



10-Year Housing & Homelessness Plan

2018 Update

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

Executive Summary

Housing Services at the County of Dufferin provide 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 (non-profit and co-operative housing programs)

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. 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 2018 Update, the County has the opportunity to share a summary of progress made in 2018, and acknowledge the efforts of those contributing to our successes.

A message from the Director

2018 saw Housing Services deal with increased demand as the housing wait list increased and more households needed assistance than in previous years. Housing staff continue to work with tenants and clients to improve their living situations.

This rise in economic need coincided with the work the Community Services Department is doing with the newly formed Dufferin County Equity Collaborative (DCEC). DCEC is a broad base of stakeholders with a shared mandate to increase social prosperity and decrease inequities for the Dufferin population affected by economic hardship.

The County continues to work with local agencies and organizations in a myriad of ways to improve and address local housing and homelessness challenges. 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 effort to improve housing and homelessness services for the residents of Dufferin County.

Anna McGregor
Director of Community Services,
County of Dufferin

2018 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 and assisted living, maintaining operating agreements with housing providers, and expanding community collaboration.



74

**Total housed
waitlist applicants
in 2018**



487

**Households
assisted by HPP
in 2018**



7

**One-bed affordable
senior (barrier free)
units completed at
54 Lawrence Avenue**

8

**Households assisted
through the 2018
Homeownership Program**



\$250,940 Provided

Indigenous Blanket Exercises

All Dufferin County Community Services staff participated in an Indigenous Blanket Exercise in 2018. The insights learned at this valuable exercise led Housing Services to host an additional Blanket Exercise for those community partners, agencies and residents in attendance at the 2018 Housing Forum.

Completion of 54 Lawrence Ave

The 24 townhouse complex consisting of new rent-geared-to-income housing and new affordable/market housing was completed in the summer of 2018. The complex not only offers new housing to wait list family applicants and senior applicants, it has also offered new accommodation to existing tenants living in the County's older family units.

2018 RESULTS

2018 Progress Measures for the 10-Year Housing and Homelessness Plan

Goals	Desired Outcomes	Short Term	2018 Results
Assist low to moderate income households (2.1, 2.2)	<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 subsidized housing program Continue to offer Investment in Affordable Housing (IAH) components: <ul style="list-style-type: none"> Homeownership Program Ontario Renovates Program Rent supplement Program/Housing Allowances 	<ul style="list-style-type: none"> Provided eight households with loans to assist with Homeownership Provided one household with assistance towards home renovations/ upgrades to make their homes accessible Continued Housing Allowance program to assist an average of 11 households on waitlist
Increase supply of affordable housing in Dufferin (2.1, 2.2)	<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 Establish plan/business model for men's transitional housing in Orangeville with help of the Task Force Evaluate suitability of land available in Orangeville for social housing projects and assess funding opportunities to assist 	<ul style="list-style-type: none"> Provided 8 households with loans to assist with Homeownership Continued Housing Allowance program to assist an average of 11 households on waiting list The new 24 townhouse rent-geared-to-income and affordable housing complex was completed at 54 Lawrence Ave in Orangeville
Create more affordable seniors housing (2.3)	<ul style="list-style-type: none"> Overall decline in the seniors portion of the Housing Access Dufferin (HAD) waitlist 	<ul style="list-style-type: none"> Explore in 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"> Construction finished and occupancy of 7 one-bed affordable senior (barrier free) units at 54 Lawrence
Assisted Living for Seniors in Central/North Dufferin (2.3)	<ul style="list-style-type: none"> More seniors in Central and North Dufferin able to age in place 	<ul style="list-style-type: none"> Project to be run out of Shelburne to provide assisted living to various seniors housing projects 	<ul style="list-style-type: none"> Services and Housing In the Province (SHIP) operates programming out of the Edelbrock Centre in Orangeville
Maintain Operating Agreements (2.4)	<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 discuss implications and actions for end of operating agreements

2018 RESULTS

2018 Progress Measures for the 10-Year Housing and Homelessness Plan Cont.

Goals	Desired Outcomes	Short Term	2018 Results
Enhance Asset Management (2.5)	<ul style="list-style-type: none"> Maintaining 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 social housing programs Investigate feasibility/most cost effective way of replacing aging scattered units with newer properties 	<ul style="list-style-type: none"> Construction finished on the development at 54 Lawrence Ave. The complex will not only offer new housing to waitlist applicants, it will also offer new accommodation to existing tenants living in the County's older scattered family units Annual 2018 Tenant survey completed
Partnerships/ Collaboration with local agencies (2.6)	<ul style="list-style-type: none"> Collaboration on housing and support services to help those most at risk before they are in full crisis Memorandums of Understanding 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 Memorandums of Understanding 	<ul style="list-style-type: none"> Ongoing. County continues to work with local agencies and have MOU's for support services Continues to act as Community Entity for the local Community Advisory Board (CAB) Continues work with DCEC (Dufferin County Equity Collaborative) and DC MOVES (Dufferin County Managing Organizing Validating Engagement Strategies) Continues to be involved in the Dufferin Caledon Domestic Assault Review Team (DART)
Collaboration with lower-tier governments on addressing future housing needs (2.6)	<ul style="list-style-type: none"> Affordable Housing component present in the Upper tier Official Plan (2015) 	<ul style="list-style-type: none"> Dialogue with local government reps on direction and goals of plan County-hosted workshop where planners from Towns/Townships discuss challenges and opportunities with affordable housing in their areas 	<ul style="list-style-type: none"> Ongoing – Part of County overall strategic plan
Dufferin Initiatives (5.2)	<ul style="list-style-type: none"> Homelessness Task Force 	<ul style="list-style-type: none"> Homelessness Task Force is on hiatus 	<ul style="list-style-type: none"> County working with Community Agencies to research possible options to address local issues. County continues work with DCEC and DC MOVES

