

2016

Windsor Essex Annual Report

TO THE COMMUNITY ON
THE 10 YEAR HOUSING
& HOMELESSNESS PLAN





Fountainbleu Towers

We are pleased to provide you with the third Annual Report to the Community on the Windsor Essex 10 Year Housing and Homelessness Plan.

2016 WAS A YEAR OF GROWTH IN WINDSOR ESSEX, and included capital investments in social and affordable housing, the introduction of the Survivors of Domestic Violence Portable Housing Benefit Pilot Program, Social Housing Apartment Retrofit Pilot Program and the first homeless enumeration count which provides new, critical information to move towards our community’s goal to end chronic homelessness.

What is the plan’s vision?

Windsor Essex is an inclusive community where everyone has a safe, affordable, accessible and quality home and everyone lives where they can actively participate.

How are we doing?

The 10 Year Housing & Homeless Plan requires 63 strategies be implemented by December 31, 2024. The implementation plan required 35 of 63 strategies to be implemented by December 31, 2016.

We are pleased to report that **WE HAVE EXCEEDED** the original target and 40 strategies were completed or were in process by December 31, 2016.



For a total of 63 strategies

Goal #1: ACCESS

Provide simple, coordinated and consistent access to programs, services and supports that act on what is important to the person receiving supports.

Strategies:

- Increased collaboration with the health sector and increased coordination of supports to assist persons to remain housed.
- Effective referral and follow-up processes among housing and service providers that are linked to common intake and assessment processes.
- Housing Services staff have been invited to participate in Hotel Dieu Grace Healthcare Mental Health Roundtable.
- Monthly discussions with the Mental Health Lead at the Erie St. Clair Local Health Integration Network (LHIN)



Goal #2: PERSON CENTERED SUPPORTS

Have supports available when needed, to act on what is important to the person receiving services, to assist the person in succeeding in their preferred housing.

Strategies:

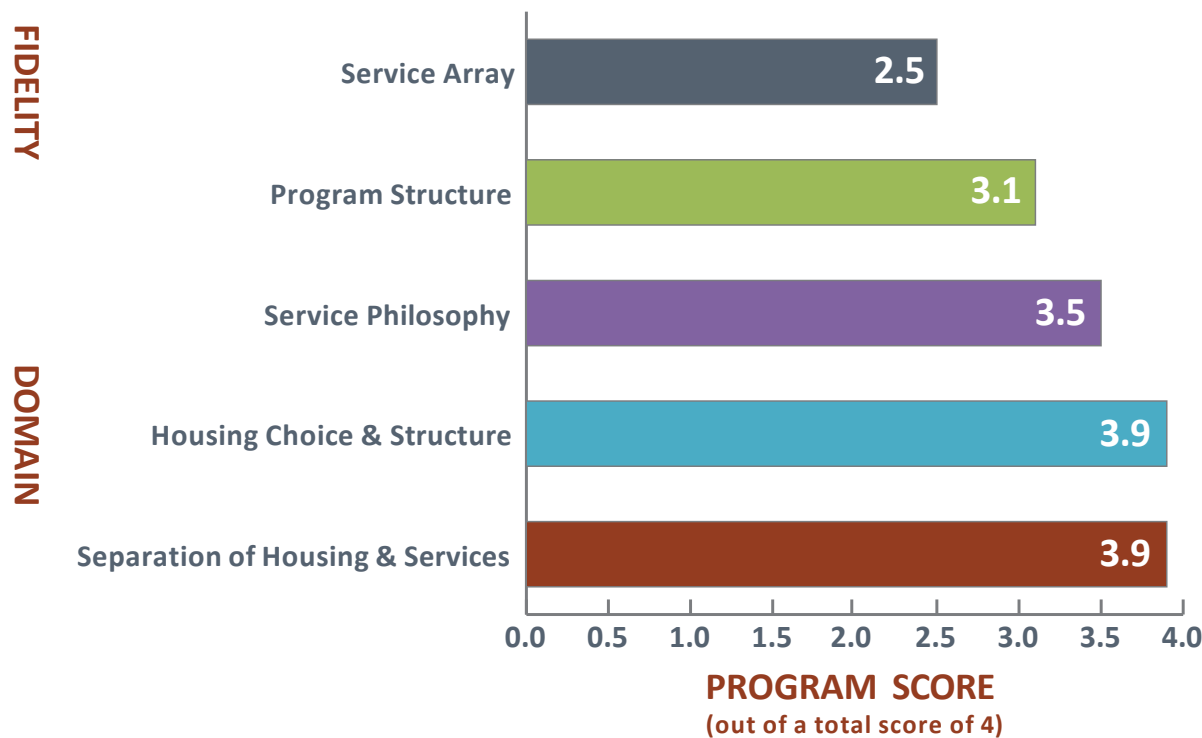
- Staffing and support enhancements made to the Housing First intensive support initiative, Windsor Essex Housing Connections for individuals experiencing chronic homelessness and/or who have the highest needs.
- Partnership with the Downtown Mission under Windsor Essex Housing Connections to provide a staff to work with households with the highest acuity.
- In February 2016 the Mental Health Commission of Canada along with Sam Tsemberis from Pathways to Housing New York City conducted a fidelity assessment on Windsor Essex Housing Connections to assist the City in determining to what degree Housing First principles and practices had been implemented. The goal of the fidelity assessment is to identify strengths and challenges, and provide recommendations for ongoing practice and sustainability.



