

# Housing is Key



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

**Updated September 2019**

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# 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 community housing
- Delivery of various Rent Supplement Programs offered in Dufferin
- Management of the Homelessness Prevention Program (HPP)
- Delivery of the Homeownership Program and the Ontario Renovates Program
- Management and operation of the County owned housing properties
- Working with Local Housing Providers (non-profit and co-operative housing programs)

In accordance with guidelines set out under the Housing Services Act (HSA, 2011), 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. Council approved the plan in December 2013 and work started in 2014.

The County's current supply of community housing units sits at 255 rent-g geared-to-income (RGI) units, 65 affordable units, eight market units, 22 supported units at Mckelvie Burnside Village, and 90 units covered by rent supplement agreements. Housing providers provide an additional 278 RGI units. Despite many successes, the waitlist for housing units is the highest it has ever been, closing 2018 with an average of 643 households on the waitlist. Collaborative and innovative thinking will be needed to help address this growing need for stable and adequate housing.

In this five year update of the 10-Year Housing and Homelessness Plan, the County has the opportunity to shed light on ongoing challenges, revise goals and objectives, share a summary of progress made in the past five years, acknowledge the efforts of those contributing to our successes and provide a brief snapshot of what is to come.

## A message from the Director

**A healthy community is one that offers complete well-being by reducing gaps caused by inequities. Affordable, suitable and attainable housing is essential for these healthy communities. Many communities, including Dufferin, continue to face an affordable housing shortage, combined with a range of complex issues that are beyond the capacity of any one group or agency. A healthy community is one where many groups work together in partnership.**

**The past five years have seen success, but the housing waitlist has been steadily increasing and more households need assistance than ever before. The County continues to work with local agencies and organizations in a myriad of ways to improve and address local housing and homelessness challenges.**

**This document supports a shared community vision of actions needed to effectively address housing and homelessness in Dufferin County. The plan has been revised by County staff in an effort to provide the most current information on housing and homelessness in the County available.**

**The County gratefully acknowledges the efforts of all individuals, local agencies and service providers involved in this collaboration. We appreciate and want to thank all of you who work with us. We also open the invitation to others to join the effort to improve housing and homelessness services for the residents of Dufferin County. Let us continue together with our collaborative approach to sustaining a vibrant, inclusive and health promoting Dufferin.**

**Anna McGregor**

*Director of Community Services, County of Dufferin*

# Introduction

## BACKGROUND

The aim of the County as the Service Manager is to improve access to housing that is suitable and affordable for all residents in Dufferin. Long-term planning for the provision of attainable housing is an essential tool to support poverty reduction.

Having a wide variety of attainable housing options in Dufferin means a higher quality of life for all residents.

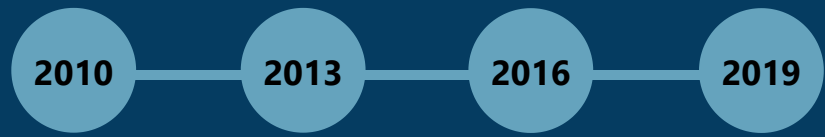
The purpose of this plan is to address challenges and opportunities in providing housing options for Dufferin County residents. This will be accomplished through a unified strategy which is to be implemented across the County.

The review and update of this 10-Year Housing & Homelessness Plan meets the Ministry's need for a five-year review. It also contains updates to ensure consistency with the revised *Policy Statement: Service Manager Housing & Homelessness Plans* (2016).

This update aims to align with the Municipal Comprehensive Review (MCR) and Official Plan (OP) update currently underway at the County and is compliant with the current requirements set out in the *Provincial Policy Statement* (PPS, 2014) and *A Place to Grow - Growth Plan for the Greater Golden Horseshoe* (May 2019).

As the PPS is currently under review, any updates in regards to compliance with the PPS will be submitted in the annual update reports sent each year to the Ministry.

## TIMELINE



**2010**

In response to the Ministry of Housing's *Long-Term Affordable Housing Strategy* (LTAHS, 2010) and the HSA, 2011, Service Managers were required to develop locally relevant housing and homelessness plans

**2013**

The County created a 10-Year Housing and Homelessness Plan, which was implemented in 2014

**2016**

In 2016, the Ministry released the *Policy Statement: Service Manager Housing and Homelessness Plans* to update the Ontario Housing Policy Statement. The revised policy statement aligns provincial priorities with the 2016 update to the LTAHS. Service Managers must ensure their plan is consistent with the revised policy statement

**2019**

The HSA stipulates that, at least once every five years, Service Managers must review their plans and make amendments as necessary or advisable. Service Managers are asked to complete and submit their review report and revised plans to the Ministry by December 31, 2019

## DELIVERING RESULTS BY...



### HAVING A CLEAR VISION

Every person in Dufferin County will have access to an affordable and suitable home



### A LONG RANGE FOCUS

- Reduce the number of people experiencing homelessness
- Increase the number of people experiencing housing stability
- End chronic homelessness by 2021



### WORKING TOGETHER

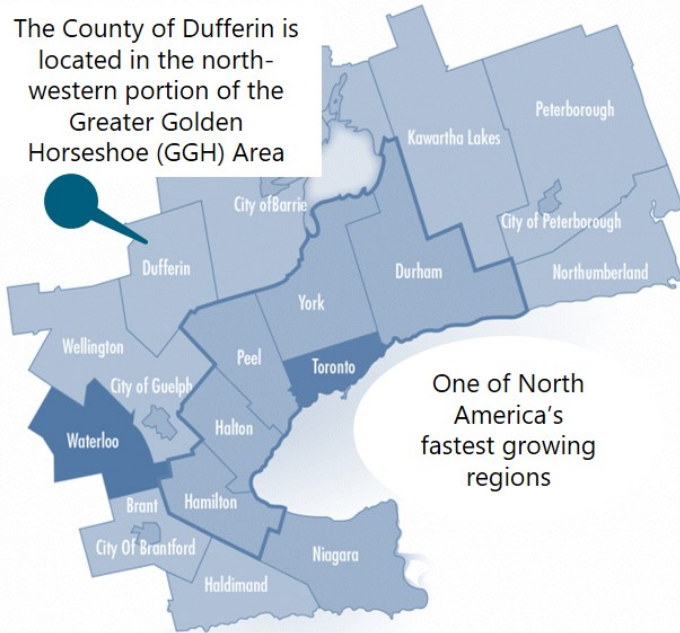
We are better when we work together. Strong partnerships and collaboration are key to reaching our goals



# Introduction (Cont.)

## WELCOME TO DUFFERIN

The County of Dufferin is located in the north-western portion of the Greater Golden Horseshoe (GGH) Area



Made up of **1,486** square kilometers and **8** towns and townships:

- Amaranth
- East Garafraxa
- Grand Valley
- Melancthon
- Mono
- Mulmur
- Orangeville
- Shelburne

**65%** of the population resides in the three main urban centres



**61,735**

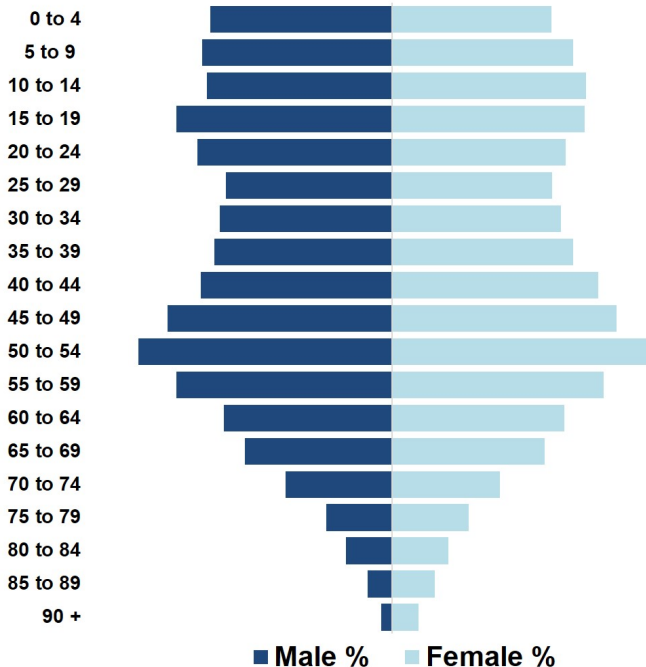
Population of Dufferin County (2016)

The County is recognized as a significant part of what is commonly known as the headwaters area of Ontario. It offers the source of five major river systems in the Province: the Credit, Humber, Grand, Saugeen and Nottawasaga



**40.7** Median age of the population in Dufferin County

Dufferin County Population Pyramid (2016)



Dufferin is predicted to have 85,000 residents by 2041

**85,000** by 2041

Dufferin County Population Growth 2011 - 2016

Town/Township	2011	2016	% change
Amaranth	3,963	4,079	2.9
East Garafraxa	2,595	2,579	-0.6
Grand Valley	2,726	2,956	8.4
Melancthon	2,839	3,008	6.0
Mono	7,546	8,609	14.1
Mulmur	3,391	3,478	2.6
Orangeville	27,975	28,900	3.3
Shelburne	5,846	8,126	39.0
Dufferin Total	56,881	61,735	8.5

Wellington-Dufferin-Guelph Public Health (2018). Social Determinants of Health Status Report. Guelph, Ontario.

Statistics Canada. 2017. Dufferin, CTY [Census division], Ontario and Ontario [Province] (table). Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.

Map Source: The Neptis Foundation (2013). Implementing the Growth Plan for the Greater Golden Horseshoe.

# Goal Summary

## GOAL 1 - ADDRESS HOUSING AFFORDABILITY, AVAILABILITY & EQUITY



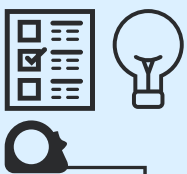
- Increase the supply and mix of affordable housing options
- Assist low to moderate income households
- Create more affordable seniors housing

## GOAL 2 - PREVENT HOUSING INSTABILITY & HOMELESSNESS



- Provide client-centered Homelessness Services through partnerships/collaboration with local agencies
- Help individuals find and maintain housing through RentSmart training

## GOAL 3 - MAINTAIN, & WHERE POSSIBLE, IMPROVE HOUSING



- Enhance asset management
- Maintain operating agreements
- Sustainability

## GOAL 4 - MEET A RANGE OF COMPLEX COMMUNITY NEEDS



- Services for Indigenous Canadians
- Accessible and modified housing units
- Special Priority Policy (SPP)
- Youth
- Senior assisted housing

## GOAL 5 - CULTIVATE LOCAL PARTNERSHIPS, COLLABORATE WITH LOWER-TIERS OF GOVERNMENT & ENGAGE THE COMMUNITY



- Collaboration with lower-tier governments
- Partnerships/collaboration with local agencies
- Consultations and engagement
- Dufferin local initiatives

# GOAL 1



## ADDRESS HOUSING AFFORDABILITY, AVAILABILITY & EQUITY

### CHALLENGES

#### *A Growing & Aging Population*

Shelburne has seen rapid growth in the past five years. It is now the second-fastest growing municipality of at least 5,000 inhabitants located outside of a metropolitan area in Canada. Growth in Dufferin County is not evenly distributed across the county. It is also not evenly distributed across age groups.

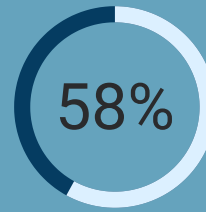
The County has seen an increase in those 55 and over in the past five years. Between 2011 and 2016, the seniors population in Dufferin County grew by approximately 21%. It is estimated that seniors in the region could make up approximately 37% of the population by the year 2041. As this population continues to increase, so too will the need for non-profit, private, and alternative seniors housing.

Generally, seniors are at a higher risk of poverty. Making sure that the growing seniors population has affordable places to live is an ongoing challenge.

#### *Equity & Income Disparity*

Equity ensures that all people can reach their full potential and are not disadvantaged from attaining it because of their race, ethnicity, religion, gender, age, socioeconomic status, etc. In general, Dufferin seems to be an affluent community; however, inequity and poverty exist. The proportion of households experiencing food insecurity in Dufferin is estimated to be 15%; in contrast, in Ontario, the proportion of households experiencing food insecurity is approximately 12%.

There has been an increasing concentration of income and wealth in the hands of a small elite in Canada. This is also true in Dufferin. Income levels are unevenly distributed throughout the County. Percentages of low-income households are much higher in Grand Valley (12%) and Melancthon (15%) compared to the rest of Dufferin County.



