



10-Year Housing & Homelessness Plan

2019 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 services, including:

- Administration of Dufferin County's Centralized Waitlist for community housing
- Delivery of various Rent Supplement Programs offered in Dufferin
- Management of the Homelessness Prevention Program and programming to address poverty
- Delivery of the Homeownership Program and the Ontario Renovates Program
- Management and operation of the County owned community 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. The 10-Year Housing and Homelessness Plan underwent a five-year review and the updated plan was adopted at County Council on November 14, 2019. Annual updates to the plan are posted on the County website.

In this 2019 update, the County has the opportunity to share a summary of progress made in 2019, and acknowledge the efforts of those contributing to our successes.

A Message from the Director

An increase in demand for attainable and community housing was seen in 2019. Housing Services understands the growing need for affordable housing and the additional social programming required to assist the most vulnerable in Dufferin County. Housing staff remain committed to serving clients and tenants in the most dignified manner possible.

Dufferin County Community Services continued to work with the Dufferin County Equity Collaborative (DCEC). In 2019, DCEC hosted the largest *Bridges Out of Poverty* training session Dufferin County has had to date, with 94 attendees.

The collaborative acknowledge that there is a need to include the voice of those who have lived/living experience of poverty and inequity. Therefore, the collaborative will work towards the creation of a Lived Experience Advisory Network (LEAN) in 2020.

The County continues to work with local agencies and organizations in a myriad of ways to improve and address local housing and homelessness challenges. Thank you to everyone involved, when we work together we achieve more.

Anna McGregor
Director of Community Services,
County of Dufferin

2019 HIGHLIGHTS

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



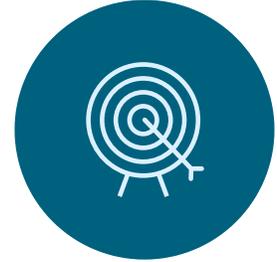
57

**Total housed
waitlist applicants
in 2019**



362

**Number of HPP
cases in 2019**



10%

**Reduction of chronic
homelessness for at
least three
consecutive months**

7 **Households assisted
through the 2019
Homeownership Program**



**\$277,850
Provided**

Bridges Out of Poverty

In 2019, DCEC hosted the largest *Bridges Out of Poverty* training session Dufferin County has had to date, with 94 attendees, including a number of Dufferin County staff members and members of County Council. The insights learned at this valuable workshop led Community Services to look into hosting additional training for staff in 2020.

Completion of Virtual Tours

54 Lawrence Ave., Orangeville Ontario

New online virtual tours and videos on our County of Dufferin website help the community to navigate and better understand the Community Housing options that are offered.

2019 RESULTS

2019 Progress Measures for the 10-Year Housing and Homelessness Plan

Goals	Desired Outcomes	Short Term	2019 Results
GOAL 1 - Address Housing Affordability, Availability & Equity	<ul style="list-style-type: none"> Better housing outcomes for low-to-moderate income households by helping to address affordability/income disparity House more people (i.e. goal of 40 additional units by 2024) Overall decline in seniors on the centralized waitlist 	<ul style="list-style-type: none"> Support the creation of housing allowance programs to increase number of households who can receive financial assistance where they reside Continue to offer: Homeownership Program and Rent Supplement Program 	<ul style="list-style-type: none"> Presented a report to County Council outlining the plan to re-purpose existing municipal monies into an allowance. Council approved on September 12, 2019. This will be used to stabilize housing for approx. 15 clients starting in April 2020 The report also featured two other allowance programs which will be starting in 2020: the <i>Ontario Priorities Housing Initiative (OPHI) Housing Allowance Program</i> and <i>Canada-Ontario Housing Benefit (COHB)</i> Provided 7 households with loans to assist with Homeownership Continued to offer the Rent Supplement Program
GOAL 2 - Prevent Housing Instability & Homelessness	<ul style="list-style-type: none"> Help people obtain and/or maintain housing through Homelessness Prevention Program (HPP) and similar programs Provide client-centered Homelessness Services through partnerships/collaboration with local agencies Help individuals find & maintain housing with RentSmart training 	<ul style="list-style-type: none"> Continue collaboration with agencies (i.e. LEAP) to deliver financial aid Continue program delivery of "urHome" Implement HIFIS system Continue collaboration with community partners Improve tenant outcomes with RentSmart 	<ul style="list-style-type: none"> Continued to offer HPP, which uses provincial funds. Also administered LEAP for other utility providers and provided support for OESP Participated in 2 in-person learning sessions with Built for Zero Canada (BFZ-C) HIFIS was fully implemented for internal use with HPP in 2019 The By-Name List (BNL) was implemented and 3 consecutive months of reliable BNL data were submitted. Reached the goal of a Quality BNL Coordinated Access Table (CAT) was implemented with weekly meetings Held Coordinated Access/BNL training with the Canadian Alliance to End Homelessness for community partners Two County staff became RentSmart certified in June 2019. Shared presentation on RentSmart to the DCEC Housing & Homelessness Working Group