The Mental Health Commission of Canada Fidelity Report:

The Fidelity Report highlights that the multi-agency collaboration is doing a remarkably good job of putting in place a program that adheres closely with the key principles of Housing First particularly in the areas of consumer choice, commitment to rehouse, harm reduction, and recovery focused care.

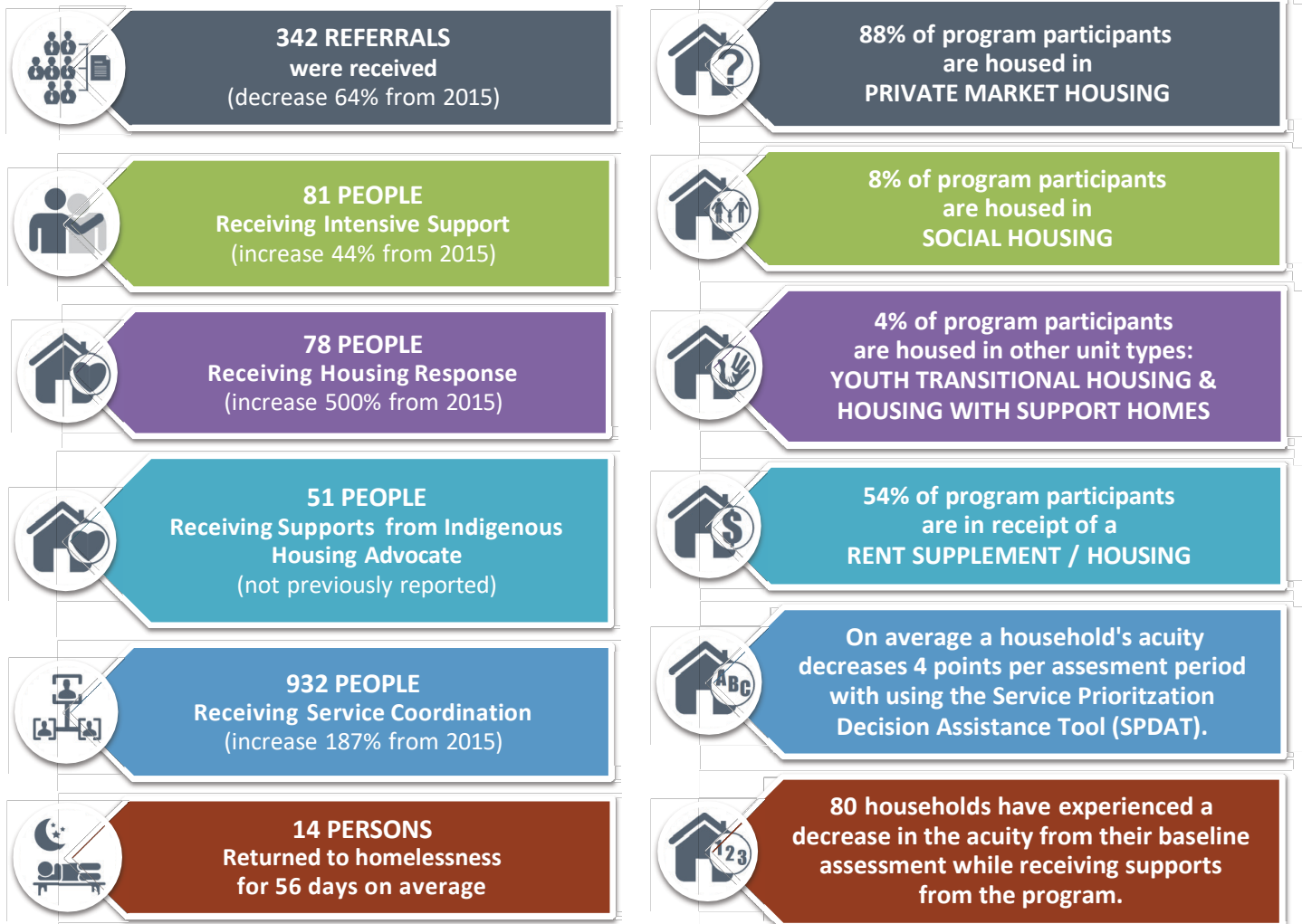
THE OVERALL FIDELITY SCORE IS AS FOLLOWS:



Highlights identified in the report include but are not limited to following:

