemented on October 17, 2014, with a total of 43 stakeholders. Participation in the regions was as follows: Grand Falls Windsor (10%), Corner Brook (12%), Happy Valley Goose Bay (20%), and St. John's (58%).

Of the 43 participants in attendance, 35 participants represented community groups across the province, and 8 participants represented government groups. Community groups represented a variety of different stakeholders such as homeless, seniors, people with disabilities, youth, Aboriginal people, status of women, etc. Government groups included the Department of Advanced Education and Skills, Department of Health and Community Services, Canada Mortgage and Housing Corporation, Poverty Reduction Strategy, and Labrador-Grenfell Health.

## **Regional Table Discussions**

### Regional Differences:

During regional discussions, stakeholders noted that there are very different challenges and needs pertaining to housing and homelessness across the Province. In fact, NLHC recognized from the discussion that even among supposedly similar rural parts of the Province there can be significantly different housing challenges. Stakeholders maintained that these differences need to be acknowledged and addressed through the development of region-specific responses. It was felt that the variations from region to region and sometimes even community to community are such that one-size-fits-all policies and housing responses are not effective. Stakeholders felt that there needs to be an overall review of government policies as some policies may actually contribute to creating homelessness.

Stakeholders identified a desire for more effort to be put into identifying the groups who are most in need of housing assistance. Furthermore, it is important to analyze what their needs are, to look at the root causes of housing needs and upstream solutions. Along this line, stakeholders suggested that single females represent one such group requiring more supportive housing solutions.

### Social Housing:

Stakeholders expressed a strong desire for the continuation of the Affordable Housing Initiative. It was stated that even with the construction of new affordable housing, it must be recognized that there is a need for additional supports for persons with complex needs in order to avail of this housing and to be able to maintain their tenancy. Stakeholders suggested that a provincial advisory committee consisting of stakeholders from the community and persons with lived experience could be influential in moving processes along to provide more long term housing and housing supports. The valued input of this type of community-driven group was identified



as being potentially very helpful in identifying housing and homelessness related issues, program and policy gaps and barriers and solutions. As well it would serve as a resource for other community members.

Stakeholders reiterated the need for increased access to 1 and 2-bedroom apartments. This continues to be a pressure point for those seeking social housing as well as those requiring supportive housing from community partners. One area where 1 and 2-bedroom units are available is within the private market. Stakeholders reiterated that NLHC and community agencies need to share knowledge and work together in order to improve access to the private rental market as an alternative to social housing. In an effort to create and sustain relationships among stakeholders and within the community, stakeholders talked about the need for *Residential Tenancies Act* reform as well as a working registry of landlords. More awareness of the financial difficulties facing rent supplement clients and open two-way communication between private landlords and government and community agencies could be beneficial in creating new and sustaining current relationships between all parties. Stakeholders reiterated the necessity for supports to be available and put in place for persons with complex needs. This helps to ensure a better experience for private landlords and leads to a willingness to further partner with government and community service providers.

Several stakeholders commented on the success of the rent-supplement program and, particularly special arrangements with targeted service providers for the purpose of providing rent supplements to persons with distinct and often complex needs. There was general consensus that more rent supplements should be allocated to agreements such as this.

Overall, stakeholders across the province expressed the need for more affordable rental housing options and specifically, scattered site housing across communities in an attempt to discourage stigmatization and NIMBYism (NIMBY being an abbreviation for “not in my backyard”). Stakeholders expressed an appreciation for NLHC’s anti-stigma campaign and suggested that more needs to be done to address this issue.

Policies around social housing were raised as an area requiring review. Stakeholders expressed some frustration with policies across government that appear to contribute to homelessness and unstable housing.

#### Communication:

There was a significant amount of discussion by stakeholders on the need for increased communication and engagement.

Stakeholders expressed a desire for increased engagement among municipalities to address housing affordability. Specifically, clients in need of supportive housing and individuals with lived homelessness experience need to be brought to the table so that they have an opportunity to discuss their needs. This process would be instrumental in identifying policy as well as service gaps and barriers.

