

The background features a dark teal color with several concentric circles in a lighter shade of teal. Scattered around the page are five dots: two yellow and three white. A small white diamond-shaped icon is positioned above the main title.

HOUSING HELP CENTRE (HAMILTON & AREA)

Strategy 2023–2027

Last Updated: June 9, 2025



OUR VISION AND MISSION



VISION

Everyone has a safe, secure,
affordable and permanent housing



MISSION

Housing Help Centre (Hamilton & Area)
helps clients access and maintain safe
and affordable housing and prevent
housing loss.



FUTURE UPDATE RECOMMENDATION



VISION

A community where everyone has a safe, secure, and affordable place to call home.



MISSION

Connecting people to housing solutions – offering direct support, advocacy, and access to services that help people find and keep a home.

GUIDING PRINCIPLES

Access First

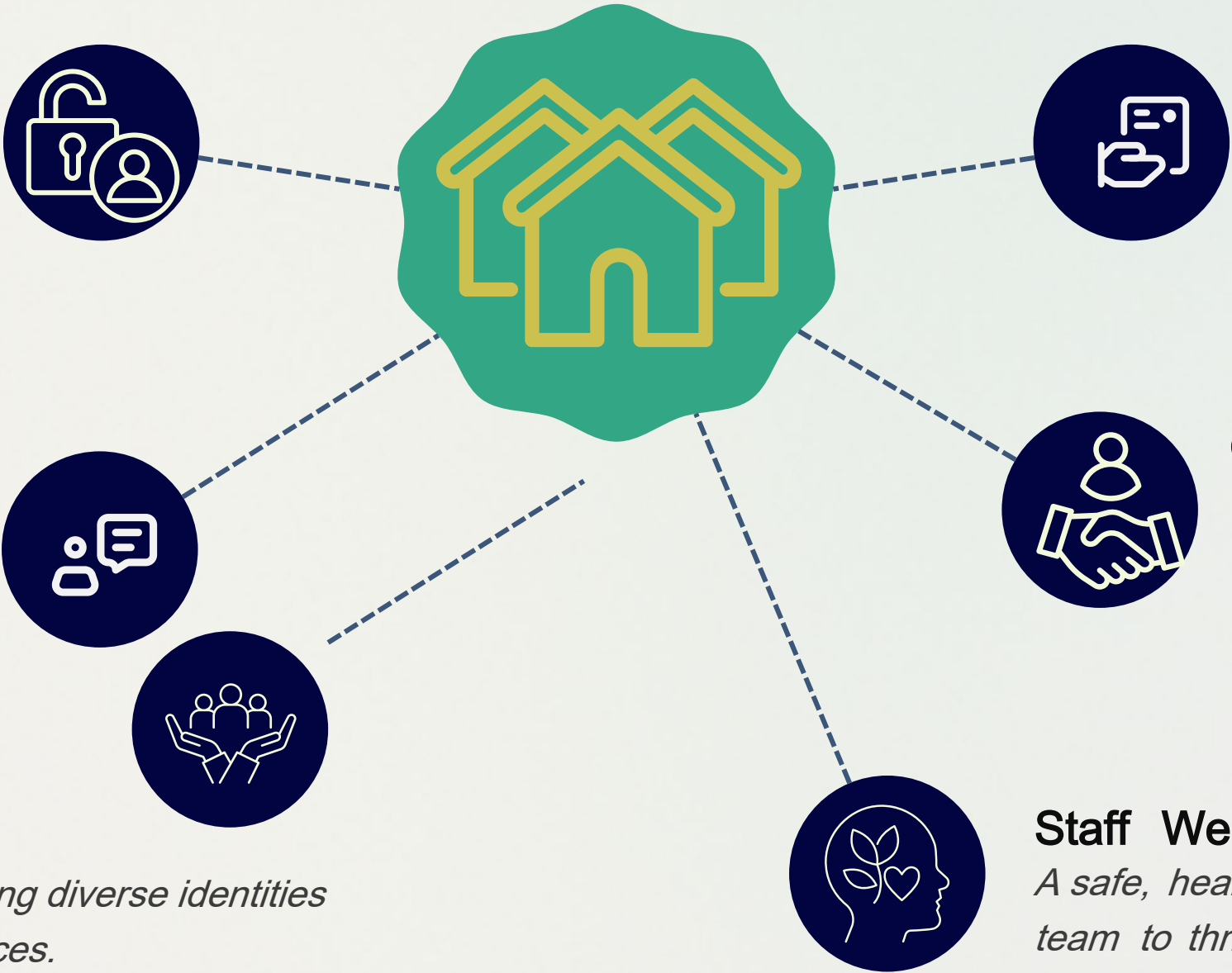
Services should be easy to reach, equitable, and available when and where people need them .

People -Centred

We meet people where they are, respect their choices, and provide non - judgmental, flexible support.

Equity in Action

We serve with cultural humility, honouring diverse identities and lived experiences.



Integrity & Trust

We protect privacy, uphold confidentiality, and act with transparency and respect

Collaboration for Impact

We work with participants, communities, and partners to drive better housing outcomes for vulnerable people in our communities .

