

Report HDR-SS-14-15

To: Chair Burley and Members of the Social Services Committee
From: Anne Marie Shaw, Director of Housing
Barb Fedy, Director of Social Services
Meeting Date: July 13, 2015
Subject: **Housing and Homelessness Plan: 2014 A Year in Review**
Status: Recommendation adopted by Committee as presented per Resolution SSC74-15; Endorsed by County Council August 4, 2015 per Resolution CC114-15;

Recommendation

THAT Report HDR-SS-14-15 pertaining to Grey County Housing and Homelessness 10 Year Plan be received.

Background

The County of Grey Housing and Homelessness Plan encompasses the entire housing continuum including homelessness prevention, transitional and emergency housing, supportive housing, rent geared to income housing, private rental housing and affordable homeownership

The Grey County Housing and Homelessness Plan outline the vision and direction that forms a 10 year strategy to improve the housing and homelessness system in Grey County. The plan builds on past successes, enhances current programs and promotes and strengthens community networks. The plan describes how this will be achieved through a list of recommendations aimed at creating positive outcomes.

Each year an evaluation of the implementation and tracking of key indicators are reported on. The following is an evaluation of the 2014, the first year of the 10 Year Housing and Homelessness Plan for Grey County.

The plan is divided into four key sections:

- Sustain and Create Affordable Housing
- Homelessness Prevention
- Transitional Housing
- Service Coordination and Collaboration

Progress Report

An engaged and improved process with tenants, staff, agencies and public is needed to meet the current and future demands for affordable housing. At the same time fiscal responsibility, accountability and looking for efficiencies is needed to maintain and sustain our aging infrastructure and assets. The following is an update on the progress of the Grey County Housing and Homelessness 10 Year Plan- 2014 a Year in Review.

Sustain and Create Affordable Housing

Affordable housing is defined as housing that is less than 30% of a household income. A number of issues have led to a shortage in affordable housing units in Grey County; lack of affordability, an aging housing stock and lack of appropriate unit types in certain areas of the County. The following are recommendations:

1. Maximize use of Federal, Provincial, Municipal resources for new affordable rental housing
2. Increase number of rent supplement units
3. Investigate strategies to upgrade physical qualities of units
4. Investigate utility costs for homeowners and tenants with limited financial resources
5. Develop a long term strategy to sustain and support existing social housing
6. Support affordable housing in municipal planning documents
7. Community Improvement Plans: Economic Development

As part of the 10 year plan, Grey County Housing has committed to 200 new affordable units of housing and 300 renovations of affordable housing through various programs over the next 10 years. The Investment in Affordable Housing Program provides funding for five years for the rent supplement, homeownership, rental build and Ontario Renovates programs. The recent extension of funding of the Investment of Affordable Housing program has allowed Grey County to commit to 150 new affordable housing units through the rental build, rent supplement and homeownership program and maintenance of 140 units of private housing for low income earners through the Ontario Renovates program in the next 5 years. The County is working with interested parties to build 10 -12 units of affordable housing as part of developments. A request for proposal will go out in January of 2016.

In 2014, \$339,000 was invested in 15 rent supplements for a 10 year period. Staff is working with local agencies to provide a subsidy and service for individuals in need of affordable housing and mental health supports. Fifteen Homeownership loans in the

amount of \$131,155 and 39 Ontario Renovates projects in the amount of \$393,074 were supported in 2014.

The housing pillar of the Bruce Grey Poverty Task Force has an Above Standards Housing Project looking at strategies to inform and provide assistance and consistency for by law and regulatory professionals.

Repairs to furnaces have been added to our Sustainable Housing Benefit program to compliment the Ontario Renovates program.

Grey County is working closely with local utility companies to develop relationships and assist low income residents to provide alternative arrangements for payments waive deposits and late fees.

Grey County supports the Bruce Grey Poverty Task Force and United Way in lobbying the Province to stabilize utility rates for low income earners/families.

Building Condition Assessments and Energy Audits were conducted on all Grey County owned and Non Profit Housing Providers buildings and family homes. A ten year capital plan has been developed for all County owned homes and training session on a five year capital plan for non-profits is in the works for 2015.

