



# 2017

## Windsor Essex

### Annual Report

TO THE COMMUNITY ON  
THE 10 YEAR HOUSING  
& HOMELESSNESS PLAN





Housing Services Staff

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

**2017** was a year that focused on systems and continuous improvement in Windsor Essex. This included the planning for a By-Names Prioritization List, planning for the implementation of the Homeless Individuals and Families Information System (HIFIS 4.0) and also included capital investments in social and affordable housing through Rental Housing and the continuation of the Social Housing Improvement Program (SHIP).

#### 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 & Homelessness Plan requires 63 strategies be implemented by December 31, 2024. The implementation plan required 35 of 63 strategies to be implemented by December 31, 2017.

We are pleased to report that **WE HAVE EXCEEDED** the original target and **40 strategies** were completed, enhanced or were in process by **December 31, 2017**.



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
- Housing Services staff participated at the Hotel Dieu Grace Healthcare Mental Health Roundtable
- Monthly discussions with the Mental Health Lead at the Erie St. Clair Local Health Integration Network (LHIN)
- Effective referral and follow-up process among housing and service providers that is linked to a common intake and assessment process
- An electronic and common referral process has been established for the Housing Stability Fund allowing Ontario Works and Ontario Disability Support Program caseworkers to quickly and efficiently submit an application for rent assistance or housing essentials fund.
- Housing Services and Housing Support Services staff participate on the steering and working group for the Windsor Police Services Situation Table. Currently 27+ agencies are working collaboratively to meet the tables mission which states:

*"The Situation Table will use a collaborative, risk driven holistic approach to community safety and well-being that is guided by evidence and focused on outcomes in order to affect positive changes in people's lives."*  
(Windsor Essex Situation Table Progress Report)

In April 2017, The City of Windsor, Family Services Windsor- Essex, Housing Information Services, Homeless Coalition of Windsor Essex County and Can Am Indian Friendship Centre participated as the local team in the Built for Zero Collaborative. The Collaborative was a joint effort between Community Solutions and the Canadian Alliance to End Homelessness and is focused on ending chronic and veteran homelessness.



The 8 participating Canadian Communities (Photo credit: Canadian Alliance to End Homelessness, 2017)



In 2015, The City of Windsor began participating in the Canadian Alliance to End Homelessness'

### 20,000 HOMES CAMPAIGN

The 20,000 Homes Campaign is a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada's most vulnerable homeless people by July 1, 2020.

# Built For Zero.

COMMUNITY SOLUTIONS



## The Built for Zero Collaborative

Uses a systems improvement approach to ending chronic homelessness which is based in evidence and best practice. As a result, communities across the United States have seen significant decreases and/or have ended chronic / veteran homelessness in their communities.

From the period of April – December 2017 the local group has successfully completed the following:

- Creation of coordinated outreach coverage through the development of the Windsor Essex Community Outreach Table (COT) – as of December 31, 2017.

### 5+ agencies are currently participating in COT

- Planning and development of a By-Names Prioritized List which is a living tracking tool, with a single entry point, maintained by The City of Windsor. The By-Names Prioritized List is used by the community to access supports and services provided by a variety of community stakeholders in order to effectively respond to people experiencing homelessness in Windsor and Essex County.
- Creating / delivering training regarding use of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) which is the common assessment tool selected by the community.

### 4 agencies; 26 people trained in the VI-SPDAT

- Creating / delivering training for By-Names Prioritized List Processes.

### 8 agencies; 31 people trained in BNPL processes

- 4 community presentations to increase understanding, awareness and communication regarding participation in the Collaborative and What is a By-Names List, to 30+ agencies.

Communities need a rigorous approach to collaborative problem solving.

## Key Milestones Toward Sustainable ZERO!

### Identify People - Take Action – House the Most Vulnerable



Building a By-Name List and Reporting Housing Move-Ins

System Understanding, Improvement, Functional Zero

## By-Names Prioritized List (BNPL)

The Windsor Essex By-Names Prioritized List, is Windsor Essex’s centralized list to prioritize supports and services for people experiencing chronic homelessness, episodic homelessness and/or have high acuity. This is a community-wide shift to implement a coordinated access system within Windsor Essex. Coordinated Access is a single, standardized process to access supports and services, using a common assessment tool for people experiencing homelessness. With improved coordination and efficient intake practices, people experiencing homelessness will be able to access appropriate supports and services more quickly.

From April – December 2017, the local team has worked to plan, create and implement the processes required to achieve a quality By-Names Prioritized List. It is anticipated that the By-Names List will launch in the first quarter of 2018 and will have quality, reliable data by June 2018.