2018 RESULTS

2018 Progress Measures for the 10-Year Housing and Homelessness Plan Cont.

Goals	Desired Outcomes	Short Term	2018 Results
Special Priority Policy (SPP) (3.2)	<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) 	<ul style="list-style-type: none"> Continues to have SPP for VDV cases and continues to work closely with the local women's shelter Family Transition Place Continue to be involved in the Dufferin Caledon Domestic Assault Review Team (DART)
Homelessness Services (3.3)	<ul style="list-style-type: none"> Provision of the Homelessness Prevention Program (HPP) 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"> Continue to offer HPP. Also administers LEAP for other utility providers and is the OESP service agent Continue to work closely with CAB on Housing First Conducted an enumeration exercise in 2018 Implementation of HIFIS is underway
Accessible and modified housing units (4.4)	<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 if funding permits 	<ul style="list-style-type: none"> Create statement for accessible units for departmental use/reference Construction underway of barrier free units at the new housing project on Lawrence Ave 	<ul style="list-style-type: none"> Construction is finished of 7 affordable senior (barrier free) units at 54 Lawrence
Services for Indigenous People (4.5)	<ul style="list-style-type: none"> If demand exists, a review of the need for specific policy for Indigenous Peoples living off-reserve 	<ul style="list-style-type: none"> Review need for specific policy for Indigenous Peoples living off-reserve 	<ul style="list-style-type: none"> Community Services staff took part in Blanket Exercises CAB and the County will be working to engage providers to bring more culturally specific programming to Dufferin
Consultations and Engagement (5.2) (see 2.6 on previous page)	<ul style="list-style-type: none"> Working with Towns/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 Forum held in November 2018 to share information and collect feedback on 10 Year Plan Tenant Surveys conducted September 2018 Annual Committee/council report 2018 Annual Updates posted to website

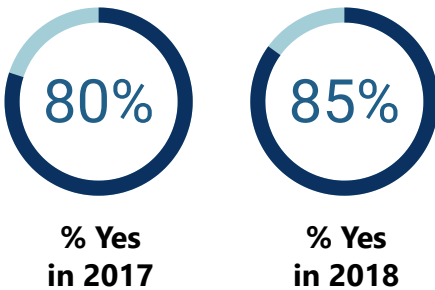
2018 HOUSING FORUM

HOUSING: EVER CHANGING

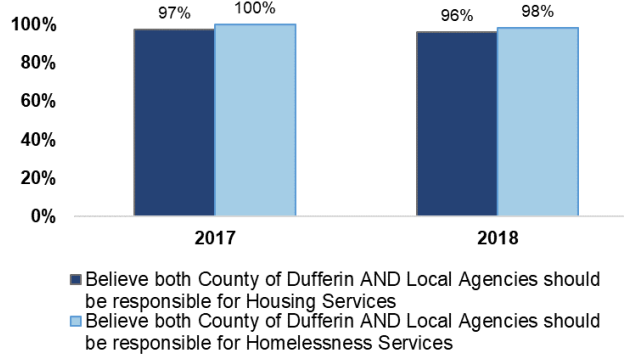
The theme of the Housing Forum, held on November 22, 2018, to coincide with National Housing Day, was "Housing: Ever Changing." The day included a variety of presentations. Wellington-Dufferin-Guelph Public Health presented on their Interactive Reports. There was a presentation regarding HIFIS and PiT Count Results and the Housing team presented on what has changed in housing and homelessness. In the afternoon, White Owl Ancestry took the attendees through an informative Blanket Exercise. The event focused on sharing information, raising awareness and getting feedback on the work being done. 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.

Highlights of 2018 Forum Survey Results

Awareness of County's 10 Year Housing & Homelessness Plan?



Service Delivery Responsibility 2017 vs. 2018



In 2018, **93%** believed that a combination of sources should pay for Housing Services vs. **84%** in 2017

Thank you for another successful year!

The Housing Services 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 acknowledges the efforts of all involved in helping us take steps forward on the goals of the 10 Year Housing and Homelessness Plan in 2018. In particular, we would like to thank:



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