



10 Year Housing and Homelessness Plan

A long-term plan to address Housing and Homelessness issues in the County of Dufferin



2015 Update



COMMUNITY SERVICES

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Executive Summary

The Housing Division at the County of Dufferin provides a wide range of housing services, including...

- Administration of Dufferin County's Centralized Waitlist for social housing.
- Delivery of various Rent Supplement Programs offered in Dufferin.
- Management of the Homelessness Prevention Program.
- Delivery of the Homeownership Program and the Ontario Renovates Program.
- Management and operation of the County owned social housing properties.
- Working with Local Housing Providers to fund and administer non-profit and co-operative housing programs in the County.

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. Long-term planning for the provision of affordable housing will help both the County and local service providers identify goals and set priorities that reflect local needs. Updates are posted annually.

This plan...

- Identified housing and homelessness issues currently facing our community.
- Assessed the current supply of affordable housing and housing programs.
- Established a plan to address affordable housing issues over the next 10 years.
- Identified actions and progress measures to ensure the plan is successful.

In this 2015 Update, the County has the opportunity to publicly present a review of the plan, state progress against the plan, and acknowledge the efforts of those contributing to our successes.

Highlights from 2015 include:

- The creation of three additional affordable housing units for seniors, at 301 First Avenue East, Shelburne.
- New partnerships and relationship building efforts with community agencies.
- The 2015 Housing Forum, "Addressing Poverty and Housing in Dufferin County," presented in partnership with Headwaters Food and Farming Alliance (Headwaters Communities in Action) and Wellington-Dufferin-Guelph Public Health.
- Provision of a new Housing Allowance program, and application assistance for the new Ontario Electricity Support Program.

In this Update, the Director of Community Services shares background on the plan and the vision for moving forward, then we share a summary of the progress made in 2015 as well as feedback from the 2015 Poverty and Housing Forum, and we take the opportunity to welcome new partners and thank those who have helped us make progress towards our goals this past year.

10 Year Housing and Homelessness Plan 2015 Update

A message from the Director of Community Services

The year 2015 was a busy and successful year for addressing housing and homelessness issues in Dufferin County. New affordable housing units have come on line, and new services have started that can help address the costs of living. As is highlighted in this update, the County of Dufferin is pleased to part of several collaborative efforts with community stakeholders to work together to provide quality services to residents.

Such collaboration will be essential going forward, as we seek to modernize our service system, share knowledge and enhance our service coordination. We cannot address issues of housing and homelessness in isolation. Silo approaches of the past have not been successful. Therefore, we plan to build on the interest that exists within this community to form partnerships as we make progress against the plan.

The coming year will bring increased focus on service system management, as we look to improve our internal services and make progress toward better integration of human services planning and delivery. We thank those of you who have joined us in taking steps toward meeting our goals, and open the invitation to others to join the collaboration on improving the housing and homelessness services for the residents of Dufferin County.

Keith Palmer
Director of Community Services
County of Dufferin



Progress in 2015

Our Housing and Homelessness Plan stated various progress measures that were established to ensure that the goals identified were addressed over the 10 year life of the plan. Specifically, we plan to track the County’s efforts related to assisting low-income households, increasing the supply of affordable housing and assisted living, maintaining operating agreements with housing providers, and expanding community collaboration. All goals will be tracked over short, medium and long term intervals.

On Table 1, which starts on page 4, we present the results of efforts in 2015 that show progress against our measures. The results pertain to the actionable sections of the Plan, regarding specific housing issues, supply and demand analyses, strategic directions, and collaboration and engagement opportunities.

Highlights of our progress in 2015 include:

- The well-attended 2015 Housing Forum, “Addressing Poverty and Housing in Dufferin County,” presented in partnership with Headwaters Food and Farming Alliance (Headwaters Communities in Action) and Wellington-Dufferin-Guelph Public Health.
- The creation of three additional affordable housing units for seniors, at 301 First Avenue East, Shelburne, to be ready for 2016 occupancy.
- New partnerships and relationship building efforts with community agencies.
- Provision of a new Housing Allowance program, and application assistance for the new Ontario Electricity Support Program.