Stakeholders restated the need for regular dialogue between themselves and government. It was agreed that the Provincial and Federal Governments need to remain engaged on housing issues and continue to work together to improve long-term funding for housing.

With respect to improved communications; stakeholders felt there should be more communication from government designed to improve the public understanding of some of the issues being faced regarding affordable housing and homelessness. Similarly, it is important to show the tremendous work that is being accomplished. Publishing “good news” stories represents a valuable tool in fostering better relationships with private sector partners, namely landlords.

#### Efficiency:

Stakeholders expressed frustration regarding intense competition among service groups for funding and support. It was suggested that a more inclusive, centralized and collaborative approach needs to be developed to allow groups (specifically those in the same community or regions) to work together toward common goals.

Stakeholders also expressed a desire for more evaluations of programs in order to determine how effective these programs really are in meeting housing needs. This would allow programs to be adapted, and evolve as required. It would also ensure that funding is not tied up in programs and services that are not performing effectively.

#### Other:

There were some other issues raised at the session that fall outside the mandate but are important to note. Stakeholders expressed concerns about the lack of public transportation as well as problems with access to schools, healthcare, grocery stores, etc, from social housing communities, especially in rural communities. Similarly, transportation issues can hamper some clients’ (particularly those with complex needs) abilities to get the help and support they need to maintain tenancy.

The issue of literacy was raised. Some applicants experience difficulty properly filling out forms. Volunteers within service organizations often provide this assistance, but in some rural parts of the province finding such help may prove difficult.

## **Select Polling Results**

### Social Housing Needs and Challenges

Participants of the session were asked to select what they believed to be the top three social housing needs/challenges based on priority.

When given ten social housing needs/challenges participants (see Appendix C, Question 9 for full list), chose the following as the top three:

Need/Challenge	Percent
Increase housing supports for individuals with complex needs	19.70%
Engage with all levels of governments (municipal housing plans/affordable housing/access lands)	14.67%
Housing affordability and stabilization	14.57%

### Social Housing Plan Goals

When asked to rank the three goals of the NLHC Social Housing Plan the results were fairly evenly weighted, indicating that all three goals remain very relevant.

Social Housing Plan Goal	Percent
Improved housing assistance for low-to-moderate income households	35.58%
Increased emphasis on individual well-being and strengthened communities	35.08%
Strengthened partnerships and management practices	29.35%

### Who Needs to be Part of the Discussion

When asked to rank by order of priority which groups should be a part of the housing discussion, participants identified the top three follows:

Discussion Participants	Percent
People in need of housing	21.22%
Municipalities	17.11%
Landlords	17.00%

The lowest ranking of the options provided were the faith community with zero percent of the votes, law enforcement agencies with 0.95% and the federal government with 1.90%. It is to be noted that there were not any representatives who attended from the faith community or law enforcement agencies.

Please see Appendix C, Question 16 to view the results in their entirety.

## Meeting the Needs of the Individual and the Needs of the Community

Participants were asked to vote for what they felt to be the top three challenges that communities face when attempting to meet the needs of the individual as well as the needs of the community. Lack of Availability of Social/ Affordable Housing was identified as the top challenge while Local Capacity and Lack of Consistent/Annual Funding came in second and third, respectively.

Challenges	Percent
Lack of Availability of Social/Affordable Housing	27.02 %
Local Capacity ( support from municipalities, other local organizations, community partners)	17.94 %
Lack of Consistent/Annual Funding	14.29 %

Please see Appendix C, Question 17 to view the results in their entirety.