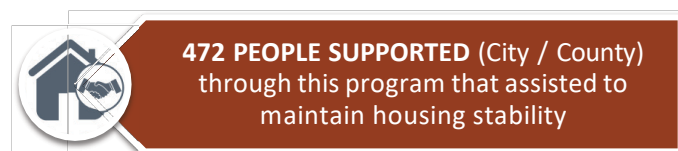
- a) Participants have moved into their homes within the targeted four month intake-to-housed time frame at a rate of 82%
- b) The service team is very mobile, spending a lot of time in the community, making home visits, taking individuals to appointments, and engaging in socializing activities with individuals
- c) The number of relocations for negative reasons is fairly low, representing approximately 19% of housed program participants
- d) Participants have autonomy over the type of service they receive and the team avoids coercive practices and supports individuals to balance their needs for independence and self-determination with their need to feel connected to each other and to their communities
- e) Having a full time paid peer support staff member who provides services to participants. Peer support is a person with lived experience that offers participants support, encouragement, and hope that recovery is possible. The addition of peer support programs have the ability to have the largest impact on an individual’s journey into wellness
- f) Team frequently visits with individuals and has the flexibility around the number of times a participant is seen, based on the participants needs

Statistics January 1st - December 31st, 2016:



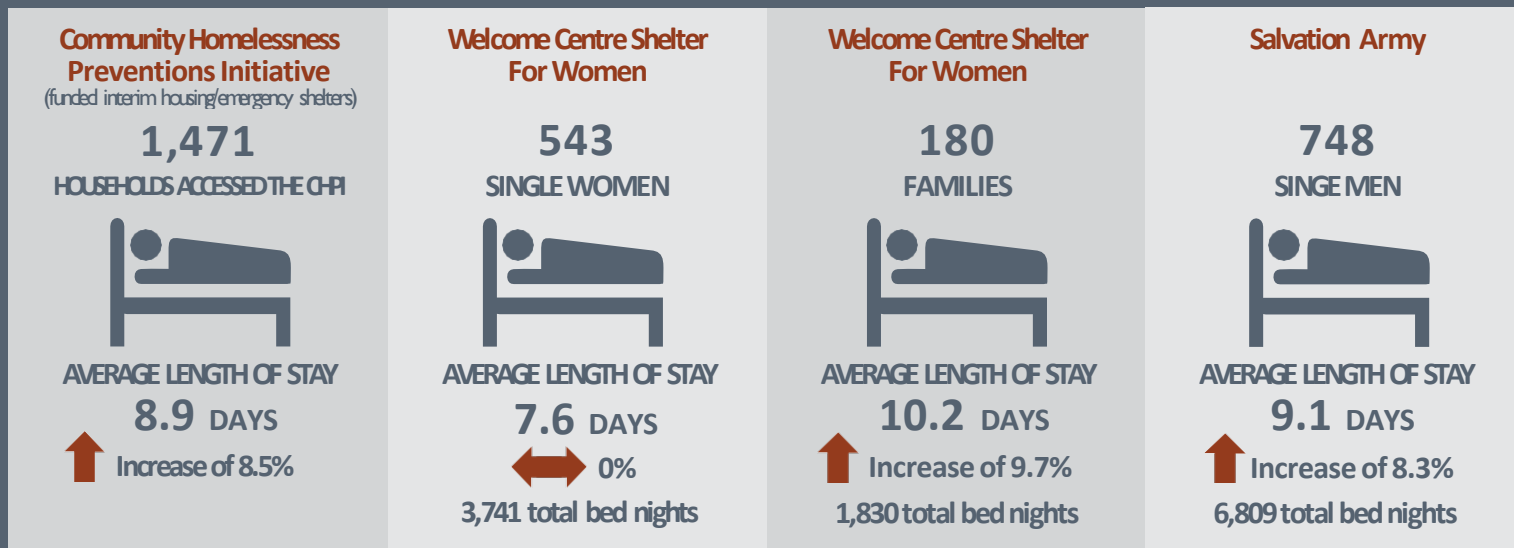
Voluntary Trusteeship Program

The Trusteeship Program was created to assist people with managing their finances. Participation in the program is completely voluntary and at no charge to participants.



Goal #3: INTERIM HOUSING (formerly The Emergency Shelter Program)

Have temporary housing, meant to bridge the gap between homelessness and permanent housing, available where appropriate and where needed.