Per cent increase in Shelburne's population between 2006 and 2016

Dufferin County's population increased 13%

### Dufferin County Total Senior Population (55+)

2011		2016
14,060		17,105



26%

of those 55+ in Dufferin who rent, live in subsidized housing



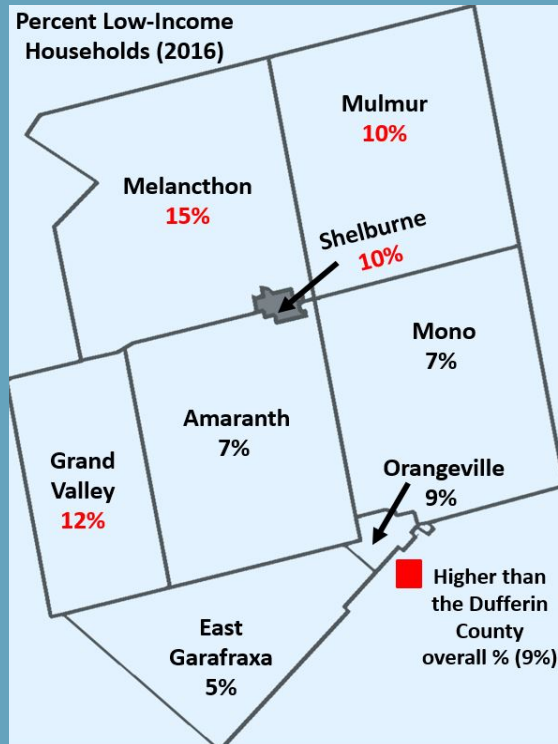
10%

of those 55+ in Dufferin are living in low income



37%

of those 75+ in Dufferin spend more than 30% of their income on shelter



Wellington-Dufferin-Guelph Public Health (2018). Social Determinants of Health Status Report. Social determinants of Health Community Profiles, Older Adult Health Status Report

Ministry of Health and Long-Term Care (2018). Protecting and Promoting the Health of Ontarians: Ontario Public Health Standards: Requirements for Programs, Services, and Accountability.

Statistics Canada and Canada Mortgage Housing Corporation run data series 2016

Dufferin County Poverty Reduction Task Force (2017). Reducing Poverty in Dufferin County: A Proposed Strategic Framework. Prepared by JPMC

## CHALLENGES (CONT.)

### Affordable & Available Housing

The average resale price for homes in Dufferin have risen substantially over the past decade, making home ownership a less affordable option. As of 2018, only 19% of Dufferin County households can afford the average resale home price in the municipality.

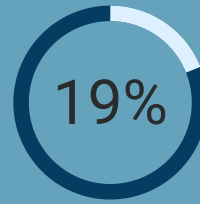
Incomes are not rising quickly enough to meet the increase in housing prices. The median after-tax income of households in Dufferin County is \$77,256. According to the Canada Mortgage and Housing Corporation (CMHC), general affordability is where a household spends 30% or less of their income on rent/mortgage payments. In Dufferin County, 21% of owner households spend 30% or more of their income on shelter costs.

Half (50%) of the households in the County can afford the average market rent\*. However, 45% of tenant households spend 30% or more of their income on shelter costs. Average market rents have been steadily increasing over the past decade in Dufferin. High housing costs impact people's quality of life. It limits the amount of money that households can spend on other necessities of living, such as food, transportation and child care. Of the 1,295 renter households in Dufferin in core housing need (36%), the majority are in core housing need because they are below the affordability standard.

Another issue is that vacancy rates are falling. Low vacancy rates may cause an increase in rental prices as a greater number of households seek a smaller number of available units. Dufferin's average rental vacancy rate over the past five years has been lower than the Ontario average over the same time.

Approximately 85% of the existing housing mix in Dufferin County is detached houses, and the majority of households cannot afford the average resale price. With the lack of rental options, individuals and families may be forced into home ownership situations that are beyond their budgets.

**\*Please note that Dufferin County does not use the average market rent as above, but instead uses an "increased" adjusted rate, to better address affordability, as the average market rent does not accurately reflect the situation.**

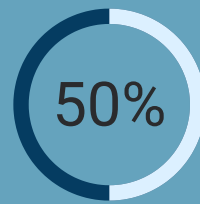
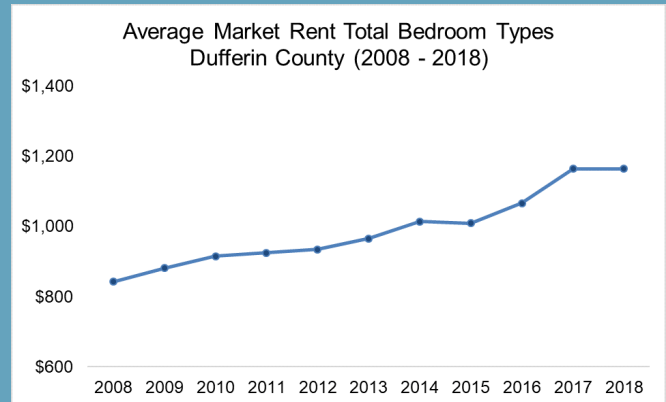


of households can afford the average resale home price in Dufferin County

**\$572,515**

Average resale price of home in Dufferin County (2018)

Source: Real Property Solutions (RPS) 2018 House Price Index

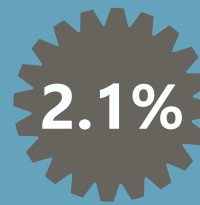


of households can afford the average market rent in Dufferin County

**\$1,164**

Average Market Rent total bedroom types in Dufferin County (2018)

Source: CMHC 2018 Rental Market Survey (RMS)



Ontario Average Vacancy Rate Over Past Five Years (2013-2018)



Dufferin County Average Vacancy Rate Over Past Five Years (2013-2018)

### Dufferin County Vacancy Rates One Bedroom

2008  
**4.7%**



2018  
**1.7%**

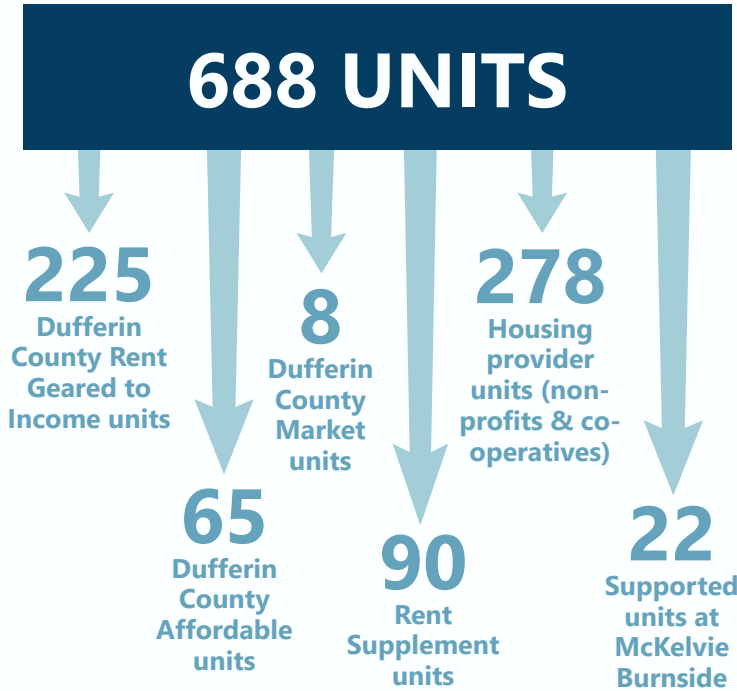
Wellington-Dufferin-Guelph Public Health (2018). Social Determinants of Health Status Report. Guelph, Ontario.  
Statistics Canada. 2017. Dufferin, CTY [Census division], Ontario and Ontario [Province] (table). Census Profile. 2016 Census. Statistics Canada Catalogue no. 98-316-X2016001. Ottawa. Released November 29, 2017.



# WHAT WE HAVE ACHIEVED SO FAR

## Increase of Long-term Housing Stock

In 2018, between the County, non-profit and co-op housing providers, and private landlords on rent supplement agreements, there were 688 units in Dufferin that made up the social housing stock, an increase of 26 units from 2013. Units are located in Orangeville, Shelburne and Grand Valley.



## New Units & Increased Capacity for Seniors

### 301 First Avenue East

In the summer of 2014, a 24 unit building for seniors opened in Shelburne. Three new accessible units were completed in the building in 2016.

### 54 Lawrence Avenue

The County of Dufferin’s newest rent-geared-to-income housing and new affordable/market housing located at 54 Lawrence Avenue in Orangeville was completed in the summer of 2018.

The complex consists of 24 townhouses with one, two, three and four bedroom units. Seven of the units are one bedroom senior affordable and accessible units. This 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.

## Tenant Testimony

*When Natalie contacted my wife and I to offer us a senior townhouse unit at 54 Lawrence Ave, Orangeville, we never realized how wonderful an experience it would be.*

*From the day we made an application for the unit to the day we moved in, Natalie made it very easy. She explained all the things we needed to know regarding utility hook-ups, rental payment methods, garbage collection schedules and parking arrangements.*

*This little community of both senior and family townhouse units suits our needs perfectly. It is a well maintained property. The snow clearing of the parking areas and the common area sidewalks has been incredible! Making it safe for all residents.*

*With our 1 bedroom unit having just 1 floor, both front and back individual entrances, a patio area to BBQ and relax on, central air conditioning, in-suite laundering and a walk-in shower with hand safety rails, we could not have found a more suitable home in which to live. We look forward to many years of residency here at 54 Lawrence Ave.*

54 Lawrence new build



## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### *Housing Those in Need Through Housing Access Dufferin (HAD)*

HAD is the service that maintains the Centralized Waitlist for subsidized housing for Dufferin County. The waitlist is for all social housing within the County of Dufferin, not just County-owned properties.

Although there has been progress housing those on the waitlist, an increasing number of households are applying for housing each year. In 2018, 286 households applied to be on the waitlist. This is an increase of 17 households from 2017. In the last quarter of 2018, 673 households were on the waitlist, the highest it has been in the county. There is an increasing need for social housing or alternatives. Seniors represent the largest group on the waitlist, making up approximately 47% of those on the waitlist.

The average wait time to be housed in Dufferin County has been gradually increasing over the past few years. The average waiting period to be housed is currently 4 - 8 years. Wait times are dependent on family size, age of applicant household, and the choice of location the applicant household selects.

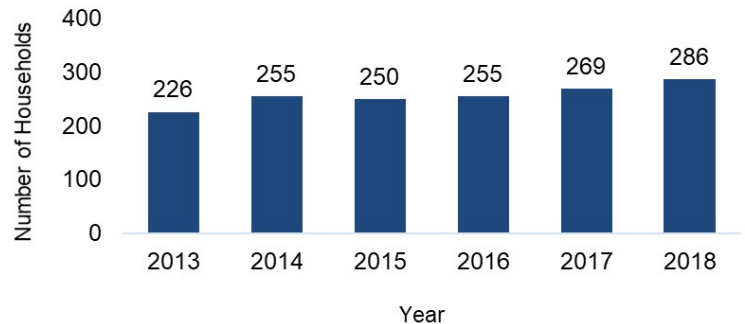
### Housed households

2013 - 2018

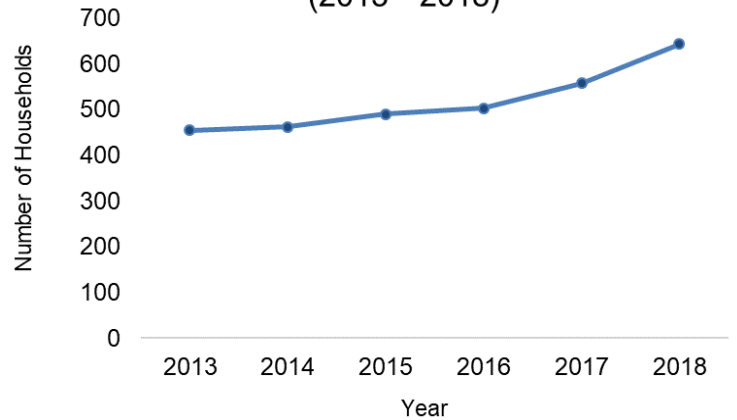


**334 households**

HAD Waitlist Number of Households Applied by Year (2013 - 2018)



Average Number of Households on Housing Access Dufferin (HAD) Waitlist (2013 - 2018)



**4 - 8 yrs**

**Average Wait Time to be Housed**

### *Private Market Partnerships with the Rent Supplement Program*

The Rent Supplement program provides affordable rent in privately owned buildings for tenants who cannot afford regular market rent. The buildings are not owned or managed by the County and the County is not the landlord. The tenants pay the landlord a rent amount that is determined by County of Dufferin Housing Services staff. The rent is based on 30% of their gross monthly household income. The County pays the landlord the difference between the usual rent charged for the unit and what the tenant can afford to pay. When a landlord removes themselves from the program, another landlord is recruited. The funding for the program comes from the County as well as other short-term programs:

- Investment in Affordable Housing: offered up to five years. Ending between 2017- 2019
- Investment in Affordable Housing Program Extension (IAH-E) - "Housing Allowance": funding runs from 2015 - June 2019, a period of up to 48 months. Run by the Ministry of Finance

For households in receipt of these programs that expire before social housing becomes available, the County can provide a small transitional rent allowance, which can be paid for a period up to nine months in decreasing installments in order to help transition back to paying full market rent.

## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### *Homeownership Assistance for Low-to-Moderate Income Households*

Through the IAH-E, the County of Dufferin was able to continue to offer the successful Homeownership Program. The program aims to assist low-to-moderate income renter households to purchase an affordable home by providing down payment assistance in the form of a forgivable loan. For several years, the County was able to provide up to five percent (5%) in down payment assistance to eligible applicants to assist them in purchasing a home.

