



## 10 Year Housing and Homelessness Plan

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



# 2016 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.

The 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 2016 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 2016 include:

- The creation of three additional affordable housing units for seniors, at 301 First Avenue East, Shelburne.
- 20,000 Homes Campaign — conducted a 48 hour count of chronic and episodically homeless in Dufferin.
- New partnerships and relationship building efforts with community agencies, e.g. Poverty Task Force and DC MOVES.
- The 2016 Housing Forum which contained a varied agenda which included: Appreciation/Recognition Awards, Call to Action on Homelessness, Consultation and Information Sharing .
- Approval for new mixed Housing Development at 54 Lawrence Avenue, Orangeville.

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 2016 as well as feedback from the 2016 Housing Forum, and we take the opportunity to thank those partners who have helped us make progress towards our goals this past year.

# 10 Year Housing and Homelessness Plan

## 2016 Update

### A message from the Director of Community Services

The year 2016, similar to previous years, continued to allow housing staff to gauge and investigate homelessness issues in Dufferin County. The 20,000 Homes Campaign allowed the department to better understand the state of chronic homelessness across the County. Also in 2016, County Council began to consider the redevelopment of County assets and the creation of new properties that aimed to improve and enhance the County housing stock. Housing staff continue to work with tenants to improve their living situations and promote energy efficiencies that reduce the carbon footprints in our directly operated units.

As the Federal and Provincial governments continue to invest in social housing, the County will steward the initiatives of both governments and align new possibilities with local strategic plans. The County continues to collaborate with local agencies to improve and address both poverty and homelessness issues as a whole. Stronger relationships with backbone organizations will create stronger pathways to success that emphasize community wellbeing. Local partnerships will continue to be the mission in 2017 as integrated local service alignment has become a new normal in Dufferin County.



The Community Services Department's current Service Delivery Modernization Project will aim to better deliver all social service programs allowing those utilizing services a more transparent and seamless experience. Ongoing relationships with agencies that focus on the creation of social housing will also be a priority in 2017. It is apparent to County staff that such partnerships are not just good opportunities but are essential for the future development of rural communities.

The coming year will bring new and exciting experiences to those committed to addressing housing and homelessness. As a smaller Service Manager, Dufferin County continues to challenge the current state in efforts to create a continuum of housing services that addresses the diverse needs of our growing community. 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 2016

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 2016 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 2016 include:

- The creation of three additional affordable housing units for seniors at 301 First Avenue East, Shelburne.
- 20,000 Homes Campaign — conducted a 48 hour count of chronic and episodically homeless in Dufferin.
- New partnerships and relationship building efforts with community agencies, e.g. Poverty Task Force and DC MOVES.
- The 2016 Housing Forum which contained a varied agenda which included: Appreciation/Recognition Awards, Call to Action on Homelessness, Consultation and Information Sharing .
- Approval for new mixed Housing Development at 54 Lawrence Avenue, Orangeville.