Table 1: Progress Measures for the 10 Year Housing and Homelessness Plan, 2015 Results

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 2 years)	2015 Actual Results
2.1 2.2	Assist Low to Moderate Income Households	<ul style="list-style-type: none"> Better housing outcomes for low/moderate income households by helping to address affordability/income disparity 	<ul style="list-style-type: none"> Continue to offer current subsidised housing programs Continue to offer Investment in Affordable Housing (IAH) components: <ul style="list-style-type: none"> Homeownership Program Ontario Renovates Program Rent supplement Program 	<ul style="list-style-type: none"> 3 additional units at 301 First Avenue in Shelburne Provided 11 households with down payment assistance loans Implemented new Housing Allowance program and assisted 13 households on waiting list
2.1 2.2	Increase supply of affordable housing in Dufferin	<ul style="list-style-type: none"> Ability to house more people Pursue goal of 40 additional units by 2024 More providers on board 	<ul style="list-style-type: none"> Explore opportunities for social housing projects in Grand Valley Fill all units (Affordable and Market rent) at 301 First Ave East in Shelburne Establish plan/business model for men's transitional housing in Orangeville with help of the Community Task Force Evaluate suitability of land available in Orangeville for social housing projects and assess funding opportunities 	<ul style="list-style-type: none"> 3 additional units at 301 First Avenue in Shelburne Provided 11 households with down payment assistance loans Implemented new Housing Allowance program and assisted 13 households on waiting list
2.3	Create more affordable seniors housing	<ul style="list-style-type: none"> Overall decline in the seniors portion of the Housing Access Dufferin waitlist 	<ul style="list-style-type: none"> Explore in greater detail the need for social housing projects targeted at seniors and what type of housing is best suited and where 	<ul style="list-style-type: none"> 3 additional units at 301 First Avenue in Shelburne for affordable seniors housing
2.3	Assisted Living for Seniors in Central/North Dufferin	<ul style="list-style-type: none"> More seniors in Central and North Dufferin able to age in place 	<ul style="list-style-type: none"> New project to be run out of Shelburne to provide assisted living to various seniors housing projects 	<ul style="list-style-type: none"> Supportive Housing In Peel (SHIP) now operate assisted living support services program from 301 First Avenue in Shelburne
2.4	Maintain Operating Agreements	<ul style="list-style-type: none"> Operating agreements with non-profit/co-operative housing providers to ensure adequate provision social housing 	<ul style="list-style-type: none"> Meet with providers to discuss end of operating agreements and importance of continued partnership Establish a funding plan that best meets provider needs while adhering to provincial requirements 	<ul style="list-style-type: none"> Ongoing meetings with Boards to plan for end of operating agreements Provision of support for tendering of contracts to help providers reduce costs County staff deployed to Housing Provider in need of operational and financial support
2.5	Enhance Asset Management	<ul style="list-style-type: none"> Maintain and where possible improve supply of social housing units 	<ul style="list-style-type: none"> Assess condition of current properties and make upgrades to infrastructure where necessary Continue with annual tenant and housing provider surveys to gauge overall satisfaction with programs Investigate feasibility/most cost effective way of replacing aging scattered units with newer properties 	<ul style="list-style-type: none"> Provision of support for tendering of contracts to help providers reduce costs County staff deployed to Housing Provider in need of operational and financial support

Table 1 cont'd: Progress Measures for the 10 Year Housing and Homelessness Plan, 2015 Results