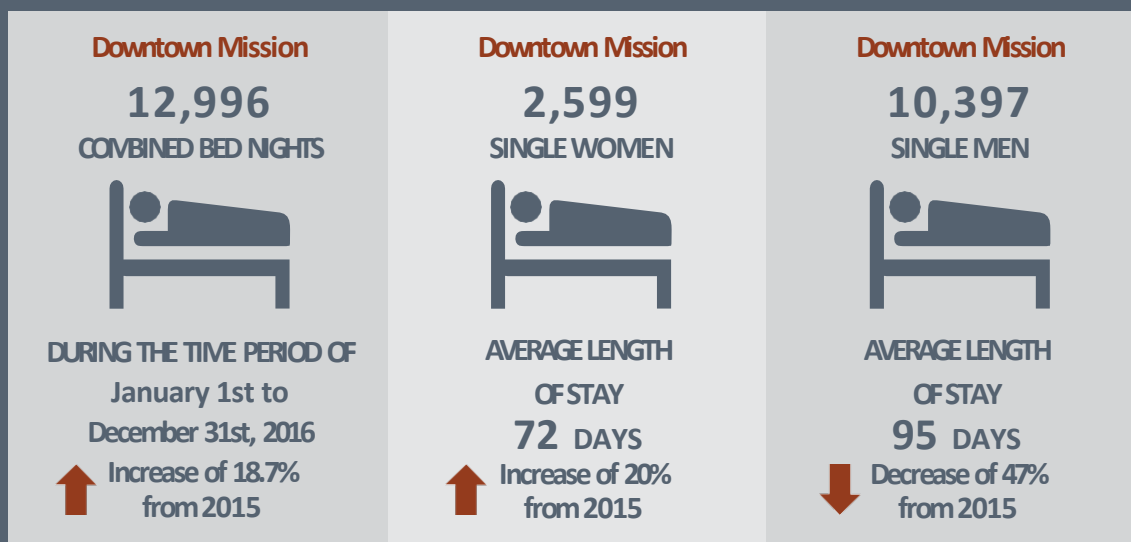


Strategies:

Increase use of shelter diversion to ensure interim housing policies are not supporting housing instability and inappropriate housing choices.

DOWNTOWN MISSION:

It is recognized that although the Downtown Mission is not funded through the Community Homelessness Prevention Initiative (CHPI) they are an important part of the homelessness service system. We are providing these numbers to the community to depict a comprehensive picture of homelessness in Windsor Essex.



**The above data has been obtained from and used with the permission of the Downtown Mission.

Goal #4: HOUSING LINKED WITH SUPPORTS

Have housing linked with a comprehensive and coordinated package of services and programs to assist a wide range of individuals with support needs in maintaining their housing.

The City of Windsor	County of Essex
350	223
AVERAGE NUMBER OF	AVERAGE NUMBER OF
INDIVIDUALS SUBSIDIZED IN HOUSING WITH SUPPORTS	INDIVIDUALS SUBSIDIZED IN HOUSING WITH SUPPORTS

There are currently 12 subsidized Housing with Support Homes in The City of Windsor and 12 subsidized Housing with Support Homes in the County of Essex.

In 2016 the LHIN funded a Nurse Practitioner in collaboration with psychiatry to support persons in 2 Housing with Supports Homes. The Nurse Practitioner will enhance the supports currently provided in these homes with the goal of improving health outcomes for the residents. Plans are underway to expand this support to other homes in 2017.

Goal #5: RENTAL HOUSING

Have a full range of rental housing that offers safe, accessible and quality accommodations.

Strategies:

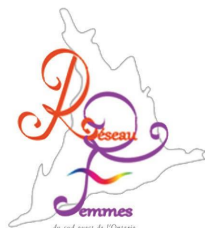
- An additional 31 affordable rental housing units created through the Social Infrastructure Fund – Rental Housing Component. This project will include energy efficient components and universal design, for a total of 64 affordable rental units created since 2014.



Survivors of Domestic Violence Portable Housing Benefit Pilot Program (SDV-PHB)

The SDV-PHB is a **TWO-YEAR PILOT PROGRAM** that will assist survivors of domestic violence who have been approved under the SPECIAL PRIORITY POLICY (SPP) access safe and affordable housing. The SDV-PHB provides survivors of domestic violence with the option to receive a portable housing benefit so they can immediately find housing of choice in their community.

The Housing Services Department responded to an Expression of Interest issued by the Ministry of Housing to deliver the Survivors of Domestic Violence – Portable Housing Benefit Pilot Program in collaboration with Hiatus House, Réseau-femmes du sud-ouest de l'Ontario and the Central Housing Registry of Windsor Essex County.



THE GOALS of the Windsor Essex SDV-PHB Pilot Program Delivery model are to:

- ➡ A. **INCREASE SUPPORT** for those experiencing domestic violence to obtain and retain housing
- ⬇ B. **DECREASE WAIT TIMES** for housing assistance for SPP households and other households on the chronological wait list for social housing
- ↔ C. **EXPAND HOUSING** choice for SPP households
- ✓ D. **EVALUATE** the household's experience and range of benefit options with respect to the delivery of a portable housing benefit
- ☰ E. **ALIGN WITH ONTARIO'S ACTION PLAN** to end sexual violence and harassment.

HOUSING SERVICES was successful and was **AWARDED** an allocation under the SDV-PHB which could assist up to 30 qualifying households.

As of December 31, 2016:



10 HOUSEHOLDS were in receipt of the SDV-PHB

In February 2016, the Minister of Environment and Climate Change announced **TWO NEW PILOT PROGRAMS** from the provincial government's Green Investment Fund.