**Table 1: Progress Measures for the 10 Year Housing and Homelessness Plan, 2016 Results**

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 3 years)	2016 Actual Results
2.1 2.2	Assist Low to Moderate Income Households	<ul style="list-style-type: none"> <li>Better housing outcomes for low/moderate income households by helping to address affordability/income disparity</li> </ul>	<ul style="list-style-type: none"> <li>Continue to offer current subsidised housing programs</li> <li>Continue to offer Investment in Affordable Housing (IAH) components: <ul style="list-style-type: none"> <li>Homeownership Program</li> <li>Ontario Renovates Program</li> <li>Rent supplement Program/Housing Allowance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>24 unit seniors building opened in August 2014. 3 new units made available in 2016.</li> <li>Provided 9 households with loans to assist with Homeownership from the IAH -E funding.</li> <li>Continued with Housing Allowance program to financially assist an average of 18 households on waiting list.</li> </ul>
2.1 2.2	Increase supply of affordable housing in Dufferin	<ul style="list-style-type: none"> <li>Ability to house more people</li> <li>Pursue goal of 40 additional units by 2024</li> <li>More providers on board</li> </ul>	<ul style="list-style-type: none"> <li>Explore opportunities for social housing projects in Grand Valley</li> <li>Fill all units (Affordable and Market rent) at 301 First Ave East in Shelburne</li> <li>Establish plan/business model for men's transitional housing in Orangeville with help of the Community Task Force</li> <li>Evaluate suitability of land available in Orangeville for social housing projects and assess funding opportunities</li> </ul>	<ul style="list-style-type: none"> <li>24 unit seniors building opened in August 2014. 3 new units made available in 2016.</li> <li>Provided 9 households with loans to assist with Homeownership from the IAH -E funding.</li> <li>Continued with Housing Allowance program to financially assist an average of 18 households on waiting list.</li> <li>Council approval for new development at 54 Lawrence Avenue.</li> </ul>
2.3	Create more affordable seniors housing	<ul style="list-style-type: none"> <li>Overall decline in the seniors portion of the Housing Access Dufferin waitlist</li> </ul>	<ul style="list-style-type: none"> <li>Explore in greater detail the need for social housing projects targeted at seniors and what type of housing is best suited and where</li> </ul>	<ul style="list-style-type: none"> <li>3 additional units at 301 First Avenue in Shelburne for affordable seniors housing.</li> </ul>
2.3	Assisted Living for Seniors in Central/North Dufferin	<ul style="list-style-type: none"> <li>More seniors in Central and North Dufferin able to age in place</li> </ul>	<ul style="list-style-type: none"> <li>New project to be run out of Shelburne to provide assisted living to various seniors housing projects</li> </ul>	<ul style="list-style-type: none"> <li>Services and Housing in the Province formerly known as Supportive Housing In Peel (SHIP) operate assisted living support services program from 301 First Avenue in Shelburne.</li> </ul>
2.4	Maintain Operating Agreements	<ul style="list-style-type: none"> <li>Operating agreements with non-profit/co-operative housing providers to ensure adequate provision social housing</li> </ul>	<ul style="list-style-type: none"> <li>Meet with providers to discuss end of operating agreements and importance of continued partnership</li> <li>Establish a funding plan that best meets provider needs while adhering to provincial requirements</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing meetings with Boards to plan for end of operating agreements.</li> <li>Provision of support for tendering of contracts to help providers reduce costs.</li> <li>County staff deployed to Housing Provider in need of operational and financial support.</li> <li>County and Peel Halton Co-operative Housing Federation co-hosted a training event for local co-op Board Members.</li> </ul>

**Table 1 cont'd: Progress Measures for the 10 Year Housing and Homelessness Plan, 2016 Results**

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 3 years)	2016 Actual Results
2.5	Enhance Asset Management	<ul style="list-style-type: none"> <li>Maintain and where possible improve supply of social housing units</li> </ul>	<ul style="list-style-type: none"> <li>Assess condition of current properties and make upgrades to infrastructure where necessary</li> <li>Continue with annual tenant and housing provider surveys to gauge overall satisfaction with programs</li> <li>Investigate feasibility/most cost effective way of replacing aging scattered units with newer properties</li> </ul>	<ul style="list-style-type: none"> <li>Provision of support for tendering of contracts to help providers reduce costs</li> <li>County staff deployed to Housing Provider in need of operational and financial support.</li> <li>Social Housing Electricity Efficiency Program (SHEEP) funding of \$71,820 provided to help local housing providers.</li> <li>Social Housing Improvement Program (SHIP) funding of \$416,000 awarded to help local housing providers.</li> </ul>
2.6	Collaboration with lower-tier governments on addressing future social housing needs	<ul style="list-style-type: none"> <li>Affordable Housing component present in the forthcoming upper-tier Official Plan (2015)</li> </ul>	<ul style="list-style-type: none"> <li>Open dialogue with representatives from local governments on direction and goals of the plan</li> <li>County-hosted workshop where planners from local Towns and Townships discuss challenges and opportunities with affordable housing in their areas</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing – County working on its overall strategic plan.</li> </ul>
2.6	Partnerships/ Collaboration with local agencies	<ul style="list-style-type: none"> <li>Collaboration on housing and support services to help those most at risk before they are in full crisis</li> <li>Memoranda of Understanding (MOU's) in place with local agencies for collaborative services</li> </ul>	<ul style="list-style-type: none"> <li>Increased dialogue between County and supporting agencies to spread awareness of existing programs</li> <li>Review and Renewal of existing Memoranda of Understanding</li> </ul>	<ul style="list-style-type: none"> <li>Several MOU's in place for support services.</li> <li>Community Entity (CE) for the local Community Advisory Board (CAB) funded by the Homelessness Partnering Strategy. (HPS).</li> <li>Working with Poverty task Force and the new committee called 'DC MOVES (Dufferin County – Managing Organizing Validating Engagement Strategies) which is an initiative of the Dufferin County Community Services Department, in partnership with Headwaters Communities in Action (HCIA) Collaborate with the County to uncover opportunities to identify and develop innovative collaborative solutions to issues.</li> <li>Continue to be involved in the Dufferin Caledon Domestic Assault Review Team (DART).</li> </ul>

