



10-Year Housing & Homelessness Plan

2022 Update

EXECUTIVE SUMMARY

In 2013, the County of Dufferin, in consultation with the community, created the 10-Year Housing and Homelessness Plan to improve access to housing that is suitable and affordable for all residents in Dufferin. The 10-Year Housing and Homelessness Plan underwent a five-year review, and the updated plan was adopted at County Council on November 14, 2019. Annual updates to the plan are posted on the County website.

This update is an opportunity for the County to share its progress on its 10 year plan.

Current Programs and Services

- Administration of Dufferin County's Centralized Wait list for community housing.
- Delivery of various Rent Supplement Programs offered in Dufferin.
- Management of the Homelessness Prevention Program and other homelessness prevention programs.
- Delivery of the Homeownership Program and the Ontario Renovates Program.
- Management and operation of County owned community housing properties.
- Working with local housing providers (non-profit and co-operative housing programs).

DIRECTOR'S MESSAGE

Another year has passed in Community Services. I am very thankful and proud of our staff and partners' commitment through 2022.

Our clients face significant obstacles and challenges. In many cases, the pandemic facilitated these challenges. I am pleased to say our staff provided mindful, and extraordinary service to our clients. Their passion and respect for clients cultivated an environment of flexibility and perseverance throughout 2022.

This update summarizes the Department's progress on the 10-year Housing and Homelessness Plan.

Anna McGregor

Director, Community Services
County of Dufferin

2022 HIGHLIGHTS

Various progress measures were established to ensure that the goals identified were addressed over the 10-year life of the plan. Specific measures include the County's efforts related to assisting low-income households, increasing the supply of affordable housing, maintaining operating agreements with housing providers, and expanding community collaboration.



88

Individuals housed
from the
By-Name List (BNL). An
increase of 115%!



5%

Reduction in Seniors
representation on the Centralized
Wait-list



Welcome Housing
Stability Team

Ontario Works welcomed its new subdivision the Housing Stability Team. The Housing Stability Team works with clients on the By-Name List, and many of these clients are in the Ontario Works and Ontario Disability Support Program. This transition strengthened the delivery of stability supports.

2022 PROGRESS UPDATES

GOAL 1 - Address Housing Affordability, Availability & Equity

Intended Outcomes	Medium Term (3-5 Years)	2022 Results
<ul style="list-style-type: none"> Better housing outcomes for low to-moderate income households by helping to address affordability/ income disparity. House more people i.e., goal of 40 additional units by 2024). Overall decline in seniors on the centralized waitlist. 	<ul style="list-style-type: none"> Explore alternative solutions to assist households with housing affordability and attainability. Explore alternative solutions for affordable seniors housing. 	<ul style="list-style-type: none"> Ontario Priorities Housing Initiative (OPHI) Housing Allowance provided housing allowances to 66 households. Canada-Ontario Housing Benefit (COHB) provided a total of 24 households with a portable housing benefit that can be used throughout Ontario. Chronic Homeless Housing Allowance Program (CHHAP) was implemented. CHHAP provides chronically homeless individuals a portable housing allowance of up to \$1,097 per month. As of year-end, 10 chronically homeless individuals from the By-Name List (BNL) were receiving housing allowances. Seniors represented less of the centralized waitlist than 2021, down from 39% to 34%. County offered continued to offer Homeownership program. Continued to offer the Rent Supplement Program.

