

HOME TOGETHER

Windsor Essex Housing & Homelessness Master Plan



2020

ANNUAL REPORT





OUR COMMUNITY'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.

GUIDING PRINCIPLES

The following guiding principles will direct our action a community, in support of the plan:



Achieving our goals is a collective responsibility that will require cross-sectoral **collaborative action** to develop system-level solutions.



We will implement **evidence-based** solutions with a focus on efficiency, cost effectiveness and continuous improvement.



Our programs, services and supports will be **people-centred** and aimed at helping people obtain and retain housing.

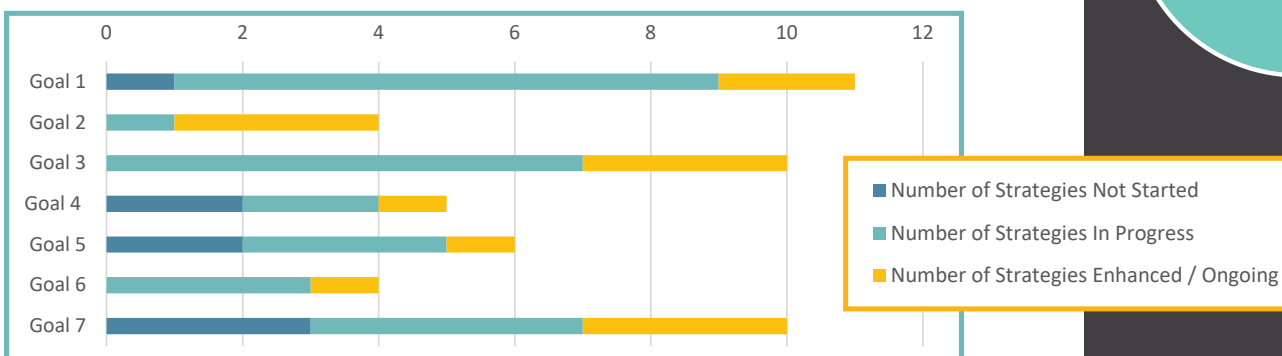


The Plan will be **responsive** to the National Housing Strategy, Ontario's Community Housing Renewal Strategy and any other future Provincial and Federal housing and homelessness strategies and initiatives.



Achieving the goals under the Plan will require **leveraging additional resources** from all level of government.

COMMUNITY PROGRESS ON THE STRATEGIES



In 2020, the COVID-19 pandemic required adjustments to many of the operations, programs and supports highlighted in the Annual Report. As our community worked tirelessly to protect the health and well-being of the vulnerable populations served, funding programs made available through upper levels of government presented **unexpected opportunities to increase partnerships and advance the strategies of the HHMP.**

HOW ARE WE DOING?

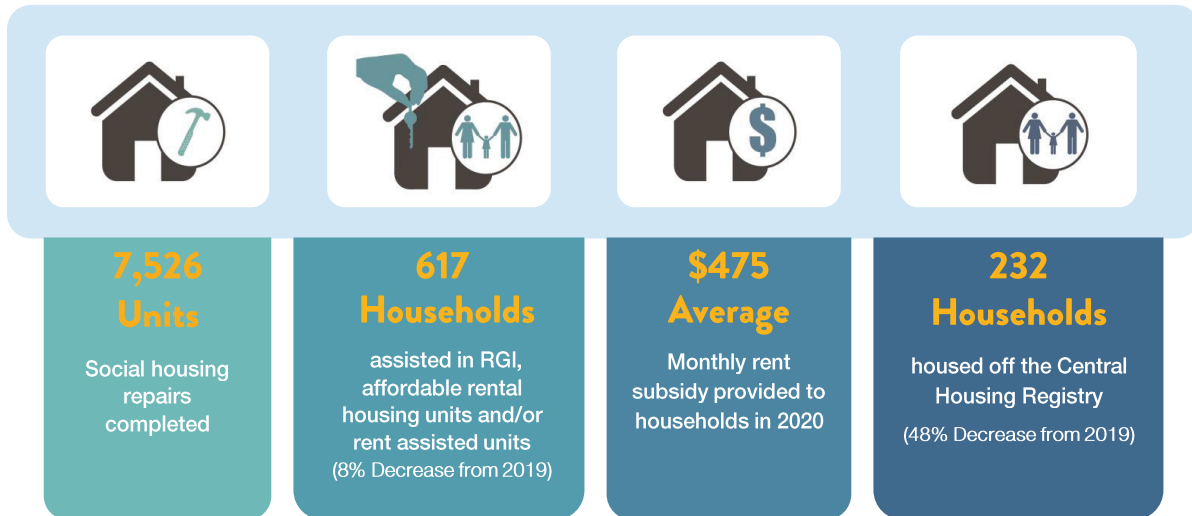
The Annual Report highlights the accomplishments achieved in 2020 under the following 7 Goals.