SOCIAL HOUSING ELECTRICAL EFFICIENCY PROGRAM (SHEEP) assists with certain electrical efficiency retrofits for single family social housing dwellings; a pilot program aimed to improve electric efficiency in social housing residential units that are single detached, semi-detached and/or duplexes/stacked townhouses where the tenants pay their own utilities.

SOCIAL HOUSING APARTMENT RETROFIT PROGRAM (SHARP) reduce greenhouse gas emissions through retrofits of large social housing high-rise apartment buildings of **150 OR MORE UNITS**.

Climate Change Action Plan

Energy Retrofits
for Social Housing,
Private Residential
Apartment Buildings



To participate in the pilot programs, Service Managers were required to submit a Business Case to the Ministry of Housing. Housing Services submitted proposals under both the SHARP & SHEEP programs.

TWO HOUSING PROVIDERS received an allocation to complete energy efficient initiatives to:

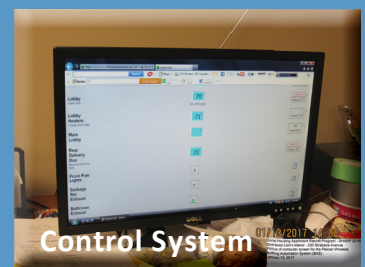
5 SOCIAL HOUSING BUILDINGS BUILT IN THE 1970'S.

Range from having...

151 to 400 units

Summary of Type of Windsor Essex SHARP Work:

- Replace original 1973 single pane aluminium windows with energy efficient windows
- Install Heat Control Management Systems – automated computerized management of lighting & heating supply
- Interior Lobby insulation
- Lighting Retrofits throughout building (LEDs)
- Replace make-up air units with high efficiency units
- Replace domestic hot water boilers with high efficiency boilers
- Replace Elevator Room AC with heat pump equipped with thermostat



PRE & POST ENERGY AUDITS ARE COMPLETED TO MEASURE RESULTS

Additional Information and follow up will be presented in the 2017 Annual Report

Social Housing Improvement Program (SHIP)

The 2016 Social Infrastructure Fund (SIF) included the Social Housing Improvement Program (SHIP). The objective of the program is to assist in the capital repair and retrofit of existing social housing.



29 HOUSING PROVIDERS received an allocation of SHIP funds

SHIP funds address urgent capital needs, improve energy efficiency & reduce greenhouse gas emissions.

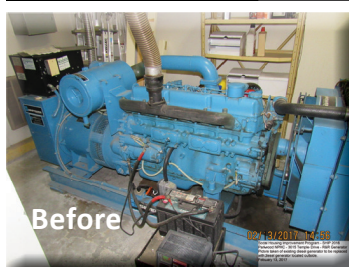
Summary of SHIP Work:

- Elevator Modernization
- Balcony Restoration
- Bathroom Restoration
- Common Area Painting
- Exterior / Interior Lighting Retrofit
- Remove and Replace Windows with energy efficient windows
- Replace Obsolete Roofs



Summary of SHIP Work continued:

- Kitchen Restoration



Goal #6: OWNERSHIP HOUSING

Have a full range of ownership housing that offers safe, accessible and quality accommodations.

Strategies:

25

Homeownership Downpayment Assistance (16 City/9 County)

1

Homeownership Downpayment Assistance – Habitat for Humanity Home (County)

28

Ontario Renovates – Homeowners (22 City / 6 County)

9

Ontario Renovates – Multi Residential Fire Sprinkler System Loan Program (4 City / 5 County)

Goal #7: MONITORING, REPORTING AND EVALUATION

Under the leadership of the Housing Advisory Committee, measure and report on progress, evaluate success and invest in continuous improvement of the housing and homelessness system.

Strategies:

- Report to the Housing Advisory Committee (HAC) quarterly on the progress and outcomes of the 10 Year Housing and Homelessness Plan and affiliated programs
- The City of Windsor 2016 Point in Time Count & 20,000 Homes Campaign Registry Week



As part of our commitment to the National Alliance to End Homelessness' 20,000 Homes Campaign and the local goal to end homelessness, The City of Windsor in partnership with the Homeless Coalition of Windsor Essex County, coordinated the **1st LOCAL POINT IN TIME** and Registry Week initiative on...

Windsor Essex Point in Time Count and 20,000 Homes Campaign **REGISTRY WEEK**

April 19 & 20, 2016

What is a Point in Time (PiT) Count?



It is a **STREET COUNT** of **HOMELESSNESS** at any "point in time" on a specific day within a community



It is a **NON-IDENTIFYING CENSUS** to gather demographic information (such as age, gender, veteran and Indigenous status)



What is the 20,000 Homes Registry Campaign?



A **NATIONAL MOVEMENT OF COMMUNITIES**, mobilizing together to house 20,000 of Canada's most vulnerable persons by July 1, 2018



Over **16 ORGANIZATIONS** participated in **SURVEYING** persons accessing services

Mapping

17

HIGH DENSITY AREAS were identified, assuming the teams would encounter 3-4+ persons experiencing homelessness.