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 2 years)	2015 Actual Results
2.6	Collaboration with lower-tier governments on addressing future social housing needs	<ul style="list-style-type: none"> Affordable Housing component present in the forthcoming Upper tier Official Plan (2015) 	<ul style="list-style-type: none"> Open dialogue with representatives from local governments on direction and goals of the plan County-hosted workshop where planners from local Towns and Townships discuss challenges and opportunities with affordable housing in their areas 	<ul style="list-style-type: none"> Ongoing – County working on its overall strategic plan
2.6	Partnerships/ Collaboration with local agencies	<ul style="list-style-type: none"> Collaboration on housing and support services to help those most at risk before they are in full crisis Memoranda of Understanding (MOU's) in place with local agencies for collaborative services 	<ul style="list-style-type: none"> Increased dialogue between County and supporting agencies to spread awareness of existing programs Review and Renewal of existing Memoranda of Understanding 	<ul style="list-style-type: none"> County continues as the Community Entity for the local Community Advisory Board (CAB) funded by Homelessness Partnering Strategy Forum in November 2015 was hosted in collaboration between Headwaters Food and Farming Alliance (Headwaters Communities in Action) and Wellington-Dufferin-Guelph Public Health Continue to be involved in the Dufferin Caledon Domestic Assault Review Team (DART)
3.2	Special Priority Policy (SPP)	<ul style="list-style-type: none"> To offer safe and secure housing for victims of abuse in a timely manner. 	<ul style="list-style-type: none"> Continued compliance with HSA legislation Continued dialogue between County and supporting agencies Continued involvement in the Domestic Assault Review Team (DART) committee table 	<ul style="list-style-type: none"> The County continues to have SPP, and continues to work closely with the local women's shelter Family Transition Place Continue to be involved in DART
3.3	Homelessness Services	<ul style="list-style-type: none"> Provision of the Homelessness Prevention Program to help people maintain or obtain housing 	<ul style="list-style-type: none"> Continued collaboration with Low Income Energy Program (LEAP) agencies to deliver financial aid Continued program delivery for "UrHome" program 	<ul style="list-style-type: none"> The County continues to offer Homelessness Prevention Program Intake agency for the new Ontario Electricity Support Program Continue to work closely with CAB on Housing First program
4.4	Accessible and Modified Housing Units	<ul style="list-style-type: none"> New/converted Social Housing units where possible will be accessible under Ontario Building Code, modified units will be added where funding permits 	<ul style="list-style-type: none"> Create statement for accessible units for departmental use/ reference 2 modified units built as part of 301 First Ave East project 	<ul style="list-style-type: none"> 3 new accessible units at 301 First Avenue scheduled for completion 2015/2016

Table 1 cont'd: Progress Measures for the 10 Year Housing and Homelessness Plan, 2015 Results

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 2 years)	2015 Actual Results
4.5	Services for Aboriginal Peoples	<ul style="list-style-type: none"> If demand exists, a review of the need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> Review need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> CAB extended membership on CAB to Wholistic Child and Youth, providing Aboriginal children and young people with culturally appropriate mental health and addictions services In October 2015 the County, as part of Dufferin Collation for Kids (DuCK), offered a "Building Relationships through Aboriginal Engagement" event The County offered support to the new aboriginal support group, Dufferin County Cultural Resource Circle
5.2	Dufferin Initiatives	<ul style="list-style-type: none"> Homelessness Task Force 	<ul style="list-style-type: none"> Continued facilitation of the Homelessness Task Force 	<ul style="list-style-type: none"> County working with the John Howard Society of Peel Halton Dufferin to research possible options
5.2	Consultations and Engagement (also see Ref. 2.6)	<ul style="list-style-type: none"> Working with Towns and Townships Forums Community Consultations Committee Work Surveys 	<ul style="list-style-type: none"> Continued work with lower tiers, towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues 	<ul style="list-style-type: none"> Housing and Poverty Forum held on November 2015 to shared information and collect feedback on 10 Year Plan Tenant Surveys conducted September 2015





2015 Housing Forum: “Addressing Poverty & Housing in Dufferin County”

In November 2015, the County of Dufferin, in partnership with Headwaters Food and Farming Alliance (Headwaters Communities in Action) and Wellington-Dufferin-Guelph Public Health, hosted the community forum, “Addressing Poverty and Housing in Dufferin County”. Our keynote speaker was Karen Glass, Executive Director of the Ontario Poverty Reduction Strategy. The event focused on sharing information, raising awareness and getting feedback on the work being done for Poverty Reduction, Housing and Homelessness in Dufferin.