**Table 1 cont'd: Progress Measures for the 10 Year Housing and Homelessness Plan, 2016 Results**

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 3 years)	2016 Actual Results
3.2	Special Priority Policy (SPP)	<ul style="list-style-type: none"> <li>To offer safe and secure housing for victims of abuse in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Continued compliance with HSA legislation</li> <li>Continued dialogue between County and supporting agencies</li> <li>Continued involvement in the Domestic Assault Review Team (DART) committee table</li> </ul>	<ul style="list-style-type: none"> <li>The County continues to have SPP, and continues to work closely with the local women's shelter Family Transition Place.</li> <li>Continue to be involved in DART.</li> </ul>
3.3	Homelessness Services	<ul style="list-style-type: none"> <li>Provision of the Homelessness Prevention Program to help people maintain or obtain housing</li> </ul>	<ul style="list-style-type: none"> <li>Continued collaboration with Low Income Energy Program (LEAP) agencies to deliver financial aid</li> <li>Continued program delivery for "UrHome" program</li> </ul>	<ul style="list-style-type: none"> <li>The County continues to offer Homelessness Prevention Program (HPP).</li> <li>Intake agency for Ontario Electricity Support Program (OESP).</li> <li>Continue to work closely with CAB on Housing First program.</li> </ul>
4.4	Accessible and Modified Housing Units	<ul style="list-style-type: none"> <li>New/converted Social Housing units where possible will be accessible under Ontario Building Code, modified units will be added where funding permits</li> </ul>	<ul style="list-style-type: none"> <li>Create statement for accessible units for departmental use/reference</li> <li>2 modified units built as part of 301 First Avenue East project</li> </ul>	<ul style="list-style-type: none"> <li>3 new accessible units at 301 First Avenue.</li> </ul>
4.5	Services for Indigenous Peoples	<ul style="list-style-type: none"> <li>If demand exists, a review of the need for specific policy for Indigenous Peoples living off-reserve</li> </ul>	<ul style="list-style-type: none"> <li>Review need for specific policy for Indigenous Peoples living off-reserve</li> </ul>	<ul style="list-style-type: none"> <li>Currently one of the CAB Chairs is a staff person from the White Owl Native Ancestry Association to assist with this process. White Owl Native Ancestry Association provide culturally wholistic services to enhance the lives of First Nations, Metis, and Inuit Peoples.</li> <li>Going forward both the CAB and the County will be working to highlight and engage providers to bring more culturally specific programming to Dufferin.</li> <li>June 2016 the County was involved in 'The Great Gathering' a First Nations, Metis and Inuit event at the Quatre-Rivieres school in Orangeville.</li> </ul>

**Table 1 cont'd: Progress Measures for the 10 Year Housing and Homelessness Plan, 2016 Results**

Plan Section Ref.	Goals	Desired Outcomes as stated in Plan	Short Term (1 to 3 years)	2016 Actual Results
5.2	Dufferin Initiatives	<ul style="list-style-type: none"> <li>Homelessness Task Force</li> </ul>	<ul style="list-style-type: none"> <li>Continued facilitation of the Homelessness Task Force</li> </ul>	<ul style="list-style-type: none"> <li>County working with Community Agencies to research possible options to address local issues. County now working with Poverty Task Force and the new committee called 'DC MOVES (Dufferin County – Managing Organizing Validating Engagement Strategies) which is an initiative of the Dufferin County Community Services Department, in partnership with Headwaters Communities in Action (HCIA), who will be collaborating with Dufferin County to uncover opportunities to identify and develop innovative and/or collaborative solutions to these issues.</li> </ul>
5.2	Consultations and Engagement (also see Ref. 2.6)	<ul style="list-style-type: none"> <li>Working with Towns and Townships</li> <li>Forums</li> <li>Community Consultations</li> <li>Committee Work</li> <li>Surveys</li> </ul>	<ul style="list-style-type: none"> <li>Continued work with lower-tier towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues</li> </ul>	<ul style="list-style-type: none"> <li>Housing Appreciation Event held in November 2016 to share information and collect feedback on 10 Year Plan.</li> <li>Tenant Surveys conducted September 2016.</li> <li>Tenant Energy Consumption Reduction Campaign .</li> <li>Annual Committee/Council report .</li> <li>Annual "Update" and "Report Card" posted to County web site.</li> </ul>