7

MEDIUM DENSITY areas were identified, assuming the teams would encounter 2-3 persons experiencing homelessness.

7

LOW AREAS were identified, assuming the teams would encounter 1 or less persons experiencing homelessness.

Why Did We Participate Locally?

- **GATHER VALUABLE DATA** on homelessness within our community
- **ESTABLISH THE COMPLEXITY** of homelessness
- **ASSIST IN UNDERSTANDING** the depth of needs and services required for persons experiencing homelessness
- **INFORM LOCAL POLICY** and service delivery planning
- **INCREASE PUBLIC AWARENESS** on issues of homelessness

The street count involved dividing the region into a grid of areas that are appropriately sized for a survey team to cover in its entirety during a 3-4 hour walk. The advantage of this approach is that it ensures 100% of the region is included in the survey. The City of Windsor along with the Homeless Coalition worked with a sub-committee of community partners and front line staff within the homelessness service system to identify and map areas in the City and County by density levels.

Volunteers



OVER 240 VOLUNTEERS throughout Windsor Essex participated during the street count

Results

1,340 PERSONS



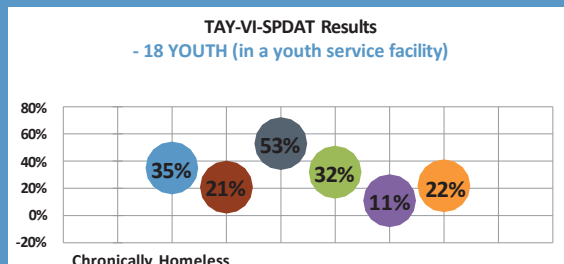
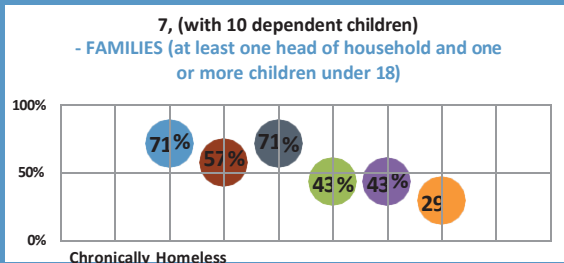
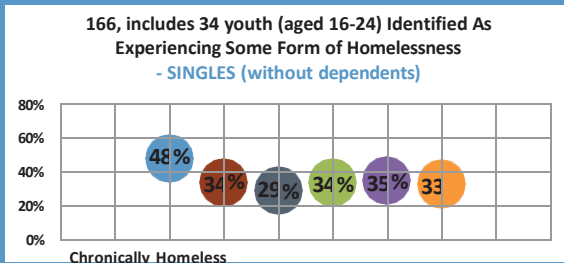
Encountered during initiative were "screened out" as they had a permanent residence at the time of the count

201 PERSONS



Identified as experiencing some form of homelessness

PERCENTAGE OF HOMELESSNESS:



- Chronically Homeless
- Episodically Homeless
- Aboriginal Homeless
- Reporting a Mental Health Condition
- Reporting a Chronic Health Condition
- Attacked or Victims of Violence Since Becoming Homeless

AVERAGE LENGTH OF HOMELESSNESS, IN THE LAST 12 MONTHS FOR:



SINGLES 5.5mths



FAMILIES 8.1mths



YOUTH 5.2mths

Chronic Homelessness

Chronic Homelessness is defined as individuals and families that are currently experiencing homelessness and have experienced 6 or more consecutive months of homelessness in the past year.

Episodic Homelessness

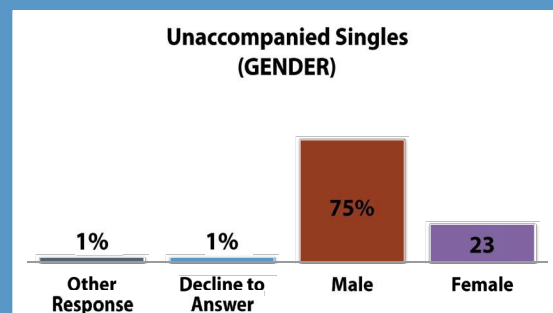
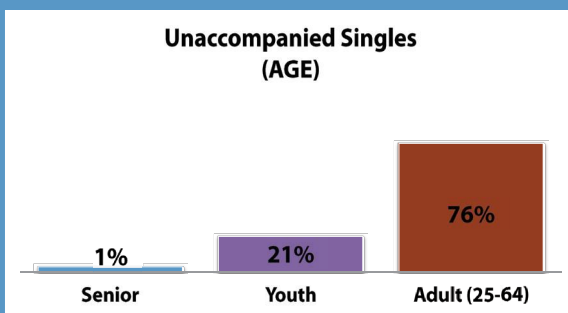
Episodic Homelessness is defined as individuals and families that are currently experiencing homelessness and have experienced 3 or more episodes of homelessness in the past year. 35% of respondents indicated they had 3 or more episodes of homelessness in the past year.