However, given rising house prices in the Dufferin area, since November 2017, the County has been able to provide up to ten percent (10%) to a maximum of \$45,000. Funds are limited and subject to availability. Repayment may be required under certain circumstances.



**Households assisted**



**2013 - 2018**

**\$803,500**

**53 households**

## WHAT'S NEW MOVING FORWARD

### *Ontario Priorities Housing Initiative and the Housing Allowance Program*

The Ontario government and Canada Mortgage and Housing Corporation (CMHC) signed a Bilateral Agreement regarding the National Housing Strategy. This agreement provides an opportunity to align federal funds with Ontario's Community Housing Renewal Strategy priorities. One of the National Housing Strategy funding streams is the Ontario Priorities Housing Initiative (OPHI). OPHI is modeled after similar, previous affordable housing programs, with the most recent being the IAH-E. OPHI is launching in 2019-20.

OPHI funding is meant to be flexible in order for municipalities to address local needs. One of the program components from the OPHI funding that will begin in 2019 is a new Housing Allowance Program. The Housing Allowance component is intended to promote housing stability for tenants who would otherwise face affordability challenges. The HAD centralized waitlist is the highest it has ever been in Dufferin. The average wait time to be housed is 4-8 years. In order to relieve some of the strain on the waitlist, a Housing Allowance will be introduced in 2019. The Housing Allowance will range from \$200.00 to \$350.00 per household per month based on need. This Housing Allowance is intended to serve approximately 49-85 clients on the waitlist.





## WHAT'S NEW MOVING FORWARD

### *Collaboration with an Equity Focus*

The Dufferin County Equity Collaborative (DCEC) officially formed in December 2018. It was created when the Dufferin County Poverty Reduction Task Force and the Local Health Integration Network (LHIN) Poverty Sub-Collaborative recognized they could benefit from combining their skills and knowledge.

DCEC represents a strategic partnership of a broad base of stakeholders with a shared mandate to increase social prosperity and decrease inequities for the Dufferin population affected by economic hardship. Working together in collaboration, the membership jointly sets strategic direction, identifies evidence informed priorities that can be actioned locally, and capitalizes and enhances existing systems and programming. DCEC currently has three community priorities supported by working groups in: Health Equity, Housing & Homelessness and Employment.

The main goal of the Housing & Homelessness working group is that members of the community will have equitable opportunities to find and maintain housing, and housing instability and homelessness will be prevented.

### **Advocating for Greater Housing Mix & Exploring Attainable Alternatives**

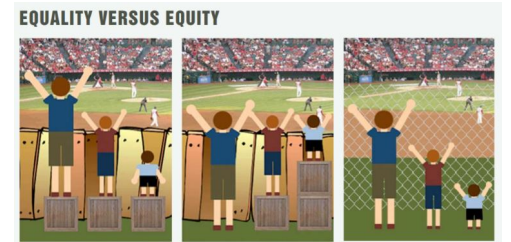
In 2018, the Ministry initiated a public consultation process to seek comments and feedback in regards to ways to increase housing supply in Ontario. Key stakeholders and residents were called upon in order to provide feedback in the context of Dufferin County.

From the feedback, it was found that the mix of housing in Dufferin County is the number one barrier. In response to the feedback gathered from across the province, the MMAH released Bill 108, *More Homes, More Choice Act*, 2019 to address the barriers of new homeownership and rental housing.

In order to support having greater mix in Dufferin, the DCEC Housing & Homelessness working group brainstormed ideas on how to improve housing supply and mix in Dufferin from a planning perspective. The group submitted their ideas to the County of Dufferin Planning Coordinator to be taken under consideration during the County Official Plan (OP) update, which is currently occurring as part of the MCR process. Some of the items submitted for consideration include:

- Change zoning (limited square footage requirements, etc) to allow for tiny house builds
- Infill housing (i.e. replacing a single detached home with a duplex or fourplex or subdividing an existing lot to allow the construction of additional units)
- Basement apartments roughed in to a percentage of all new single detached builds

The working group has also been exploring alternative housing arrangement options by hosting guest speakers on topics such as homesharing (Golden Girls Canada).



Huron County Health Unit

***"The primary factors that shape the health of Canadians are not medical treatments or lifestyle choices but rather the living conditions they experience"***

————— Raphael, 2010 —————



# GOAL 2



## PREVENT HOUSING INSTABILITY & HOMELESSNESS

### CHALLENGES

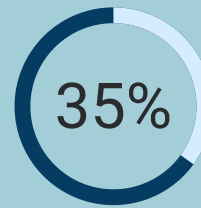
#### *Hidden Homelessness & Rurality*

Although more than half (65%) of the population lives in the "urban" centres, Dufferin is in many ways still a rural municipality. In rural communities, struggles with housing are different than in cities. Within rural communities, denial of homelessness is often an issue. Rural life is viewed as representing values of property ownership and freedom from so-called "urban" problems. Barriers exist, such as lack of transportation and distance from urban centres where the majority of amenities and supports are concentrated. In Melancton, 15% of households are considered low-income compared to 10% in Shelburne, yet average annual household spending is higher in Melancton.

Hidden homelessness is more pervasive in rural areas. The hidden homeless includes those living in temporary, provisional accommodations or in situations that are unsustainable (i.e. couch surfing). This population is considered to be "hidden" because they may not access homeless supports and services even though they are improperly or inadequately housed.

Point-in-Time Counts (PiT Count), Registry Weeks and other enumeration attempts to find those experiencing homelessness may miss some who are well-hidden in ravines and forested areas, or who are actively avoiding being counted. Regardless of how successful outreach efforts are, the lack of visibility can make it difficult to pinpoint the number of people experiencing homelessness in the County.

Housing is often viewed as a neatly divided issue: one is either homeless or housed; however, this does not take into account the precarious housing situations that people, especially vulnerable populations, may experience. Those that do not define themselves as homeless; those in precarious financial situations and those in the in-between states of housing need to be taken into account when planning housing and homelessness services and programs.



**of Dufferin's population live in rural parts of the County**

*"Rural homelessness is thought to be pervasive due to high rates of poverty, unemployment and under-employment, lack of affordable housing and isolation geographically from urban centres."*

NHCHC, 2013

**Housing & homelessness supports, food banks and social assistance are largely concentrated in the urban centres of the County making it difficult for those without a vehicle to access support.**



### Average Annual Household Spending (2018)\*

Melancton (more rural)		Shelburne (more urban)
\$21,556	Shelter 	\$21,203
\$20,169	Transportation 	\$16,889
\$13,280	Food 	\$11,460
\$4,600	Health Care 	\$3,737
\$1,851	Electricity 	\$1,418

\*Environics Analytics (2018) Household Spend 2018 data

Grodzinski, E. And Sutherns, R. (2013). The State Of Homelessness In Dufferin. Prepared For Dufferin Community Advisory Board  
 Kauppi, C., O'grady, B., Schiff, R., Martin, F. And Ontario Municipal Social Services Association. (2017). Homelessness And Hidden Homelessness In Rural And Northern Ontario. Guelph, On: Rural Ontario Institute  
 National Health Care for the Homeless Council. (2013). Rural Homelessness: Identifying and Understanding the 'Hidden Homeless.' In Focus: A Quarterly Research Review of the National HCH Council, 1:4. Sarah Knopf-Amelung, Research Assistant. Nashville, TN: Available at: www.nhchc.org

## WHAT WE HAVE ACHIEVED SO FAR

### Prevention of Homelessness Through the Homelessness Prevention Program (HPP)

HPP is a comprehensive, year-round emergency financial assistance program. All programs under the HPP umbrella aim to help households maintain or obtain affordable accommodation. Low-income households, and individuals in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP), may be able to access support. Payments are made to vendors directly.

## Households assisted

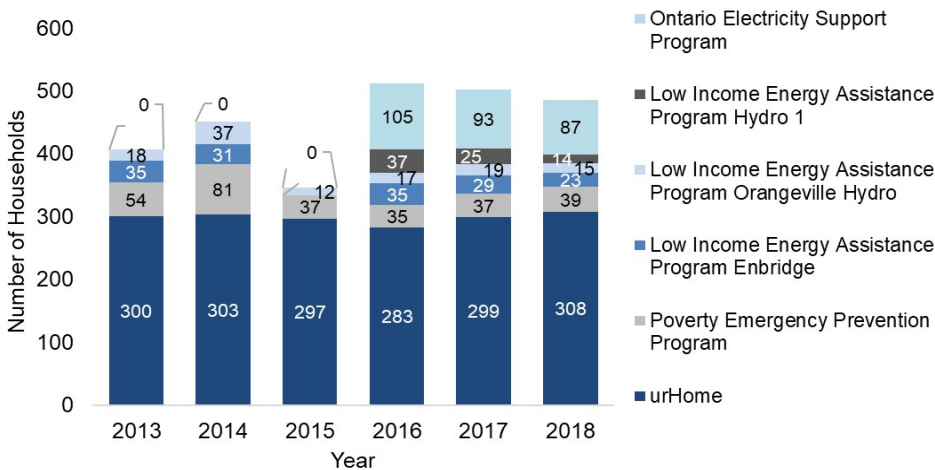


2013 - 2018

**\$1,617,100**

**2,744 households**

HPP Number of Households Served by Program by Year (2013 - 2018)



Eligible expenses may include:

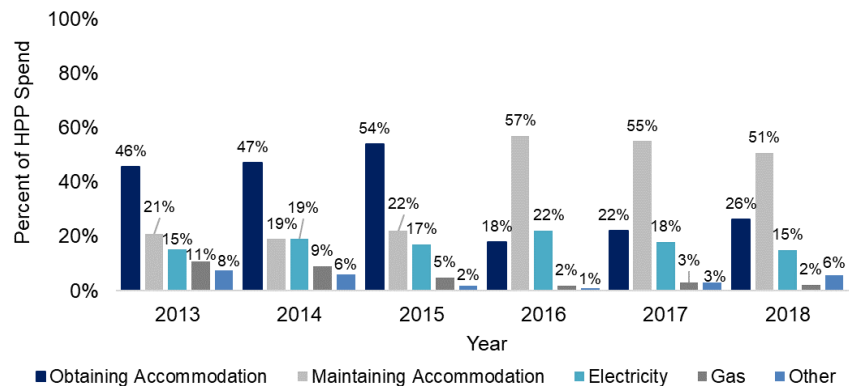
- first and last month's rent deposits
- rent and utility arrears
- emergency needs for people who are homeless

The County works closely with the emergency shelters to coordinate services and supports for those who are homeless or at risk of being homeless.

Applicants must meet eligibility criteria and provide proof of information (i.e. income, housing costs, etc).

The main spend output of the program has changed over the past five years. A few years ago, the vast majority of funding was used to assist people in obtaining housing. Currently, the majority of the funding is used to prevent eviction (51% in 2018). Two programs assist those with costs relating to electricity:

HPP Breakdown of Program Funds by Type of Funding by Year (2013 - 2018)



**OESP:** The Ontario Electricity Support Program lowers electricity bills for low-income households. OESP provides a monthly credit to eligible customers based on household income and household size. OESP credits are applied directly to eligible customers' bills. Clients can apply directly themselves or they can access support as part of the services offered by HPP.

**LEAP:** The Low Income Energy Assistance Programs are comprehensive and year round emergency financial assistance programs developed by the Ontario Energy Board in order to assist low-income energy customers to better manage their bill payments and energy costs. LEAP is a grant program intended to provide emergency relief to eligible low-income customers of utilities who may be experiencing difficulty paying current arrears. It is not intended to provide regular or ongoing bill payment assistance. The delivery of LEAP relies heavily on the cooperation between the local utility companies and the County of Dufferin. Each local utility provider has their own LEAP program funding.

## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### *Provision of Collaborative Homelessness Services*

**CHPI:** Launched in 2013, the Community Homelessness Prevention Initiative (CHPI), administered by the Ministry of Municipal Affairs and Housing, is a 100% provincially-funded investment that allows municipalities to use flexible program funding to develop homelessness programs tailored to their communities' needs. CHPI has two key program outcomes:

- People experiencing homelessness obtain and retain housing
- People at risk of homelessness remain housed

The County of Dufferin used some of this funding to create a new program called "*urHome*", which operates under the umbrella of the HPP discussed on the previous page. *urHome* can offer assistance to help households with low incomes and those at risk of homelessness to retain their housing and to help those who are homeless to secure housing. Poverty Emergency Prevention Program (PEPP) also draws on CHPI funding.

Currently, the County provides CHPI funding to three community partners: Family Transition Place (FTP), Choices Youth Shelter and the Salvation Army. Partner agencies receive an operational subsidy. Criteria for this funding is based on "Units of Service" which allows the emergency shelters to invoice up to a contract limit. Each partner agency receives block funding with quarterly limits and, within those limits, they bill the County for the units of service which are most needed during that quarter. The units of service could be bed stays and/or support services.

**Approximate amount provided to CHPI partners 2013 - 2018**



**\$1,725,000**



Choices Youth Shelter, located in Orangeville, provides temporary emergency accommodation for those under the age of 25 experiencing a homelessness crisis.



Family Transition Place (FTP), located in Orangeville, provides similar services for women and children experiencing homelessness and/or abuse crises.



