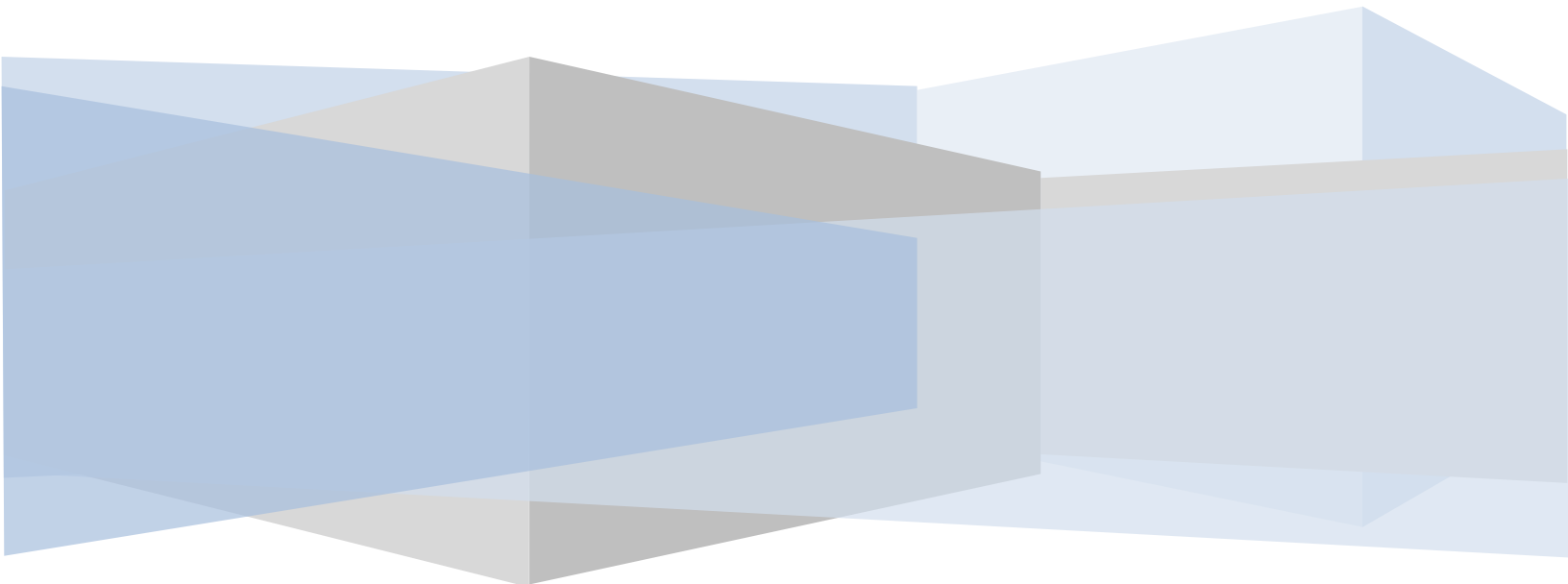


DUFFERIN COUNTY

10 Year Housing and Homelessness Plan

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

November 2013



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Letter from the Chief Administrative Officer

The County of Dufferin continues to be a community leader in the development and delivery of Social Housing programs and services. As we grow as a County the availability of adequate and affordable housing will be vital to the overall development of our communities. Developing a 10 Year Housing and Homelessness Plan is the next step for the County to address the current and future housing needs of our residents.

This plan has been developed by County staff in a collaborated effort to provide the most current and accurate information on housing and homelessness available. The creation of this plan involved community stakeholders, residents and supporting agencies. I would like to thank all those who participated in the forums and surveys from which feedback was used in this plan. Community engagement is critical when developing a plan of this nature.

Moving forward we will strive to follow through on the goals set out in the plan while doing our best to address the challenges as they present themselves. The strength of a community is often found in the quality of life of its residents, of which the availability of adequate housing is a key component.

On behalf of the County of Dufferin I am confident this document will help guide Affordable Housing in the right direction over the next 10 years.

Thank you to everyone involved for some great work in creating this plan and for your dedication to providing quality Housing and Homelessness Services to the residents of the County of Dufferin.

Sonya Pritchard
Chief Administrative Officer
County of Dufferin

Executive Summary

In accordance with guidelines set out under the Housing Services Act (2011), the County of Dufferin has created this 10 Year Housing and Homelessness Plan to be implemented in 2014. Long term planning is required in order to improve access to housing that is suitable and affordable for all residents in Dufferin County; planning that addresses what is available and what will be required in terms of Social Housing projects.