In April 2017, the local team’s AIM statement was to:

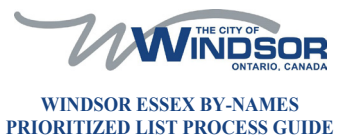
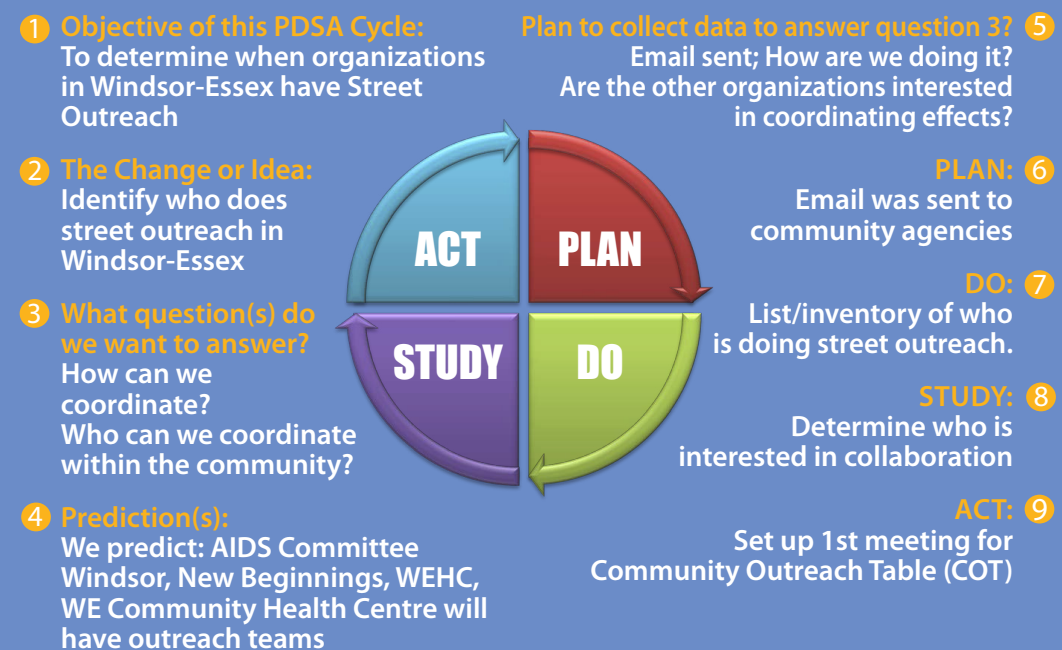
Launch a coordinated entry system by coordinating outreach, maximizing provider participation, and tracking new persons with unique identifiers by August 31, 2017. We will move our By-Names List score from our score of 3/11 to an 8/11.

In September 2017, the local team’s AIM statement was updated to:

Achieve a quality By-Names List by engaging shelters, health and corrections in order to maximize provider participation by January 2018. Will also work with OrgCode to develop coding to track chronic and episodic status within the BNL.

Along the way, challenges presented themselves for the local team to fully complete and meet the objectives of the 2nd AIM statement. The local team continues to work diligently towards creating a quality By-Names List while continuing to test theories and predictions through Plan, Do, Study, Act (PDSA) cycles.

### PLAN, DO, STUDY, ACT CYCLE (PDSA)

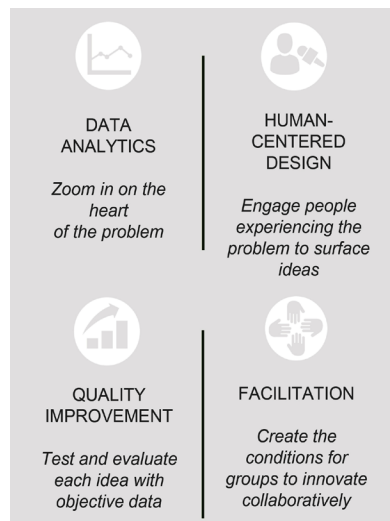


We have moved from building the foundation, to action; moving people in housing.

Launch a coordinated outreach system by:

1. Coordinating outreach;
2. Maximizing provider participation; and
3. Tracking new persons by unique identifiers through the Windsor-Essex BNPL by August 31, 2017.

Complex social problems can't be solved by a single actor.