2019 RESULTS

2019 Progress Measures for the 10-Year Housing and Homelessness Plan (Cont.)

Goals	Desired Outcomes	Short Term	2019 Results
GOAL 3 - Maintain, & Where Possible, Improve Housing	<ul style="list-style-type: none"> Maintain and, if possible, improve community housing Maintain operating agreements with housing providers Make housing more accessible and sustainable 	<ul style="list-style-type: none"> Meet with providers to discuss end of operating agreements and importance of partnership Assess condition of current properties and make upgrades where possible Continue tenant and housing provider surveys 	<ul style="list-style-type: none"> Annual 2019 tenant survey completed
GOAL 4 - Meet a Range of Complex Community Needs	<ul style="list-style-type: none"> Offer safe and secure housing for victims of abuse in a timely manner Work to become an Indigenous ally Collaborate on services to help those most at risk before they are in full crisis More seniors able to age in place 	<ul style="list-style-type: none"> Continue compliance with HSA legislation Continued dialogue between County and supporting agencies Continue involvement in the Domestic Assault Review Team (DART) Explore alternative solutions for seniors housing (i.e. homesharing) 	<ul style="list-style-type: none"> Provided Housing Allowance that subsidizes community partners who assist at-risk women Continued involvement in DART In 2019, staff attended the DART workshop <i>Domestic Violence & Diversity: Understanding Your Role</i> In 2019, 4 households received PHB-SPP funding in Dufferin County <i>Dufferin County's Age-Friendly Community Needs Assessment and Strategic Action Plan</i> was completed in 2019 Presentation provided on homesharing at the 2019 Annual Housing Forum
GOAL 5 - Cultivate Local Partnerships, Collaborate with Lower- Tiers of Government & Engage the Community	<ul style="list-style-type: none"> Increase awareness and buy-in of housing challenges Collaborate on housing and support services Consult community Work more closely with towns/townships 	<ul style="list-style-type: none"> Increase awareness of challenges, poverty, inequity and homelessness Continue involvement in committees (i.e. DCEC) Engage tenants and the community using modern and interactive methods Work with Planning and Consultants during Municipal Comprehensive Review (MCR) Dialogue with local government reps on direction and goals of plan 	<ul style="list-style-type: none"> Continued work with DC MOVES & DCEC. In 2019, DCEC hosted a <i>Bridges Out of Poverty</i> session with 94 attendees Annual Housing Forum held on November 22, 2019 A <i>Join In Dufferin</i> project, with a public housing survey, was created for National Housing Day in 2019 Community Services web apps include maps for the public to find where services are offered Through DCEC, 21 housing considerations were submitted to the County Planning Coordinator

2019 Housing Forum

The theme of the Housing Forum held on November 22, 2019, set to coincide with National Housing Day, was *Housing: Rising to the Challenges*. The day included a variety of activities and presentations and began with a Privilege Walk, which is an experiential activity that highlights how people benefit or are marginalized by systems in our society. Updates were provided including the Housing and Homelessness Plan, Housing Services Act and Regulations, By-Name List and Homelessness, and Housing Programs. Dufferin County premiered the virtual tours of the County-owned rental units. Dorothy Mazeau from Golden Girls Canada presented on homesharing options for seniors.