Located northwest of Toronto Dufferin is a largely rural population of 56,881 that grew steadily over the last census period. The three main urban centres within the County are Orangeville, Shelburne and Grand Valley, where all existing Social Housing projects are currently located. The County seeks to build upon its supply of affordable housing to both improve the quality of life for low-income households and to take advantage of the positive impacts of social and economic development, which increased housing supply would provide.

Currently Dufferin faces issues of affordability, income disparity and an expanding senior's population. The average price of a bachelor's apartment in the County is not affordable for someone working for minimum wage and the average household income varies significantly depending on where one lives in the County. In addition to this the County's population for those 55 years of age and older grew by 20.5% over the last census period. This suggests more people will be exiting the workforce over the next ten years looking for suitable housing in which to retire. The County's housing division also faces the end of operating agreements with 2 of its 7 non-profit/co-operative housing providers, over the next ten years, creating an even greater need to, at the very least, maintain the current supply of Social Housing.

The County's current supply of Social Housing units sits at 255, with an additional 92 units covered by Rent Supplement agreements and 7 housing providers providing 215 Rent-Geared-to-Income (RGI) units. The Housing Access Dufferin (HAD) waitlist for Social Housing units remains high, closing 2012 with an average of 460 per month, split between single, family and seniors applicants.

Emergency shelter and transitional housing services are provided in Orangeville by Choices Youth Shelter, Family Transition Place and the Salvation Army. Currently there are very limited options for men over the age of 24 years of age.

The central goal for Social Housing in Dufferin County, moving forward, is to reduce the Housing Access Dufferin (HAD) waitlist by exploring housing project opportunities. With urban populations existing in only three areas, and no existing upper tier Official Plan for the County, setting specific targets for the County will be challenging. The County's goals must focus on considering projects as they present themselves, and enhancing the quality of human services in Dufferin County through a Service Integration approach where the County and community agencies are able to collaborate to meet the needs of the client.

The County aims to take action through proper asset management to maintain the current supply of housing units and services, expanding the supply where possible. More units will become available when the 301 First Avenue East conversion project, in Shelburne, is completed in 2014. The County will also continue with community collaboration, as is the case with the Men's Homelessness Task Force, which has been meeting monthly since March of 2012.

In creating this plan the County also carried out community consultation through housing forums in 2010, 2011, and 2013. The County conducted Housing Provider and Tenant surveys in 2012 and a public survey in April of 2013. Feedback from these consultations was vital in identifying issues, needs and strategies in the effort to improve Social Housing in Dufferin.

Lastly, progress measures have been set out to ensure the goals and strategies identified in the plan are addressed over the 10 year life of the plan. Specifically efforts related to assisting low-income households, increasing the supply of affordable housing, assisted living for seniors, maintaining operating agreements, and expanding community collaboration which will be measured in short, medium and long term intervals.

As Dufferin grows, so will the need for adequate housing for all its residents. Social Housing and Homelessness services help to enhance the quality of life for the low-income population and where possible help them avoid falling into a crisis.

1.0 Introduction

In accordance with the Housing Services Act, 2011 (HSA) section 6(1), the County of Dufferin has created this plan to address housing and homelessness. The aim of the County as a Service Manager (SM) is to improve access to housing that is suitable and affordable for all residents in Dufferin. Long-term planning for the provision of affordable housing will help both the County and local service providers identify and set priorities that reflect local needs.

This plan will:

- Identify housing and homelessness issues currently facing the County
- Assess the current supply of affordable housing and housing programs
- Establish a plan for affordable housing in Dufferin over the next 10 years
- Identify actions and progress measures to ensure this plan is successful

1.1 Purpose

The purpose of this plan is to address housing and homelessness issues in Dufferin by creating a unified strategy to be implemented across the County. Although priorities set out in this plan may only affect certain areas in Dufferin, increasing the supply of affordable housing and reducing homelessness benefits everyone given these issues exist all over the County.