## 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:

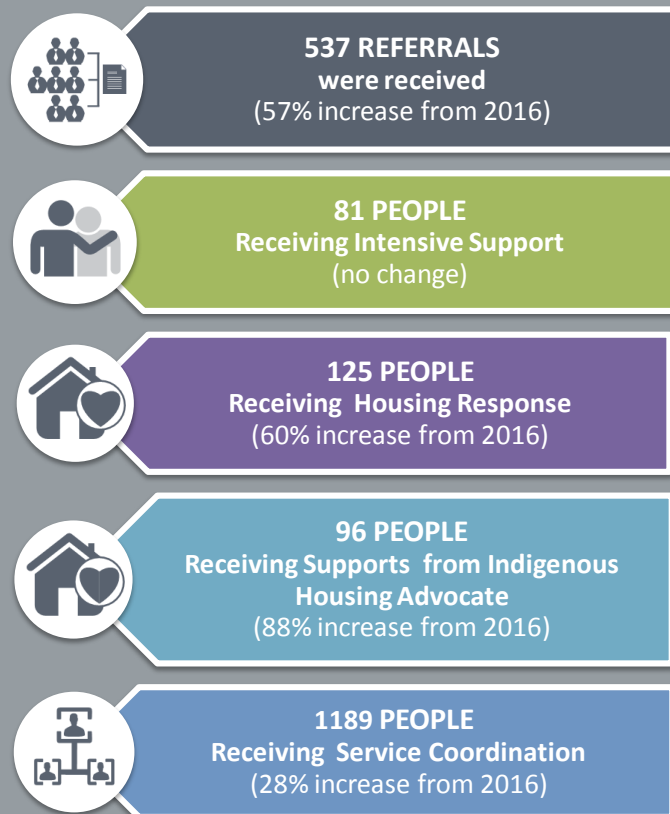
- Staffing and support enhancements made to the Housing First intensive support initiative, Windsor Essex Housing Connections (WEHC) for individuals experiencing chronic homelessness and/or who have the highest needs.

### Windsor-Essex Housing Connections; a Housing First Program

### Statistics January 1st - December 31st, 2017

Support was enhanced in 2017 due to an increase in staff.

**175 people housed**  
(since July 2015)

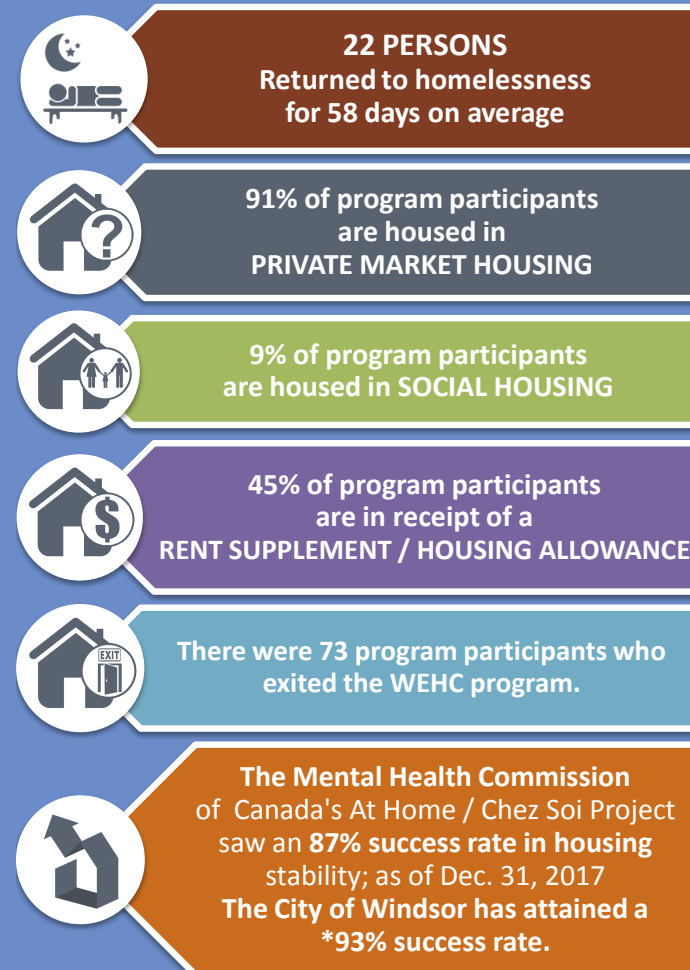


\*These numbers above reflect aggregate active and closed files

**Intensive Support** is for individuals and families who have experienced chronic homelessness and severe/persistent mental health and/or substance misuse.

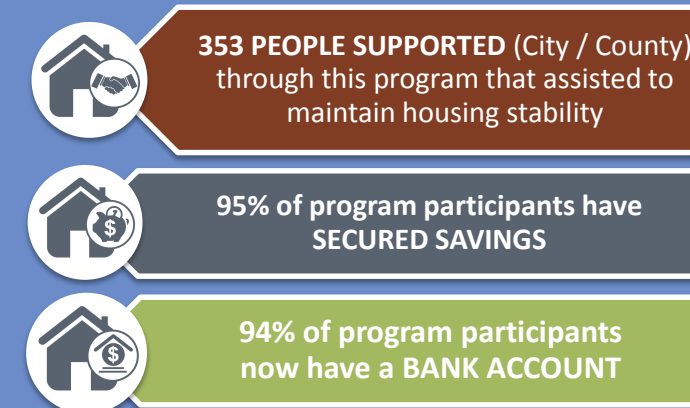
**Housing Response** is for individuals and families who are experiencing homelessness and face additional barriers to stabilizing their housing including mental health, substance misuse and physical disabilities

**Service Coordination** is a service provided to individuals and families looking for information and resources on housing access and stability, usually due to struggles with poverty, family changes, recent job loss, or aging at home



### 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.



### HOUSING ADVOCATE



**TWO** program participants graduated from the program

\*The 93% success rate reflects those on service and housed in 2017

**353 people supported**  
(25% decrease from 2016)

Works to provide seamless, person centred housing supports and services to residents.