2019 Community Engagement Survey

Join In Dufferin, the County of Dufferin's online engagement platform, allows the public to participate in various projects that are happening in the community. Housing Services can engage with the public through surveys, polls, questions and more. A *Join In Dufferin* project page was created for National Housing Day in November 2019. The page featured information about National Housing Day, a quick poll and a survey. Participants attending the Housing Forum were also able to complete the survey on iPads at the event. Highlights from the survey include:

AWARENESS



69% of respondents were aware that the County has a 10-Year Housing & Homelessness Plan



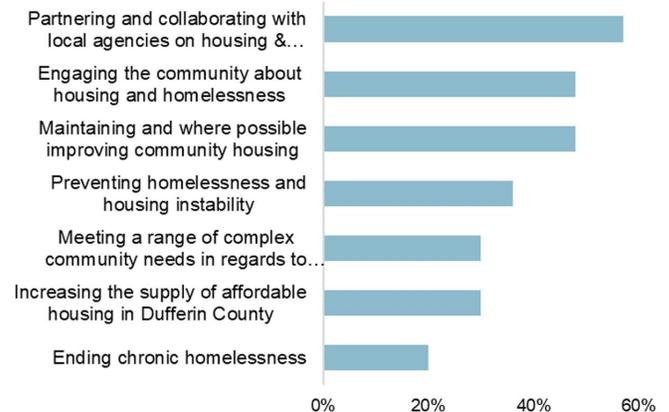
45% of those that are aware have read the plan



86% are considering reading the plan in the future

MEETING GOALS

How well the County is doing to address the following goals (Top 2 Box)



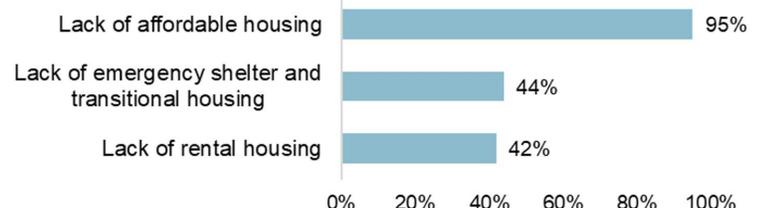
PRESSING LOCAL HOUSING ISSUES/CHALLENGES

According to 40% of respondents:

Expanding affordable housing

Is the top priority action which needs to be addressed in housing & homelessness planning & programming in Dufferin County moving forward

Top three most pressing housing issues currently facing Dufferin County



NEXT STEPS & ACKNOWLEDGEMENTS

2020 OPPORTUNITIES

Relieving Pressure on the Centralized Waitlist

In order to relieve some of the strain on the centralized waitlist, two housing allowance programs will be starting in April 2020:

- *Ontario Priorities Housing Initiative (OPHI) Housing Allowance Program* - a financial supplement paid from the Province of Ontario directly to eligible renter households to help them pay their rent. Households that are eligible for the program could receive \$200.00, \$275.00 or \$350.00 per month starting in April 2020. This program will provide housing allowance supports for clients on the Housing Access Dufferin (HAD) waitlist
- *Canada-Ontario Housing Benefit (COHB)* - builds on the Canada-Ontario Bilateral Agreement under the National Housing Strategy and will provide funding directly to approximately 16 households that are on the waitlist

Providing Homelessness Services, Preventing Homelessness & Reaching Functional Zero

Dufferin aims to reach Functional Zero for chronic homelessness by November 2020. Functional Zero is three or less chronic homeless households on the BNL for three consecutive months. In order to reach Functional Zero, the County will be introducing the *Chronic Homeless Housing Allowance Program (CHHAP)*, which will be used to stabilize housing for approximately 15 clients starting in April 2020, and will also be redesigning Coordinated Access so that there are two housing support workers and one housing placement worker.

Non-Profit & Cooperative Housing Providers

Allocation of funding to Non-Profits/Co-operatives/Providers – a total of \$356,567.30 of OPHI funding, under the Ontario Renovates component has been allocated for capital projects. This funding will be largely utilized for roof replacements and the creation of a secondary suite.

Thank you for another successful year!

The County of Dufferin Housing Services is pleased to have partnerships with 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 Housing & Homelessness Plan in 2019. 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

