



Effective Engagement & Communication with Tenants

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The District of Thunder Bay Social Services Administration Board

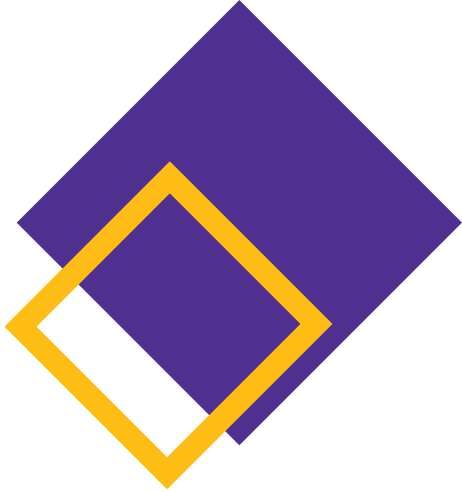
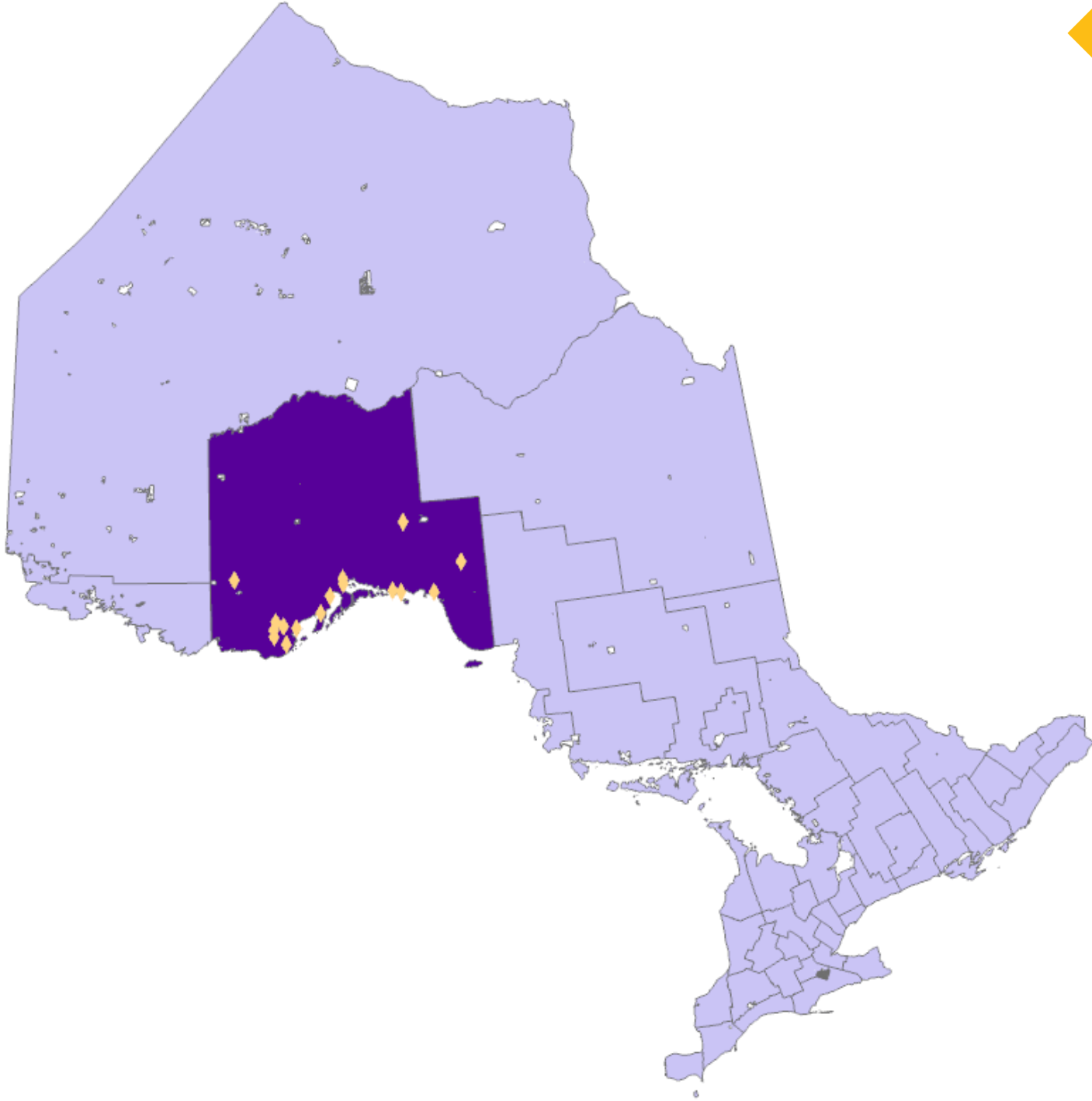
OMSSA Leadership Conference
May 14, 2019

What we are covering today...

