

HOME TOGETHER

Windsor Essex Housing & Homelessness Master Plan



2021 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.

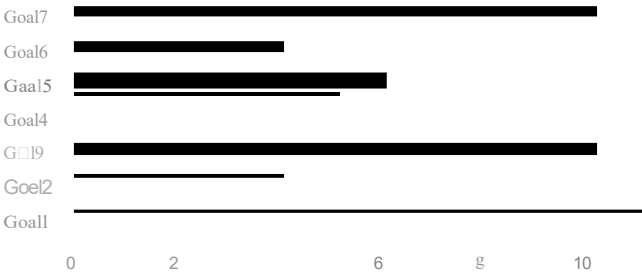
GUIDING PRINCIPLES

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

- I 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 levels of government.

COMMUNITY PROGRESS ON THE STRATEGIES

Community Progress on the Strategies



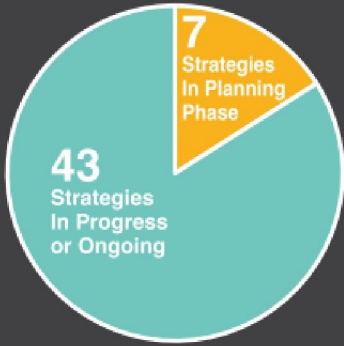
- Number of Strategies Not Started
- Number of Strategies In Progress
- Number of Strategies Enhanced/ Ongoing



HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2021.

TOTAL STRATEGIES FOR HHMP



SUSTAIN AND EXPAND SOCIAL & AFFORDABLE HOUSING

GOAL 1



41
Social housing units lost in 2021.

□ = Affordable housing units lost in 2021.



1,828
Units

Social housing repairs completed through CMHC Repair and Renew Program

#ZJ

617
Units

Social housing repairs completed



688
Households

Assisted in AG1, affordable rental housing units and/or rent assisted units
11% ↑ from 2020



\$492
Average

Monthly rent subsidy provided to households in 2021
3.6% ↑ from 2020



413
Households

Housed off the Central Housing Registry
78% ↑ from 2020



130
Households

Number of NEW affordable housing units created in 2021

Social Housing Business Process & Asset Management Review ;!Pretium

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

Operational and Building Capacity Assessments are complete for 32 Social Housing Providers. Review of the reports are underway.

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.

GOAL 2

SUSTAIN AND EXPAND HOUSING THAT IS LINKED WITH SUPPORTS



339 Number of Residents in City Housing with Supports Homes



232 Number of Residents in County Housing with Supports Homes



649 Number of Households assisted through Keep the Heat
96% ↑ from 2020



672 Number of Households assisted with Rent Assistance
15% ↑ from 2020

204

MORE households housed and supported through Windsor Essex Housing Connections

69

Number of NEW supportive housing units created

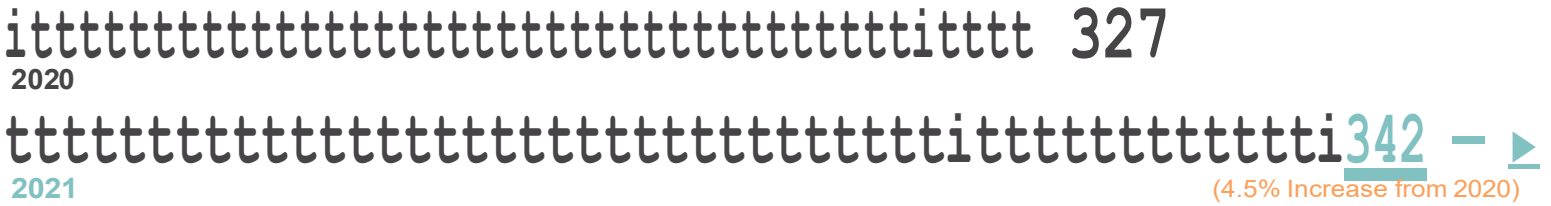
"It's just impossible to see someone's potential when they're living out of a backpack."