TOTAL STRATEGIES FOR HHMP



SUSTAIN AND EXPAND SOCIAL & AFFORDABLE HOUSING

GOAL 1



RGI SIMPLIFICATION

As a result of the Housing Services Act Regulatory Changes, the implementation of the new **Rent Geared to Income (RGI)** rules and calculations for Windsor Essex will come into effect as of July 1, 2021.



6

Number of RGI Simplification Training Sessions held.



52

Number of participants attended RGI Simplification Training.



Social Housing Business Process & Asset Management Review

Pretium Engineering Inc. was awarded the consultant contract for the Social Housing Business Process and Asset Management Review.

Operational and Building Capacity Assessments are underway for 32 Social Housing Providers.

Recommendations from the review will inform the Program Planning for the Province of Ontario's Community Housing Renewal Strategy Phase II (2022-2025) funding projects.

Additional Dwelling Units-Second Residential Rental Unit Program

The **Second Residential Rental Unit Program** was approved by City Council on May 4, 2020.

The program is intended to:

- Increase the supply of affordable housing.
- Create new second residential unit(s) in existing single family homes.
- Repair/rehabilitate existing second residential unit(s) to make it a legal unit or to make it an accessible unit.

GOAL 2

SUSTAIN AND EXPAND HOUSING THAT IS LINKED WITH SUPPORTS

16 MORE households
housed and supported
through Windsor Essex
Housing Connections

(30% Decrease from 2019)

Ongoing review of
housing continuum and
support options



330 Number of
Households assisted
through Keep the Heat



339 Number of
Residents in City Housing
with Supports Homes



232 Number of
Residents in County
Housing with Supports
Homes



581 Number of
Households assisted with
Rent Assistance



"I would not have been able to handle things as well if I wasn't housed.... with the assistance of WEHC and a rent supplement, I will be able to provide better for my children."

- WEHC Participant

"I'm looking forward to having a place to rest my head and be able to sleep when necessary without fearing for my safety and belongings."