Indigenous

Approximately 2% of the population in Windsor Essex is Indigenous (2011 Census), 29% of persons experiencing homelessness and 36% of those experiencing chronic homelessness.

History of Housing and Homelessness

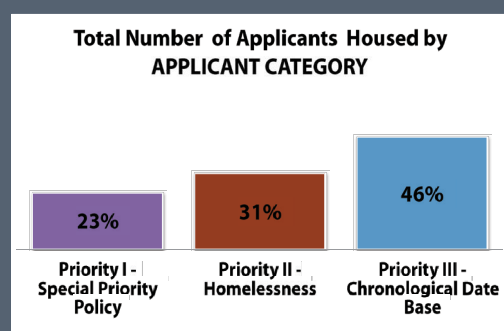
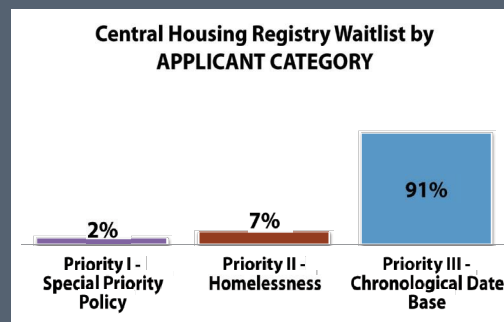
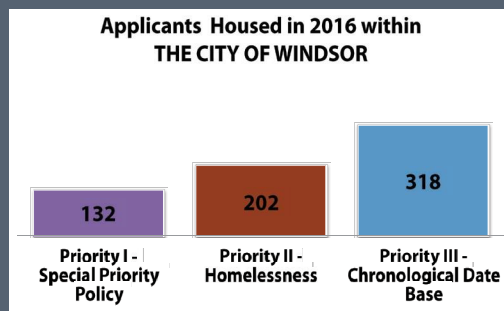
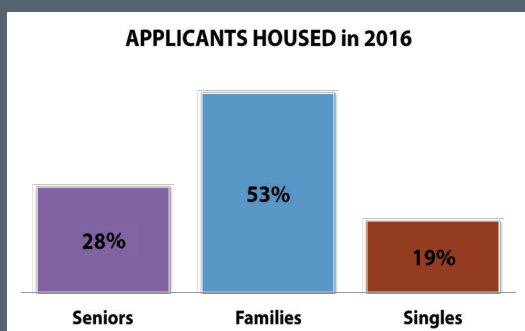
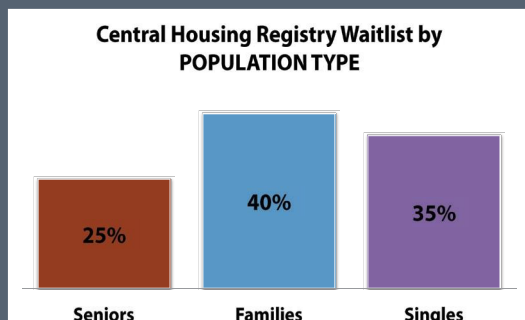
- 34% sleep most frequently in an emergency shelter
- 3% sleep outdoors
- 9% sleep in other locations (motel, hospital, jail, etc)
- 37% are couch surfing
- 8% are in transitional housing
- 6% don't know or declined to answer



CENTRAL HOUSING REGISTRY WAITLIST:

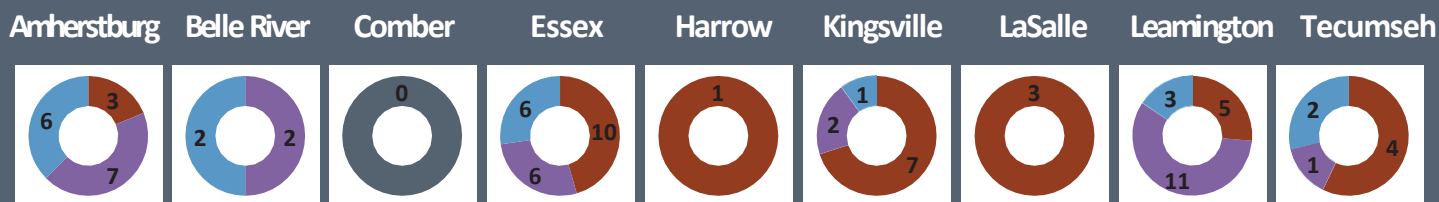
3,418

Total number of eligible applicants on the Central Housing Registry waitlist for social and affordable housing as of December 31, 2016.



APPLICANTS HOUSED IN 2016 by Applicant Category and County Municipality

Special Priority Policy Priority II Chronological



734 Total number of applicants housed as of December 31, 2016.

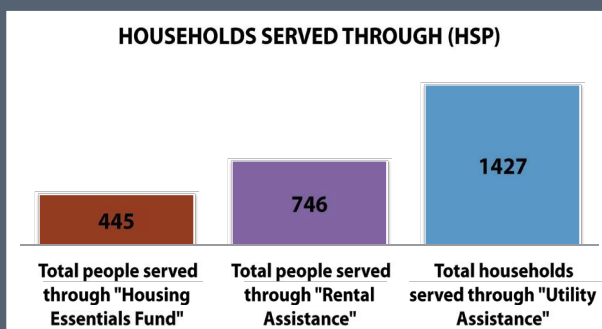
19% ↑ Increase from 2015.