- ◇ **TBDSSAB Service Area**
- ◇ **Housing Facts**
- ◇ **Placement and Support for
Tenants in TBDSSAB Housing**
- ◇ **Barriers to Tenancy**
- ◇ **Breaking Barriers**
- ◇ **Engagement**
- ◇ **Success Stories**



TBDSSAB Service Area





2,479

social housing units directly operated within the District of Thunder Bay



929

social housing units owned by 21 non-profit housing corporations that receive funding from TBDSSAB



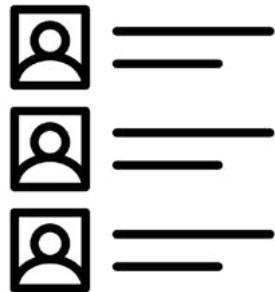
614

rent supplement units with private and non-profit landlords



24

portable housing benefits provided directly to individuals

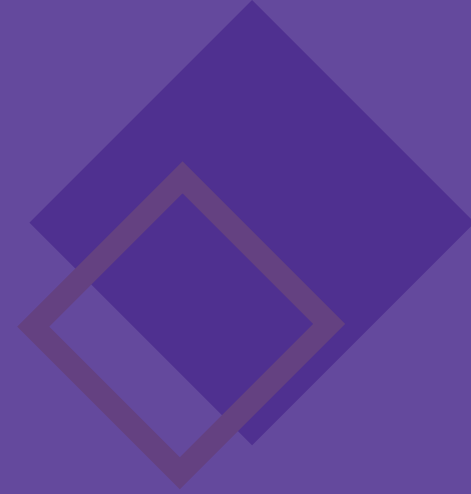


1,069

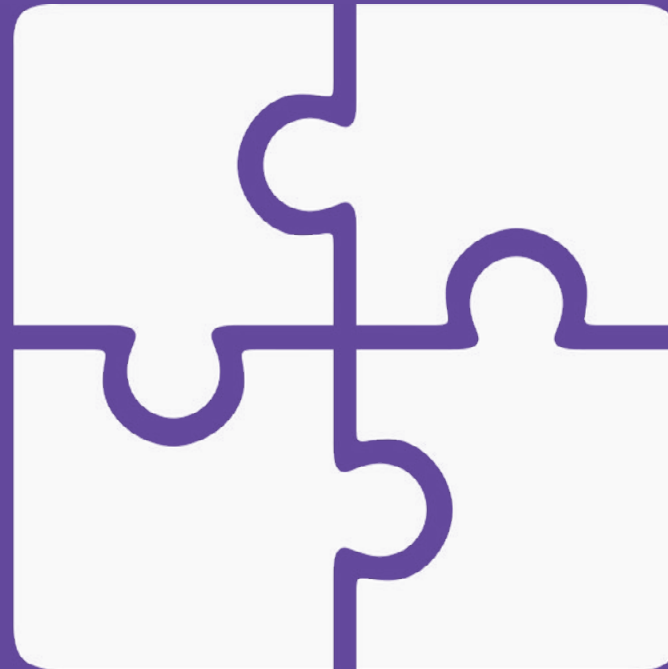
Applicants on the centralized waitlist for rent-geared-to-income (RGI) housing



