

2021-22 ANNUAL REPORT

MANITOBA NON-PROFIT HOUSING ASSOCIATION



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**2020-2021 MNPHA BOARD
OF DIRECTORS**

About MNPHA

MNPHA membership is the best way to be part of a larger community that is building the non-profit and affordable housing sector across the province.

MISSION AND VISION

Our Mission is to support our members to build a thriving, sustainable non-profit housing sector in Manitoba.

Our Vision is that non-profit housing in Manitoba is secure, sustainable, and affordable for all.

FOUR PILLARS

Member Development

We provide our members valuable programs and services that support them to provide safe, secure, and affordable housing across Manitoba.

Advocacy

We advocate on behalf of members with government, funders and other stakeholders on issues of importance to the sector.

Sector Development

We develop the capacity of the Non-Profit Housing sector through professional development opportunities, networking, and knowledge exchange.

Partnership Building

We build partnerships within the non-profit housing sector and with other sectors that support resilience, relevance, and innovation.

Guiding Principles

1

We are a membership organization and our agenda is driven by our members' concerns, needs, and aspirations. We will remain non-partisan and respectful of our diverse stakeholders in all our endeavors.

2

We believe that safe, secure and affordable housing is a basic human right and we understand that access to housing is a social determinant of health, both for individuals and communities.

3

We are committed to ensuring that affordable housing is available in our communities.

4

We honour the history of affordable housing in Manitoba by building on the strengths that exist and sharing the successes of our members.

5

We provide innovative responses that assist our members to improve the financial viability and sustainability of the affordable housing sector.

6

We are committed to creating opportunities to be part of reconciliation with Indigenous peoples.

Report from the Board of Directors and Executive Director

This has been a year of major change and growth for your association, as MNPHA established new programs and services. We grew from a mighty team of three to a mightier team of 13, which has allowed us to do more to serve our members as well as the tenants who our sector serves every day.

MNPHA continued to offer online education for the non-profit housing sector, connecting with our colleagues across the province through webinars and video meetings that will remain part of our offerings for the foreseeable future. The series on Tenant Wellness and Eviction Prevention was well-received and helped network housing providers with tenant support organizations.

The annual Building Partnerships conference had to move to a virtual format once again, yet attendance and participation remained high and our sponsors continued to support the event. The keynote speaker, Dr. Niigaan Sinclair, spoke about housing and reconciliation; he deepened our understanding of support and culture as central to ending homelessness. For the 10th annual conference, we will continue to build on the themes raised by Dr. Sinclair and our other speakers.

The Board of Directors of MNPHA have prioritized more strategic and collective advocacy on behalf of our members this year. Guided by an Advocacy Committee of the Board and additional volunteers, we created an Advocacy Strategy that seeks to achieve:

1. Sustainable resources to support successful operations (new supply, capital repairs and operations) for the non-profit housing sector
2. Access to and consistent resources for tenant support

MNPHA planned its first ever “Housing Day”, held in May 2022, to have members meet with government representatives to discuss these goals. Highlights of this event will be shared in the next annual report.

The Housing Supports Initiative, a \$2.56m grant program for MNPHA to allocate to community partners to create and expand support services for individuals and families

“AT MNPHA, WE SEE THE NEED FOR ENGAGEMENT AND SUPPORT FOR THE INCREASINGLY EXHAUSTED VOLUNTEERS ON BOARDS OF DIRECTORS AND EMPLOYEES IN THE SECTOR. NOW THAT WE CAN MEET TOGETHER AGAIN, WE WILL BE REMINDED THAT WE ARE NOT ALONE IN THESE CHALLENGES.”

of resources for tenant support. This initiative is funding 19 unique projects that expand the capacity of non-profit housing and partner organizations to promote successful tenancies. Over the two years of this Initiative combined, about 450 individuals will be supported to improve their housing circumstances, and eviction prevention services provided to about 900 individuals.

The Rent Relief Fund program, a \$5.6m initiative to provide no fee, no interest loans to tenants at risk of eviction or in need of financial support to access housing has assisted many non-profit housing providers to keep people in their home, and avoid the risk that households will lose access to affordable housing due to a temporary set-back or gap in income. Much of MNPHA's expansion can be attributed to this program. While it does not meet the need for increased affordable housing in the province, the Rent Relief Fund has been able to provide support and resources for over 500 households and contribute to preventing homelessness.

There have been great changes in the housing sector over the year. There is more demand for affordable housing, higher rates of homelessness including in small communities, and the complexity of our challenges has grown. At MNPHA, we see the need for engagement and support for the increasingly exhausted volunteers on boards of directors and employees in the sector. Now that we can meet together again, we will be reminded that we are not alone in these challenges, and through our Association we can collaborate to strengthen the community housing sector together.