1.2 Context/Geography/Population

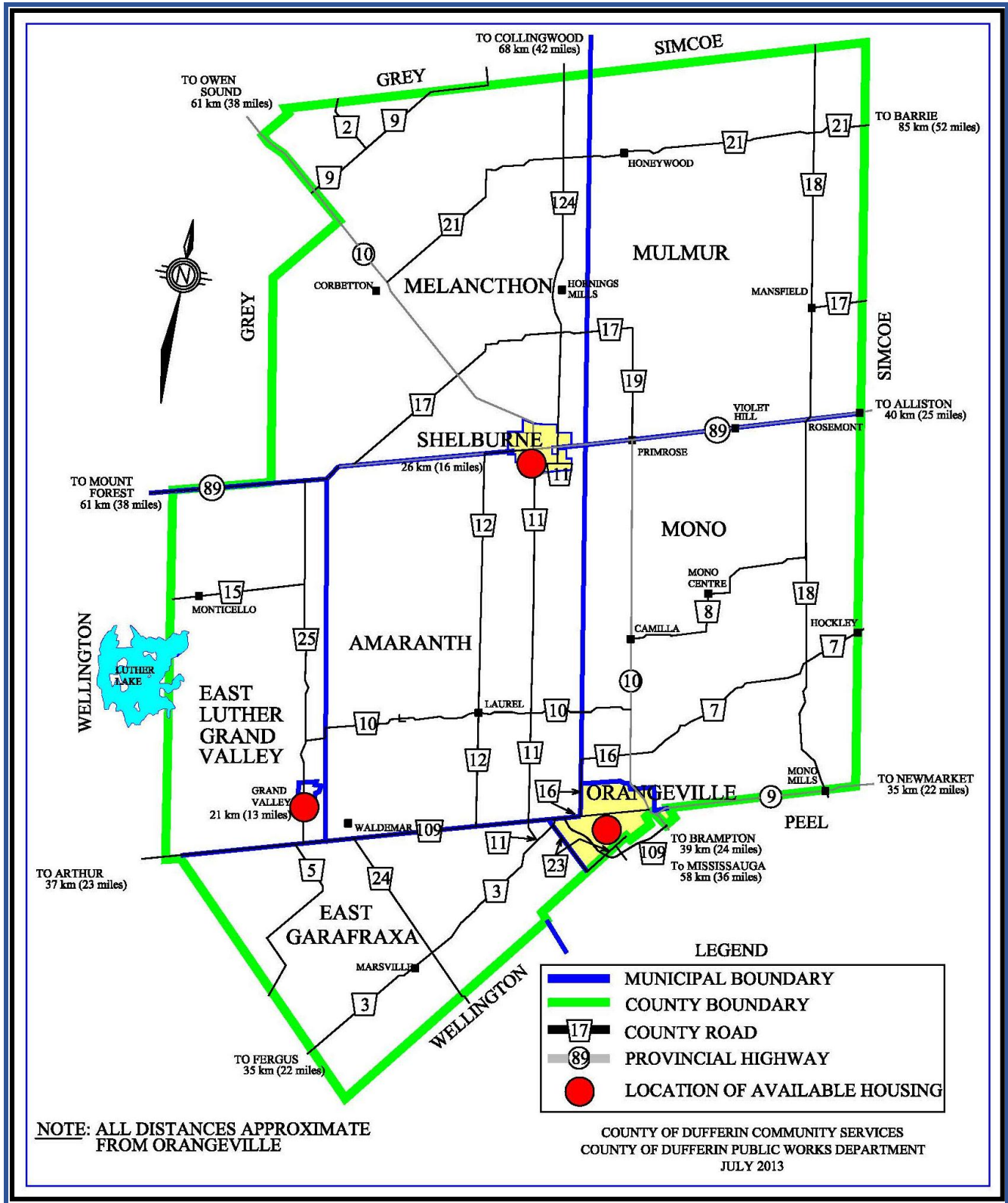
Located northwest of Toronto, the County of Dufferin is an upper-tier municipality serving the eight towns and townships. The Towns are Orangeville, Shelburne, Mono and Grand Valley. (Grand Valley was formerly known as East Luther Grand Valley and changed its name in September 2012.) The Townships are Amaranth, East Garafraxa, Melancthon and Mulmur.

Dufferin is made up of 1,486 square kilometers and is home to a population of 56,881, per the 2011 census, with nearly half of this (27,975) being situated in the Town of Orangeville, located at the southern boundary of the County.