WEHC Participant

GOAL 3

ENDING HOMELESSNESS

NUMBER OF HOUSEHOLDS EXPERIENCING CHRONIC HOMELESSNESS



WELCOME CENTRE SHELTER FOR WOMEN & FAMILIES

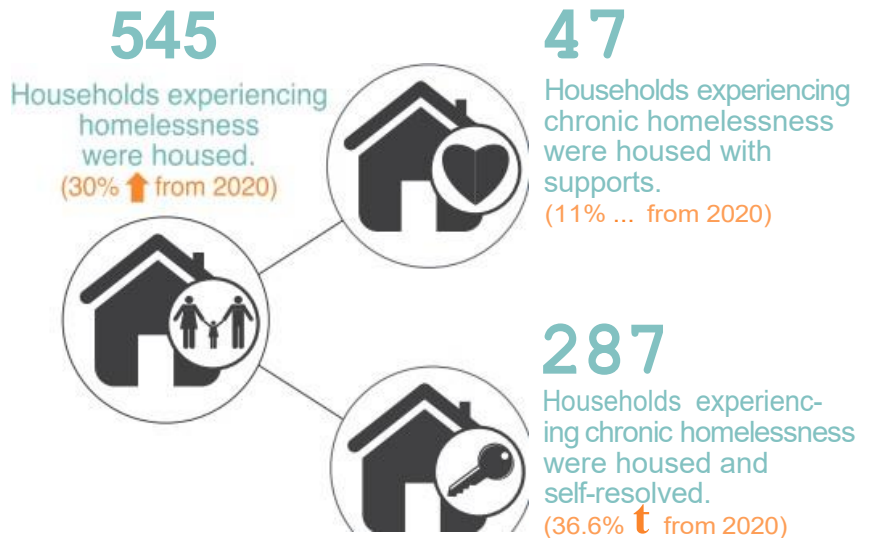
In late 2020, Windsor City Council approved the purchase of 500 Tuscarora for conversion into the region's first pet-friendly emergency shelter serving single women and families with children experiencing homelessness.

This purchase aligns with recommendations in both [Home Together: Windsor Essex Housing and Homelessness Master Plan 2019-2028](#) and the companion [Review of Emergency Shelter Services in Windsor Essex](#) and addresses unmet needs in our community.

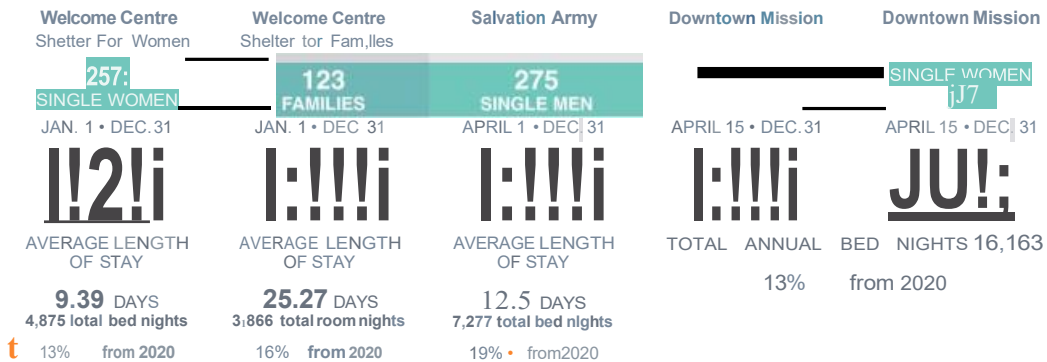
The City of Windsor has entered into an agreement with the Welcome Centre Shelter for Women and Families to operate this new location beginning in the summer of 2022. It will offer a safe and secure place for single women and families, while supporting them in the search for permanent, affordable housing.

The new shelter will offer approximately 32 beds for single women and 16 rooms for families, with private washrooms.

WINDSOR ESSEX BY-NAMES PRIORITIZED LIST DATA



EMERGENCY SHELTER STATS



HOMELESSNESS & HOUSING HELP HUB (H4)



The Homelessness & Housing Help Hub (H4) is a "one-stop" multidisciplinary service hub. The H4 works towards the community's goal to *end homelessness* by delivering housing focused, homelessness resolution programs that provide a variety of wrap around supports for persons experiencing homelessness.

339207

Number of **visits** to H4.
(447% • from 2020)



1,249

Number of **new unique**
persons who attended H4.
(129% .from 2020)



91

Average number of
participants per day at H4.
(226% ttrom 2020)

138

Number of people
Central Housing
Registry Windsor Essex
(CHA) Applications
submitted by H4.



112

Number of **referrals** made
to the Windsor Essex By
Names Prioritized List
(BNPL) by H4.



97

Number of **people**
housed through
supports provided at H4.

60

Number of people
assisted through
Nurse Practitioner
Clinic at H4.