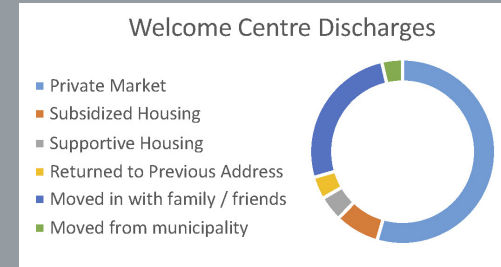
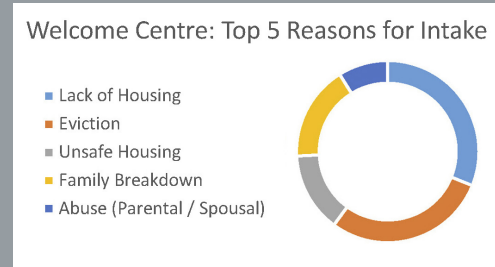
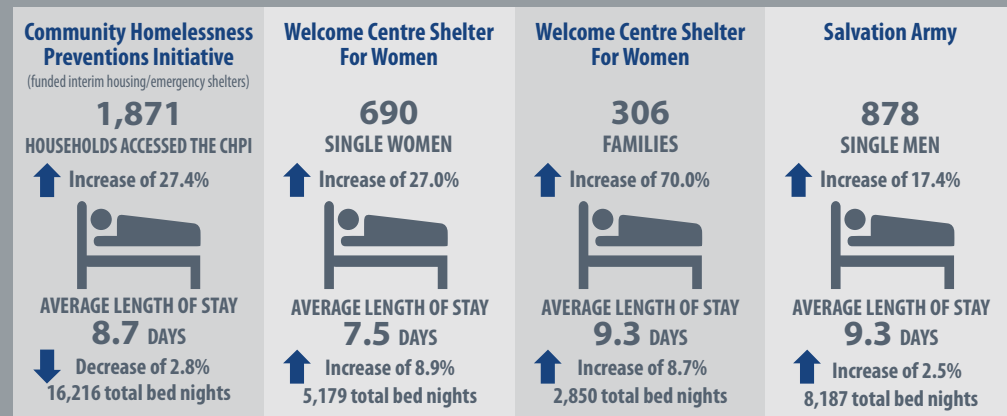
## Goal #3: INTERIM HOUSING

(formerly The Emergency Shelter Program)

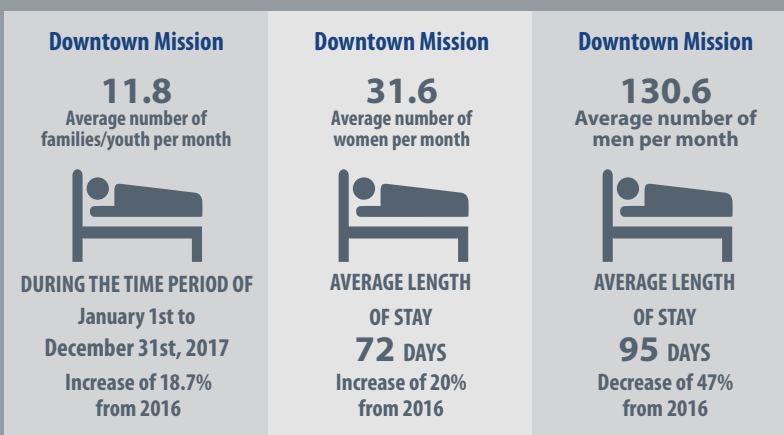
Have temporary housing, meant to bridge the gap between homelessness and permanent housing, available where appropriate and where needed.

### Strategy:

- Increase use of shelter diversion to ensure interim housing policies are supporting housing stability and appropriate housing choices.



### Downtown Mission



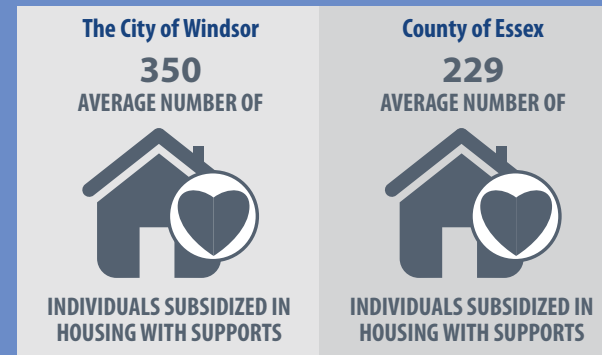
\*\*The above data has been obtained from and used with the permission of the Downtown Mission.

**In 2017 the Downtown Mission opened their 103 bed shelter for men, women, youth and families.**

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 provide a comprehensive picture of homelessness in Windsor Essex.