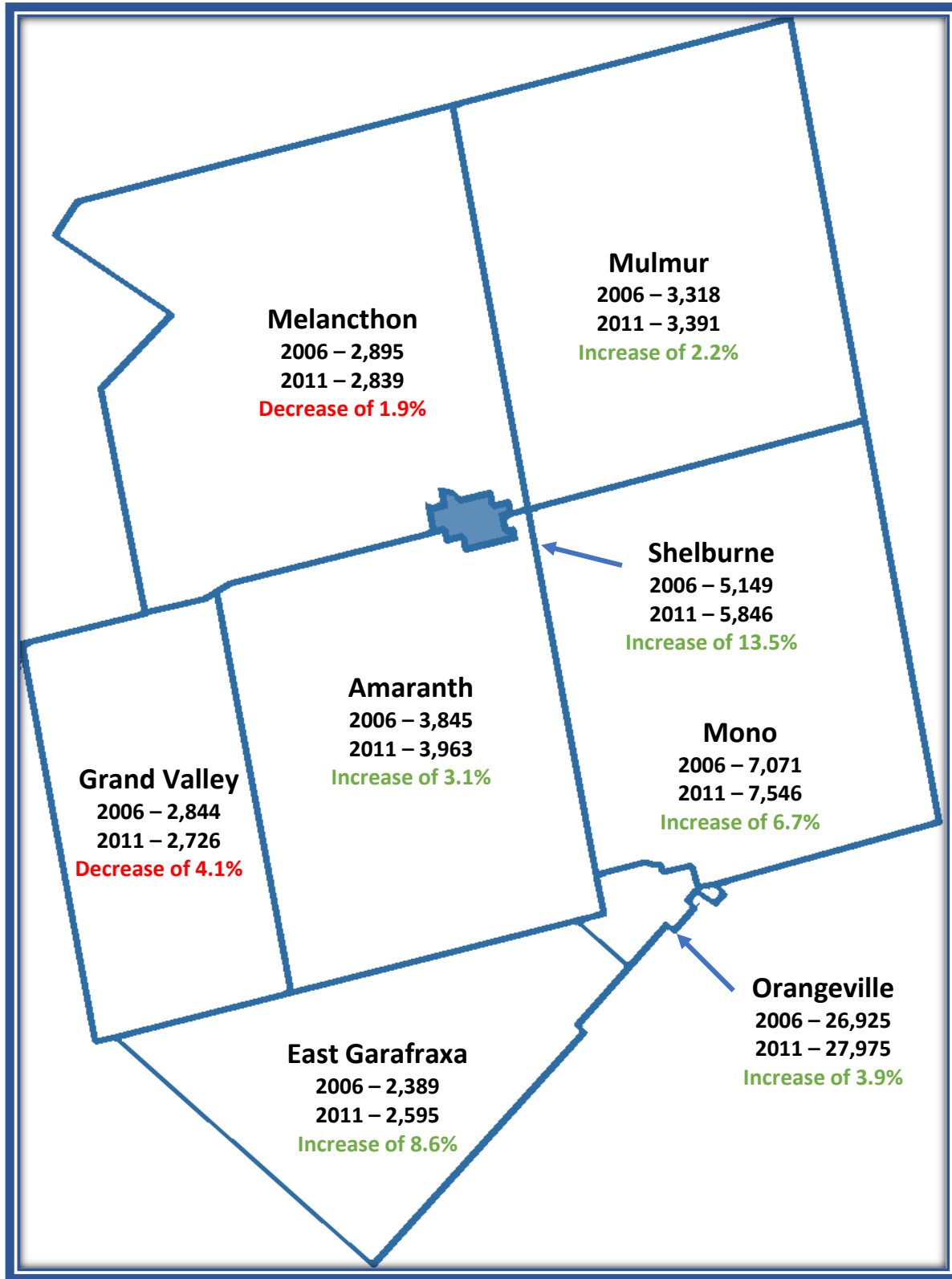
Being under a designated growth plan as part of the Places to Grow Act, 2006, Dufferin's projected growth by 2031 is expected to be 80,000 residents. Portions of the County also fall under the Niagara Escarpment Plan, Greenbelt, and Oak Ridges Moraine protected area. Together these pieces of legislation limit where growth can be directed in the County's eastern townships.

The following map shows the layout of the County and the location of the County's social housing units.