## 2016 Housing Forum: “Housing Recognition Event in Dufferin County”

In November 2016, the County of Dufferin, to coincide with National Housing Day, held an Appreciation and Recognition Event. Attendees included local support agencies and local housing providers who were awarded with “Recognition Plaques” for their services to housing and homelessness in Dufferin. The event also held the first Dufferin screening of the highly acclaimed documentary “Lowdown Tracks” , written and directed by multi-award-winning filmmaker Shelley Saywell. The film celebrates the music and stories of those living on the margins of Canadian society and has been identified as a highly effective call to action, addressing mental health stigma and issues of homelessness in Canada. 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. 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 2015.

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

Questions - Awareness		Yes								
		2015	2016							
Did you know – before the forum – about the County’s 10 Year Housing and Homelessness Plan?		58%	70%							
Have you read the County’s 10 Year Housing and Homelessness Plan?		29%	29%							
Did you know – before the forum – about the Community Advisory Board report on Homelessness?		41%	34%							
Have you read the Community Advisory Board report on Homelessness?		22%	33%							
Questions – Service Delivery		Only County of Dufferin		County of Dufferin AND Local Agencies						
		2015	2016	2015	2016					
Who do you believe should be responsible for Housing Services?		11%	0%	89%	100%					
Who do you believe should be responsible for Homelessness Services?		8%	3%	92%	97%					
Questions – Funding	2015					2016				
	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?	1%	6%	1%	1%	91%	0%	0%	9%	3%	88%
Is there a body you believe should NOT pay for Housing Services?	6%	0%	13%	81%	n/a	6%	0%	0%	94%	n/a
Who do you believe should pay for Homelessness Services?	3%	3%	0%	0%	94%	3%	0%	18%	0%	80%
Is there a body you believe should NOT pay for Homelessness Services?	0%	0%	9%	91%	n/a	0%	0%	13%	88%	n/a



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

Question - Are we meeting our goals?	2015				2016			
	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	7%	20%	27%	46%	9%	30%	36%	24%
Increase supply of affordable housing in Dufferin	3%	19%	53%	25%	3%	21%	65%	12%
Create more affordable seniors housing	10%	12%	50%	28%	9%	20%	63%	9%
Assisted Living for Seniors in Central/North Dufferin	7%	12%	41%	40%	3%	22%	56%	19%
Maintain Operating Agreements	3%	34%	12%	51%	14%	34%	14%	37%
Enhance Asset Management	9%	24%	10%	57%	12%	39%	15%	33%
Collaboration with lower-tier governments on addressing future social housing needs	8%	24%	15%	53%	3%	25%	19%	53%
Partnerships/Collaboration with local agencies	18%	45%	13%	24%	31%	43%	17%	9%
Special Priority Policy (SPP)	6%	27%	23%	44%	8%	42%	22%	28%
Homelessness Services	3%	27%	41%	29%	0%	26%	68%	5%
Accessible and Modified Housing Units	12%	32%	20%	36%	3%	12%	71%	15%
Services for Indigenous Peoples	3%	44%	31%	22%	0%	17%	33%	50%
Dufferin Initiatives	3%	51%	9%	37%	15%	42%	12%	30%

### Acknowledgements

The Housing Division at the County of Dufferin is pleased to have partnerships with many of the local human services agencies. Together we are making progress toward our goals to address Housing and Homelessness in Dufferin. The County gratefully acknowledge the efforts of the following people in helping us take steps forward on the goals of the 10 Year Housing and Homelessness Plan in 2016:

- 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!**