The Salvation Army, located in Orangeville, operates a transitional housing service by managing one of the County's units as a transitional unit and offers emergency support services.

### *Development of a Locally Appropriate Strategy*

The Homelessness Partnering Strategy (HPS), now known as Reaching Home (RH), is a community-based program that relies on communities to determine their own needs and to develop appropriate projects.



Dufferin County receives RH funding from the Federal Government for homelessness. Dufferin County is served by a Community Advisory Board (CAB), a steering committee, which includes a range of partners from the public, not-for-profit and private sectors. These partners worked together to develop a Community Plan (CP) for ending homelessness in the community. The priority is to introduce coordinated access and follow a Housing First (HF) approach (see page 17). Housing First focuses on moving people who are experiencing chronic and episodic homelessness as rapidly as possible from the street or emergency shelter into permanent housing with supports that vary according to client need.

## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### *Development of a Locally Appropriate Strategy Cont.*

HPS (now RH) funds were invested in projects that support the community priorities identified in the plan. The County of Dufferin acts as the Community Entity (CE) to flow funds to CAB from the Federal Government.

#### MISSION

To facilitate communication among service agencies to prevent/eliminate homelessness.

#### VISION

All people in Dufferin County will have access to supports to retain housing.

#### PURPOSE

- CAB represents the voice of the community in defining the needs and issues related to homelessness in Dufferin County, and creating a shared vision of a service and support network that best addresses the needs and issues.
- CAB represents a forum where the voices of all community stakeholders in homelessness services can participate in developing and improving the service network.

In 2016, the Dufferin CAB joined the 20,000 Homes Campaign (now known as Built for Zero) to strengthen and promote the ongoing work in the area of Housing First. One of the main components of the 20,000 Homes Campaign was to conduct homelessness enumeration.



Beginning the End of Homelessness in Canada

### *2016 Point-in-Time (PiT) Count / Registry Week*

In mid October, 2016, 20K Homes Dufferin County, with the help of agency staff and volunteers, conducted 101 surveys with people who were at risk of or experiencing homelessness. The PiT Count method is intended to capture an estimate of the number of people experiencing homelessness, as well as basic demographics, reasons for homelessness, and service use of people experiencing homelessness at a single point in time. Results of the 2016 count were circulated to the community in 2017 at the Housing Forum and were released online. Given that there was a more recent Count completed, the majority of the information presented will be from the updated Count.

### *2018 Point-in-Time (PiT) Count / Registry Week*

In 2018, as part of efforts to end chronic homelessness by 2025, Service Managers were required to conduct a local enumeration of people experiencing homelessness. The Government of Canada supported this initiative, providing funding through the HPS.

The Dufferin County 2018 PiT Count included an enumeration of individuals experiencing homelessness, who were living unsheltered, emergency sheltered, temporarily sheltered (i.e. couch surfing), and in public locations. The count was conducted by volunteers and staff from the homeless-serving system over a two day period, May 14-15, 2018, throughout the County.

The purpose of the PiT Count was to provide a snapshot of the population experiencing homelessness on one day of the year. The PiT Count was implemented in combination with a Registry Week - a coordinated, multi-day count of people experiencing homelessness in shelters, on the streets, and in other public spaces. A total of 73 people were encountered during the Count, 45 of whom were found to be homeless.

Of these individuals, 44 agreed to be surveyed. Ratios of those sheltered / temporarily sheltered / unsheltered were found to be very similar to the data collected in 2016. Key statistics from the Count are presented on the following page. The full report can be found on the Dufferin County website.



## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### 2018 Point-in-Time Count / Registry Week (Cont.)

From the data gathered some general observations can be made:

- Those individuals who identify as LGBTQ2S+ and/or as Indigenous are both over-represented in Dufferin County's homeless population, which is a common pattern across the Country
- The majority of people who are homeless in Dufferin County have used an Emergency Shelter at some point over the last year
- The majority of those individuals surveyed are in need of services related to addiction, mental health, an ongoing medical condition, or physical disability

# 44

## Individuals experiencing homelessness in Dufferin County

**61%** Have not had permanent housing in at least 12 months

**48%** Are under the age of 25

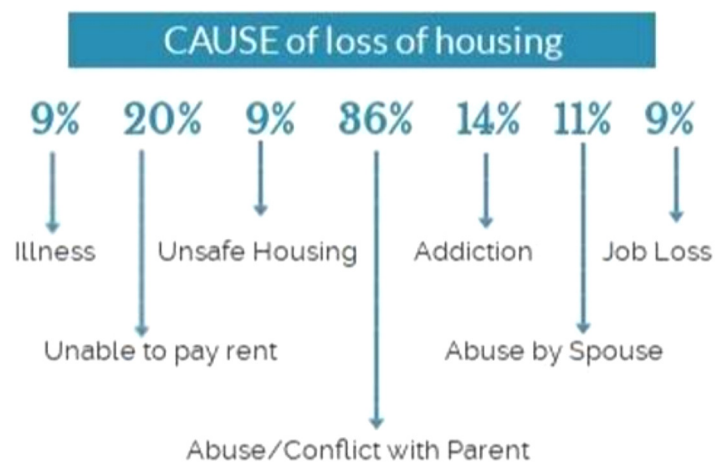
**18%** Identify as Indigenous

**70%** Have a mental health issue

**55%** Have an addiction

**32%** Have a physical disability

**5%** Gender non-conforming



Respondents used Emergency Services an average of **11 times** each in the previous 6 months

Dufferin County (2018). Results Report. Dufferin County 2018 Point-in-Time Homeless Count and Dufferin County (2018). Results Infographic. Dufferin County 2018 Point-in-Time Homeless Count.

### Homelessness Services for Indigenous Peoples

Currently, one of the CAB Chairs works with the White Owl Native Ancestry Association. White Owl Native Ancestry Association provides culturally holistic services to enhance the lives of First Nations, Metis, and Inuit Peoples.

## WHAT'S NEW MOVING FORWARD

### Continuing to Commit with Built for Zero Canada



When the 20,000 Homes Campaign reached 20,000 housing move-ins in March 2019, they decided to refocus efforts. They relaunched as Built for Zero Canada (BFZ-C) to support communities to reach functional zero chronic homelessness and then expand those efforts to all forms of homelessness. BFZ-C is an ambitious national change effort helping a core group of leading communities to end chronic homelessness - a first step on the path to eliminating all homelessness in Canada.

## WHAT'S NEW MOVING FORWARD (CONT.)

### ***Continuing to Commit with Built for Zero Canada (Cont.)***

BFZ-C is focused on helping communities adopt proven practices, deploying existing resources more efficiently, and using real-time data in order to be able to achieve and sustain functional zero on chronic homelessness. The first milestone is achieving a quality By-Name List to ensure reliable, real-time and consistent data from which to measure progress. Once communities have a quality By-Name List, they can use that data to improve performance and reduce homelessness toward functional zero.

### ***Collaborating with Partners for Coordinated Access & the Creation of a By-Name List***

Annual reports and the Dufferin County 2018 PiT Count have been made available to other organizations, government, and to the public. The results of the Count will be used to inform objectives, targets, and outcomes, as well as future plans in the County of Dufferin.

In June 2018, the Government of Canada announced *Reaching Home: Canada's Homelessness Strategy*. In order to participate in the strategy, Dufferin must move to a Coordinated Access System (CAS). Dufferin County is transitioning in order to put this into place. A CAS is a way to bring consistency to the process by which people experiencing homelessness access housing and services. CAS uses a Housing First (HF) Approach and a "no wrong door" policy, along with a standardized and coordinated process across all the agencies and organizations that service the area. We have various 'vehicles' to make a CAS happen: CAB, Coordinated Access Table (CAT), CE and the federal software 'Homeless Individuals and Families Information System' (HIFIS).

Currently, the County, along with partners, is working towards creating a Dufferin County By-Name List. A By-Name List is a real-time list of all people experiencing homelessness in Dufferin. This list will be analyzed and updated regularly using dedicated software (HIFIS 4, see below).

The By-Name List will be a part of the CAS for those experiencing homelessness. This ensures that no matter where a client accesses services, they will be counted and entered onto the list, they will have the same services available, and they will be provided with the same information.

### ***Implementing a Housing First Approach as Part of CAS***

Housing First (HF) is an approach to homelessness that involves moving people who experience homelessness into permanent housing as quickly as possible, with no preconditions. The underlying principle is that people are more successful in moving forward with their lives if they are first housed. A HF approach is part of the CAS. More information will follow in annual reports moving forward.

### ***Coordinating Processes with the Homeless Individuals and Families Information System***

Homeless Individuals and Families Information System (HIFIS) is a web-based, electronic client management information system, which was developed by Service Canada to help agencies manage the supports and services they provide to clients who are homeless or at risk of becoming homeless. HIFIS is used to collect, share and report on client information, and to assist agencies in focusing services and resources to help homeless individuals. HIFIS encourages information gathering and sharing to increase the understanding of homelessness in Canada. HIFIS 4 is the latest version of the HIFIS software. It is designed to make data integration safe and easy for users, and can be customized depending on service provider needs. It has confidentiality protocols in place to help ensure that the data is not compromised.

## WHAT'S NEW MOVING FORWARD (CONT.)

### *Homeless Individuals and Families Information System (Cont.)*

The County of Dufferin began the process of implementing HIFIS 4 in Spring 2018 and all Housing Services staff were trained on HIFIS 4 in Spring 2019. The goal is for all local homeless service providers in the region to use HIFIS to understand the nature of homelessness in the region, develop policies and initiatives to address homelessness, and coordinate case management services. With the implementation of HIFIS 4, Dufferin County is moving to a shared data access model for the collection of information about clients experiencing homelessness. This means that clients will have only one record in the system and all service providers working with that client should have access to the record. It allows for better tracking of the services and supports provided by agencies in the County, and puts the County and partner agencies in a position to better serve those who are experiencing homelessness.

### *Consulting Those with Lived/Living Experiences*

The Housing Services staff have implemented a new Business Practice in order to collect lived and living experiences of those who utilize any programs or services. Clients who are willing to share their feedback, stories, and experiences are asked to provide written consent and can share anonymously any details they wish to volunteer about their experience. This new Business Practice will allow a better understanding of those we assist, what their needs are, and how programs can be improved. As the CAS and the By-Names List move forward, engagement with those with living experiences will be taking place.



The DCEC (see page 11) will be working on strategies to engage and consult those with lived/living experiences in the future.

### *Helping Individuals Achieve and Maintain Successful Tenancies*

RentSmart is an education and support model for tenants, landlords and community champions in order to increase successful tenancies. Successful tenancies are important in increasing housing stability and preventing homelessness.

RentSmart has three goals:

- Assist people to find and/or maintain good housing
- Reduce conflict, damages and eviction
- Increase housing stability



RentSmart Supports Successful Tenancies

Staff from Housing Services attended RentSmart training in June 2019 with the aim to roll out RentSmart training in the fall of 2019 for those on Dufferin's housing waitlist, as well as any OW and ODSP clients who wish to participate. After the initial roll out, the plan is to provide training to any Dufferin County Community Services partner organizations who wish to receive it, to provide training at schools, and to eventually open up training to the public for anyone who wants to increase successful tenancies. RentSmart has an excellent record of preventing homelessness; from their own statistics, 86% of participants said maintaining (keeping) their housing was easier as a result of taking the RentSmart course.

# GOAL 3



## MAINTAIN, & WHERE POSSIBLE, IMPROVE HOUSING

### CHALLENGES

#### *End of Operating Agreements*

The County of Dufferin is responsible for providing subsidy of varying degrees to four non-profit and two co-operative housing providers. The providers entered into project level contracts, known as Operating Agreements. The Operating Agreement specified the terms and conditions for ongoing financial assistance from the County of Dufferin to help repay the mortgage and cover operating expenses. The length of the agreements is linked to the amortization of their mortgages, typically 35 years. It was assumed that once the mortgage expired and the financial assistance was reduced, social housing providers would generate sufficient revenue to cover their costs.

The process of funding and administration, originally under the Social Housing Reform Act, 2000 (SHRA), was revised under the HSA, 2011. This change in legislation required Service Managers to revisit all operating agreements with Housing Providers. The County of Dufferin did revisit their agreements at the end of 2011. Unlike the contractual Operating Agreements, this legislation has no scheduled termination, so both the operating obligations of the housing provider and subsidy obligation of the County of Dufferin, continue indefinitely.

In real terms, this means the County is obliged to continue to pay subsidy, even though less funding will be made available by the Provincial and Federal governments. The County needs to prepare for the impact of a reduction in funding dollars. As the responsibility for ensuring the providers continue to operate according to HSA rules remains with the County, it will become critical for the County to work with the providers to ensure their long term sustainability.

The Canada-Ontario Community Housing Initiative (COCHI) is meant to provide funding to replace the federal agreement funding that expires each year, starting in 2019 in some areas. The annual amount of COCHI funding for Service Managers is primarily determined by the amount required to offset the ongoing annual funding decline from the agreement. At this time, Dufferin County is not experiencing a loss in federal funding under the Social Housing Agreement; therefore, there is no allocation under COCHI for Dufferin for the period 2019 to 2022. Any future updates regarding the end of operating agreements will be included in annual reports.