County of Dufferin Map – Housing Locations



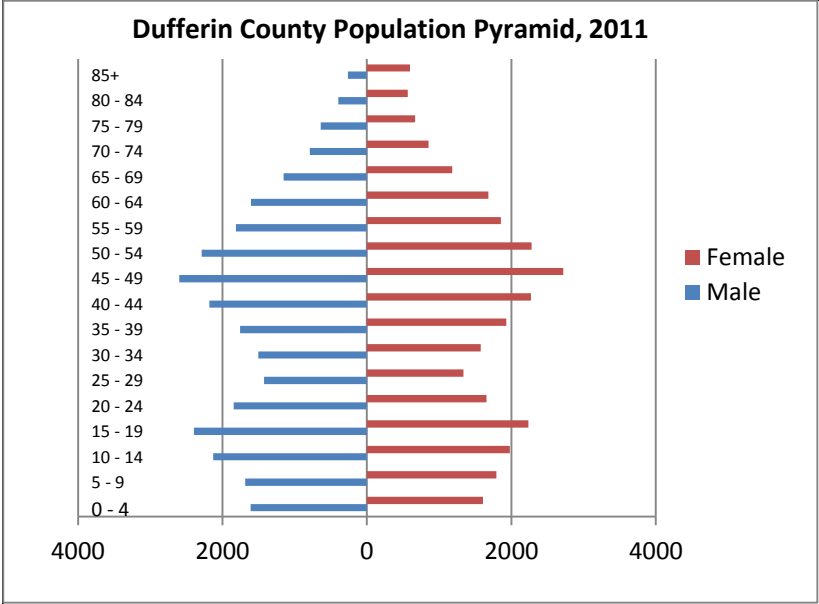
County of Dufferin Map – Population Numbers



As shown below, Dufferin’s population outside of Orangeville is spread out fairly evenly across the remaining towns and townships. Growth over the last census period, however, is not as even, with Shelburne and Mono being above the provincial average of 5.7% (Stats Canada, 2012), and Grand Valley, Melancthon and Mulmur being well under. Overall Dufferin’s growth from 2006-2011 was under the provincial average, however Shelburne’s significantly large growth suggests Dufferin could be in for heavy migration from the GTA over the next census period.

Dufferin County Population Growth - 2006-2011			
Town/Township	2006	2011	% change
Amaranth	3,845	3,963	3.1
East Garafraxa	2,389	2,595	8.6
Grand Valley	2,844	2,726	-4.1
Melancthon	2,895	2,839	-1.9
Mono	7,071	7,546	6.7
Mulmur	3,318	3,391	2.2
Orangeville	26,925	27,975	3.9
Shelburne	5,149	5,846	13.5
Dufferin	54,436	56,881	4.5

Dufferin’s population breakdown by age, as shown below, indicates both an aging population and one with heavy out-migration of those in the 20 to 34 age group. While not conclusive, this does suggest limited employment opportunities for those in that age group. Another explanation could be that those entering the 20 to 24 age bracket are also leaving in pursuit of education and training opportunities available in larger urban centres. Once the education and/or training is complete those who have left might find opportunities more appealing where they are, explaining the further decline in the 25 to 29 age interval.



1.3 Approach

Defining the issues, direction and actions for this plan will be based largely on knowledge gained from operational experience, research using census data and existing housing studies. Local Official Plans were also reviewed to gain an understanding of how housing planning has been addressed by local governments, as well as interaction with local officials to investigate possibilities for future projects. It is critical that this plan, to the extent that it is possible, complements existing local policies to ensure cooperation among the eight towns and townships.

In complying with the Ministry of Municipal Affairs and Housing (MMAH) requirements, this plan has also incorporated public and stakeholder consultation. This involved various forums over recent years and surveys. The 'Up and Out of Homelessness Forum in November 2010; Building Blocks Forum in November of 2011, Building Foundations Forum in April of 2013 and the surveys conducted by the County. These will be referenced in more detail later in this report.

1.4 Why Affordable Housing?

Community

Having a wide variety of housing options in Dufferin means a higher quality of life for all residents. Housing needs in Dufferin cannot be met by the private market alone. More specifically those with middle to low income earnings, as well as those who are retired or are disabled are often unable to afford market rent and/or home ownership without sacrificing other basic needs (i.e. food, heating, transportation). Given its close proximity to the GTA and inclusion in the Places to Grow Act, Dufferin could see accelerated growth over the next census period. As a result housing costs, both rental and ownership are likely to go up. It is important that low-income households, seniors and those with disabilities are not left without suitable options within the County.

Economic Development

The development of affordable housing, whether for homeownership or rental purposes can have a positive impact on Dufferin's economic climate through short term job creation, long term housing options for an increasing population base, and the attraction of commercial and industrial business development.

Short and long term impacts of affordable housing development also include an increase in the income of local business owners, as well as an increase in municipal taxes from development charges. While it can be argued all housing development will create these impacts, the inclusion of affordable housing projects guarantees that middle to low income households continue to have affordable housing options, and can in turn, put more of their income back into the local economy.