GOAL 2 - Prevent Housing Instability & Homelessness

<ul style="list-style-type: none"> Help people obtain and/or maintain housing through Homelessness Prevention Program (HPP) and similar programs. Provide client-centred homelessness services through partnerships and collaboration with local agencies. Help individuals find & maintain housing with RentSmart training. 	<ul style="list-style-type: none"> Continue delivering urHome and providing assistance with LEAP/OESP. Continue collaboration with community partners. Leverage work being done with the Canadian Alliance to End Homelessness (CAEH) and link to Community Advisory Board (CAB) 	<ul style="list-style-type: none"> Continued to offer HPP. Administered LEAP for other utility providers and provided support for OESP. On June 1, 2022, some supports, and services moved to Ontario Works. Ontario Works welcomed their new subdivision the Housing Stability Team. The Housing Stability Team works with clients on the By-Name List, and many of these clients are in the Ontario Works and Ontario Disability Support Program. This transition strengthened the delivery of stability supports.. HIFIS continues to be used to complete all HPP applications. Chronic Homeless Housing Allowance Program (CHHAP) was provided (see above). 1 Staff member obtained RentSmart certification and the division plans to expand the certification to other staff and community members. The certification looks to strengthen landlord-tenant relationships in the County. Dufferin has three subprojects under Reaching Home: <ol style="list-style-type: none"> Dufferin County currently employs three Housing Support Workers who work with clients on the BNL who are identified as chronic. Workers assist clients with searching for and securing housing and completing applications and referrals to mental health and/or medical resources. They will provide ongoing support and home visits to those maintaining their housing to avoid the client re-entering the homeless system. They work collaboratively with the Landlord Liaison to find solutions should issues arise with the landlord. The Landlord Liaison is responsible for the ongoing development and maintenance of relationships with landlords in Dufferin County. The Landlord Liaison is the point person for the local motel owners who are participating in either the Motel Program or the Coordinated Access Transitional Housing (CATH) Program. They also work in collaboration with the Housing Support Workers in the event an issue is reported by a landlord. Family Transition Place (FTP) was approved for funding for 20 months for 2 Frontline Outreach Workers, to provide intensive case management, for the period August 1, 2022, through to March 31, 2024, to help meet the needs of chronically homeless individuals in the County of Dufferin.
---	---	---

2022 PROGRESS UPDATES

GOAL 3 - Maintain, & Where Possible, Improve Housing

Intended Outcomes	Medium Term (3-5 Years)	2022 Results
<ul style="list-style-type: none"> Maintain and, if possible, improve community housing. Maintain operating agreements with housing providers. Make housing more accessible and sustainable. 	<ul style="list-style-type: none"> Meet with providers to discuss the importance of partnerships. Complete necessary upgrades identified in short term stage. Continue tenant surveys. Analyze feedback provided. 	<ul style="list-style-type: none"> Phase 5 of the Social Services Relief Fund took place in 2022. Funding offered COVID 19 recovery support for the community. In Phase 5, funding offered relief for COVID 19 related expenses for community service providers and the County. Staff reached out to all Providers to check in and see if there were additional supports that the County could provide. Quarterly meetings were held in 2022. Elevator modernization completed at 43 Bythia St, Orangeville. During the pandemic, staff continued to ensure that tenants needs were met and that they were kept informed. Completed AC repair and replacement at 6 properties. Completed balcony restoration at 4 properties. COCHI assisted Family Transition Place with the following repairs: <ol style="list-style-type: none"> Project 1 - Replacement of patio doors, windows, and HVAC ventilation updates. Project 2 - Interior repairs, replacement flooring, windows, and exterior landscape clean up. Project 3 - New sliding door, driveway repair, and fence repair.

GOAL 4 - Meet a Range of Complex Community Needs

<ul style="list-style-type: none"> Offer safe and secure housing for victims of abuse in a timely manner. Work to become an Indigenous ally. Collaborate on services to help those most at risk before they are in full crisis. More seniors able to age in place. 	<ul style="list-style-type: none"> Continue involvement in the DART committee table and with FTP. Fund Housing Allowances to FTP. Review and renew MoUs to continue to offer collaborative services. Train staff to promote greater knowledge of complex needs. Ongoing adherence to accessibility standards for housing units. 	<ul style="list-style-type: none"> COHB provided a cumulative total of 24 households with a portable housing benefit that can be used throughout Ontario. Provided Housing Allowance that subsidizes community partners who assist at-risk women. Continued involvement in DART. Dufferin County's Community Safety and Well-Being Plan was adopted in May of 2021. It will be reviewed annually. In collaboration with Wellington-Dufferin- Guelph Public Health, the County hosted a third vaccine clinic for the homeless population. Elevator modernization completed at 43 Bythia St, Orangeville.
--	--	---