Staff Wellbeing

A safe, healthy, and supportive workplace enables our team to thrive and serve with excellence .

OUR VALUE PROPOSITION

WE ARE A GATEWAY FOR HOUSING SOLUTIONS IN HAMILTON AND HALTON REGION. DELIVERING FRONTLINE SUPPORT, SYSTEMS NAVIGATION, AND ADVOCACY THAT MAKES HOUSING POSSIBLE AND SUSTAINABLE FOR THOSE AT RISK.



ISSUES LANDSCAPE



Housing Instability

Tied to economic pressures, costs of living, limited affordable housing stock.



Gaps in the system

Fragmented services, long waitlists, and limited access to mental health, addiction and support resources to find and sustain housing successfully.



Going virtual

Increased demand for virtual access and system innovation in post-pandemic world.



Changing funder expectations

A focus on data-driven results, collaboration, and service integration.

Policy Shifts

Toward Coordinated Access, and integrated service models.

WHO WE SERVE

At Risk Populations	Households that are: 1. At risk of losing their housing; 2. Experiencing housing insecurity; 3. Homeless.
Landlords	Landlords seeking reliable partnerships and tenant stability.
Service Partners	Organizations serving similar at-risk populations and funders committed to housing access and community wellbeing.
Municipalities and Regions	As Ontario Service Managers for housing and social support services, municipalities/regions explore scalable, integrated housing support models delivered through community-based organizations.

OUR SERVICE FOCUS



Housing Search and
stabilization support



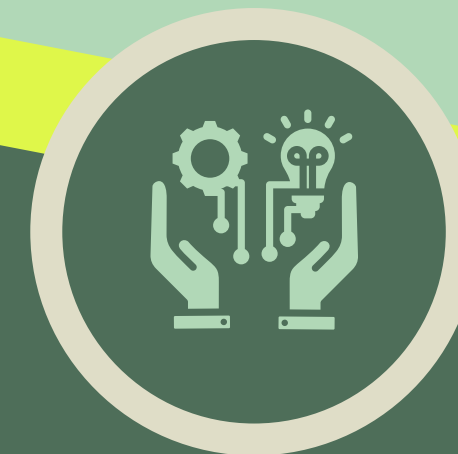
Eviction prevention
and landlord
mediation



System navigation
and advocacy



Integrated access
and triage to
housing related
services



Self-help tools and
digital access to
services



Trauma -informed,
client -directed
support

STRATEGIC PRIORITIES

Strategic Priority	The Objective
Person-first. Always	<ol style="list-style-type: none">1. Strengthen inclusive, trauma-informed and culturally responsive service delivery.2. Expand mobile, digital, and in-person support to meet the needs of those we serve.
Workforce Wellness & Excellence	<ol style="list-style-type: none">1. Prioritize staff retention, psychological safety, and professional development.2. Invest in training, technology, and leadership aligned with mission and values.
Digital and Data Innovation	<ol style="list-style-type: none">1. Enhance virtual services and online access tools2. Use data to drive outcomes, improve service, and advocate for systemic change.
Stronger Together: Coordinated Access	<ol style="list-style-type: none">1. Build seamless coordination that is tailored to each household's needs and preferences.2. Lead with collaboration, clear roles, and shared information protocols.
Adaptable, Sustainable Organization	<ol style="list-style-type: none">1. Maintain a scalable, fiscally sound service model.2. Stay agile in response to funding changes, community needs, and emerging trends
Champion Housing Equity	<ol style="list-style-type: none">1. Advocate for accessible, affordable, and inclusive housing.2. Embed Reconciliation and anti-discrimination into all we do.

The Capabilities to Enable Success

Staff Resources	Skilled, stable, engaged, and autonomous workforce.
Funding	Multi-year funding sources to meet strategic objectives.
Infrastructure	Technology platforms (e.g. COTS) Data-driven analytics Office and mobile infrastructure
Parnterships/Networks	Partnerships with community organizations, city and regional staff with decision-making power, provincial/federal key contracts, and lived experience advisors.
Leadership and Governance	Effective leadership team A present and engaged Board of Directors

Strategic Priority	Person-First. Always	Workforce Wellness & Excellence	Digital Data and Innovation	Stronger Together: Coordinated Access	Adaptable, Sustainable Organization	Championing Housing Equity
Key Result	Households experience accessible, inclusive, and trauma-informed services	Staff are engaged, supported, and retained, ensuring organization is viable	Technology enhances service access and drives decision-making	Steam line referrals and shared care with partners	Resilient, mission-aligned and fiscally sound operations	We influence equitable housing access and policy.
Key Performance Indicators	% of clients who exited program with positive housing outcome # of clients not attended within standard timeframe	% of Staff turnover # of complaints /concerns % of Sick utilization	# of times server and online services down # of new data and digital initiatives	# of referrals to external services # of care conferences/external consultations	% of budget overages % of board attendance # of reports passed deadline	% of workers completed equity training Equity related committee participation

Board of Directors – Contributors

Linda Mooradian – Chair

Amanda DiFalco

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