Yours sincerely,

Debbie Van Ettinger
President

Christina Maes Nino
Executive Director

Member Development

THROUGH PROGRAMS AND SERVICES

MNPHA supports its members with planning, resources and tools, in particular for those whose operating agreements are ending.

We continue to expand Member Benefits programs to leverage the purchasing power of the sector, such as the Building Condition Assessment Preferred Rate and Grants Program, and Group Employee Benefits and On-call HR Services. We continued to work on a group insurance program this year, which will require support from government or another major funder to be secure in the first three years to protect the program in the instance of many smaller claims, until an adequate reserve is built.

One service MNPHA offers to its members is simply availability by phone and e-mail to answer questions, brainstorm solutions to challenges, and connect members with each other. These questions range from how to measure the effectiveness of a property management company to book keeping or tenant management software suggestions, and beyond.



This year, with funding and support from Manitoba Housing, MNPHA developed two major programs that benefit members: the Housing Supports Initiative and the Rent Relief Fund Program.

When MNPHA was approached with funding from the province, we held a series of four focus groups with housing providers, community members, and other stakeholders to discuss the opportunity and gain feedback about how best to utilize the funds. The two distinct programs transformed the sector.

Both programs have impacted the work of non-profit housing providers and community support organizations, and improved the lives of tenants, reducing eviction rates and creating stability and support networks across Manitoba.

>\$1,000,000

In loans have been provided to Rent Relief program participants, providing stability for families and individuals facing eviction due to unforeseen financial challenges, and mitigating unit turnover and housing precarity

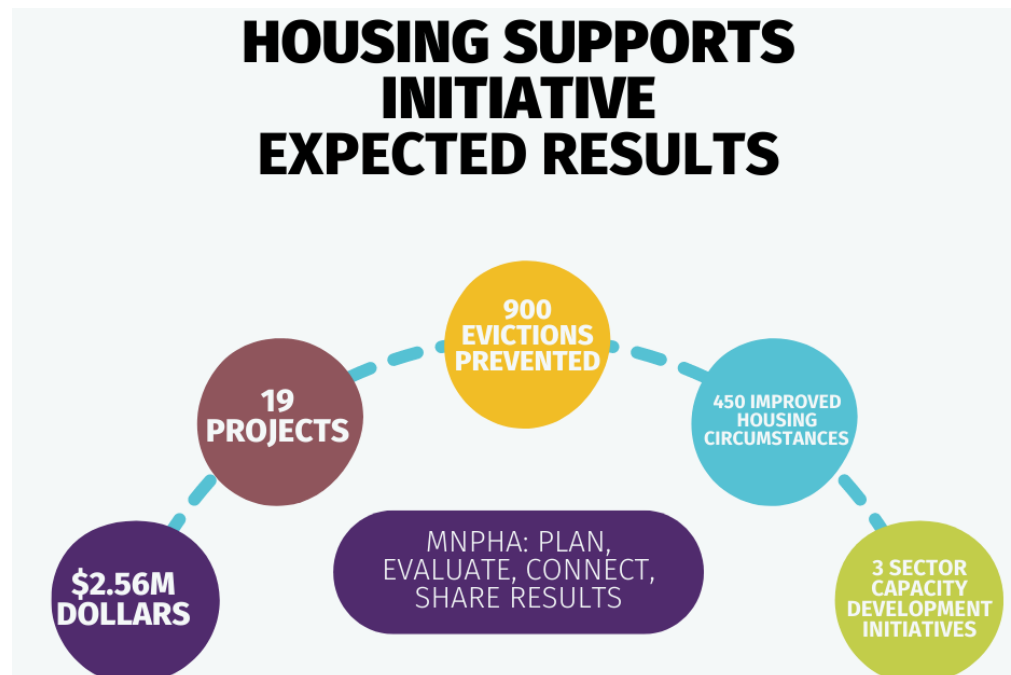
500+

Households have been supported to maintain their housing through the program. One participant wrote:

“I cannot express how this organization has truly provided me with financial help if it wasn’t for [my caseworker] and the organization myself and my daughter would probably be living on the streets.”

Member Development

RENT RELIEF FUND AND HOUSING SUPPORTS INITIATIVE



MNPHA has long advocated for increased and consistent funding for supports within community housing. With increased rates of visible homelessness across Manitoba during the pandemic, the Province of Manitoba came to the non-profit housing sector to be a greater part of the solution.

The Housing Supports Initiative is the first ever sector-led funding program for non-profit housing in Manitoba. Priorities for the funding came directly from consultation with housing providers and those supporting tenants

experiencing or at risk of homelessness. The funding priorities include:

1. Maintaining successful tenancy
2. Sector capacity building
3. Case management

The nineteen projects funded through the initiative will be evaluated to support the sector in advocating for the funds to be included as part of Manitoba's long-term homelessness prevention and intervention strategy.