Health and Wellbeing

In addition to stimulating the local economy, affordable housing can also have a positive impact on the health and overall quality of life for those in low income households. Keeping housing costs under 30% of a household's before tax income means they will have more to spend on groceries, recreational activities, and other necessities that contribute to an individual's wellbeing. Substandard and overcrowded housing conditions can prove stressful for families already struggling to make ends meet, while increasing the chances of household members contracting or enhancing illnesses.

Having adequate housing at an affordable cost can help families better deal with health and financial barriers which may be weighing them down and help them into the next phase of the housing continuum. The housing continuum is a term used to describe how households can transition between different types of housing; ranging from emergency shelters through to home ownership. This will be expanded upon further, in this report.

2.0 Housing Issues

Before laying out actions to address housing issues in Dufferin, it is important to first identify the challenges Dufferin is facing locally. Using knowledge gained from operational experience, statistical data available and information gathered from community/stakeholder consultations, housing issues in Dufferin have been organized into six broader categories of:

- Affordability
- Income disparity
- Increasing senior's population
- End of Operating Agreements
- Asset Management
- Availability of Services

Information gathered from consultations refers to forums held and various surveys conducted by the County. (Details of which are expanded on in Section 5.4.)

2.1 Affordability

This section will address affordability in Dufferin for both rental and home ownership opportunities. As the table on the next page indicates, rents for all types of accommodation have increased gradually from 2007-2011. In Dufferin, if a single person making minimum wage was paying the average bachelor apartment rent of \$736 per month, based on an estimated gross annual income of \$21, 320, they would be spending just over 41% on rent alone.

According to the Canada Mortgage and Housing Corporation (CMHC), general affordability in housing terms, is where a household spends 30% or less of their income on rent/mortgage payments. In order for a single person, to spend 30% or less of their income on rent, they would need to earn approximately \$14.50 an hour working full time hours. At the other end, a family wanting to spend no more than 30% of their gross earnings on renting a 3 bedroom dwelling, would need to be bringing in a household income of approximately \$45,000 annually.

Table 9: Average Monthly Rents, County of Dufferin 2007 to 2011

Average Monthly Rent	2007	2008	2009	2010	2011
All Bedroom Types	\$850	\$843	\$881	\$915	\$925
Bachelor	\$678	\$675	\$719	\$768	\$736
1 Bedroom	\$787	\$787	\$815	\$837	\$861
2 Bedroom	\$902	\$908	\$940	\$970	\$983
3 Bedroom	\$1,011	\$1,024	\$1,037	\$1,078	\$1,125

Source: HHRC Data Profile- Table 21: Rental Market Indicators

The average sale prices for both new and re-sale homes have both risen from 2007 to 2011, making homeownership a much less affordable option than renting in Dufferin. Putting the 2011 average resale price of \$318,914 into perspective, a household would need a minimum of \$60,000 in annual income plus over \$20,000 available for start-up costs including down payment and applicable taxes (RateHub, 2013).

If housing prices continue to rise in Dufferin, the amount of homeownership opportunities for low income households will likely decrease.

Table: Average Sale Price of New and Existing Homes, County of Dufferin 2007 to 2011

Average Sale Price	2007	2008	2009	2010	2011
Avg. price existing home	281,739	291,026	297,024	316,898	318,914
Avg. price new home	483,797	514,472	469,959	393,838	497,422

Source: HHRC Data Profile- Tables 19 and 20

Tenant or owner households spending 30% or more on housing costs, County of Dufferin	
Town/Township	%
Amaranth	28.6
East Garafraxa	32.4
Grand Valley	25
Melancthon	27.2
Mono	23.6
Mulmur	20.1
Orangeville	29.4
Shelburne	26.2
Dufferin	27.5

Source: WDG Public Health, 2013

Overall, the percentage of households spending 30% or more of their monthly income on housing costs in Dufferin is at least 20% in every Town and Township. Amaranth, East Garafraxa, and Orangeville are all above the County rate of 27.5%, while Mulmur has the lowest proportion at 20.1%.

2.2 Income Disparity

According to Wellington Dufferin Guelph Public Health, in 2006 approximately 11% of Dufferin households were considered low income. Using 2006 census numbers, this amounts to 2,064 households of the estimated 18,765 declared on that census. As shown on the next table, median household income varies by municipality in Dufferin, suggesting low income households are more prevalent in some parts of the County than others.