### WHAT WE HAVE ACHIEVED SO FAR

#### *Energy Efficiency & Utility Cost Reduction*

In 2015, the Government of Ontario announced a commitment to establish a Green Investment Fund. As a result, the Social Housing Energy Efficiency Program (SHEEP) was created. Program funding supported retrofits in social housing dwellings in order to increase energy efficiency and reduce utility costs for tenant households. In 2016, the County awarded two eligible social housing providers in Dufferin County (Fiddleville and Credit River) a total of \$71,820. Work for this program was completed in early 2017.



**Overall Funding For  
Energy Efficiency &  
Reduced Utility Costs**

**\$71,800**



## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

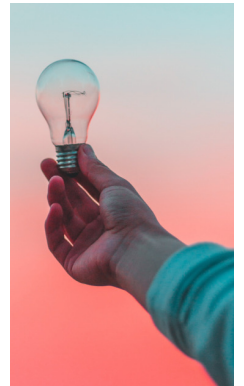
### *Improvement of Social Housing Sustainability*

The Social Housing Improvement Program was a capital program that aimed to improve and preserve the quality of social housing in the province and ensure its long-term physical sustainability. All funds went towards critical repair and renovation work, by prioritizing capital needs that extend the long-term physical sustainability of the social housing projects. In 2016, the County of Dufferin was awarded \$416,000, which was split between four local social housing providers (Lavender Lane, Credit River, Fiddleville and Dufferin Gardens). Work was completed in 2016 and 2017 and included items such as replacing external lighting in community areas and suites to LED, roof replacement, storm door replacement, water shut off replacement, and more.

### *Champions of Energy Consumption Reduction*

The Tenant Energy Consumption Reduction Campaign (the "Campaign") was developed in order to encourage tenants of County-owned and operated Social Housing units to conserve energy as a means of reducing greenhouse gas emissions and to save money.

The Campaign operates in partnership with the Housing Services Corporation "Community Champions Program," a program designed to support the development of healthy, sustainable communities within Ontario's social housing sector by educating, engaging and supporting staff and tenants in conservation activities.



The program was piloted at three Orangeville buildings (43 Bythia Street, 22 Third Avenue, and 56 Bythia Street) with two initial workshops in 2016. It was noted at the third workshop, in September 2017, that, for the months after the initial workshops, 43 Bythia Street had energy savings on average of about 35% for gas and 6% for electricity.

### *Continued Work with Housing Providers*

Housing Services continues to work with the local non-profit and co-operative housing providers in Dufferin. Non-profit housing is owned and operated by community based non-profit organizations. The housing developments are generally targeted toward families or senior citizens. The developments are commonly established as mixed housing, with a portion of each housing community paying market rent, while the balance of residents are in subsidized units. The non-profit organizations in the county are:

- Family Transition Place
- Credit River Non-Profit Housing Corporation (Quarry Gates)
- Fiddleville (Old Mill Lane - Shelburne) Non-Profit Housing Corp
- Hiwhois Assistance Group

Co-operative housing is owned and operated by members of the co-operative who live on-site. The expectation is that the members will actively participate in the operation of their community through participation on committees or through other activities. Co-operative housing developments are typically family-oriented and have a mix of subsidized and market rent units. The co-operatives in the county are:

- Lavender Lane Co-operative Homes Inc.
- Shaw's Creek Co-operative Homes Inc.
- Dufferin Gardens Co-operative Homes Inc.

## WHAT WE HAVE ACHIEVED SO FAR (CONT.)



2013 - 2017

### ***Ontario Renovates: Assisting Households with Accessibility Renovations***

The IAH-E Ontario Renovates Program is designed to provide low-to-moderate income homeowners, or renters, with financial assistance towards home renovations or upgrades needed to make their house accessible. Originally, the program offered a grant of up to \$3,500. However, since 2015, the program has offered a grant of up to \$5,000, which does not require repayment.



### ***Occupancy of 54 Lawrence Avenue & Sale of Scattered Family Units***

In 2018, construction finished and occupancy took place at 54 Lawrence Ave. The complex includes affordable, rent-geared-to-income and market housing units. The complex offered housing to waitlist applicants and it also offered new accommodation to existing tenants living in the County’s older scattered family units, which were requiring extensive renovation and repair to remain suitable. The scattered units were sold with proceeds set against the cost of the new development.

## WHAT'S NEW MOVING FORWARD

### ***Making Housing More Affordable, Accessible & Sustainable by Revamping the Ontario Renovates Program***

The Ontario Renovates Program is designed to provide low to moderate-income households with an interest free loan to assist with necessary home repairs. Financial assistance may be provided to eligible low-to-moderate income homeowner households should they meet the requirements. The County of Dufferin provides a forgivable loan of up to \$10,000 to qualifying households. The loan may be used for improving the energy efficiency, climate resiliency and other similar repairs to the home. This may be combined with a grant of \$5,000 for accessibility modifications. The maximum a household may access will be \$15,000.



Eligible home repairs include but are not limited to:

- Heating systems
- Chimneys
- Doors and windows
- Foundations
- Roofs, walls, floors and ceilings vents, louvers
- Electrical systems
- Plumbing
- Septic systems, well water, and well drilling

# GOAL 4 MEET A RANGE OF COMPLEX COMMUNITY NEEDS

## CHALLENGES

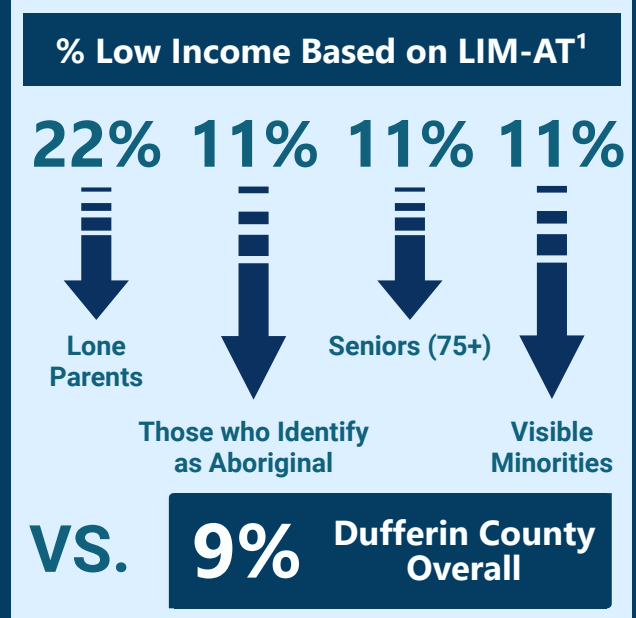
### Limited Services & Rurality

In rural communities, like Dufferin County, a low population density means that there is limited physical and social infrastructure. Moreover, some of the key supports are physically headquartered outside of the county. The area is lacking in public transit, which makes getting to support agencies a challenge if one does not own a vehicle or is unable to drive.

In recent years, more newcomers have settled and the region is becoming more diverse. However, being away from previous spiritual and community ties, and not having those same supports that are available in urban centres, may decrease the sense of community belonging for those that are new. Research has found strong associations between sense of belonging and ratings of physical and mental health.

Dufferin also has an increasing proportion of senior's in the population. Many older adults do not have the necessary pensions or personal savings to carry them through the aging process. "Aging in place" refers to the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level. This approach has unintended consequences for older adults living in poverty, particularly in rural areas. Low-income seniors are more likely to have complex health issues and support needs, and are more likely to live alone. The absence of caregivers, and the inability to travel around the county, may contribute to poor mental and physical health outcomes.

In 2016, Wellington-Dufferin-Guelph had generally higher rates of opioid-related Emergency Department visits and opioid-related hospitalizations than the province of Ontario. The percentage of Dufferin youth who report prescription drug use without a prescription has increased. Ensuring there are easily accessible and available mental health and substance abuse supports for those across the county is an ongoing challenge.

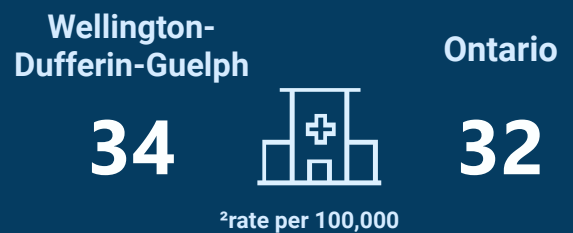


<sup>1</sup> Low-Income Measure After Tax

### % of Dufferin youth who report prescription drug use without a prescription in the last year



### Opioid-Related Emergency Department Visits (2016)<sup>2</sup>



National Ambulatory Care Reporting System (NACRS), 2003-2016, Ontario Ministry of Health and Long Term Care, IntelliHealth Ontario.  
 Association of Public Health Epidemiologists in Ontario. (2015). Illicit drug use. Available at: <http://core.apheo.ca/index.php?pid=283>  
 Canadian Centre on Substance Abuse. (2007). Substance abuse in Canada: Youth in focus. Ottawa, ON: Canadian Centre on Substance Abuse.  
 Wellington-Dufferin-Guelph Public Health (2018). Social Determinants of Health Status Report. Guelph, ON.

## WHAT WE HAVE ACHIEVED SO FAR

### *Services for Indigenous Peoples - Events and Education*

In June 2016, the County assisted with "The Great Gathering", a First Nations, Metis and Inuit event at the Quatre-Rivieres school in Orangeville. L'Odyssee in neighbouring Guelph partnered with the Quatre-Rivieres school, children and staff from that school. The day included workshops for children, speakers throughout the event and a grand musical performance by the Sacred Spirit Dancers.

All Dufferin County Community Services staff participated in an Indigenous Blanket Exercise in 2018. The Indigenous Blanket Exercise is an interactive learning experience that explores the historic and contemporary relationships between Indigenous and non-Indigenous peoples in Canada.



It is a unique and powerful history lesson that is rarely taught in classrooms. The insights learned at this valuable exercise led to Housing Services hosting an additional Blanket Exercise for those community partners, agencies and residents who attended the 2018 Housing Forum.

### *Continued Commitment to the Special Priority Policy*

The Special Priority Policy (SPP) category prescribed in Ontario Regulation 367/11 under the Housing Services Act, 2011 provides priority access to social housing for eligible households leaving abusive situations, including survivors of domestic violence and survivors of human trafficking. The policy is intended to ensure that housing is not an inhibiting factor for a household to leave an abusive situation in circumstances where they cannot afford private market accommodation. SPP is a housing waitlist priority category.

### **Housed households**

### **under SPP**

**2013 - 2017**



**87 households**

### *Portable Housing Benefit - Special Priority Policy*

In 2018 the Ministry announced the launch of the Portable Housing Benefit - Special Priority Policy (PHB-SPP) program in order to provide rental assistance to households who qualify for the SPP category. Eligible applicants who would prefer to live in private rental housing rather than wait for social housing are able to apply for monthly portable housing benefit payments under this program. Eligible applicants may also receive funds directly from Service Manager for first and last month's rent. This program empowers and provides diversified housing opportunities for those with SPP designation and allows them to choose where they would be most comfortable living.

Monthly payments to participants are calculated based on household income, as reported on households' latest Canada Revenue Agency notice(s) of assessment. The Ministry of Finance will pay the benefit to participants each month, recalculate the benefit as required, and verify continued eligibility annually. As the monthly housing benefit is fully portable within Ontario, participants will continue receiving a benefit if they move to a rental unit in another Service Manager area; however, they will be removed from the social housing waitlist once the PHB-SPP benefit is received. In Dufferin County, the first applications were sent to the Ministry in July 2018. So far, four households have been approved for the program.



## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### ***Leveraged Partnerships to Assist Those in Crisis***

Central West LHIN funded programs with support from the partners Canadian Mental Health Association (CMHA)-Peel Dufferin, the Dufferin Area Family Health Team (DAFHT), Dufferin Child & Family Services (DCAFS), Family Transition Place (FTP), Headwaters Health Care, Services and Housing In the Province (SHIP) and Dufferin County Community Services will help those in need in Dufferin. Clients will have increased client-centered service access.



### **The Intake Clinic Pilot 2018/2019**

Through a community team approach, staff from SHIP at the Edelbrock Intake Clinic provide assessments, mental health support services, linkages, and referrals to appropriate services for those 16 years of age and older, who:

- have serious mental health issues and/or problematic substance use
- are homeless or at risk of homelessness
- had legal involvement or have the potential for legal involvement
- are not at risk of harming others

In conjunction with other Dufferin services, there are warm transfers to specialty services within the partnership.

### ***Improved Mental Health and Addictions Support Services***

The Edelbrock Centre Hub has additional mental health and addictions support services. Mental health and addictions support services have been provided by William Osler Health System since early 2019 in a pilot program. Mental health and addictions support via a two hour drop-in group therapy program is provided by William Osler Health System on Thursday afternoons for eight week periods. Mental health and addictions support are provided by William Osler Health System in the Shelburne Employment Resource Centre Meeting Room or Solarium based on availability on an as-needed basis. Should a client present a need, but is not in immediate crisis, staff can refer a willing client to William Osler Health System for Addiction Counselling Services by supplying and/or assisting the client with completion of a referral form provided by William Osler Health System. Once a referral form is faxed or emailed by a staff member to William Osler Health System, the Counsellor will call the client directly to book an appointment. It is hoped that these services become permanent.