10

Number of **COVID 19**
vaccine clinics held
at H4.

25

Number of people
assisted by Addiction
Support workers at H4.

40

Number of people
assisted with
identification
replacement at H4.

1,178

Number of people at H4
supported by Ontario
Works.

318

Number of **donations**
received to support H4
program participants.

THE FOLLOWING ORGANIZATIONS HAVE SUPPORTED THE H4 IN 2021:

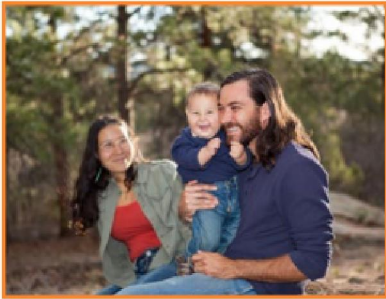
- | | |
|---------------------------------------|--|
| City of Windsor | • Canadian Mental Health Association - Windsor Essex |
| Housing Information Services | • Can Am Indian Friendship Centre |
| Family Services Windsor-Essex | |
| Windsor Essex Community Health Centre | |

CON-TACT INFORMATION

Phone: (519) 253-3806
Address: 400 Wyandotte St. E
(former Windsor Water World}

GOAL 4

ADDRESS INDIGENOUS HOUSING AND HOMELESSNESS NEEDS



- 100% of Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations. (100% ↑ from 2020)
-

- 78% of Am Urban NaliVE Homes units sustained and maintained through repair. (78% ↓ from 2020)

REDUCE AND PREVENT YOUTH HOMELESSNESS

GOAL 5

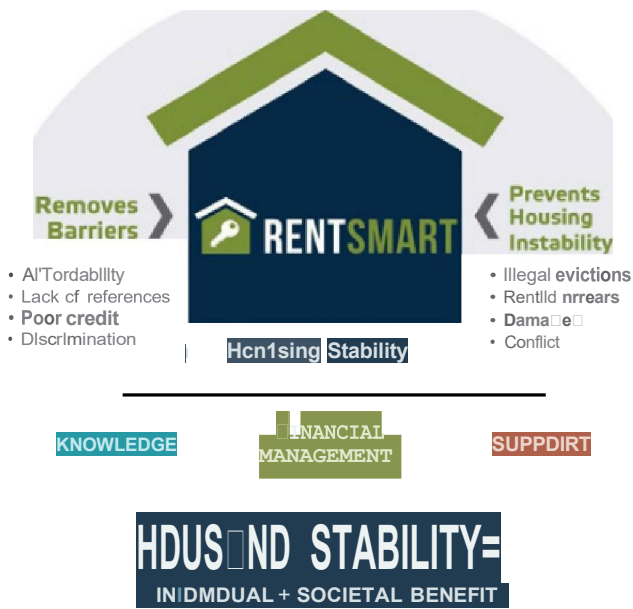
- 100% of supportive housing units created for youth in 2021.
-

- 44% of youth experiencing homelessness were housed with appropriate supports. (44% ↓ from 2020)
-



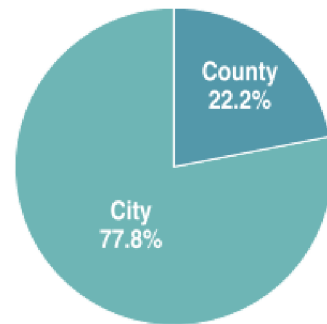
FOSTER SUCCESSFUL TENANCIES THROUGH COMMUNITY COLLABORATION

GOAL 6



2021 RentSmart Course Participation

Course Type	Number of Participants Attended	Percent of Participants
Virtual Course	40	88.9%
In-Person Course	5	11.1%
Tenant Basic Course (3hr)	36	80%
Tenant Certificate Course (12hr)	9	20%



2021 RentSmart Participants by Region

REGIONAL COMMUNITY SAFETY AND WELL-BEING PLAN

In 2021, the project team conducted over 100 hours of meaningful consultation through 91 formal community, sector and municipal engagements with approximately 1075 participants.