## Ideas to Address these Challenges

Building on the previous inquiry into the challenges of meeting the needs of both the individual and the community, participants were asked to select the top three ways in which they felt these challenges could be addressed. The results were as follows:

Addressing Challenges	Percent
Funding	22.58 %
Coordinated Entry System	13.03 %
Coordinate local responses to emergency and complex needs	12.92 %

## Conclusion

NLHC's Stakeholder Input Session is an opportunity for NLHC to engage stakeholders from all regions of the province; to seek knowledge and feedback the front line. Firsthand insight is invaluable to the process of moving towards a shared goal of providing affordable, adequate and suitable housing for those in need.

NLHC will use the information pertaining to the activities carried out under the Social Housing Plan- *Secure Foundations* to help match resources with the Strategies outlined in the Plan. It is clear that the three goals outlined in 2009 are still relevant today. This session also confirmed the need to continue to increase housing supports for individuals with complex needs. Stakeholders stated that there is a need to engage all levels of government and to emphasize the need to respond to housing affordability and the stability of housing resources in the long term.



# Appendix A

Stakeholder Input Session Attendees  
October 17, 2014



## Attendance - Stakeholders Input Session 2014

Community Groups/Organizations	City/Town	Attended
ACNL Aids Committee of NL	Corner Brook	1
Aids Committee of NL	St. John's	1
Burin Region CAB/Grace Sparkes House	Burin	2
Burin Peninsula Housing and Homelessness Committee	Burin	1
Canadian Mental Health Association	St. John's	1
Choices for Youth	St. John's	1
CHANAL	St. John's	1
CMHC	St. John's	1
Community Mental Health Initiative Inc.	Corner Brook	1
CYS Youth Housing Worker	Corner Brook	1
Exploits Community Centre	Grand Falls	1
Grand Falls-Exploits Community Advisory Board	Grand Falls	1
Homeshare Program	St. John's	1
Housing and Homelessness Coalition	Goose Bay	1
Housing Support Workers	Corner Brook	1
Independent Living Resource Centre	St. John's	1
Iris Kirby House	St. John's	1
John Howard Society	St. John's	1
Labrador Friendship Centre	Goose Bay	1
Libra House	Goose Bay	1
Transition House	Corner Brook	1
Melville Native Housing	Goose Bay	1
Mokami Status of Women Council	Goose Bay	2
Municipalities - Town of Gander	Gander	1
Municipalities - Town of Grand Falls	Grand Falls	1
NL Housing & Homelessness Network	St. John's	2
NL Housing & Homelessness Network	Goose Bay	1
REACH Clarenville	Clarenville	1
Seniors Resource Centre of NL	St. John's	1
Stella Burry Community Services	St. John's	1
St. John's Native Friendship Centre	St. John's	1
St. John's Community Advisory Committee on Homelessness	St. John's	1
<b>Total</b>		<b>35</b>

<b>Government Groups</b>	<b>City/Town</b>	<b>Attended</b>
Advanced Education & Skills	St. John's	1
Advanced Education & Skills	Carbonear	1
CMHC	St. John's	1
Dept. Health & Community Services	St. John's	3
Labrador-Grenfell Health	Goose Bay	1
Poverty Reduction Strategy	St. John's	1
<b>Total</b>		<b>8</b>

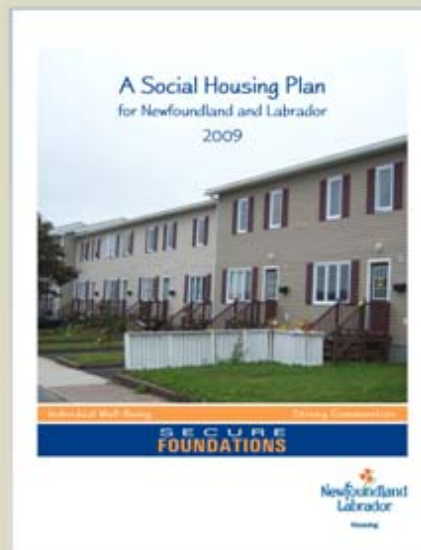
<b>Summary - Total Number of Groups Attended</b>	
Community Groups/Organizations	35
Government	8
<b>Total</b>	<b>43</b>