## 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 supports in maintaining their housing.



There are currently 10 subsidized Housing with Supports Homes in The City of Windsor and 12 subsidized Housing with Supports Homes in The County of Essex

## Goal #5: RENTAL HOUSING

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

### Strategies:

- The 2017 Rental Housing Component Request for Proposal was released in April 2017 with a total available funding amount of approximately \$3.8M.
- The projects will be required to maintain rents in the building at 80% of the CMHC average or alternate average market rents each year for a minimum of twenty years.
- Capital investments continue to benefit the community and increase the supply of quality affordable rental housing for low to moderate income households.



Prince Albert, Phase 1 - Kingsville, ON



**Introduction of physiotherapy as a service enhancement**

These investments of an additional **77 units** will increase the number of affordable and accessible rental units in Windsor Essex for a total of 141 affordable rental units created since 2014.

## Five new affordable rental housing projects funded in 2017 under the Social Infrastructure Fund and the Investment in Affordable Housing Program

### Jefferson Property Group

This project is an acquisition and rehabilitation of a two-storey 11 unit building located in Windsor. Units consist of 3 one and two-bedroom accessible units for persons with disabilities, 2 one and two-bedroom seniors units, and 6 one and two-bedroom low income units. The build includes energy efficient components such as Energy Star appliances, and a more efficient heating system.

### IRIS Residential Inns and Services

This project is an acquisition and rehabilitation of a two storey 55 unit building located in Windsor. Units consist of congregate style one-bedroom supportive housing units for persons with disabilities. The renovation includes energy efficient components with upgrades to heating, cooling, water, and lighting.

### Community Living Windsor

This project is a one storey new construction fully accessible ranch style build with 4 congregate style one-bedroom supportive housing units located in Windsor.

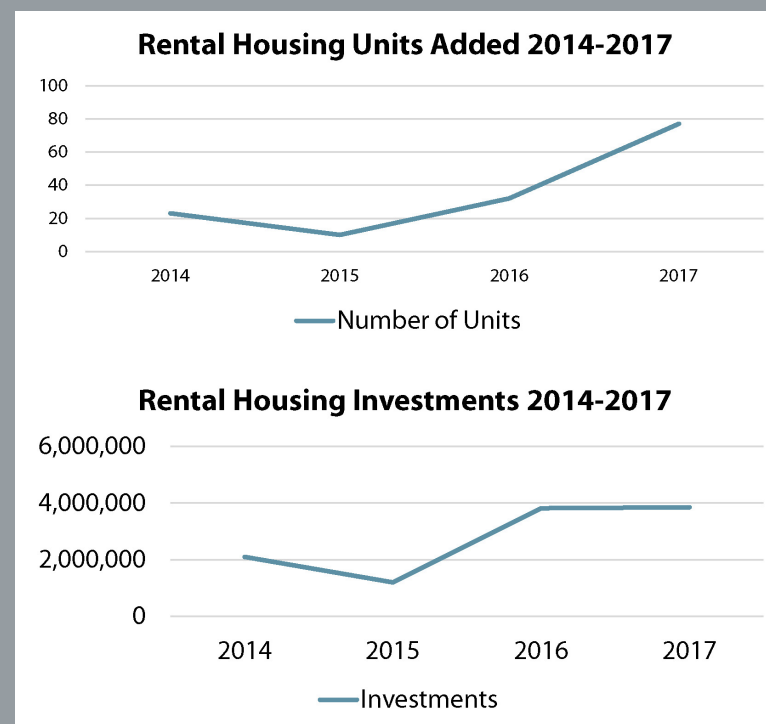
### 1741110 Ontario Inc.

This project is a new construction townhouse style build located in Kingsville. The project consists of 4 one-bedroom units for seniors.

### Community Living Essex County

This project is a rehabilitation of a home with 3 congregate style one bedroom supportive housing units for persons with disabilities. The renovations will address accessibility issues and make the home fully accessible. The renovation will also include energy efficient components with upgrades to heating, cooling, water, lighting systems and solar photovoltaic panels installed on the roof.

## Rental Housing Units and Investments



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

The SDV-PHB is in its 2nd year of the two-year pilot program that is aimed to assist survivors of domestic violence who have been approved under the Special Priority Policy (SPP) the ability to 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 their choice in their community.

The Survivors of Domestic Violence – Portable Housing Benefit Pilot Program is delivered 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:

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

## Social Housing Apartment Retrofit Program (SHARP)

### Strategy:

- Monitor social housing portfolio and pursue funding for energy efficiency and repair

In February 2016, the Minister of Environment and Climate Change released the pilot programs from the provincial government's Green Investment Fund. The City of Windsor received funding under the Social Housing Apartment Retrofit Program.

**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.

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

### 5 SOCIAL HOUSING BUILDINGS BUILT IN THE 1970's.

The buildings range from having...