- WEHC Participant

ENDING HOMELESSNESS

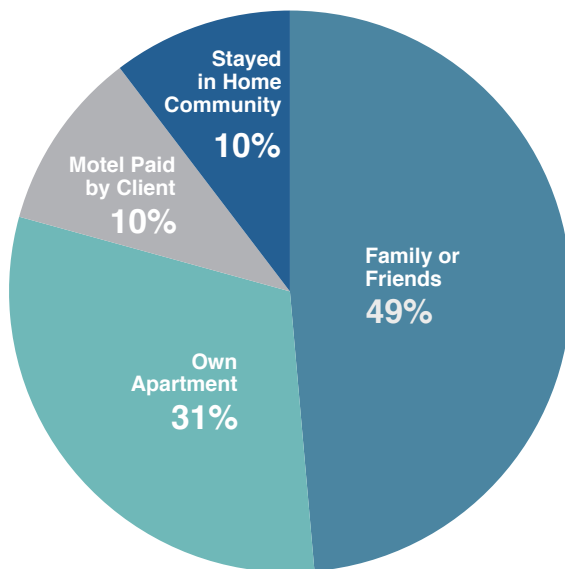
GOAL 3

NUMBER OF HOUSEHOLDS EXPERIENCING CHRONIC HOMELESSNESS

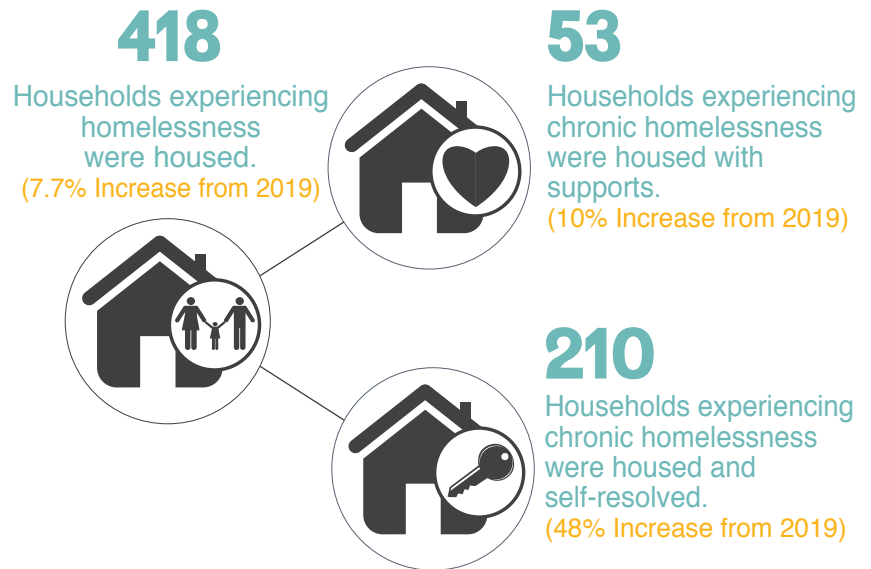


WELCOME CENTRE SHELTER FOR WOMEN & FAMILIES

316 Single Women & Families Diverted from the Emergency Shelter System into Other Housing Options



WINDSOR ESSEX BY-NAMES PRIORITIZED LIST DATA



EMERGENCY SHELTER STATS

Welcome Centre Shelter For Women	Welcome Centre Shelter for Families	Salvation Army
436 SINGLE WOMEN	325 FAMILIES	668 SINGLE MEN
↓ Decrease of 11%	↓ Decrease of 46%	↓ Decrease of 17.4%
AVERAGE LENGTH OF STAY	AVERAGE LENGTH OF STAY	AVERAGE LENGTH OF STAY
11 DAYS ↓ Decrease of 3% 4,812 total bed nights	14 DAYS ↓ Decrease of 7.6% 4,612 total bed nights	13.7 DAYS ↑ Increase of 24.5% 9,008 total bed nights

DOWNTOWN MISSION

(Information was provided by the Downtown Mission)

Total Number of	Total Number of	Total Number of	Total Number of
SINGLE MEN 1,749	SINGLE WOMEN 542	YOUTH 158	FAMILIES 0
↓ Decrease of 16%	↓ Decrease of 11%	↓ Decrease of 31.6%	↓ Decrease of 100%
TOTAL ANNUAL BED NIGHTS 18,600 Decrease of 34.89%			

GOAL 4

ADDRESS INDIGENOUS HOUSING AND HOMELESSNESS NEEDS



5

Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations.



46

Can Am Urban Native Homes units sustained and maintained through repair.

REDUCE AND PREVENT YOUTH HOMELESSNESS

GOAL 5



2

Housing First for Youth staff enhancements to the Windsor Essex Housing Connections program.

(100% Increase from 2019)



18

Youth experiencing homelessness were housed with appropriate supports.