Placement and Support for Tenants in TBDSSAB Housing Units



Placement Clerks

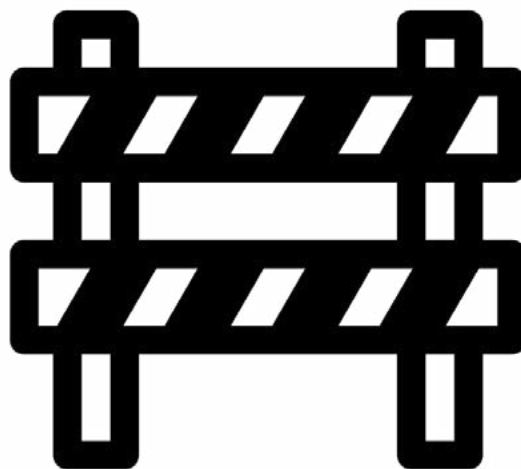


**Property Management
Officers**

**Property Management
Clerks**

**Tenant Support
Coordinators**

Barriers to Successful Tenancies



Bed bugs



Violence in the home



Accessibility of support services and wait times



Human trafficking



Youth services and vulnerabilities



Illegal activities



Tenant communication and literacy



Addictions



Financial barriers



Mental health



Breaking Barriers

Programming at TBDSSAB Properties

Community Partnerships

Social Services Hub

Ten Year Housing and Homeless Plan

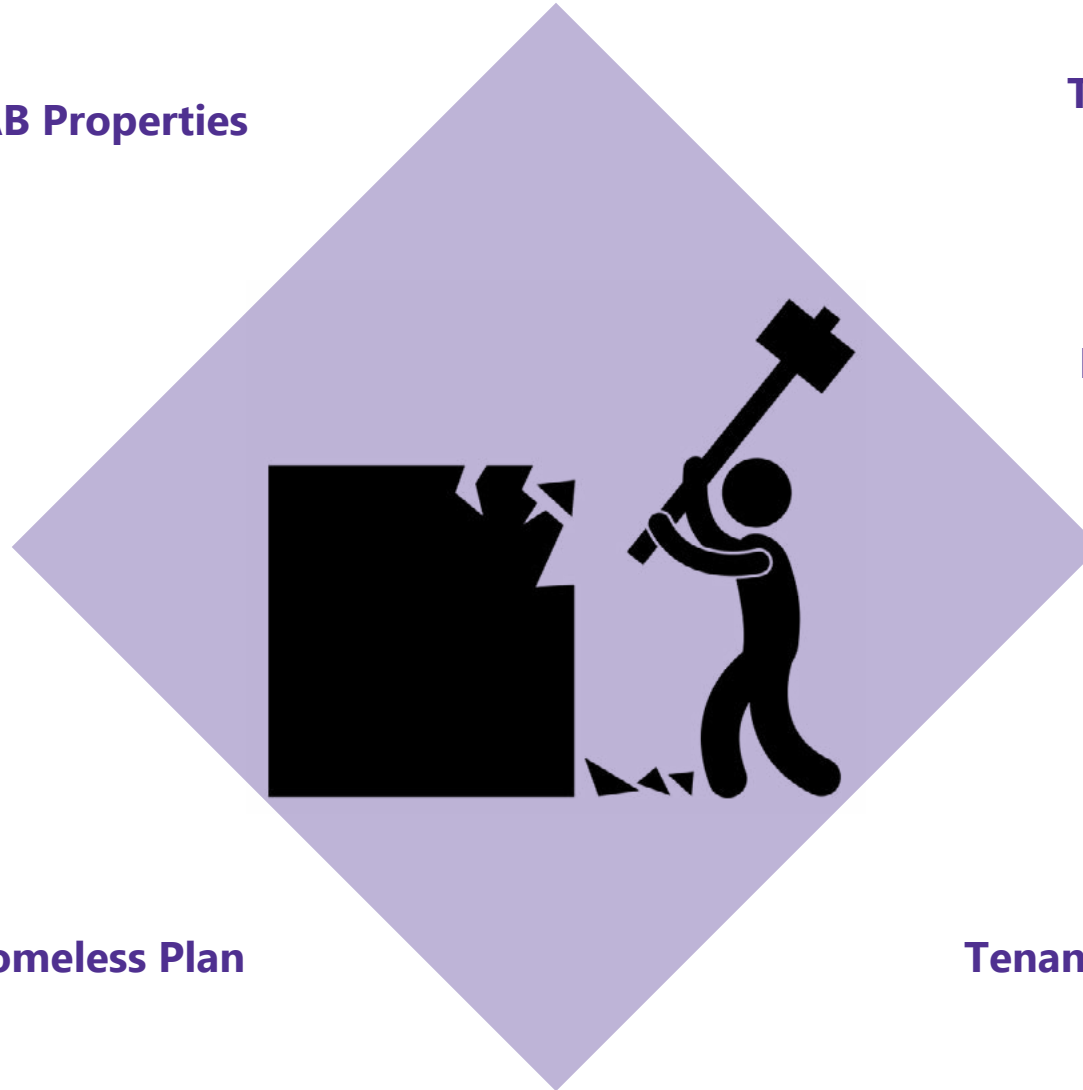
High Needs Homeless Waitlist

Transitional Youth Housing

Eviction Prevention Policy

Home for Good Program

Tenant and Community Groups





Tenant Engagement





Success Stories

Andrew*

&

Laura*

*Names have been changed



Image Sources:

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