151 to 400 units



**As of Dec. 31, 2017  
40 Households  
were supported.  
34 Households  
remained in  
receipt of the  
SDV-PHB at  
Dec.31, 2017.**

**Average Subsidy  
\$357.73 per month, per  
household.**

### Climate Change Action Plan

Energy Retrofits  
for Social Housing,  
Private Residential  
Apartment Buildings





## 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 2018 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.



**67%** Of PROJECT WORK was completed, as of December 31, 2017

**53%** Of FUNDS were issued, as of December 31, 2017

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

## Summary of SHIP Work:

- Elevator Modernization
- Balcony Restoration
- Kitchen and Bathroom Restoration
- Common Area Painting
- Exterior / Interior Lighting Retrofit
- Replace Emergency Generator
- Remove and Replace Windows with Energy Efficient Windows
- Replace Obsolete Roofs



## Goal #6: OWNERSHIP HOUSING

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

**Strategies:** **18** Homeownership Downpayment Assistance Program (13 City / 5 County)

### Homeowner Testimony:

*"I am loving my new house ... your professionalism, hard work and dedication is what helped get the deal done in time, especially in a hot housing market where deadlines and closing dates were paramount... Thank you again and your team for the help."*

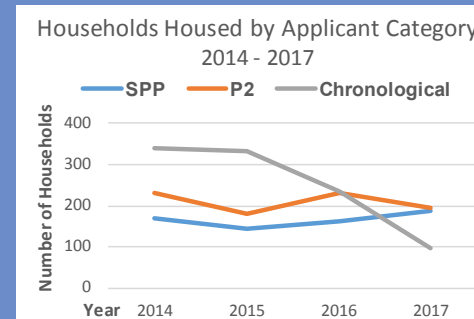
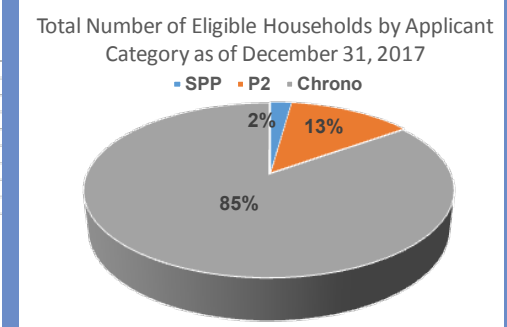
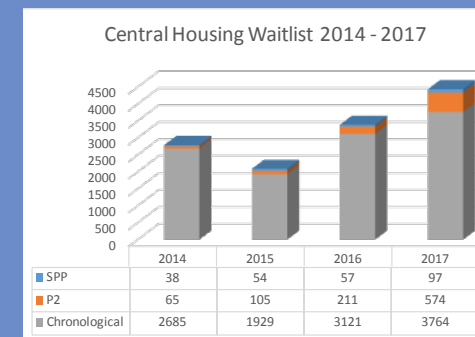
*"We are very much enjoying the new home, it is very exciting and I have this program to thank."*

**2** Ontario Renovates – Multi Residential Fire Sprinkler System Loan Program (1 City / 1 County)

**32** Ontario Renovates for Homeowners (24 City / 8 County)

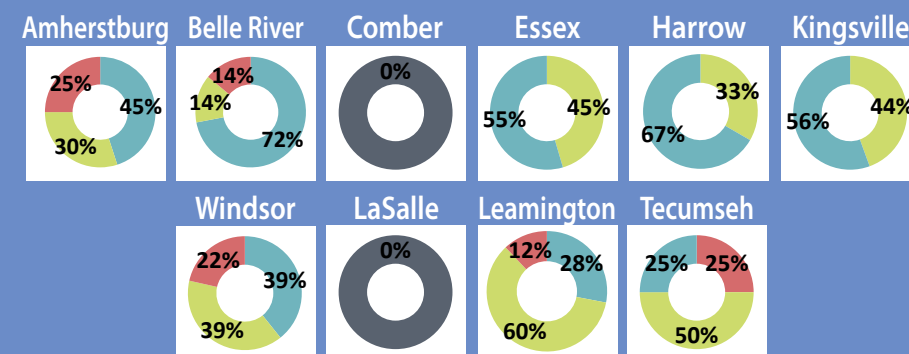
Average loan amount \$17,645.02

## CENTRAL HOUSING REGISTRY WAITLIST



## APPLICANTS HOUSED IN 2017

By Applicant Category and County Municipality



Top repairs funded under Ontario Renovates: roofs, furnace, accessibility, foundations, and electrical.

**4,435** TOTAL NUMBER OF ELIGIBLE APPLICANTS ON THE CENTRAL HOUSING REGISTRY WAITLIST FOR SOCIAL AND AFFORDABLE HOUSING AS OF DECEMBER 31, 2017.