Plan Amendment #110 proposes to amend the County Official Plan by including policies to support secondary suites. OPA #110 was circulated to a number of stakeholders, and based on the comments received, some of the proposed policies require further research including up to date data to support the proposed policies. It should be noted that some local municipalities have updated their official plans and a number of the municipalities have included policies that support secondary suites.

Council has supported the establishment of a development charges grant-in-lieu fund whereby developments that meet the proposed criteria will be eligible to apply for a grant-in-lieu of development charges.

The County Official Plan includes policies which encourage a diverse range of housing types. When meeting with developers during pre-submission consultation meetings, County staff encourages developers to explore providing a diverse range of housing types and trying to increase density where possible.

Community Relations Workers have developed a new tenant handbook and visit the tenant at the two week mark. There are plans to survey all tenants for community services and enhancements to improve their quality of life.

2014 economic development for County of Grey consultation sessions, social services and housing part of sessions, plan in 2015 to follow.

Future Steps:

- Addition of more rent supplements for private renters
- Request for proposal for new affordable builds
- 2015 workshop on Risk Management for non-profit providers
- Tool kit for landlords/tenants from Above Standard Housing Project
- Internet pilot project Alpha Street Complex
- Workshop on capital planning for non-profit providers
- Regeneration scan of family units of Grey County housing
- Tenant survey
- The Housing Study data will be updated. Following the update, the proposed policies will be reviewed and brought back to Council for consideration
- Development fee deferral agreement
- Release of 2015 economic development plan for Grey County

Homelessness Prevention

8. Promote the formation of an eviction diversion program for Grey County
9. Initiate a tracking system to identify individuals experiencing homelessness
10. Focus on supports for those individuals with long term homelessness
11. Ensure appropriate discharge plans for local hospitals, police, child welfare system, corrections
12. Advocate with other levels of government for changes in legislations to reduce homelessness

Direct deposit of Ontario Works and Ontario Disability Support Program are recommended for hard to serve individuals to help maintain tenancy.

Planning is underway with the Poverty Task Force Housing pillar to provide sessions for landlords and tenants in 2015/16.

Sustainable Housing Benefit - CHPI funds to maintain housing by providing additional supports for utilities and rent.

Coordination with United Way partners for accessing credit and budget counseling.

Future Steps:

- Engage emergency responders for awareness and education on working with hard to serve.

Hire Homeless Outreach Worker and implement pilot project to work with persons experiencing chronic homelessness using housing first model. Engage community agencies to participate in the project. Project to start April 2015

Transitional Housing

13. Enhance supportive housing with on-going supports through collaborative community partnerships
14. Work with community partners to enhance existing support services through case management and focused collaboration

Investment in domiciliary hostels through continued funding for ongoing resident needs and additional funding to meet future fire code legislation.

An Affordable Housing and Housing with Supports forum was held October 2014 to bring together Grey Bruce community partners to learn about urban and rural community initiatives.

Discussions were started with Hope Grey Bruce to build a model of interactive housing, social service and supportive housing for wrap around supports by breaking down mandates and confidentiality barriers. Rent supplements are being provided to supportive housing to extract intensive services no longer needed and maintain affordable housing.

Future Steps:

- A model of interactive housing between social services, housing and mental health services for Grey County

Service Coordination and Collaboration

15. Continue to support the Bruce Grey Poverty Task Force
16. Develop Citizen Engagement Strategies
17. Collaborate with community partners to explore the needs of off reserve housing for Aboriginal populations
18. Encourage organizations to engage in integrated service and system planning

Action groups through the Bruce Grey Poverty Task Force for affordable housing, income security, food security and transportation are supported by County staff as active members of the working groups. These working groups draft local policies and are involved in a number of local initiatives such as the coordinated rural transportation plan, AAA housing project, affordable and attainable food project and the living wage campaign.

Representation from Saugeen Reserve at local Social Service/Housing Network consisting of Housing, OW, ODSP and childcare programs.