### ***Offer of More Services to Seniors Through Partnerships***

Starting in 2018, the Orangeville Food Bank attended 43 Bythia Street each month offering senior tenants a pop-up farmers market. Senior tenants are able to receive fresh produce, milk and eggs at no cost. During the summer months, the Food Bank attended the building during the monthly BBQ club event. Tenants have an opportunity to attend both events.

## WHAT'S NEW MOVING FORWARD

### ***Working to Become an Indigenous Ally***

Being an ally "is about disrupting oppressive spaces by educating others on the realities and histories of marginalized people" (2016)\*. Education is a key step in allyship. Education is an ongoing process. The insights learned by staff at the Blanket Exercise, held by the Corporation, led to the desire to host an additional Blanket Exercise for those community partners, agencies and residents who were attending the 2018 Housing Forum. In the future, we will continue to look for opportunities to learn and become more educated. Community Services is also working towards ideas on how to become an Indigenous ally and provide housing and homelessness supports for Indigenous individuals in our community.

### ***Breaking Down Barriers***

\*Opportunities for White People in the Fight for Racial Justice. (2016).

The County continues to sit at the Domestic Assault Review Team (DART) committee table. This committee works to improve the working relationships, communications and response services of Dufferin County and Town of Caledon agencies serving victims of woman assault. In 2019, Housing Services staff attended the DART's *Domestic Violence and Diversity: Understanding Your Role* workshop. The focus of the workshop was to:

- Support participants in recognizing that women with diverse backgrounds face unique challenges
- Motivate participants from all sectors to embrace diversity and mitigate inequities, disparities and risks to safety

Housing Services is also working towards the Mental Health First Aid Certification (MHFA) for Community Service Workers. Those who take the MHFA course increase their awareness of signs and symptoms of the most common mental health problems and have increased confidence to engage someone experiencing a mental health problem or crisis.

### ***Supporting Those in Need - the Housing Allowance Program with Family Transition Place & Choices Youth Shelter***

In April 2018, the County started providing rental assistance in the form of Housing Allowance to FTP and Choices in order to assist both organizations with housing and homelessness services.

The funding for both organizations is for a maximum of five years and funds are provided to the organizations to distribute to their clients. The Housing Allowance is used to temporarily provide rental assistance in order to help prepare a person for the eventual goal of moving into independent, unsubsidized living. The housing units must be modest and not exceed average market rent for the area and they must meet local occupancy standards. Life skills and budgeting supports are to be provided to the individuals in order to help move them towards independent living. A total of \$267,640 of funding has been allotted for the five year Housing Allowance program overall.

### ***Addressing the Needs of Dufferin County Residents Aged 55 and Older***

In 2018, the County issued a call-out to the community for the formation of an Older Adult Advisory Committee. A committee was formed and through community consultation, surveys and research, *Dufferin County's Age-Friendly Community Needs Assessment and Strategic Action Plan* was completed in 2019. Moving forward, the County, member municipalities and partners will look to address the action items outlined in the plan.

# GOAL 5



## CULTIVATE LOCAL PARTNERSHIPS, COLLABORATE WITH GOVERNMENT & ENGAGE THE COMMUNITY

### CHALLENGES

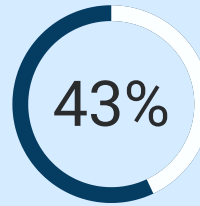
#### *The Need for Understanding & Awareness*

For the most part, poverty is "hidden" in Dufferin County, as it is in many rural areas. Income and employment levels are generally favourable. Rural life is often viewed as representing values of property ownership, close-knit communities, and freedom from so-called "urban" problems.

There is also a lack of understanding and awareness of the extent of poverty and homelessness in this community. This can lead to denial, stereotypes and misconceptions about why people are in need of housing and homelessness supports and services. It can also lead to NIMBYism (*"Not In My Back Yard"*).

Changing the way those in the community, decision makers and influencers think about poverty and homelessness is key to creating positive change in the community. Everyone in a community has a role to play in poverty reduction.

**MYTH: Poverty and/or homelessness is a choice and the poor are the problem**



**of Canadians agree that "a good work ethic is all you need to escape poverty" (2011)**

**REALITY: There are many systematic barriers that make escaping poverty and homelessness difficult, if not impossible, for many Canadians**

**54% of Canadians believe a family of four can survive on \$30,000 a year or LESS (2011)**

Differences Between Rural and Urban Poverty. Salvation Army. Posted on 6th November 2013, by SalvationArmy.ca

Survey finds many Canadians believe poor are 'part of the problem'. Shannon Proudfoot, Postmedia News - Mar. 1, 2011 | Last Updated: Mar. 1, 2011

The Dignity Project Report. 2011 The Salvation Army - Canada and Bermuda Territory. SalvationArmy.ca/dignity

### WHAT WE HAVE ACHIEVED SO FAR

#### *Collaboration Between Human Service Providers*

Dufferin County - Managing Organizing Visualizing Engagement Strategy (DC MOVES) is an initiative founded by two partners in 2016: County of Dufferin Community Services and Headwaters Communities in Action (HCIA). Its purpose is to increase collaboration between, and integration of, social service delivery and social service providers operating in Dufferin County. All human service providers are invited to participate in the sharing of local data, information and knowledge through regularly scheduled forums, online communications and special events. It is guided by a Leadership Table and supported by 130 participating organizations. The vision is to develop a unified human service presence, where both agencies and residents of Dufferin County are aware of local programs and services, and have greater capacity to effectively access them. Collaboration and partnership also extends to municipal staff and leaders, the business and service club community, as well as interested community members. Its mandate is to focus on the three priority pillars – Community Wellbeing, Poverty Reduction (now known as DCEC) and Resource Sharing.

A change since the original development of DC MOVES is that the Poverty Pillar work now takes place at the DCEC table (see page 11), where the County of Dufferin co-chairs with Public Health. Progress on the pillars is shared at quarterly forums. The DC MOVES coordinator creates and distributes the *"What's on the MOVES"* electronic newsletter on the first and third Friday of the month.

# WHAT WE HAVE ACHIEVED SO FAR (CONT.)

## Establishment of the Edelbrock Centre Hub...

The Edelbrock Centre Hub in Orangeville is a "no wrong door" entity. Regardless of which agency people have come to contact, they can access information about multiple programs, partners and options at the hub.

The Hub is also home to the Orangeville Employment Resource Centre (OERC), which is a self-directed resource site where members of the community can access job postings and the tools needed for job searching. Services at the ERC include:

- Access to computers and the internet
- Fax & Photocopy services
- Resource materials
- Referrals to employment consultants as needed



OERC visits in 2018 **8322**

## and the Mel Lloyd Centre Campus



SERC visits in 2018 **4738**

The Mel Lloyd Centre is the northern hub for Dufferin County and is located in the Town of Shelburne. Partnerships and collaboration with other providers have resulted in a multitude of services migrating to the Centre. Along with the Dufferin Oaks Long Term Care Home, the Campus provides space for various organizations. It is also home to the Shelburne Employment Resource Centre (SERC), which offers the same services as the OERC.

The Campus includes McKelvie Burnside Village, a 22-unit complex operated by Dufferin Oaks, designed specifically for seniors (age 60 and over) who require extra support to remain living independently, but do not yet need the care of a long-term care home. The Ontario March of Dimes operates six of these units for adults with physical disabilities who require full assisted living housing.



# WHAT WE HAVE ACHIEVED SO FAR (CONT.)

## Forums & Community Consultations

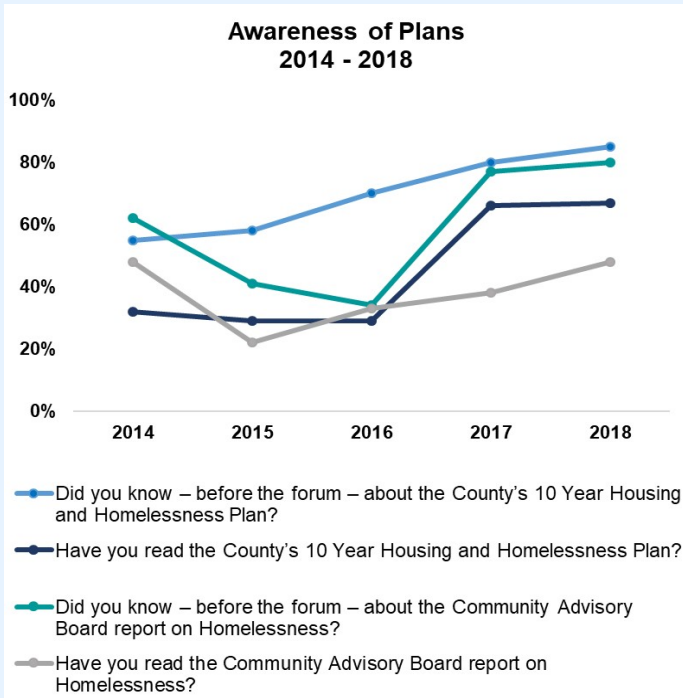
In November 2010, the County of Dufferin, in partnership with the local CAB, offered a one day forum open to the local community. The forum "Up and Out of Homelessness" not only raised awareness in the local community about the issues facing those who are homeless or at risk of being homeless, it also provided a venue where members of the community had a voice. This year, (2018) marks the eighth year of Housing and Homelessness Forums held in Dufferin. Over the years, some notable key speakers and presentations have included:

- Wally Czech from the Canadian Alliance to End Homelessness presented on Housing First
- Karen Glass, former Deputy Minister presented on the Ontario Poverty Reduction Strategy
- Lived Experience Panel
- Screening of the acclaimed documentary film *Lowdown Tracks* - a call to action addressing mental health stigma and issues of homelessness in Canada

Community Consultation has also taken place at each of the Housing and Homelessness Forums.

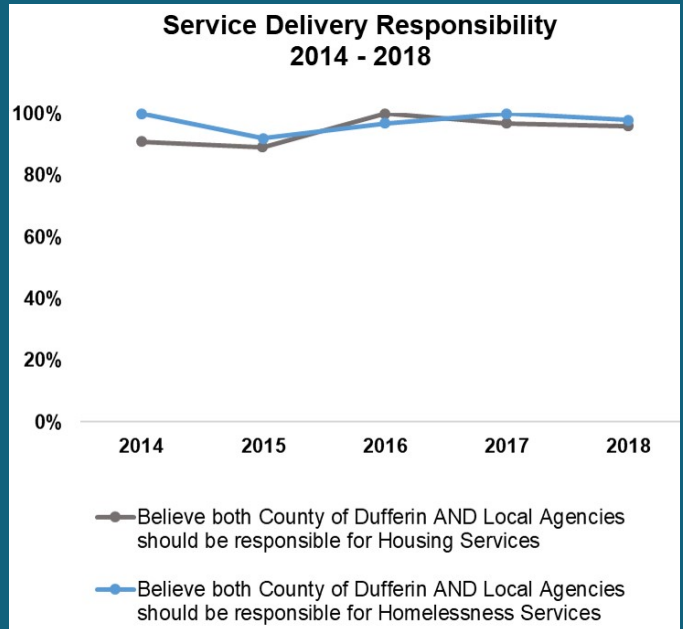
### Community Consultation Housing and Homelessness Forums 2014-2018:

#### Awareness has grown



An increase in awareness of the 10-Year Housing and Homelessness Plan can be seen. In 2014, only 55% of Forum attendees were aware of the plan, in 2018, 85% of attendees indicated that they were aware of the plan.

#### Shared responsibility is key



Beliefs that housing and homelessness services are the shared responsibility of the County and Local Agencies have remained strong over the past few years. In 2018, the vast majority indicated that housing (96%) and homelessness (98%) services should be a shared responsibility.

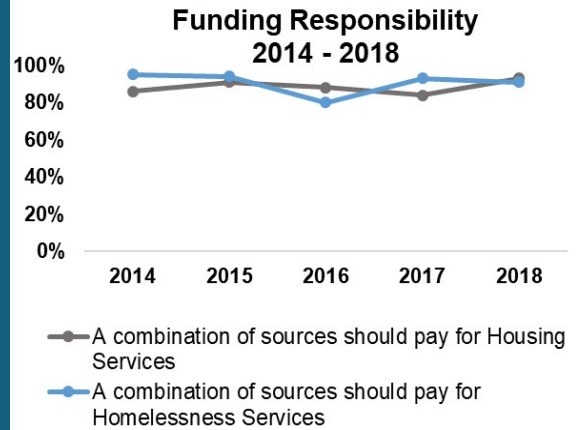
# WHAT WE HAVE ACHIEVED SO FAR (CONT.)