Sector Development *Building Partnerships* Conference 2021

The 2021 conference and trade show were held virtually for the second year in a row, and succeeded in bringing the non-profit housing community to connect and collaborate. The Spirit of Housing awards dinner was so great that it created a new tradition for us. Our Conference Planning Committee ensures that our events remain relevant and build upon member expertise.

CONFERENCE ATTENDEES	#
Attendees	147
Communities represented	Altona, Brandon, Dugald/Oakbank Swan River, Sioux Valley, Steinbach, St.Malo, Winkler, Winnipeg
Presenters and Speakers	33
Trade Show Presenters	14

CONFERENCE SURVEY RESULTS

Overall Satisfaction	81% very satisfied, 8% satisfied
Session Topics	72% very satisfied, 28% satisfied.
Speakers	81% very satisfied, 18% satisfied
Customer Service	87% very satisfied, 5% satisfied



Workshops and Forums of 2021-2022

MNPHA is in the unique position to address members' concerns and reach out to professionals to share solutions.

Here are some of the notable events from April 2021 to March 2022:

APR

Property tax represents one of the largest annual operating expenses, making prudent management of property assessment and property tax issues crucial for non-profit providers. In this session Altus Group explored a number of assessment and tax management strategies that have been beneficial for non-profit providers.

MAY

HOUSING SUPPORT FOCUS GROUPS

MNPHA was approached to take on two new housing support initiatives by the province, and held a series of four focus groups with housing providers, community member, and other stakeholders to discuss the opportunity and gain feedback.

JUNE- DEC

BUILDING BOARDS LEVEL 1&2

MNPHA designed this virtual, self guided board training program, tailored to board members serving the non-profit housing sector, that we run annually. The training program consists of two courses, Level 1 and 2, with numerous modules in each level addressing different aspects of governance.

JULY

ACCESSIBLE CUSTOMER SERVICE

The Accessibility for Manitobans Act became law in December 2013, establishing a process to remove barriers affecting persons with disabilities and creating accessibility standards, one of which is customer service. This course covered foundational knowledge for all staff and volunteers of the housing sector to understand the Customer Service Standard.

OCT

TENANT WELLNESS AND EVICTION PREVENTION

This education series addressed the following topics in an interactive, virtual education series held over three sessions:

- Poverty Awareness
- Mental Health Awareness
- Hoarding for Service Providers

NOV

HOUSING SUPPLY CHALLENGE

With up to \$300M of funding available, the Housing Supply Challenge invites applicants from across Canada to propose innovative solutions to the barriers that limit housing that is affordable. This lunch and learn explored the third round of funding, focused on Northern Access.

MAR

IT SECURITY

Andrew Behnke, Risk Advisory Consultant from Fort Group Chartered Professional Accountants, introduced the concept of IT Risk Management, and shared practical steps to manage risk in various areas that are easy and cost-effective to implement.

Advocacy

THOROUGH COMMUNICATIONS AND PUBLIC PROFILE



MNPHA continues to advocate on behalf of its members regarding financial, legal, and regulatory issues impacting your organizations.

We educate the public about non-profit housing, and partner with governments and funders to ensure the non-profit housing sector's issues and concerns are kept front and centre.

MNPHA was outspoken in the media discussing the need for an adequately funded Urban, Rural, and Northern Indigenous Housing Strategy. We worked with members, including Friends Housing, the University of Winnipeg Renewal Corporation, and Westminster Housing Co-op, to describe the challenges of accessing funding for new development and renovations through the National Housing Strategy, and to explain to the public the need for a strategy to address expiring operating agreements. The Winnipeg Free Press covered the issues of non-profit and affordable housing extensively throughout 2021.

The Board of Directors of MNPHA have prioritized more strategic and collective advocacy on behalf of our members this year. In September, MNPHA created an Advocacy Strategy that seeks to achieve:

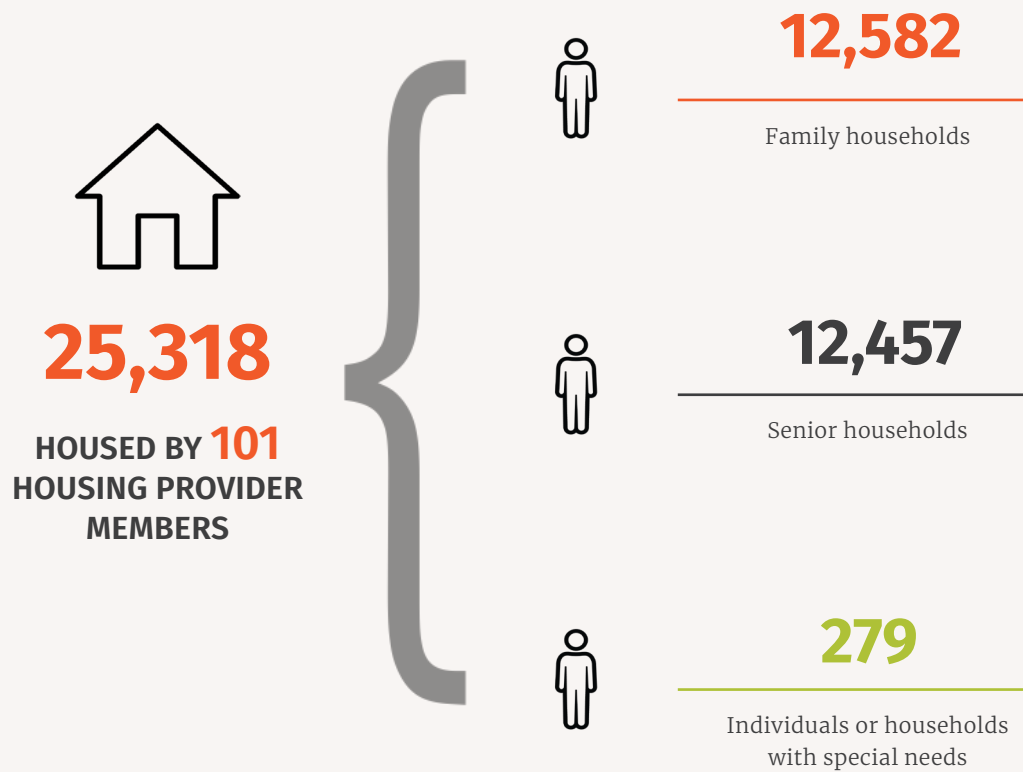
1. Sustainable resources to support successful operations (new supply, capital repairs and operations) for the non-profit housing sector
2. Access to and consistent resources for tenant support

MNPHA struck an Advocacy Committee to implement the strategy. The Committee includes: James Heinrichs, Crystal Wels, Mark Fleming, Pete Sanderson, Mala Sachdeva, Menno Peters, and Norman Blackie. The committee planned key messages and the agenda for MNPHA's first annual Housing Day, which was held in May of 2022.

Member Profile

As a membership organization, MNPHA is proud to support the sector to provide safe, secure, affordable housing across Manitoba. Our success will depend on strengthening and growing the non-profit housing sector.

CURRENT MEMBERSHIP



36
ASSOCIATE
MEMBERS

6
DEVELOPING
MEMBERS

24
COMMUNITIES ACROSS
MANITOBA

Board Nominees



DEBBIE VAN ETTINGER

Executive Director,
Ten Ten Sinclair Housing Inc.
(re-election)

Debbie Van Ettinger was first elected to the Board of Directors in 2016, and has served as President of MNPHA since 2020.

Debbie leads an organization with strong consumer involvement and one committed to consumer control and integrated community living. She has bridged partnerships between housing and health care services.

As Executive Director of Ten Ten Sinclair Housing Inc., she is an advocate for housing and the necessary supports for people with disabilities to be able to live in good, safe, affordable housing as independently as possible.



SHANTELE ROSTESKI

Manager,
Elbert Chartrand Friendship
Centre Housing

Shantelle Rosteski is general manager of Elbert Chartrand Friendship Centre Housing in Swan River. Shantelle has experience in health care, as Nutrition Services Manager with Prairie Mountain Health, and served on the Board of Directors of ECFC prior to stepping into the role of General Manager.

She has seen the organization through major growth and change, which has included expanding to serve the Swan Valley region through management agreements with Manitoba Housing.

2021/22 Board of Directors



From left: Joseph (Sonny) Klyne, James Heinrichs, Mark Fleming, Bill Dinsdale, Peter Sanderson, Menno Peters (past-president in 20/21), Debbie Van Ettinger, Joanne Schmidt, Crystal Wels, Paula Jones

OFFICERS

President Debbie Van Ettinger (2022)

Ten Ten Sinclair Housing Inc.

Vice President James Heinrichs (2023)

Winnipeg Housing Rehabilitation Corporation

Secretary Joanne Schmidt (2023)

Bethel Place

Treasurer Bill Dinsdale (2024)

Assiniboine Credit Union

DIRECTORS

Mark Fleming (2023)

North End Housing Project

Darren Fulford (2023)

Canadian Mental Health Association

David Gawthrop (2024)

Village Canadien Housing Cooperative

Paula Jones (resigned March)

Friendship Centre Housing Corporation

Joseph (Sonny) Klyne (2024)

Sagamace Housing Inc.

Peter Sanderson (2024)

Carriage House

Crystal Wels (2024)

University of Winnipeg Renewal Corporation 2.0

Manitoba Non-Profit Housing Association

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