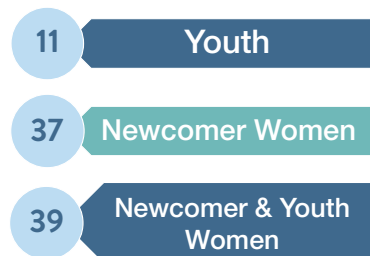
(31% Decrease from 2019)



FOSTER SUCCESSFUL TENANCIES THROUGH COMMUNITY COLLABORATION

GOAL 6

TARGETED POPULATIONS



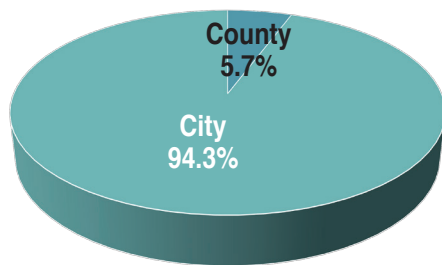
2020 RentSmart Course Participation

Virtual Course	50	57.5%
In-Person Course	37	42.5%
Tenant Basic Course (3hr)	81	93.1%
Tenant Certificate Course (12hr)	6	6.9%
	Number of Participants Attended	Percent of Participants



RentSmart Supports Successful Tenancies

In 2020 Pathway to Potential and Housing Services worked together to continue to deliver the RentSmart Ontario Program in Windsor Essex County. Despite the COVID-19 pandemic presenting challenges for the delivery of RentSmart training, RentSmart Ontario adapted to provide programming that could be delivered virtually.



2020 RentSmart Participants by Region

2020 COURSE FEEDBACK



"The WEST RentSmart program and a staff helped me to learn about Canadian Landlords and Tenants responsibilities and rights, things to look for when choosing a rental property, how to choose a rental house or apartment, and how to manage your finances and many more. These have been very useful information and tools for me as I integrate into my new Canadian life. I am very thankful to the RentSmart program because it provides me life skills, support and education with one goal, successful tenancies."

-Language Learner Participant

GOAL 7

MONITOR, REPORT AND EVALUATE



77

Number of **Staff trained** to use Homeless Individuals & Families Information System (HIFIS) in Windsor-Essex County.



4

Number of **Data Sharing Agreements** signed by organizations to implement Homeless Individuals & Families Information System (HIFIS).

The “**Help is Around the Corner**” Information Sheet, is designed to be used by businesses and residents to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

<https://www.citywindsor.ca/residents/housing/Documents/Help-is-Around-the-Corner-Poster.pdf>

Quarterly meetings held with Housing and Homelessness Advisory Committee (HHAC) and the Windsor Essex Community Advisory Board (CAB) as the champions and to inform the development of a work plan that supports the goals and strategies of the 10 year Housing and Homelessness Master Plan.

What should I do?
How can I help?
Where can I find info?

Help IS Around The Corner...

This information sheet is to be used by businesses, residents, etc. to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

NO

Engage with Person(s)

Hi, are you looking for help?

Is there anything I can do to assist you?

Is there someone we can call for you?

Are they open to assistance? If yes, provide the following resources

Crisis and Mental Wellness Centre
519-973-4435 | 744 Ouellette Ave.

Welcome Center Shelter for Women
519-971-7595 | 263 Bridge Ave.

The Salvation Army
519-253-7473 | 355 Church St.

The Downtown Mission
519-973-5573 | 875 Ouellette Ave.

YES

Does the person's behaviour pose an immediate safety concern? And/or is there an active crime in progress?

For your safety and theirs it is best to call emergency services

Call 911

When contacting it is best to do the following...

Describe The Situation
- Focus on the Who? What? Why? and When? of the situation.

Provide the Location
- Give the address or closest intersection.
- If the individual left, provide the direction they are travelling in.

Provide a Description
- Age (estimate)
- Clothing, height, hair colour
- Area/location the person frequents

For non-emergency or for further assistance contact: Outreach services
1-888-933-1831 | or@fswe.ca
Windsor Police Non-Emergency
519-258-6111

OR CALL

211 **311**
WINDSOR CITY SERVICES



OTHER PROGRAMS & INITIATIVES/COVID-19

COMMUNITY SAFETY & WELLBEING PLAN

The City of Windsor and County of Essex are collaborating with committees and organizations from across multiple sectors to develop the region's first Community Safety and Well-Being (CSWB) Plan. A vital component of CSWB planning is to leverage and align existing community strengths and resources for collective action on identified priorities.