Median Household Income, County of Dufferin 2006	
Amaranth	\$77,082
East Garafraxa	\$81,035
Grand Valley	\$66,763
Melancthon	\$66,670
Mono	\$88,757
Mulmur	\$73,597
Orangeville	\$69,154
Shelburne	\$61,643
Dufferin	\$70,688

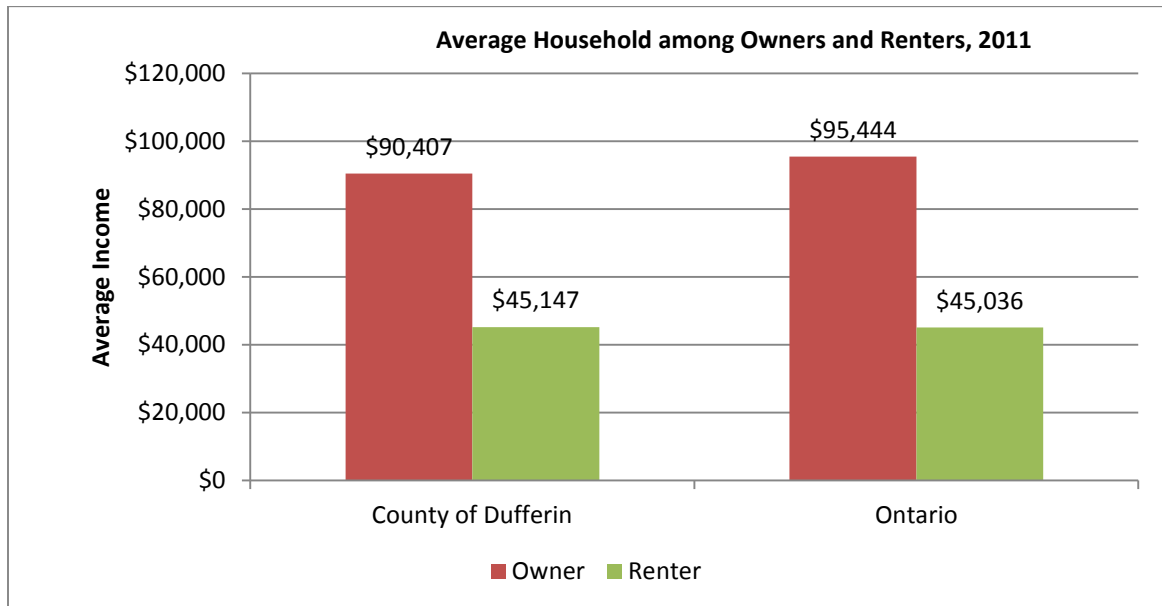
Source: Stats Canada, 2007

In 2006, Dufferin as a whole, had a median household income of \$70,688, with four of its Towns/Townships above this, and four falling below. The four falling below, Grand Valley, Melancthon, Orangeville and Shelburne, also share other characteristics related to low income attainment. For example, according to 2006 census data, all four of these areas have a moderate to high Household Low Income Measure (LIM), in addition to having a moderate to high proportion of rented dwellings. Shelburne and Orangeville also had an unemployment rate above the County (7%) in 2011.

Unemployment by CSD, County of Dufferin 2006 to 2011		
Area	2006	2011
Amaranth	2.7	N/A
East Garafraxa	3.7	5.4
Grand Valley	5.1	4.1
Melancthon	4.8	N/A
Mono	5.2	6.7
Mulmur	3	5.6
Orangeville	4.8	7.5
Shelburne	4.3	7.9
Dufferin	4.5	7
Ontario	6.4	8.3

Source: Stats Canada, 2013

As shown above, unemployment rates rose in most areas of the County with the Exception of Grand Valley. The 2008 global recession appears to have hit Orangeville and Shelburne the hardest pushing them very close to the provincial rate of 8.3%. While rates in Dufferin’s rural townships rose, they are still well below the provincial and County rates.



Source: HHRC Data Profile- Table 1: Demographic and Economic Indicators (2006 and 2011 Census)

As shown on the previous page, income attainment in Dufferin and the province as a whole is much greater among homeowners than renters. Renters in Dufferin, as a result, are at much greater risk of a financial crisis. According to Statistics Canada, for a population the size of Dufferin’s, the low income cut-off (LICO) for a four person household is \$37,053, not much lower than the average renters income stated above.