# Appendix B

## Chairperson's Presentation





**YEAR SEVEN**

## Social Housing Plan



- More Investment - Social Housing Infrastructure
- Press Feds for Extension/Sustained Funding
- More Private Sector Involvement
- More Emphasis Energy Efficiency
- More Accessible/Partnering Aboriginal groups
- More Coordination – Supportive Living Options
- More Support – Risk of Homelessness

## Social Housing Infrastructure



- Tripled provincial investment in M&I
- Major increase F/P economic stimulus
- 75% of the stock has received major upgrades
- Interior upgrading for the first time in 25 years

## Home Modification Program Repair



- \$3M annually to modify homes to improve accessibility
- HMP client is 68 years old, an income of \$19,700 & lives in a 48-year-old house.
- Since 2011, 1,339 clients received HMP funding

## Provincial Home Repair Program

- Provides \$6.85M
- Since 2007 > 16,460 Home Repair Grants
- PHRP client is 68 years old, an income of \$20,300 & lives in a 50 year-old house



## Extension/Sustained Funding

- **2014-2019 Investment in Affordable Housing**  
Since 2007 (1,133 new units)
  - 827 - **Private Sector** units
  - 166 - **Non-Profit Sector** units
  - 140 - **Supportive Living Sector** units
- June 2014
- Universal Design Principles



## Affordable Housing

- Partnering City of St. John's 35 new units in Pleasantville
- \$2.3 M NL Housing 12 Unit Senior's Building
- \$2.87 M – 24 units City – Supportive
- 44 New Social Housing units since 2003



## Private Sector Involvement

- Doubled investment in **Rent Supplements**
  - \$4M to \$8M annually in 2012
- In 2013-14 \$1 million: 178 rent supplements
- 1,728
- 80 Stella Burry Community Services & 65 Canadian Mental Health Association
- Investment in Affordable Housing





## Energy Efficiency

- 2009 **Residential Energy Efficiency Program** pilot
- 4,498 REEP applicants approved
- Choices for Youth (**Train for Trades** and our CUPE Local)
  - NL Housing units:40 in 2010/11 & 60 units in 2011/12 , 2012/13 & 2013/14
  - REEP Client: 66 years old; annual household income of \$20,400; lives in a 49-yr-old home.

## More Accessible/Partnering Aboriginal Groups

- IAH – Universal Design
- Accessibility Attributes – NLHC Housing Stock
- Happy Valley/Goose Bay – April 2014
  - Melville Native Housing
  - Nunatsiavut Government



## Supportive Living Program

- Transferred to NL Housing April 1, 2012
- Provides \$4.8M in operating assistance to community-based organizations to help people who are vulnerable to homelessness
- 34 groups, agencies or partnerships
- 45 different projects



## Provincial Homelessness Fund

- Since 2009, provided \$1M capital funding to help non-profit community groups provide wrap around services to help persons with complex needs or at risk of homelessness.
- Since 2009, 41 registered, non-profit organizations in 14 communities have developed service space for on-site and out-reach services



## Provincial Investments

- **Education Incentive Program**

- 2007/08 48% of tenant children stayed in school
- Fall of 2011 – 75% Junior High & 72 % Senior High

- **Anti Stigma Campaign**

- 2011 Radio Ads
- 3 more under development

- **Lease Compliance Manager**



## 2014/15 – What's Happening

- Org Code Report on Homelessness
- Down Payment Assistance Program
- Communications Strategy
  - FaceBook/Emails
  - Tenant Newsletter
  - Revised Corporate Website
    - Tenants
    - General Public
    - Researchers