**475** TOTAL NUMBER OF APPLICANTS HOUSED AS OF DECEMBER 31, 2017

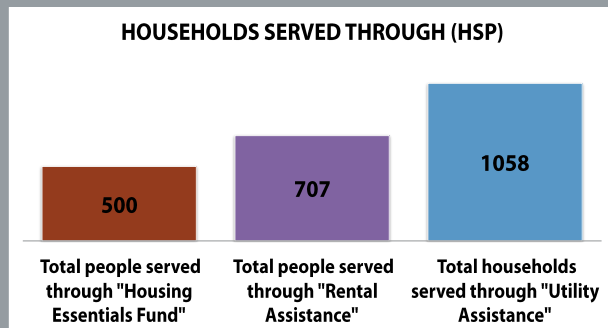
Special Priority Policy  
Priority II  
Chronological



## HOUSING STABILITY PLAN (HSP):

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

- Housing Essentials Fund
- Rental Assistance



2,265

Total households served through HSP funded programs in 2017.

13.4% ↑ Increase from 2016

**707** Of the 707 Households that received **Rent Assistance**.

**27.6%** Went from homelessness to housed.

**\$564** Average per household, Utility Assistance was provided.

**72.4%** Were able to maintain their housing.



## Investment In Affordable Housing (2014) Extension Program

## THE CITY OF WINDSOR

Has made investments in the following areas during 2017:

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

<p><b>RENTAL HOUSING</b> A capital component intended to provide affordable rental housing units.</p>	<p><b>ONTARIO RENOVATES</b> A component to assist eligible homeowners and landlords with renovation &amp; rehabilitation projects.</p>
<p><b>RENTAL HOUSING CAPITAL</b> 11 Units</p>	<p><b>32 Ontario Renovates - Homeowners</b> (24 City / 8 County)</p>
<p><b>HOMEOWNERSHIP</b> A downpayment assistance component intended to assist eligible households to purchase a home.</p>	<p><b>2 Ontario Renovates - Multi Residential Fire Sprinkler System Loan Program</b> (1 City / 1 County)</p>
<p><b>18 Homeownership Downpayment Assistance</b> (13 City / 5 County)</p>	<p><b>RENT SUPPLEMENT / HOUSING ALLOWANCE</b> A program component intended to provide a monthly amount to reduce market rent for eligible households.</p>
	<p><b>50 Rent Subsidies Allocated</b> (chronic homelessness)</p>

## 2016 Social Infrastructure Fund

<p><b>22 Rent Subsidies Allocated</b> (12 Senior / 10 Youth)</p>	<p><b>RENTAL HOUSING CAPITAL</b> 66 Units</p>
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## 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 other affiliated programs

### Other Programs and Initiatives

## HOMELESSNESS PARTNERING STRATEGY (HPS):

Application submitted in May 2017 for additional funding to support the planning and implementation of the 2018 Coordinated Point in Time Count. In December 2017, Housing Services was advised their application was successful. The 2018 Coordinated Point in Time Count will occur in April 2018.

HPS Community Plan Update 2017 – 2018 was completed in partnership with the Community Advisory Board to reflect funding commitments through the Homelessness Partnering Strategy and the current profile of homelessness services and supports offered throughout Windsor Essex.

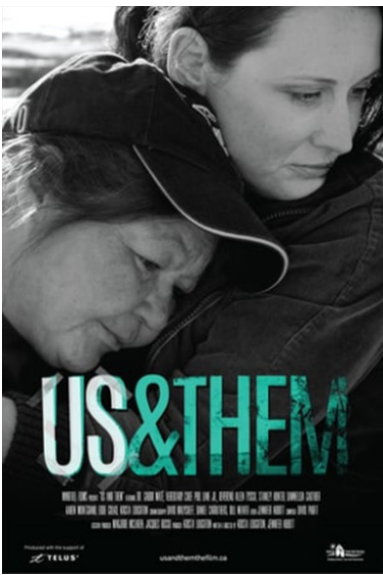
**158** The Landlord Developers were able to secure 158 units for the period April – December 2017

**34** Welcome baskets were distributed to participants in the Windsor Essex Housing Connections program. These baskets contain various household items selected by the participants.

## HOMELESS COALITION STRATEGIC PLAN

In early 2017, the Homeless Coalition of Windsor Essex County undertook a strategic plan update. The strategic plan was completed by DARE Impact Consulting and Community Consultation Resources. The plan reflects an updated mission, vision and makes recommendations regarding activities and outcomes.





## US & THEM DOCUMENTARY

In October 2017, The City of Windsor in collaboration with the Homeless Coalition of Windsor Essex County and the United Way Centraide Windsor Essex hosted a viewing of the documentary Us & Them. The documentary is described as *"Ten years in the making"* this is the *"Boyhood"* of impact documentaries. Using the First Nations Medicine Wheel, a woman sets out to help four homeless people but they end up helping her. Featuring Dr. Gabor Maté, Hereditary Chief Phil Lane Jr., and Reverend Al Tysick, this film digs deep into addiction and homelessness. *"Warning: you may never look at a homeless person the same way again."* The film's writer and director Krista Loughton was present and participated in a panel discussion at the end of the documentary with leaders from our community as well as persons with lived experience. The documentary was viewed by 80+ attendees and has resonated and left a lasting impression.