## Community Consultation (Cont.)

### Shared funding

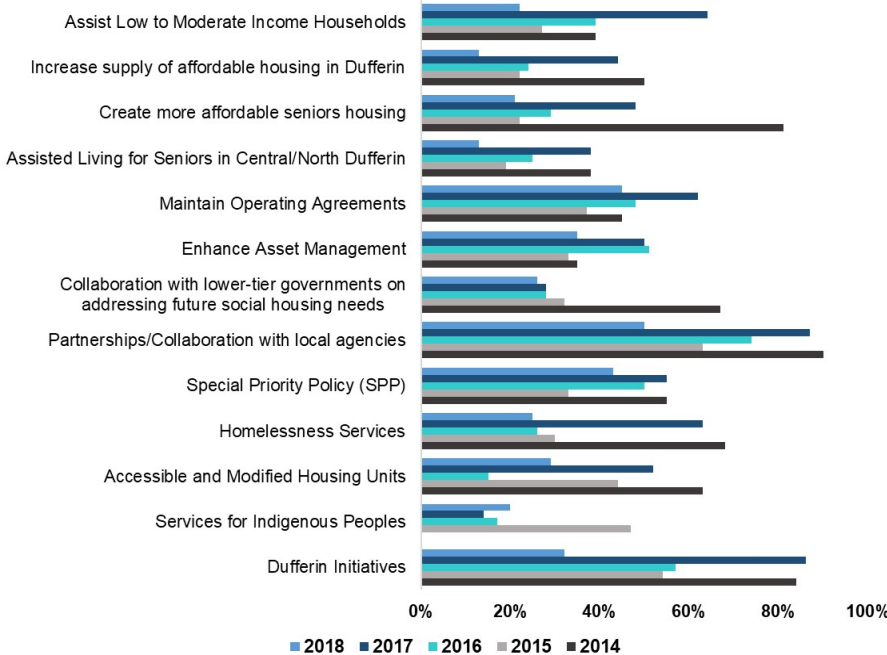
Most also believe that a combination of sources (Municipal, Provincial, Federal Governments and Local Agencies) should fund housing and homelessness services.

However, some also believe that local agencies should not be included in the combination of sources which pay for housing and homelessness services.



### Mixed reviews on goal progress

Meeting or Exceeding Our Goals (Top 2 Box) 2014 - 2018



The question "are we meeting our goals?" was difficult for attendees to answer, as can be seen in the varied top 2 box percentages presented. Some indicated that they were unsure exactly what the goal meant, and is one of the reasons for the updated plan to streamline goals and make them easier to understand.

Respondents also indicated that some goals are simply more difficult to meet than others, while a few respondents suggested more communication is needed on what is being done towards meeting the goals. This feedback will be taken into consideration for the future.

At the most recent forum, "Housing: Ever Changing," the day included a variety of presentations. Wellington-Dufferin-Guelph Public Health presented on the 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. The County also carried out consultation on the 10-Year Housing and Homelessness Plan. In the afternoon, White Owl Ancestry took the attendees through an informative Blanket Exercise.

## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### *A Successful Case of Collaboration*

#### From the Client's Perspective

*I would like to share my story and experience with you regarding getting assistance from the County of Dufferin and their many programs.*

*As we all know, sometimes life just gets harder and things happened that you do not count on and we all fall behind financially, we tried our best; however, sometimes it is just not enough and you need to seek outside help.*

*That is my case and I cannot tell you enough how grateful I am that the help was there. As we approach winter, I needed oil for my tank (heating source) but couldn't afford to prepay the full amount, which is what brought me to ask for help. I was aware of the LEAP program; however, that didn't quite apply to me in my particular situation at this time. But between ODSP and the wonderful help from Brad (the Community Services Worker), whom I don't have enough nice words to describe, and who as well got me in touch with SHIP, they were able to help me to fill my tank, which God willing will last me a couple of months and will give me time to prepare for the next fill of oil.*

*The fact that help is available is an enormous help to people like me... and there is not enough gratitude to show how appreciative me and my family are, not only because they went out of their way to help, but they have always treated me with respect, generosity and kindness, their will to help is admirable.*

*I hope these programs and maybe others similar are always available to the community, the help is tremendous... thanks so much to everyone involved in making this happen, it is for me, the best Christmas gift that I was not expecting.*

~S.R.  
Client (2019)

#### From Our Perspective

Client S.R. was not eligible for assistance with urHome due to usage the previous February, and the client was also not eligible for OW Emerg as the household is in receipt of ODSP. Explored idea of seeing if there were discretionary benefits available through ODSP (our office issues discretionary benefits for ODSP clients on their behalf), and they had \$300 eligibility.

Contact was also made with the heating company owner to determine if the company would do a half tank fill (a full 900 litre tank of heating diesel was quoted at approximately \$1150), to which they agreed to, as well as to work with us to have the fuel provided while payment was being issued – company usually operates payment due on delivery.

Staff also had the idea to approach Services and Housing In the Province (SHIP) and SHIP was able to assist with \$550. Our staff also discovered that there was an additional \$300 available for discretionary funds, allowing a full tank fill to happen. Cheques were issued from the County and SHIP, and both were sent off within days of the fueling.

This could not have worked without our staff in Ontario Works, SHIP, other County staff and the service provider coming together and working together to help the household.

Staff should be commended for the ingenuity they showed to allow this family to get the assistance they needed. The service provider also deserves special thanks, as they were very receptive and willing to assist based on the assurance of payment.

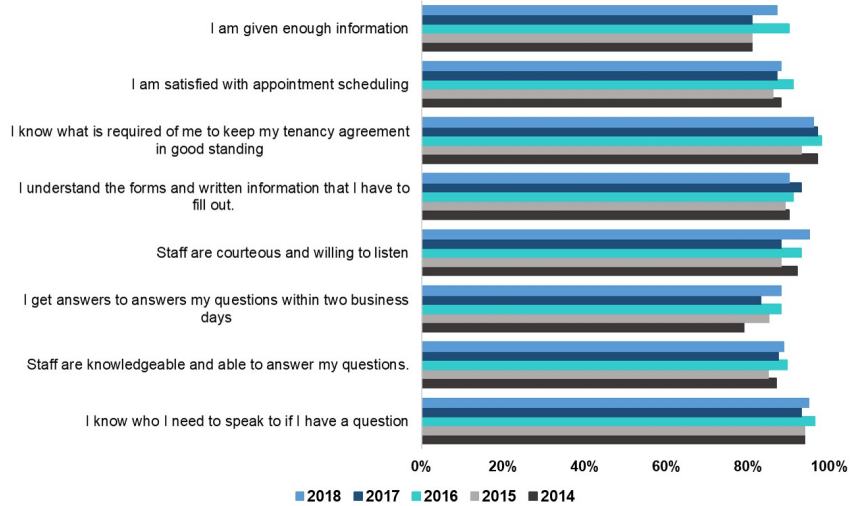
Community Services Worker  
County of Dufferin

# WHAT WE HAVE ACHIEVED SO FAR (CONT.)

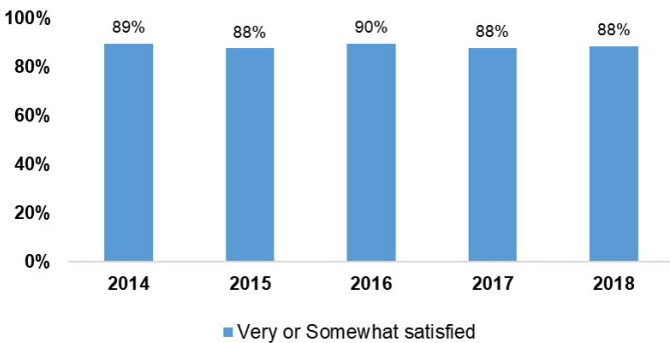
## Tenant Satisfaction Surveys

In 2018, the fifth annual Housing Tenant Satisfaction Survey was sent out to Dufferin County housing tenants. The survey contains questions on satisfaction with the units, common areas, buildings and their maintenance, as well as questions on the satisfaction with staff and administrative functions. Year-over-year tenants agree or strongly agree that they are satisfied with staff and administrative functions. Staff are seen, in particular, as being courteous and willing to listen.

Staff and Administrative Satisfaction (Top 2 Box)  
2014 - 2018



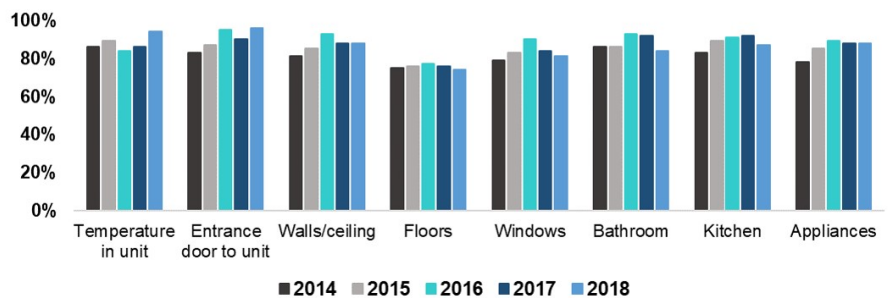
Overall Satisfaction with Application Process  
(Top 2 Box) 2014 - 2018



Most of the respondents have been a tenant with the County for several years. In 2014, 17% of the respondents were tenants for less than one year, in 2018 only 4% of the respondents were tenants for less than one year. The bulk of the tenants live in apartments in a low-rise building (three floors or less).

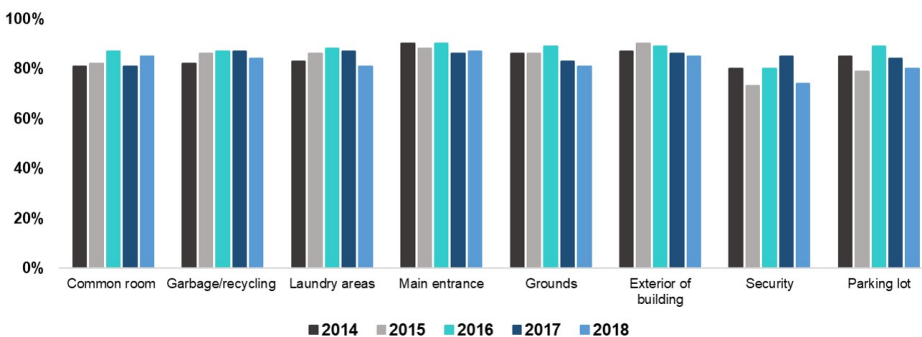
Unit satisfaction has remained strong over the past few years with most tenants agreeing that they are somewhat or very satisfied with the various components of their units.

Unit Satisfaction (Top 2 Box)  
2014 - 2018



On average, over the past five years, the largest sources of unit dissatisfaction are from the floors or the windows.

Building Satisfaction (Top 2 Box)  
2014 - 2018



Tenants have generally stayed satisfied with their buildings as well. However, three areas, which, on average, see lower satisfaction are: security, the parking lot and the common room. These areas should be monitored in the future so tenants do not become dissatisfied.



## WHAT WE HAVE ACHIEVED SO FAR (CONT.)

### ***Public Consultation: Increasing Housing in Dufferin County***

In December 2018, the MMAH initiated a public consultation process to seek comments and feedback in regards to ways to increase housing supply in Ontario. The Ministry identified five broad themes: speed, mix, cost, rent, innovation. Key stakeholders and residents were called upon in order to provide comprehensive feedback in Dufferin County. Two methods were used to collect input: in-person consultation sessions and an online survey.

Three public consultations were held and 79 people participated in the in-person consultation meetings. Consultations took place in Grand Valley, Orangeville and Shelburne. Attendees included residents, developers, municipal staff, members of council, members of the Dufferin County Age-friendly Committee, local school boards, social workers, landlords and tenants and other key stakeholder groups. An online survey was open from Dec 7, 2018 until Jan 7, 2019. A total of 79 people responded to the survey during the consultation period. The survey consisted of ten questions that corresponded to the topic areas identified by the MMAH. The majority of the respondents were homeowners (81%).

Several conclusions came from the consultation. Respondents felt that it is important to address concerns related to housing development early on in the planning process through pre-consultation. Planning departments also need to collaborate and communicate with the provincial government and other agencies to look at funding opportunities for infrastructure and streamlining the development approval processes to reduce complexity. As part of the OP review process, it is essential to consider people's needs, trends and demographic change, as well as the variety of housing options and initiatives available, such as secondary suites, basement apartments, tiny homes, etc.

The respondents identified that mix range of housing ranked as the number one barrier to new housing supply in Dufferin County. Respondents also indicated that small low rise multi-residential (60%) and rental apartment buildings (59%) are missing in Dufferin County. From the perspective of those that were consulted, incentives for accessible units, secondary units, garden suites, etc., need to be examined to increase the available supply, which in turn could help reduce rents in Dufferin County.

### ***Planning for Growth Through the Municipal Comprehensive Review (MCR)***

To plan for growth mandated through *A Place to Grow - Growth Plan for the Greater Golden Horseshoe* (2019), Dufferin County is reviewing and updating its Official Plan (OP) through a MCR. The MCR represents an integrated planning study to provide planning direction to the local municipalities when updating their OPs. Housing Services will work with the planners at the County, and local municipal levels, as well as the consultant, to help prepare a housing analysis in order to plan how to achieve the minimum intensification target identified in the Growth Plan (maintaining or improving upon 40%). The housing analysis will inform the land needs analysis and will include:

- An analysis of the anticipated composition of households for planning periods to the Plan horizon
- An analysis of the existing housing stock in terms of the range and mix of housing options (including unit size and numbers of bedrooms), as well as the needs of future households
- A specific mix of housing units for any new designated greenfield areas
- Specific land use planning and financial tools that will be used to achieve the objective of diversifying the overall range and mix of housing options

As the MCR progresses, any updates will be included in the Housing & Homelessness Plan Annual Report.