Current renovations of Grey County Building being planned for future human service integration opportunities, such as a shared service counter.

Future Steps:

- Surveys for all tenants of Grey County Housing to identify needs and services for improving quality of life
- Internal liaison with M’wikwedon Cultural Centre to exchange information on upcoming events and inform on local programming

Community Partners

The following is a list of community partners involved in the development and implementation of the Grey County 10 Year Housing and Homelessness Plan

Ontario Disability Support Program	United Way Grey Bruce
Hope Grey Bruce	Bruce Grey Public Health
Y Housing Program	Bruce Grey Poverty Task Force
Non Profit Housing Providers	Safe n Sound
O Share	Victim Services
South East Grey Support Services	211
Men’s Program	Tanner Senior Centre
Alzheimer’s Society	Habitat for Humanity
Community Living Owen Sound	Women’s Centre
Community Living Hanover	Beaver Valley Outreach
Blue Mountain Affordable Housing Task Force	Victorious Living
Victorious Order of Nurses	Salvation Army
Keystone	M’Wikewdong
G&B House	Various Dom Hostel Providers
Bruce Grey Family and Children Services	Community Care Access Centre
Legal Aid	Various Local Churches
Home and Community Supports	Red Cross
Various Departments within Grey County	Southgate Community Connection
Meal on the Hill	Community Representatives
People with Lived Experience	

Reporting

Grey County reports annually to our stakeholders through presentations to County Council, the Bruce Grey Poverty Task Force, the Healthy Communities Initiative, Non Profit Providers, Grey Bruce Health Unit and other interested community partners. A copy of the report is also available on our website and sent as part of our newsletter to tenants of Grey County Housing.

Financial / Staffing / Legal / Information Technology Considerations

Continued funding commitment from various levels of government to support social and affordable housing programs.

Link to Strategic Goals / Priorities

The Housing and Homelessness 10 Year Plan addresses the goal of community sustainability by continuing to provide housing that is affordable, safe and accessible.

Attachments

Attachment: Grey County 10 Year Housing and Homelessness Plan

Links: [Appendix A County of Grey Housing and Homelessness Plan Consultation Summary](#)

[Appendix B Housing and Homelessness Plan Grey County Trends and Analysis Summary](#)

County of Grey Housing and Homelessness 10 Year Plan 2014-2024

Introduction

The Ministry of Municipal Affairs and Housing's Long Term Affordable Housing Strategy focuses on reviewing the way housing services are presently delivered and providing a local integrated system of service delivery. A 10 year Housing and Homelessness Plan is required under the Housing Services Act, 2011 (HSA) and the Ontario Housing Policy Statement by January 1, 2014. The Plan must address matters of provincial interest and meet local relevant issues.

The County of Grey Housing and Homelessness Plan encompasses the entire housing continuum including homelessness prevention, transitional and emergency housing, supportive housing, rent geared to income housing, private rental housing and affordable homeownership.

Addressing housing and homelessness issues are linked to positive outcomes for communities and individuals. Economic stimulus, healthy lifestyles and less public costs on health care and emergency services are the results of permanent affordable housing and homelessness prevention.

The Grey County Housing and Homelessness Plan will outline the vision and direction that will form a 10 year strategy to improve the housing and homelessness system in Grey County. The plan will build on past successes, enhance current programs and promote and strengthen community networks. The plan will also describe how this will

be achieved through a list of recommendations aimed at creating positive outcomes.



About Grey County

The County of Grey is the fourth largest County in Ontario. In 2011, Grey County's population was approximately 92,565, comprising of 0.7% of Ontario's total population. From 1996 to 2011, the County's permanent population grew by 5.6% from 87,621 to 92,565; this rate of growth is positive but considerably lower than the Provincial growth rate.