HOUSING STABILITY PLAN (HSP):

The Housing Stability Plan assists qualifying households to obtain and retain housing with the following:

2,618 Total households served through HSP funded programs in 2016.

18% ↑ Increase from 2015.



INVESTMENT IN AFFORDABLE HOUSING (IAH):

The Federal and Provincial governments partnered to fund the Investment in Affordable Housing Program. The five components of the (IAH) Program are as follows:



RENTAL HOUSING

A capital component intended to provide affordable rental housing units.



ONTARIO RENOVATES

A component to assist eligible homeowners and landlords with renovation & rehabilitation projects.



HOMEOWNERSHIP

A downpayment assistance component intended to assist eligible households to purchase a home.



RENT SUPPLEMENT / HOUSING ALLOWANCE

A program component intended to provide a monthly amount to reduce market rent for eligible households.

THE CITY OF WINDSOR has made investments in the following areas during 2016:



25 Homeownership Downpayment Assistance - (16 City / 9 County)



RENTAL HOUSING COMPONENT
31 Units



1 Homeownership Downpayment Assistance - 1 Habitat for Humanity Home (County)



2016 Fire Sprinkler System Loan Program
Total homes with supports funded:
9 (4 City / 5 County)



28 Ontario Renovates - Homeowners
(22 City / 6 County)



40 HOUSING ALLOWANCES ALLOCATED



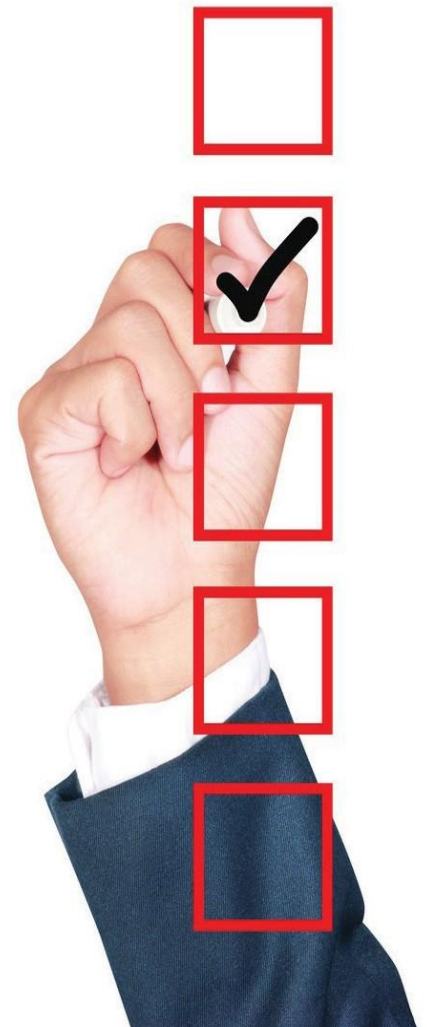
HOMELESSNESS PARTNERING STRATEGY (HPS):

- Obtained funding to plan and implement a coordinated “Point in Time Count”
- Received Federal enhancement through the Social Infrastructure Fund which allowed the addition of 2.5 Housing Response Workers and a By-Names List Coordinator for Windsor Essex Housing Connections
- HPS Community Plan Update 2016 - 2017 was completed in partnership with the Community Advisory Board to reflect funding commitments through the Homeless Partnering Strategy and current profile of homelessness services and supports offered throughout Windsor Essex



Looking ahead. coming in 2017

- Application for Funding to Employment and Social Development Canada for the 2018 Point in Time Count
- Regeneration Study of Windsor Essex Community Housing Corporation social housing stock
- Update the Homelessness Partnering Strategy Community Plan
- Planning and Implementation of the By-Names Prioritized List for triaging appropriate services and supports for persons experiencing homelessness in Windsor Essex
- Participating community to end chronic homelessness in the Community Solutions Built for Zero Collaborative
- Planning for the creation of a Youth Housing First Framework for Windsor Essex
- Enhancing linkages to the Healthcare and mental health sector with the Housing with Supports Program
- Continuation of IAH(E) Programming
- Support for the Implementation of the new Strategic Plan for the Homeless Coalition Windsor-Essex
- Planning for the Supportive Housing Framework



Thank You

We would like to thank our community partners, housing and homelessness stakeholders and program participants for joining us on this journey as we explore opportunities to enhance the lives of the residents of Windsor Essex County. As we have seen throughout this report the investments made have had a positive impact and we will continue to strive for and are committed to reaching the community's goal that "...everyone has a safe, affordable, accessible and quality home..."

"In the past year we have learned there is no substitute for a door that locks, a warm bed, a comfortable chair, a place to call home."
Community Solutions