29

Number of **Community Engagements Completed**

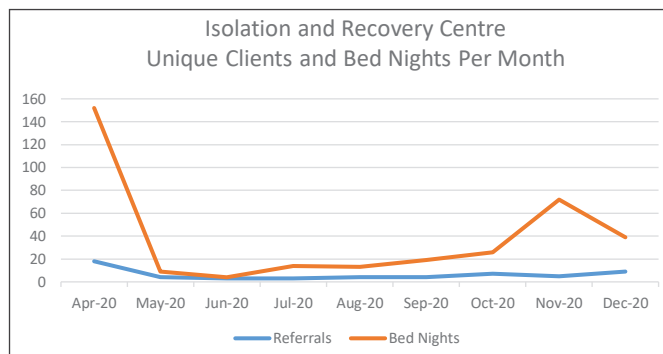
In 2020, the CSWB Project Team completed the first phase of sector and municipal engagements by convening advisory committees and by connecting with local organizations, police services boards and municipal leaders. Throughout this process, the Housing Department has been a contributing partner, sharing insights on methodologies, contextualizing data and identifying key housing and homelessness indicators to support issue identification.

COVID-19

In 2020, the City of Windsor received **\$12.8 million** in additional funding from the provincial and federal governments to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed emergency shelters and supportive housing facilities to adhere to new public health guidelines such as enhanced cleaning and COVID screening in order to better protect their staff, clients and the broader community and provided pandemic pay for these front line workers. It also provided food for families, funded the new Homelessness & Housing Help Hub (H4) as well as the COVID Isolation & Recovery Centre (IRC) for people experiencing homelessness. These programs provided services for approximately 3,500 people throughout the year.

ISOLATION & RECOVERY CENTRE

The Isolation and Recovery Centre was established to provide a space for people experiencing homelessness to safely isolate should they be directed to. In May of 2020 medical supports were provided onsite and virtually by a number of partners including Windsor Essex Community Health Centre, Windsor Essex County Health Unit, Hotel Dieu Grace Healthcare and Canadian Mental Health Association Windsor Essex County Branch. The onsite Shelter provider, Welcome Centre Shelter for Women and Families provided 24/7 shelter support for all clients onsite inclusive of arranging food deliveries, client support and wellbeing checks.



HOMELESSNESS & HOUSING HELP HUB (H4)

At the beginning of the pandemic, emergency shelters had, at that time, not been open during day time hours and other public spaces and storefronts known to be frequented by persons experiencing homelessness began to close or restrict access to the public. In order to respond to the growing needs of people experiencing homelessness, Windsor Waterworld transitioned and has evolved from operating as a recreation facility to a homelessness and housing response program beginning April 20, 2020. A variety of community agencies collaborated to deliver services throughout 2020 including but not limited to the City of Windsor, CommUnity Partnerships, Family Services Windsor-Essex, Windsor Family Homes & Community Partnerships, New Beginnings, Housing Information Services, Canadian Mental Health Association and Windsor Essex Community Health Centre.



544

Number of **unique people** who attended H4 from April-December 2020



7,723

Number of **visits** to H4 from April-December 2020

THANK YOU TO OUR FUNDERS



The City of Windsor is the 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 the following:

HOUSING AND CHILDREN'S SERVICES

400 City Hall Sq. E. PO Box 428 Station "A"
Windsor ON N9A 6L7

519-255-5200 ext 6240

sshousing@citywindsor.ca

www.citywindsor.ca/residents/housing/Pages/Housing.aspx

**WINDSOR ESSEX COMMUNITY
HOUSING CORPORATION**

Portable Housing Benefit
(COHB and WEHB) Applications

519-254-6994 ext 4005

housingbenefit@wechc.com

www.wechc.com/customer-survey-inquiry

CENTRAL HOUSING REGISTRY

Rent-Geared-to-Income (RGI) Applications
2470 Dougall Ave.

519-254-6994

www.chrwec.com

**HOMELESSNESS & HOMELESSNESS
PREVENTION**

519-255-5200 ext 5289

sshousing@citywindsor.ca

www.citywindsor.ca/residents/housing/Housing-with-Supports-and-Homelessness-Prevention/Pages/default.aspx