## LOOKING AHEAD ... COMING IN 2018

- 2018 Point in Time Count Homeless Enumeration April 2018
- Innovation, Evidence and Capacity Building Fund
- Regeneration Study of Windsor Essex Community Housing Corporation social housing stock initiated
- Update the Homelessness Partnering Strategy Community Plan 2018
- 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 Canadian Alliance to End Homelessness' Built for Zero Canada Collaborative
- Planning for the creation of a Youth Homelessness Framework for Windsor Essex
- Continue to expand Multi-Disciplinary Supports to support individuals and homes under the Housing with Supports Program in partnership with the health care sector organizations and the Erie St. Clair LHIN
- Planning for the Supportive Housing Framework
- Planning and delivery of the Social Housing Apartment Improvement Program (SHAIP)
- Planning and delivery of GreenON
- Request for Proposal for Rental Housing Capital
- Continuation of the delivery of Investment in Affordable Housing (2014 Extension) Programs
- Renewal of the Homelessness Partnering Strategy
- Planning for the local implementation of the National Housing Strategy

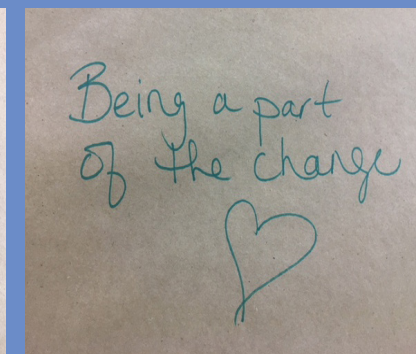
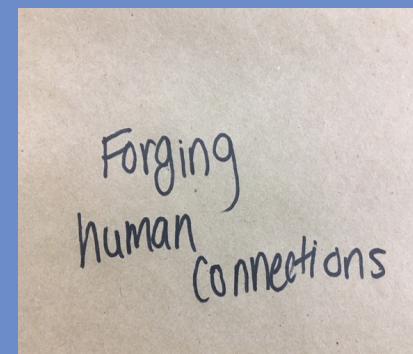
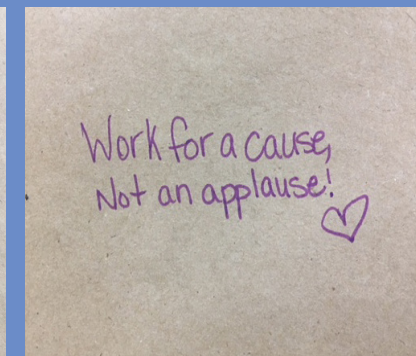
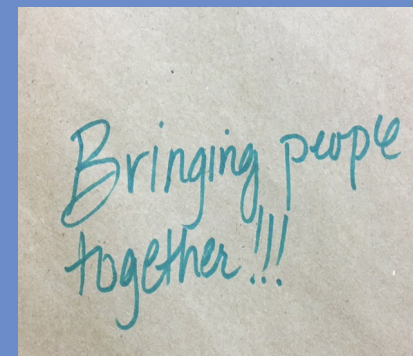


# Thank You

To those community partners, housing and homelessness stakeholders and program participants who have decided to share this journey, thank you. Thank you for sharing the responsibility of implementing these strategies while working towards an inclusive and comprehensive future where everyone has a safe, affordable, accessible and quality home where they can fully participate.



*"We live in a world in which we need to share responsibility. It's easy to say, 'It's not my child, not my community, not my world, not my problem.' Then there are those who see the need and respond. I consider those people my heroes." – Fred Rogers*





The City of Windsor is the consolidated service manager for housing and homelessness programs for the City of Windsor and County of Essex. You can contact us and learn more about our programs and services at:

**HOUSING AND CHILDREN'S SERVICES**  
400 City Hall Sq. E. PO Box 428 Station "A"  
Windsor ON N9A 6L7  
519-255-5200 ext 6240  
[www.citywindsor.ca/residents/housing](http://www.citywindsor.ca/residents/housing)

**HOUSING PROGRAMS**

- Affordable Rental Housing Capital Funding
  - Ontario Renovates
  - Home Ownership Downpayment Assistance
- 519-255-5200 ext 6240  
[sshousing@citywindsor.ca](mailto:sshousing@citywindsor.ca)

**CENTRAL HOUSING REGISTRY**

Rent-Geared-to-Income (RGI) Applications  
2470 Dougall Ave.  
519-254-6994  
[www.chrwec.com](http://www.chrwec.com)

**HOMELESSNESS SERVICES**

For information about homelessness services please visit:  
[www.citywindsor.ca/residents/housing](http://www.citywindsor.ca/residents/housing)