A Social Housing Plan  
for Newfoundland and Labrador  
2009



Individual Well-Being      Strong Communities  
**SECURE FOUNDATIONS**



**YEAR SEVEN**

# Appendix C

Detailed Results – Stakeholder Survey  
October 17, 2014



1. Please choose from the list below as it pertains to you (select 1 response):  
(Multiple Choice)

	Responses	
	Percent	Count
This is my first time attending a NL Housing Stakeholder Input Session	51.14%	18
This is my second time attending	14.29%	5
This is my third time attending	11.43%	4
This is my fourth time attending	11.43%	4
I have attended all five sessions	11.43%	4
<b>Totals</b>	<b>100%</b>	<b>35</b>

2. Have you seen NLHC's Overview Presentation? (Multiple Choice)

	Responses	
	Percent	Count
Yes	45.71%	16
No	42.86%	15
Not Sure	11.43%	4
<b>Totals</b>	<b>100%</b>	<b>35</b>

3. I have seen the NLHC Overview Presentation: (Multiple Choice)

	Responses	
	Percent	Count
More than once	57.14%	4
Never	42.86%	3
Once	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>7</b>

**4. Which region do you call home (select 1 response)? (Demographic Assignment)**

	Responses	
	Percent	Count
St. John's CMA	48.72%	19
Labrador	17.95%	7
Corner Brook – Rocky Harbour	12.82%	5
Grand Falls Windsor – Harbour Breton – Baie Verte	7.69%	3
St. Anthony – Port au Choix	2.56%	1
Stephenville – Port aux Basques	2.56%	1
Gander – New-Wes-Valley	2.56%	1
Clarenville – Bonavista	2.56%	1
Burin Peninsula	2.56%	1
Rural Avalon	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>39</b>

**5. At this session, I consider myself most affiliated with (select 1 response): (Demographic Assignment)**

	Responses	
	Percent	Count
Non-Profit/ Community	66.67%	24
Provincial Government	19.44%	7
Municipal Government	11.11%	4
Federal Government	2.78%	1
Business	0.00%	0
Academia	0.00%	0
Other	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>36</b>

6. I am involved/interested in the housing sector on a...(select 1 response)  
(Demographic Assignment)

		Responses	
		Percent	Count
Community level		60.53%	23
Provincial level		36.84%	14
Personal level		2.63%	1
<b>Totals</b>		<b>100%</b>	<b>38</b>

7. Are you male or female? (Demographic Assignment)

		Responses	
		Percent	Count
Female		73.68%	28
Male		26.32%	10
<b>Totals</b>		<b>100%</b>	<b>38</b>

8. How many years have you been involved in housing issues? (Demographic Assignment)

		Responses	
		Percent	Count
0-4		35.90%	14
5-9		23.08%	9
10-14		7.69%	3
15-19		17.95%	7
20-24		5.13%	2
25-29		2.56%	1
30-34		2.56%	1
35 +		5.13%	2
<b>Totals</b>		<b>100%</b>	<b>39</b>

**9. The top social housing needs/challenges are:  
(select 3) (Priority Ranking)**

	Responses	
	Percent	Weighted Count
Increase housing supports for individuals with complex	19.70%	196
Engagement with all levels of governments (municipal housing plans/affordable housing/access lands)	14.67%	146
Housing affordability and stabilization	14.57%	145
Increase rental supplements (portability/availability to rural)	11.56%	115
More supportive housing/promote independence	11.16%	111
More social housing/smaller unit reconfiguration/conversion	8.64%	86
Plan to end homelessness (all levels of government)	7.14%	71
More integrated communities (not all low income/better mix)	6.33%	63
More emergency housing (seniors)	3.62%	36
Incorporate Universal Design in new housing construction	2.61%	26
<b>Totals</b>	<b>100%</b>	<b>995</b>

**10. Rank, in order from highest to lowest priority, each  
of the three goals of the Social Housing Plan:  
(Priority Ranking)**

	Responses	
	Percent	Weighted Count
Improved housing assistance for low-to-moderate income	35.58%	360
Increased emphasis on individual well-being and strengthened communities	35.08%	355
Strengthened partnerships and management practices	29.35%	297
<b>Totals</b>	<b>100%</b>	<b>1012</b>