The County of Grey consists of nine local municipalities; City of Owen Sound, Township of Georgian Bluffs, Township of Chatsworth, Municipality of Meaford, Municipality of Grey Highlands, Municipality of West Grey, Township of Southgate, Town of Hanover and the Town of The Blue Mountains

The Housing and Homelessness plan is linked with Grey County's corporate strategic plan. One goal of the strategic plan is "enabling healthy and resilient communities"; to pursue strategies and offer services that strengthen communities, put people first, and improve quality of life opportunities. An action item for this goal is to support the creation of more affordable housing in all nine areas of the County through the implementation of a Housing Strategy.

The County of Grey Official Plan also includes a number of relevant policies and goals related to housing including ensuring a variety of housing types, densities and price ranges and encouraging the maintenance of affordable housing.

Currently the County of Grey spends approximately 17% of its gross annual budget on housing and homelessness programs, including shelter costs within Ontario Works, the

Sustainable Housing Benefit, rent geared to income housing, non profit housing, domiciliary hostels and other homelessness prevention initiatives.

Consultation Sessions: What We Heard

As part of the development of the Grey County Housing and Homelessness 10 Year Plan community consultations were conducted involving a number of focus groups, information sharing sessions and surveys. The purpose of the community consultation was to identify issues and obtain recommendations from community partners, local municipalities, people with lived experience and the general public.

Here is what we heard:

- The need for affordable, safe, accessible, well maintained housing
- The demand for affordable housing exceeds the supply
- A lack of economic resources is the prime reason for housing issues
- People need housing first
- The need for accessible supportive housing
- The need for an emergency housing system
- The need for advocacy to change limiting legislation
- The education of landlords and tenants on their rights and responsibilities
- The need for inter-agency cooperation - *No Wrong Door*

For more information please refer to Appendix A: County of Grey Housing and Homelessness Plan Community Consultation.

Trends and Analysis Information

The Housing Services Act, 2011 requires that the Housing and Homelessness Plan include an assessment of current and future housing needs in the service area. An assessment was created to provide an overview of population characteristics and trends, examine the current state of housing in Grey County, and explore housing assets, housing needs and housing affordability.

The report outlines a brief environmental scan of the indicators that identify why a housing and homelessness plan is needed for our community and the level of need in the community (refer to Appendix B: Housing and Homeless Plan Grey County Housing Trends and Analysis Summary).

The information was gathered from a number of documents and reports such as:

- Grey County Housing Study 2010

- Socio Economic and Housing Trends Analysis Report, Housing Services Corporation
- Statistics Canada
- HHRC data Profiles, Services Canada
- United Way 2011 Hunger Report: Hunger Games
- Various informal statistics gathered from our community partners and programs

Key findings from the report are:

- Grey County has an aging rental housing stock
- Over 3,300 households are paying more than 30% of their income on housing costs, 73% of these households are renters
- Household incomes are below the Ontario average, especially renters
- There is a lack of mixed dwelling types of housing especially in rural areas
- There is an increasing number of people accessing homelessness services

The Plan

Mission Statement

To collaborate with community partners and private enterprises to develop a coordinated system of services needed by residents of the County of Grey to obtain, maintain and sustain safe, appropriate and affordable housing.

The County of Grey has identified 4 Key Strategic Areas to accomplish our mission:

- Sustain and Create Affordable Housing
- Homelessness Prevention
- Transitional Housing
- Service Coordination and Collaboration

Each Key Strategic Area contains recommendations meant to act as a guide to initiate a starting point for addressing gaps and barriers and improving or enhancing already existing services to improve affordable housing for residents in Grey County.

The County of Grey will establish an Oversight Committee comprised of elected officials, municipal staff, community agencies and people with lived experience to

oversee the implementation, evaluation and annual report of the Housing and Homelessness Plan.

The County of Grey will have a leadership role for the plan but the plan will require collaboration and commitment from all levels of government, community partners and the general public to be successful.

"A community is like a ship; everyone ought to be prepared to take the helm." -- Henrik Ibsen

Sustain and Create Affordable Housing

The County of Grey has a demonstrated need for affordable housing units. Affordable housing is an important factor for a thriving community. Communities need a diverse range of housing types and prices and the units need to be well kept and secure. The presence of such housing will allow people to stay in their community and attract newcomers.