On November 17, 2021 the Windsor Essex Regional Community Safety and Well-Being Plan was unanimously approved and endorsed by City and County Councils as well as councils of each municipality and region. The Plan was submitted to the Ministry of the Solicitor General on December 3rd, 2021. www.cswbwindsorsex.ca



The Plan Consists of:

8 Goals

17 Initiatives

42 Activities

GOAL 7

MONITOR, REPORT AND EVALUATE



262

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

(140% • from 2020)



6

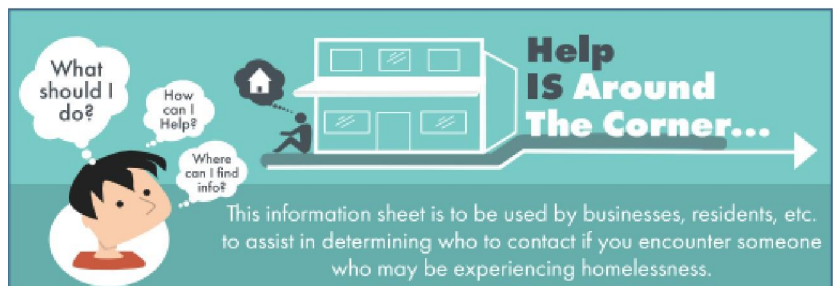
Number of **Data Sharing Agreements** signed by organizations to implement Homeless Individuals & Families Information System (HIFIS).

(50%/4, • from 2020)

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/homelessness/document/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.



Does the person's behaviour pose a concern? And/or is there a crime in progress?

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?

YES → Call 911

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

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

Describe the Situation
Focus on the Who, What, Why and When? or the Who/What/Where

8. Provide the Location
Address or coordinates
If the individual is, provide the location they are travelling to

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

For non-emergency or further information:
Outreach services
1-888-933-1831 or @fsw_ecc
Windsor Police Non-Emergency 519-258-6111

OR CALL 211 WINDSOR CITY SERVICES 311



COVID-19 Related Responses

In 2021, the City of Windsor received approximately \$20 million in additional operating and capital funding from the provincial and federal governments to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed the Homelessness & Housing Help Hub (H4) as well as the COVID Isolation and Recovery Centre (IRC) for people experiencing homelessness to continue to operate. It also assisted the emergency shelters and supportive housing facilities to continue to adhere to public health guidelines including enhanced cleaning and COVID screening in order to protect their staff, residents and the broader community. Capital funding provided an opportunity to increase the supply of supportive and affordable housing.

ISOLATION & RECOVERY CENTRE

The Isolation and Recovery Centre continues to provide a space for people experiencing homelessness to safely isolate should they be directed to by public health officials. In 2021, onsite medical supports were provided by the Canadian Mental Health Association and virtual supports provided by the Windsor Essex Community Health Centre. The onsite shelter provider, Welcome Centre Shelter for Women and Families continued to provide 2417 shelter support for clients onsite inclusive of arranging food deliveries through Feeding Windsor, client support and wellbeing checks.



TEMPORARY EMERGENCY SHELTER-AQUATIC CENTRE (TESAC)

In February 2021, the Windsor Essex County Health Unit (WECHU) had issued an outbreak order under the Health Promotion and Protection Act (HPPA) Section 29(2) limiting the continued operations of the Downtown Mission (DTM) in Windsor, in response to their COVID-19 outbreak. In order to provide an array of services, the Downtown Mission, in partnership with the City and with support from the Canadian Red Cross, the TESAC shelter was fully operational along with staffing resources from a number of local agencies. The Downtown Mission has entered into a Collaboration Management Support Agreement with Assisted Living Southwestern Ontario (ALSO), the Canadian Mental Health Association -Windsor Essex Branch (CMHA), Family Services Windsor-Essex (FSWE), and Hotel-Dieu Grace Healthcare (HDGH).

Over the 6 weeks of operation, approximately 75 - 100+ people stayed at TESAC each evening.

The program at TESAC adhered to recommendations and guiding principles detailed in Home Together: Windsor Essex Housing & Homelessness Master Plan (Plan) and the Windsor Essex Emergency Shelter Review (Review). The TESAC operated as a housing focused shelter and the partnering agencies provided community leadership roles in ending homelessness. These included ensuring diversion from shelter was explored prior to intake into shelter and efforts were made in order to provide effective and appropriate shelter services to persons experiencing homelessness as people seeking shelter should be diverted to safe and appropriate options whenever possible.

THANK YOU TO OUR FUNDERS



County of
sex



Canada Ontario

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. IE. 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

519-254-69,94 ext 4005

housingbenefit@wehc.com

www.chrwec.com/wehb.php

www.chrwec.com/cohb.php

CENTRAL HOUSING REGISTRY

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

519-254-69,94

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