**11. Rank the following groups in terms of which ones the Plan has served particularly well (select 3): (Priority Ranking)**

	Responses	
	Percent	Weighted Count
Seniors	21.77%	180
Not sure	19.45%	161
People with complex needs	19.11%	158
Families	15.11%	125
People with disabilities	12.82%	106
People who are homeless or at risk of homelessness	9.55%	79
Other	2.18%	18
<b>Totals</b>	<b>100%</b>	<b>827</b>

**12. Over the next three years, which groups do you think the Plan should focus on? Rank in order from highest to lowest priority (select 3): (Priority Ranking)**

	Responses	
	Percent	Weighted Count
People who are homeless or at risk of homelessness	29.73%	283
People with complex needs	25.21%	240
Seniors	19.96%	190
People with disabilities	12.19%	116
Families	10.82%	103
Other	1.05%	10
Not sure	1.05%	10
<b>Totals</b>	<b>100%</b>	<b>952</b>

**13. In an ideal world, if additional funding became available, where do you think it should be spent (choose 3)?  
(Priority Ranking)**

	Responses	
	Percent	Weighted Count
Rent Supplement Program	23.62%	223
Affordable Housing (with Universal Design)	22.35%	211
Supportive Living Program	21.82%	206
Improve NLHC rental housing units	13.45%	127
Provincial Home Repair Program	5.51%	52
Home Modification Program	5.51%	52
Residential Energy Efficiency Program	4.77%	45
Other	2.97%	28
<b>Totals</b>	<b>100%</b>	<b>944</b>

**14. In your opinion, do you think we are heading in the right direction with the Plan? (Multiple Choice)**

	Responses	
	Percent	Count
Yes	48.72%	19
Not sure	41.03%	16
No	10.26%	4
<b>Totals</b>	<b>100%</b>	<b>39</b>



**15. Examples of ways community and the provincial government can work together to improve the housing situation: (select 3) (Priority Ranking)**

	Responses	
	Percent	Weighted Count
One-stop shop for accessing assistance and programs	19.10%	179
Supports to those applying for assistance	16.44%	154
Identifying gaps in program delivery	15.80%	148
Ensuring multi-sectoral/multi departmental partnership	13.66%	128
Tenant driven housing approaches (i.e. co-ops, tenant associations, etc)	10.67%	100
Focus on complex needs	9.61%	90
Needs assessment/data collection	8.54%	80
Reduce stigma	6.19%	58
<b>Totals</b>	<b>100%</b>	<b>937</b>

**16. The top ideas for who else needs to be a part of the housing discussion are: (select 3) (Priority Ranking)**

	Responses	
	Percent	Weighted Count
People in need of housing	21.22%	201
Municipalities	17.11%	162
Landlords	17.00%	161
Provincial Government	14.57%	138
People with lived experience	11.83%	112
General public	8.34%	79
Aboriginal groups	7.07%	67
Federal Government	1.90%	18
Law enforcement agencies	0.95%	9
Faith community	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>947</b>

**17. The top challenges communities face meeting the needs of the individual and the needs of the community: (select 3) (Priority Ranking)**

	Responses	
	Percent	Weighted Count
Lack of availability of social/affordable housing	27.02%	244
Local capacity (support from municipalities,	17.94%	162
Lack of consistent/annual funding	14.29%	129
Individuals with complex needs	8.53%	77
Emergency responses	7.75%	70
Identifying individuals in need	6.64%	60
Reliance on rental markets (i.e., development, regulations, private landlords)	6.09%	55
Discrimination	5.98%	54
Land availability	5.76%	52
<b>Totals</b>	<b>100%</b>	<b>903</b>