Affordable housing is defined as housing that is less than 30% of a household income. A number of issues have led to a shortage in affordable housing units in Grey County; lack of affordability, an aging housing stock and lack of appropriate unit types in certain areas of the County.

Recommendations:

- 1. Maximize use of Federal, Provincial, Municipal resources for new affordable rental housing.*

Actions:

- Advocate for at least five year funding models from the Province
- Provide assistance and information sessions on affordable housing programs to ensure communities are shovel ready when funding becomes available
- Develop affordable units using private and non profit partnerships as funds become available for specific groups such as seniors, families and singles, people with disabilities and victims of domestic violence
- Maximize Federal/Provincial funding to offer forgivable homeownership down payment loans to families and singles

- 2. Increase number of rent supplement units.*

Actions:

- a. Explore funding opportunities as they become available to provide a monthly subsidy to landlords on behalf of eligible households
- b. Emphasize long term funding opportunities to provide stability to households
- c. Focus on supporting individuals/families in the greatest housing need

3. Investigate strategies to upgrade physical qualities of units.

Actions:

- a. Provide outreach to private landlords to retain existing rent supplement units
- b. Increase number of social and affordable housing units to meet needs of persons with disabilities
- c. Provide resources to seniors, persons with disabilities and persons with limited financial resources for repairs and accessibility requirements for their homes, through programs such as Ontario Renovates and EnAbling Change
- d. Investigate developing emergency winter housing fund for renters and homeowners with limited financial resources
- e. Investigate loans to small landlords (50-50 cost share) for needed repairs and accessibility improvements as senior government funding becomes available

4. Investigate utility costs for homeowners and tenants with limited financial resources.

Actions:

- a. Continue to develop relationships with local utility providers through an established utility group
- b. Communicate education on energy conservation and options for increasing energy efficiency to tenants and homeowners
- c. Seek opportunities to engage with future provincial and federal programs for energy conservation
- d. Advocate for reduction or elimination of deposits required for utility costs for persons with limited financial resources

5. Develop a long term strategy to sustain and support existing social housing.

Actions:

- a. Develop an asset management plan
- b. Continue periodic Building Condition Assessments and energy audits for County and Non Profit Housing

- c. Develop an enhanced preventative maintenance plan for County Buildings
- d. Investigate the impact of end of operating agreements on housing stock, including Non Profit Housing and options for managing changes
- e. Enhance relationship with Non Profits to ensure the ability to continue to provide quality housing and support efforts to increase affordable housing stock
- f. Request on going feedback from tenants, board members and staff
- g. Advocate for funding for social housing from senior levels of government
- h. Explore regeneration opportunities with private/public partnerships
- i. Enhance onsite supports to tenants by Community Relations Workers

6. Support affordable housing in municipal planning documents.

Actions:

- a. Support secondary suites legislation
- b. Support the maintenance and improvement of the existing housing stock. This will be encouraged through local maintenance and occupancy standards bylaws
- c. Investigate waiving or reducing fees in the next review of fees for affordable housing. Promote lower tier municipalities to lower or waive fees for affordable housing
- d. Encourage a diverse range of housing by type, size, tenure, and affordability to meet projected demographic and market requirements of current and future residents of the County
- e. Investigate county or municipal lands for future development
- f. Work with developers to promote affordable housing units

7. Community Improvement Plans: Economic Development.

Actions:

- a. Establish links between affordable housing and economic development strategies

Outcomes

- 200 affordable housing units in the next 10 years through rent supplement, Homeownership and new rental programs
- 100 renovations and repairs for homeowners with limited incomes such as seniors and people with disabilities
- Approximately 100 accessibility renovations for homeowners with limited income through a repairs program
- Minimum 100 heating repairs through winter home repair program for those with limited household income

- Preserve 1380 units of social housing through asset management and preventative maintenance planning

Homelessness Prevention

People who become homeless typically have common risk factors and interact with similar public systems. For example, those at high risk of long-term homelessness often interact with key public institutions, such as health care, addiction treatment, correctional facilities, child intervention and domestic violence services.

