

# York Region Accessibility Advisory Committee

**Online Subsidized Housing Applications and Offers**

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# Online Subsidized Housing Applications and Offers

- The purpose of this presentation is to obtain feedback from YRAAC to improve the inclusiveness and accessibility of two changes to the subsidized housing wait list that are planned for 2021:
  1. Moving to an online system for people to manage their subsidized housing applications
  2. Implementing a “choice-based renting” process for offering subsidized units and portable housing benefits to people on the wait list

# Current Application Process

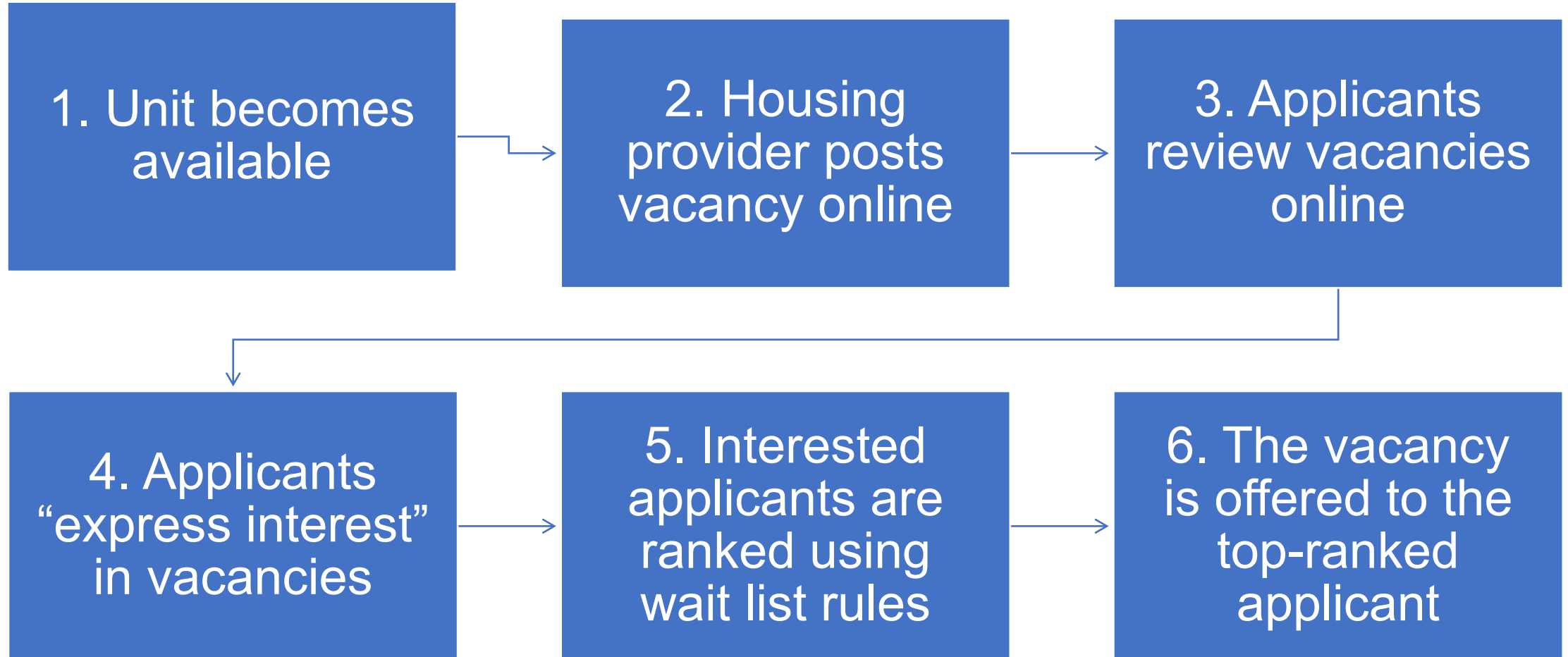
## Current Application Process

- 10-page paper application plus supporting documents
- Submitted to the Region by mail
- Applicants mail forms or call to update their applications
- Communication and notification of decisions is time-consuming

## Online System

- Application completed online
- Supporting documents can be uploaded
- Applicants can update their own information and building selections
- Region staff can review information and follow up with applicants quickly

# Choice-based Renting



# Benefits

- Online application system
  - Applicants will no longer need to print and mail documents
  - Applicants will have a faster way to communicate with the Region when they have questions or need assistance
- Choice-based renting process
  - Applicants have control over when and where they receive housing offers
- Both changes will free up Regional staff to provide more direct support to people looking for housing assistance

# Planned Accessibility Elements

- Dedicated Housing Access staff will be available by phone and email to help applicants register and use the online application system
- Providing a phone-based option for applicants with disabilities who cannot use the online system to express interest through the choice-based process
- Engaging community agencies and service providers who support people with disabilities to provide tools and information to help shared clients use the online application system and choice-based renting

# Questions to Consider

1. What are some additional strategies that could help applicants with disabilities use the online application system?
2. Are there opportunities to build accessibility for people with disabilities into the choice-based renting process?
3. Are there other potential barriers that we haven't considered? What are some ways we could mitigate them?
4. What are we missing?

# Next steps

- Engage community agencies, including groups such as Community Living and others working with people with disabilities, about the online application system and move to choice-based renting and provide information and resources to enable them to assist clients
- Engage people with disabilities in end-user testing
- Continue to support applicants to register for the online application system and provide information about choice-based renting
- Prepare to launch choice-based renting in phases, starting with a pilot in fall 2021



# THANK YOU