**18. The top ideas on what is needed to address these challenges are: (select 3) (Priority Ranking)**

	Responses	
	Percent	Weighted Count
Funding	22.58%	208
Coordinated entry system	13.03%	120
Coordinate local responses to emergency and complex needs	12.92%	119
Campaign to decrease nimbyism and stigmas	10.53%	97
Better regulation of private rental market	9.88%	91
Engagement and local dialogue with stakeholders	9.01%	83
Designation of land for affordable housing	8.79%	81
Increase income thresholds where needed	7.38%	68
Housing design improved respond to changing needs of community	5.86%	54
<b>Totals</b>	<b>100%</b>	<b>921</b>

19. I found the round table discussions stimulating and useful: (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
Yes		82.35%	28
No		8.82%	3
Not sure		8.82%	3
<b>Totals</b>		<b>100%</b>	<b>34</b>

20. I found the videoconferencing to be useful for this session: (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
Yes		47.06%	16
No		32.35%	11
Unsure		20.59%	7
<b>Totals</b>		<b>100%</b>	<b>34</b>

21. I would be interested in using the videoconferencing technology for this type of session in future: (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
Yes		64.71%	22
Unsure		26.47%	9
No		8.82%	3
<b>Totals</b>		<b>100%</b>	<b>34</b>

22. I found the TurningPoint technology useful to this session: (select 1 response)  
(Multiple Choice)

		Responses	
		Percent	Count
Yes		94.12%	32
No		2.94%	1
Unsure		2.94%	1
<b>Totals</b>		<b>100%</b>	<b>34</b>

23. I felt I was able to make my ideas known through this process: (select 1 response).  
(Multiple Choice)

		Responses	
		Percent	Count
Yes		94.12%	32
Not sure		5.88%	2
No		0.00%	0
<b>Totals</b>		<b>100%</b>	<b>34</b>

24. There was sufficient time for discussion during the session: (select 1 response)  
(Multiple Choice)

		Responses	
		Percent	Count
Yes		73.53%	25
No		26.47%	9
Unsure		0.00%	0
<b>Totals</b>		<b>100%</b>	<b>34</b>

25. New ideas were discussed during the break-out discussion: (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
Yes		69.70%	23
No		21.21%	7
Unsure		9.09%	3
<b>Totals</b>		<b>100%</b>	<b>33</b>

26. My level of support for holding the Stakeholder Input Session every two years is: (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
Strongly Disagree		44.12%	15
Disagree		20.59%	7
Agree		14.71%	5
Strongly Agree		11.76%	4
Neutral		8.82%	3
<b>Totals</b>		<b>100%</b>	<b>34</b>

27. How would you like us to report to you? (select 1 response) (Multiple Choice)

		Responses	
		Percent	Count
By email		67.65%	23
In writing		14.71%	5
Online (e.g. NLHC website, Twitter Facebook)		11.76%	4
In person		5.88%	2
Other		0.00%	0
<b>Totals</b>		<b>100%</b>	<b>34</b>

28. Overall, I was satisfied with this event.  
 (select 1 response) (Multiple Choice)

	Responses	
	Percent	Count
Agree	70.59%	24
Strongly Agree	14.71%	5
Neutral	8.82%	3
Disagree	5.88%	2
Strongly Disagree	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>34</b>

# Appendix D

Detailed Agenda  
October 17, 2014



**Newfoundland Labrador Housing  
Stakeholder Input Session  
Oct 17, 2014**

**AGENDA**

- 8:00 – 8:30 ..... Breakfast
- 8:30 – 8:55 ..... Welcome and Introductions
- 8:55 – 9:25 ..... Introductory Presentation
- 9:25 – 9:40 ..... Survey Questions
- 9:40 – 10:20 ..... Discussion Question #1
  
- 10:20 – 10:35 ..... Coffee Break
  
- 10:35 – 11:10 ..... Discussion Question #2
- 11:10 – 11:30 ..... Report back from regions
- 11:30 – 11:40 ..... Voting on suggestions, ideas and challenges
- 11:40 – 11:50 ..... Final group discussion
- 11:50 – 11:55 ..... Event Evaluation
- 11:55 - 12:00 ..... Wrap-up Comments