Attendees were given an update on the County’s 10 Year Housing and Homelessness Plan, and were presented with opportunities to join in the collaboration. The forum was shown on Rogers local television to increase community awareness. During the forum, attendees were surveyed about their awareness of the Plan and to gather their input on the plan and its goals. The responses to the survey are noted in Table 2, along with comparisons to responses obtained in 2014.

Table 2: Forum Survey results regarding the 10 Year Housing and Homelessness Plan

Questions - Awareness		Yes								
		2014	2015							
Did you know – before the forum – about the County’s 10 Year Housing and Homelessness Plan?		55%	58%							
Have you read the County’s 10 Year Housing and Homelessness Plan?		32%	29%							
Did you know – before the forum – about the Community Advisory Board report on Homelessness?		62%	41%							
Have you read the Community Advisory Board report on Homelessness?		48%	22%							
Questions – Service Delivery		Only County of Dufferin		County of Dufferin AND Local Agencies						
		2014	2015	2014	2015					
Who do you believe should be responsible for Housing Services?		9%	11%	91%	89%					
Who do you believe should be responsible for Homelessness Services?		0%	8%	100%	92%					
Questions – Funding	2014					2015				
	Municipal Gov.	Provincial Gov.	Federal Gov.	Local Agencies	Comb. of All	Municipal Gov.	Provincial Gov.	Federal Gov.	Local Agencies	Comb. of All
Who do you believe should pay for Housing Services?	5%	0%	9%	0%	86%	1%	6%	1%	1%	91%
Is there a body you believe should NOT pay for Housing Services?	0%	0%	0%	0%	n/a	6%	0%	13%	81%	n/a
Who do you believe should pay for Homelessness Services?	0%	0%	5%	0%	95%	3%	3%	0%	0%	94%
Is there a body you believe should NOT pay for Homelessness Services?	0%	0%	0%	0%	n/a	0%	0%	9%	91%	n/a

Table 2 cont'd: Forum Survey results regarding the 10 Year Housing and Homelessness Plan

Question - Are we meeting our goals?	2014				2015			
	Exceeds Goal	Meets Goal	Does Not Meet Goal	Not Sure	Exceeds Goal	Meets Goal	Does Not Meet Goal	Not Sure
Assist Low to Moderate Income Households	6%	33%	28%	33%	7%	20%	27%	46%
Increase supply of affordable housing in Dufferin	5%	45%	40%	10%	3%	19%	53%	25%
Create more affordable seniors housing	10%	71%	14%	5%	10%	12%	50%	28%
Assisted Living for Seniors in Central/North Dufferin	0%	38%	14%	48%	7%	12%	41%	40%
Maintain Operating Agreements	15%	30%	5%	50%	3%	34%	12%	51%
Enhance Asset Management	0%	35%	10%	55%	9%	24%	10%	57%
Collaboration with lower-tier governments on addressing future social housing needs	10%	57%	0%	33%	8%	24%	15%	53%
Partnerships/Collaboration with local agencies	52%	38%	5%	5%	18%	45%	13%	24%
Special Priority Policy (SPP)	15%	40%	5%	40%	6%	27%	23%	44%
Homelessness Services	21%	47%	16%	16%	3%	27%	41%	29%
Accessible and Modified Housing Units	10%	53%	16%	21%	12%	32%	20%	36%
Services for Aboriginal Peoples	0%	0%	24%	76%	3%	44%	31%	22%
Dufferin Initiatives	10%	74%	0%	16%	3%	51%	9%	37%

Acknowledgements

The Housing Division at the County of Dufferin is pleased to have formed new partnerships with the following organizations in making progress toward our goals to address Housing and Homelessness in Dufferin:

- Wellington-Dufferin-Guelph Public Health
- Wholistic Child and Youth
- Headwaters Communities in Action
- Dufferin County Cultural Resource Circle

We also gratefully acknowledge the efforts of the following people in helping us make progress on the goals of the 10 Year Housing and Homelessness Plan in 2015:

- Community partner agencies, for your ongoing collaboration with us, and your solutions-focused efforts in addressing affordable housing and homelessness in our community.
- Dufferin County Council, for your continued leadership in making a difference in the lives of people in our community.

Thank you for another successful year!