# WHAT'S NEW MOVING FORWARD

## Bridges Out of Poverty & Other Training Opportunities

DCEC, DC MOVES and the County will continue to offer training opportunities regarding equity, poverty and more, which are open to staff, partner organizations, community stakeholders and decision makers. It is the hope that with increased awareness and knowledge, mindsets, behaviours and actions will change towards poverty, equity, housing and homelessness.

A Bridges Out of Poverty full-day workshop will be offered in Fall 2019. Community Services staff will also be participating in a training offered by William Osler Health System called *The Empathy Effect: Countering Bias to Improve Health Outcomes*. The goal of the training is to enable staff to boost personal self-awareness and communication skills in order to heighten clients' sense of empathy and connectivity. More training opportunities for community partners and staff will be provided moving forward.

## New Methods of Community Engagement - Join In Dufferin & Story Maps

### Join In Dufferin

Join In Dufferin, <https://joinindufferin.com>, the County of Dufferin's online engagement platform, allows people to participate in various projects that are happening in the community. At the same time, it allows the County to understand the concerns being raised and encourages communication in an open, informal and welcoming environment. In this space, people can contribute ideas and feedback on subjects that matter to them and the community. From a feedback perspective, County of Dufferin Community Services can engage with the public through surveys, polls, questions and more.

### Story Maps and Web Apps

As part of the public facing open data platform, Dufferin County provides interactive web mapping applications for the public to search and access geographically referenced information. The Community Services apps include maps for the public to find the locations where services are offered such as Ontario Works, Housing and Children's Services.

Community Services also has a Story Map app which combines maps of the County with text, images, and multimedia content. This tool provides a great interactive introduction to Community Services, and includes a section on Housing Services.

### INSPIRING ACTION FOR CHANGE:

### ADDRESSING THE CHALLENGE OF POVERTY

STRATEGIES FOR PROFESSIONALS & COMMUNITY  
SEPTEMBER 16, 2019

Addressing poverty is the responsibility of the whole community. The Bridges Out of Poverty workshop provides key strategies when working with individuals living in poverty. Gain a deeper understanding of the challenges and strengths of people living in poverty. Topics include:

- Increasing awareness of differences in economic cultures
- explore the hidden rules of economic class and examine how those differences effect opportunity for success
- examine the impact of poverty on families
- identify ways to improve relationships and develop new tools to better address individual needs
- explore issues of health equity, poverty and existing barriers



Full-Day Workshop  
8:30-4:00 PM

SALVATION ARMY  
New Hope Community Church  
690 Riddell Road  
ORANGEVILLE  
L9W 5G5

To Register:  
[dcmoves.org/events/bridges](http://dcmoves.org/events/bridges)

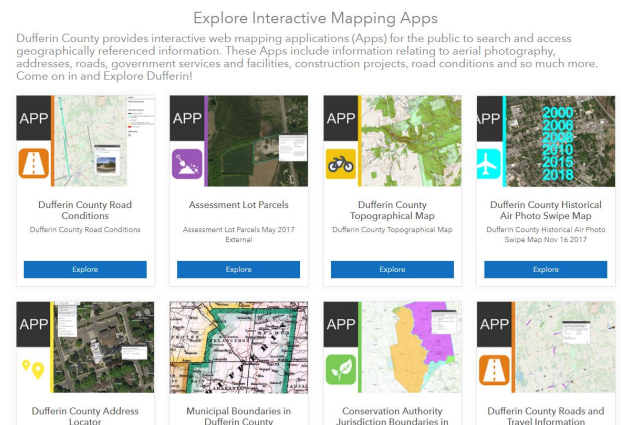
COST: \$25

LUNCH INCLUDED

BRIDGES CERTIFIED  
TRAINER & FACILITATOR  
ELAINE WEIR



For more information about  
Bridges out of Poverty  
workshops or webinars visit  
[circlesgw.ca](http://circlesgw.ca)



# Progress Measures\*

\*for the remainder of the 10-Year Housing  
& Homelessness Plan (2019-2023)

Goals	Desired Outcomes	Short Term (1-2 yrs)	Medium Term (3-5 yrs)
<b>GOAL 1 - Address Housing Affordability, Availability &amp; Equity</b>	<ul style="list-style-type: none"> <li>Better housing outcomes for low-to-moderate income households by helping to address affordability/ income disparity</li> <li>House more people (i.e. goal of 40 additional units by 2024)</li> <li>Overall decline in seniors on the waitlist</li> </ul>	<ul style="list-style-type: none"> <li>Support the creation of housing allowance programs to increase number of households who can receive financial assistance where they reside</li> <li>Continue to offer: Homeownership Program, Rent Supplement Program</li> </ul>	<ul style="list-style-type: none"> <li>Explore alternative solutions to assist households with housing affordability and attainability</li> <li>Explore alternative solutions for affordable seniors housing</li> <li>Research available space/land/buildings that could be re-purposed to create affordable housing</li> </ul>
<b>GOAL 2 - Prevent Housing Instability &amp; Homelessness</b>	<ul style="list-style-type: none"> <li>Help individuals find &amp; maintain housing with RentSmart training</li> <li>Help people obtain and/or maintain housing through HPP and similar programs</li> </ul>	<ul style="list-style-type: none"> <li>Continue collaboration with agencies (i.e. LEAP) to deliver financial aid</li> <li>Continue program delivery of "urHome"</li> <li>Improve tenant outcomes with RentSmart</li> <li>Implement HIFIS system</li> </ul>	<ul style="list-style-type: none"> <li>Continue collaboration with community partners</li> <li>Leverage work being done with the Canadian Alliance to End Homelessness (CAEH) and link to Community Advisory Board (CAB)</li> </ul>
<b>GOAL 3 - Maintain, &amp; Where Possible, Improve Housing</b>	<ul style="list-style-type: none"> <li>Enhance assets. Maintain and, if possible, improve social housing units</li> <li>Maintain operating agreements with housing providers to ensure adequate provision social housing</li> <li>Help make housing more accessible &amp; sustainable</li> </ul>	<ul style="list-style-type: none"> <li>Revamp the Ontario Renovates program</li> <li>Meet with providers to discuss end of operating agreements and importance of partnership</li> <li>Assess condition of current properties and make upgrades to infrastructure where possible</li> <li>Continue tenant and housing provider surveys to gauge overall satisfaction with social housing</li> </ul>	<ul style="list-style-type: none"> <li>Establish new or revised agreements with all housing providers with a sustainable funding plan agreed upon by both parties</li> <li>Complete necessary upgrades identified in short term stage</li> <li>Analyze actions taken to address tenant/provider feedback given over the short term period</li> </ul>

# Progress Measures (Cont.)\*

\*for the remainder of the 10-Year  
Housing & Homelessness Plan  
(2019-2023)

Goals	Desired Outcomes	Short Term (1-2 yrs)	Medium Term (3-5 yrs)
<p><b>GOAL 4 - Meet a Range of Complex Community Needs</b></p>	<ul style="list-style-type: none"> <li>• More seniors able to age in place</li> <li>• Offer safe and secure housing for victims of abuse in a timely manner</li> <li>• New/converted social housing units where possible, modified units will be added where funding permits</li> <li>• Work to become an Indigenous ally</li> <li>• Collaboration on services to help those most at risk before they are in full crisis</li> </ul>	<ul style="list-style-type: none"> <li>• Explore alternative solutions for seniors housing (i.e. homesharing)</li> <li>• Continue compliance with HSA legislation for SPP. Continue to administer the Portable Housing Benefit - Special Priority Policy (PHB-SPP) program</li> <li>• Continue involvement in the Domestic Assault Review Team (DART) committee table and with Family Transition Place (FTP)</li> <li>• Fund Housing Allowances to FTP and Choices Youth Shelter</li> <li>• Review and renew memorandums of understanding (MoUs) to continue to offer collaborative services</li> <li>• Ongoing adherence to accessibility standards for housing units</li> </ul>	<ul style="list-style-type: none"> <li>• Continue involvement in the DART committee table and with FTP</li> <li>• Fund Housing Allowances to FTP and Choices Youth Shelter</li> <li>• Review and renew MoUs to continue to offer collaborative services</li> <li>• Train staff to promote greater knowledge of complex needs</li> <li>• Ongoing adherence to accessibility standards for housing units</li> <li>• Conduct assessment of complete stock of Social Housing to identify units not meeting accessibility standards and identify costs associated with bringing all units up to standards</li> </ul>

<p><b>GOAL 5 - Cultivate Local Partnerships, Collaborate with Lower-Tiers of Government &amp; Engage the Community</b></p>	<ul style="list-style-type: none"> <li>• Increase awareness and buy-in of housing challenges in Dufferin County</li> <li>• MoUs in place with local agencies for collaborative services</li> <li>• Collaboration on housing and support services to help those most at risk before they are in full crisis</li> <li>• Presence of housing considerations in the updated Official Plan (OP)</li> <li>• Consult community</li> <li>• Work more closely with towns and townships as well as other departments in the County</li> </ul>	<ul style="list-style-type: none"> <li>• Work with Planning and Consultants during Municipal Comprehensive Review (MCR) to ensure that housing is considered in the Official Plan Update</li> <li>• Increase awareness of existing challenges, enlighten community decision makers and influencers about poverty, equity and homelessness</li> <li>• Continue involvement in various committees, DCEC &amp; DC MOVES</li> <li>• Review and Renewal of existing MoUs</li> <li>• Continue to engage tenants and community using modern and interactive methods</li> </ul>	<ul style="list-style-type: none"> <li>• Work with Planning Officials within Municipal government to advocate for more housing within housing</li> <li>• Review and renew MoUs to continue to offer collaborative services</li> <li>• Continue 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> <li>• Continue involvement in various committees and expand partnerships if the opportunity arises</li> </ul>
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# Measuring & Reporting Progress

## QUARTERLY

County Council is provided, and will continue to be provided, quarterly infographics that summarize the work being undertaken by the Community Services Housing Services Division. These quarterly reports are available to the public after presentation to Council. The Housing quarterly report measures progress on many of the goals outlined in this plan using the following statistics:

- Housing Access Dufferin Wait List Composition
- Housing Access Dufferin Average Wait Times
- Housing Access Dufferin Applicants Housed
- Homelessness Prevention Program Statistics
- Ongoing Property and Unit Composition
- County Housing Move In and Move Out
- New Announcements

## ANNUALLY

Moving forward progress will continue to be reported annually to the MMAH. This is in line with the requirements set out in the HSA. Progress will also continue to be reported in the Community Services Annual Service Review. In addition, a brief annual update will be posted on the County of Dufferin website for public viewing.

Annually community consultation will take place in the form of a survey. This survey will take place around the time of the annual Housing Forum. Dufferin's new engagement platform *Join In Dufferin* <https://joinindufferin.com> will be used moving forward to conduct the annual survey.

## Thank you for five successful years!

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 these past five years. 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

# Appendix A - Acronyms

BFZ-C - Built for Zero Canada  
CAB - Community Advisory Board  
CAEH - Canadian Alliance to End Homelessness  
CAS - Coordinated Access System  
CE - Community Entity  
CHPI - Community Homelessness Prevention Initiative  
CMHC - Canada Mortgage & Housing Corporation  
COCHI - Canada-Ontario Community Housing Initiative  
CP - Community Plan  
DAFHT - Dufferin Area Family Health Team  
DART - Domestic Assault Review Team  
DC MOVES - Dufferin County - Managing Organizing Visualizing Engagement Strategy  
DCAFS - Dufferin Child & Family Services  
DCEC - Dufferin County Equity Collaborative  
FTP - Family Transition Place  
GGH - Greater Golden Horseshoe  
HAD - Housing Access Dufferin  
HCIA - Headwaters Communities in Action  
HF - Housing First  
HIFIS - Homelessness Individuals and Families Information System  
HPP - Homelessness Prevention Program  
HPS - Homelessness Partnering Strategy  
HSA - Housing Services Act  
IAH-E - Investment in Affordable Housing Program Extension  
LEAP - Low Income Energy Assistance Program  
LHIN - Local Health Integration Network  
LIM-AT - Low-Income Measure After Tax  
LTAHS - Long-Term Affordable Housing Strategy  
MCR - Municipal Comprehensive Review  
MHFA - Mental Health First Aid Certification  
MMAH - Ministry of Municipal Affairs & Housing  
NIMBY - Not In My Backyard  
ODSP - Ontario Disability Support Program  
OERC - Orangeville Employment Resource Centre  
OESP - Ontario Electricity Support Program  
OP - Official Plan  
OPHI - Ontario Priorities Housing Initiative  
OW - Ontario Works  
PEPP - Poverty Emergency Prevention Program  
PHB-SPP - Portable Housing Benefit-Special Priority Policy  
PiT Count - Point-in-Time Count  
PPS - Provincial Policy Statement  
RGI - Rent-Geared-to-Income  
SERC - Shelburne Employment Resource Centre  
SHEEP - Social Housing Energy Efficiency Program  
SHIP - Services and Housing In the Province  
SHRA - Social Housing Reform Act  
SM - Service Manager  
SPP - Special Priority Policy