

Hot Topics:

Capacity building for non-profits
in a modernized framework



ONP^hA

Who we are



- An independent association funded and directed by our members
- We believe that secure, decent and affordable housing is a human right and fundamental social determinant of health

Our members



- Own and manage over 170,000 units (about 400,000 people)
- Largest: 58,000 units
- Smallest: 3 units
- About 75% operate less than 100 units

What we do

ONPHA supports our members through:

- ✓ Learning and Professional Development
- ✓ Tools and Resources
- ✓ Member Support Helpline
- ✓ Information and Updates
- ✓ Conference and Events
- ✓ Networks and Knowledge Exchange
- ✓ Advocacy and Government Relations
- ✓ Policy and Research
- ✓ Best Deals
- ✓ Awards and Recognition

Learning and Professional Development



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Education & Courses

In-person Courses

- Annually: Education Day, Intro to Social Housing, Conference sessions
- Portable or flexible training/mentorship (customizable, on-demand)
- Province-wide (through Regional Meetings, periodic offerings)



Training & Courses

Online learning

- **Certificate Courses:**
 - *RGI*
 - *RTA*
 - Governance
- **Webinars**
 - Finance
 - Policy
 - Tenancies *and more!*



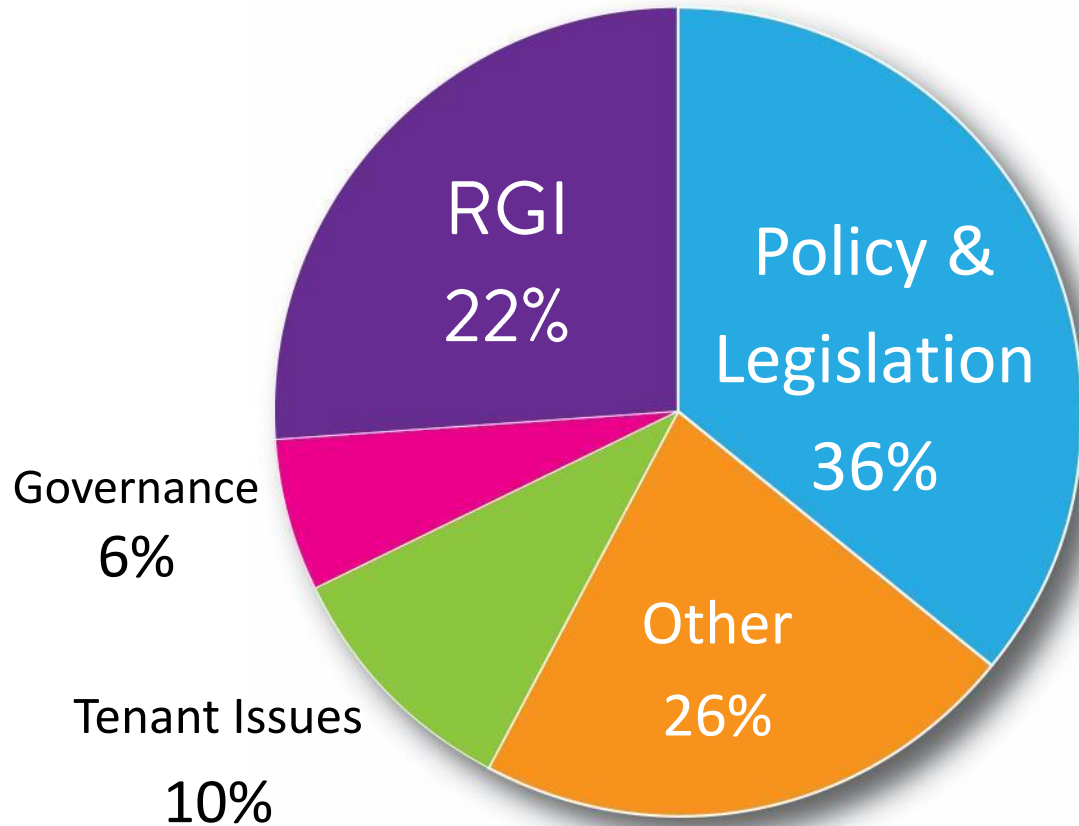
Tools and Resources

The **ONPHA Store** offers resources to help organizations excel in areas like housing administration, maintenance, governance and much more, with special pricing for members.

- Guides and Handbooks: **Maintenance Planning, Health & Safety, HR, Tenant Handbook, Finance (coming soon)**
- Templates: **Leases, contracts, policies, etc.)**
- 70+ InfoOns
- Survey Reports



Member Support Helpline



ONPHA's team of experts simplify complicated housing questions, saving members thousands of hours of time and frustration.

In 2017, we had more inquiries than ever before.