Risk factors that contribute to homelessness include:

- Poverty;
- Lack of affordable housing;
- Health issues, such as the presence of mental health, substance abuse and chronic physical health problems;
- Systems interactions, such as a history of incarceration and out-of-home placement as a child;
- Experiences of trauma and abuse, such as adverse childhood experiences including physical and sexual abuse, and domestic violence;¹and
- Lack of network of social supports; isolation.

There is no one comprehensive picture of homelessness in Grey County or a single access point for services for people experiencing homelessness. Generally homelessness in rural areas is harder to identify and therefore hard to quantify. Homelessness may consist of people who are couch surfing or living in their cars or other unsafe conditions. Services need to be distinguished for those that are experiencing transitional homelessness and those that are experiencing long term homelessness.

Recommendations:

8. Promote the formation of an eviction diversion program for Grey County.

Actions:

- a. Collaborate with working groups/local agencies/ programs already working in eviction diversion
- b. Support the provision of education and information sessions on housing rights and responsibilities of landlords and tenants

¹ Calgary Homeless Foundation. "10 year Plan to End Homelessness", 2008.

9. Initiate a tracking system to identify individuals experiencing homelessness.

Actions:

- a. Collaborate with local agencies to develop a means of tracking data to establish needs of individuals experiencing homelessness

10. Focus on supports for those individuals with long term homelessness.

Actions:

- a. Promote collaboration on case management such as outreach services when leaving the shelter
- b. Promote the *No Wrong Door* approach to encourage seamless support and service integration
- c. Explore options for populations experiencing difficulty obtaining affordable housing and/or populations in high risk situations including youth and Aboriginal populations
- d. Use supports such as pay direct and trustees to stabilize tenancies where appropriate

11. Ensure appropriate discharge plans for local hospitals, police, child welfare system, corrections.

Actions:

- a. Develop strategy for future protocols between service agencies

12. Advocate with other levels of government for changes in legislation to reduce homelessness.

Actions:

- a. Advocate for an increase in social assistance rates
- b. Advocate for the provision of Ontario Disability Support Program to issue benefits at the beginning of the month (instead of the end of the month for the previous month)
- c. Investigate a living wage policy and relevant labour law restrictions
- d. Advocate for the removal of last months rent as a stipulation of renting for private and non profit landlords for households with limited financial resources
- e. Advocate for the ongoing review and reprioritization of eligibility guidelines of the Sustainable Housing Benefit

Outcomes

- An interagency tracking system to identify homeless

- A community housing stability system to coordinate services for people experiencing homelessness and assist in maintaining housing
- Increase number of successful tenancies and prevent evictions in public and non profit housing

Transitional Housing

Causes of homelessness and the resources needed to solve homelessness are complex. Collaboration between community partners is needed to connect and stabilize housing opportunities for those in temporary or long term need of housing.

A Housing First program would find appropriate housing first and then assist people experiencing homelessness to address the issues that have contributed to their homelessness such as mental illness or addictions. A safe and affordable home ensures security and stability.

Research demonstrates that it costs less to provide appropriate housing and support to a person at risk of or experiencing homelessness compared with providing that same person with short-term and ongoing emergency housing.

Recommendations:

13. Enhance supportive housing with on-going supports through collaborative community partnerships.

Actions:

- Investigate options for second stage housing in other areas of the County to meet the demand
- Continue the stabilization of existing domiciliary hostels
- Maintain the currently supported transitional housing spaces through domiciliary hostel program
- Review existing emergency shelter services/programs to investigate alternative options for supportive services

14. Work with community partners to enhance existing support services through case management and focused collaboration.

Actions:

- Liaise and collaborate with local, provincial and federal housing providers such as LHIN's and community partners such as Hope Grey Bruce to explore a supportive housing and outreach services model
- Explore concept of a Housing First Model that meets the needs of Grey County

- c. Increase the number of supportive housing units through Provincial funding.
- d. Explore funding possibilities
- e. Engage the private sector to participate in a housing with supports model for Grey County
- f. Consult with partners and persons with lived experience
- g. Direct limited resources to those most vulnerable

Outcomes

- Preserve 110 transitional housing spaces with current domiciliary hostel program
- 2-5 second stage units for victims of domestic violence in the southern half of Grey County
- Increase the amount of supportive housing units through provincial funding

Service Coordination and Collaboration

The County can enhance services for people by encouraging community partners to work together, to share resources, to form partnerships and involve people who use services to improve program delivery.