2022 PROGRESS UPDATES

GOAL 5 - Cultivate Local Partnerships, Collaborate with Lower-Tiers of Government & Engage the Community

Intended Outcomes	Medium Term (3-5 Years)	2022 Results
<ul style="list-style-type: none"> • Increase awareness and buy-in of housing challenges. • Collaborate on housing and support services. • Consult community. • Work more closely with lower-tier municipalities. 	<ul style="list-style-type: none"> • Meet with providers to discuss the importance of partnerships. • Complete necessary upgrades identified in short term stage. • Continue tenant surveys. Analyze feedback provided. 	<ul style="list-style-type: none"> • Continued work with DC MOVES & DCEC. • The County organized a successful Annual Housing Forum on November 25, 2022. 72 Community members and partners attended the forum. The following topics were discussed at the event: <ol style="list-style-type: none"> 1.HSA and housing program updates. 2.Landlord tenant rights and obligations (Guest Speaker: Norma English). 3.By-name list and homelessness updates. 4.Hoarding: Understanding and Supporting our clients (Guest Speaker: Jennifer Brock). • In 2022, The Dufferin Area Family Health Team (DAFHT) chose not to renew their contract to employ three Housing Support Workers. The County of Dufferin decided to move those positions in-house and created the Housing Stability Team. This team is managed under the Ontario Works portfolio and is comprised of the three Housing Support Workers, two Community Support Workers and the Landlord Liaison. Together, alongside the Ontario Works team, they provide a holistic approach to supporting clients on the By Name List (BNL). • Dufferin County's Community Safety and Well-Being (CSWB) Plan was adopted. Housing & Homelessness was named a priority. The DCEC Housing & Homelessness Working Group was named the Lead Table for this priority and the Housing Services Division co-chairs that table. • Phase 5 of the Social Services Relief Fund took place in 2022. Funding offered COVID 19 recovery support for the community. In Phase 5, funding offered relief for COVID 19 related expenses for community service providers and the County.

ENGAGEMENT AND LOOKING FORWARD

Housing Forum

The County organized a successful Annual Housing Forum on November 25, 2022. 72 Community members and partners attended the forum. The following topics were discussed at the event:

1. HSA and housing program updates
2. Landlord tenant rights and obligations (Guest Speaker: Norma English)
3. By-name list and homelessness updates
4. Hoarding: Understanding and Supporting our clients (Guest Speaker: Jennifer Brock)

The Last Christmas Turkey

The division organized the holiday event for tenants at Orangeville Theatre. Further to this, gift cards were distributed to each unit at the end of the year, as social events were limited.

3rd Vaccine Clinic for vulnerable population

The division facilitated a third vaccine clinic for the homeless population.

2023

The Housing Division anticipates the growing need for affordable housing and additional programming to assist the most vulnerable in Dufferin County. There are several objectives and opportunities for 2023, which include:

Diversity, Equity, and Inclusion

Leadership will look for opportunities to providing training and development for staff to create greater awareness in the workplace and with clients we serve. Seek opportunities to create a culture of belonging especially in a hybrid workplace.

Promotion of RentSmart

Collaboration with other organizations in the community will be explored to further promote RentSmart. Organizations including youth groups, shelters, high schools, and colleges have expressed interest. The County will be exploring virtual RentSmart options.

Explore Affordable Housing Options

The County and its partners will continue to collaborate and engage stakeholders on affordable housing options. Of note, the DCEC Housing and Homelessness Working Group will hear a presentation from Tiny Towns Association (Tiny Homes) in 2023.

Additional COHB

The County provided COHB in addition to their annual allocation in 2022 and will finish this in 2023.

Income and Asset Limits Implementation

The County will begin implementing Income and Asset limits in 2023.