Conference and Events



Opportunities for ONPHA Member Engagement

- ✓ Annual Conference
- ✓ Regional Meetings
- ✓ Signature Leadership Series (Large Provider Forum)
- ✓ Webinars

What's coming up in 2018

- New Financial Resources and Tools
- New membership fee structure
- New expanded Best Deals Program
- New training - *Ready. Set. (Re) Build Ontario*
- 2018 Provincial Election
- New ONPHA website
- ONPHA Conference (Celebrating 30 years!)





ONTARIO'S MODERNIZED FRAMEWORK

Ontario's Modernized Framework



A modern framework will *enable* housing providers to:

- ✓ Operate with financial independence and flexibility
- ✓ Maintain their social purpose
- ✓ Effectively manage social housing portfolios
- ✓ Foster healthy communities
- ✓ Foster innovation

Ontario's Modernized Framework



Key *Elements* of a Modern Framework:

- System Stewardship (Province)
- Service System Management (Service Managers)
- Registry of Housing Providers with a Social Purpose
- Capacity Building for Housing Providers

Ontario's Modernized Framework



Key *Elements* of the Registry:

- A list
- Accreditation process
- Province-wide standards
- Benefits and funding
- Remedies and interventions

Definitions

What do we mean by these terms.....

Accreditation: Endorsement of competence, and of the integrity of an agency, awarded by a duly recognized and respected accrediting organization

Standard: level of quality or attainment

Organizational Capacity Building: Supporting organizations to build and maintain the skills, infrastructure, and resources to achieve their mission.

Taken from: United Way of Calgary and Area, 2011

Definitions

Competencies: “the knowledge, skills, abilities, and *value orientation* applied through principled actions and professional behavior *to ensure housing excellence for low- and medium-income tenants*”

Capacity Building and Support



What *tools and supports* are needed in this new framework?

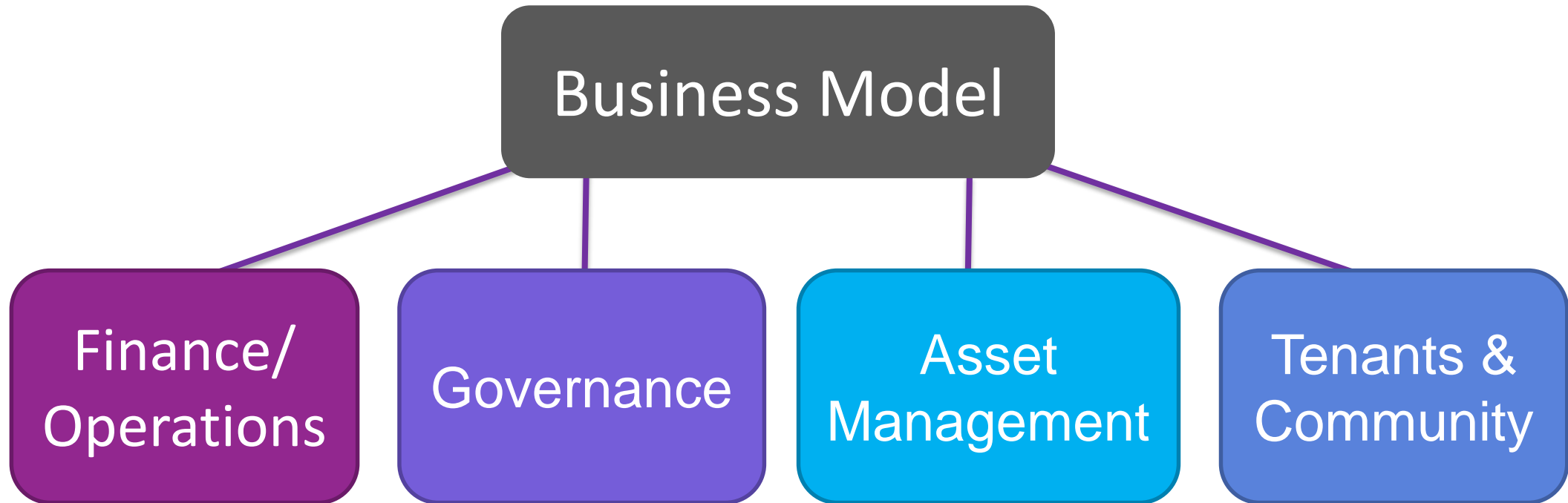
- Identifying and showcasing leading practices and innovative approaches?
- Sharing of information, resources and tools?
- On-going advice, training, information and resources?
- Encouraging participation at sector meetings?

Discussion



- What kinds of tools and supports are needed?
- Who delivers those supports?
- How will they be delivered?

Non-Profit Business Model



Capacity building continued



1. How should these areas of capacity building be delivered?
2. Who should deliver them?

Capacity building continued



So what are the
priorities ?



QUESTIONS?

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