Recommendations:

15. Continue to support the Bruce Grey Poverty Task Force.

Actions:

- a. Support the development of working groups within the task force to look at issues effecting housing and homelessness in the Grey County
- b. Support increased coordination and partnerships among groups and agencies focusing on a housing first model unique to Grey County
- c. Explore options to bring services to rural communities

16. Develop Citizen Engagement Strategies.

Actions:

- a. Provide satisfaction surveys for people accessing housing and homelessness services in Grey County
- b. Provide regular tenant/landlord surveys

17. Collaborate with community partners to explore the needs of off reserve housing for Aboriginal populations.

Actions:

- a. Acknowledge cultural identity and diversity to promote cooperation and collaboration and explore unique housing needs
- b. Advocate with the Province for funding for options for Aboriginal people experiencing homelessness.
- c. Work with Aboriginal people to ensure access to financial assistance and housing resources
- d. Work with shelter and second stage housing to ensure appropriate supports for Aboriginal women fleeing from violence
- e. Establish linkages with Southwest Ontario Aboriginal Health Access Centre

18. Encourage organizations to engage in integrated service and system planning.

Actions:

- a. Participate in current working group for establishing a *No Wrong Door* model to access services in the County of Grey
- b. Provide a single gateway for access to multiple County services
- c. Investigate collaborative opportunities through existing Community Connection 211 infrastructure

Outcome

- Formalize partnerships and collaborations to improve services and mechanisms to provide awareness and feedback to enhance housing and homelessness related services.

We can begin by doing small things at the local level, like planting community gardens or looking out for our neighbors. That is how change takes place in living systems, not from above but from within, from many local actions occurring simultaneously.

-- Grace Lee Boggs

Summary of Outcomes

- 200 affordable housing units in the next 10 years through rent supplement, Homeownership and new rental programs

- 2-5 second stage units for victims of domestic violence in the southern half of Grey County
- 100 renovations and repairs for homeowners with limited incomes such as seniors and people with disabilities
- Approximately 100 accessibility renovations for homeowners with limited income through a repairs program
- Minimum 100 heating repairs through winter home repair program for those with limited household income
- Preserve 1380 units of social housing through asset management and preventative maintenance planning
- Preserve 110 transitional housing spaces with current domiciliary hostel program
- Increase number of successful tenancies and prevent evictions in public and non profit housing
- An interagency tracking system to identify homeless populations
- A community housing stability system to coordinate services for people experiencing homelessness and assist in maintaining housing
- Increase the amount of supportive housing units through provincial funding

How will we measure success?

Monitoring plan progress

The Oversight Committee comprised of elected officials, municipal staff, community agencies and people with lived experience to oversee the implementation, evaluation and annual report of the Housing and Homelessness Plan.

A tracking system for each action item will measure the progress of the plan and allow communication of efforts on an ongoing basis.

The housing and homelessness plan is required to be reassessed once every five years. A community consultation process to identify successes and any changes needed in the strategic plan will take place at the five year mark.

Measuring Outcomes

We will develop key housing indicators to measure the success of strategies listed in our plan. The key indicators will measure any changes that may be happening in the community and allow for planning. Any future measurement indicators from the Province will be included in our monitoring. Examples of key indicators are:

- number of affordable units created over the next 10 years
- number of second stage stays
- number of shelter stays

- number of winter fund consumers
- number that transition from homelessness to permanent housing
- number who maintain housing at 6 month mark
- turnover rate within social housing
- number of evictions prevented
- OW/ODSP caseloads
- number of private sector units funded

Other measures of success

- Tenant surveys to ensure on the right track with housing plan
- Partner surveys/consultation

Respectfully submitted by,

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