Percentage of Rental Dwellings by Area, County of Dufferin	
Town/Township	%
Amaranth	7.7
East Garafraxa	5.2
Grand Valley	16.4
Melancthon	9
Mono	4.9
Mulmur	5.9
Orangeville	20
Shelburne	21.1
Dufferin	15.1

Source: WDG Public Health, 2013

Another indicator of low income households in an area is the percentage of rental dwellings. The table above reveals this percentage is much higher in certain areas of the County than others. Not surprisingly, Grand Valley, Orangeville, and Shelburne, which make up Dufferin’s urban populations, are all above the County’s proportion of 15.1%. Mono, which has the second largest population among Towns/Townships in the County, along with Mulmur and East Garafraxa all have very low proportions of rental dwellings suggesting a prevalence of high household incomes, and/or a lack of available rental properties.

Population growth is tied to economic development. With potentially fewer people available locally, potential new business and current businesses could experience labour shortages. Existing households where incomes are predominantly lower, will also impact the potential for improved economic development.

2.3 Increasing Seniors Population

Another challenge facing the County is the ever increasing senior population. Over the last census period alone, the population aged 55 and older grew by 20.5%. The most significant growth came in the 60-64 and 65-69 age brackets, often considered the recently retired age groups. This suggests retirees in Dufferin are not migrating out but rather prefer to reside within County during their retirement. As this population continues to increase, so too will the need for more private, non-profit, and municipal funded seniors housing projects.

Growth in Senior Population, County of Dufferin 2007 to 2011			
Age	2006	2011	% change
55-59	3295	3670	11.4%
60-64	2470	3290	33.2%
65-69	1805	2330	29.1%
70-74	1405	1645	17.1%
75-79	1145	1305	14.0%
80-84	820	960	17.1%
85+	730	860	17.8%
Total	11670	14060	20.5%

Source: Stats Canada, 2012

Growth in the senior population does vary by location in Dufferin. While growth in Grand Valley, Shelburne and Orangeville is fairly consistent with the overall percentage, Mono and East Garafraxa saw higher rates of growth within their boundaries. In planning for future seniors housing projects, one challenge will be whether to direct them towards more concentrated urban areas, or whether to establish projects in the communities where growth is the largest.

Growth in Population 55 and older by CSD, County of Dufferin 2007 to 2011			
Town/Township	2006	2011	% change
Amaranth	860	1000	16.3%
East Garafraxa	575	710	23.5%
Grand Valley	530	635	19.8%
Melancthon	640	695	8.6%
Mono	1845	2350	27.4%
Mulmur	900	1055	17.2%
Orangeville	5090	6130	20.4%
Shelburne	1245	1495	20.1%

Source: Stats Canada, 2012

Seniors Living Alone, County of Dufferin	
Town/Township	%
Amaranth	9.2
East Garafraxa	20.4
Grand Valley	29
Melancthon	13.6
Mono	8.5
Mulmur	13.5
Orangeville	29.3
Shelburne	33.3
Dufferin	22.5

Source: WDG Public Health, 2013

As the overall seniors population in the County grows, so too does the amount of seniors living alone. As indicated in the previous table, 22.5% of the County's senior population is currently living alone. This percentage is even higher in Dufferin's urban areas, Grand Valley, Orangeville and Shelburne, and much lower in the more rural Amaranth, Mono and Mulmur. It could be that seniors in rural areas are more likely to live with other family members, or that housing geared to seniors is simply not available in these areas, forcing them to migrate to more populated areas.

2.4 End of Operating Agreements

In 2001, the Province of Ontario began to download the responsibility for a number of housing programs to the municipal level. In 2001 the County incorporated public housing into its normal operations and in 2002 the responsibility for local non-profit and co-operative housing programs was added. Seven separate housing providers fall under this umbrella. The County of Dufferin is responsible for providing subsidy of varying degrees to each of these providers.

The 7 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 (reduced expenses) and the financial assistance, referred to as 'subsidy' was reduced (less income), social housing providers would generate sufficient rental revenue to cover their costs. For many providers this will be true; for some it may not.

The funding the County receives from the Province will reduce as the mortgages for the Housing Providers end. The County of Dufferin flowed subsidy payments of \$1,623,331 in 2012 and received funding from the Province to offset some of this cost of \$665,742.

The process of funding and administration, originally under the Social Housing Reform Act, 2000 (SHRA), was recently revised under the Housing Services Act, 2011 (HSA). 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 does mean the County are obliged to continue to pay subsidy, even though less funding will be made available by the Provincial and Federal governments.

In light of these changes the County of Dufferin Operating Agreements need to be updated to reflect the end of mortgages, new legislative framework and funding processes. The original operating agreements currently in place were scheduled to expire during the 10 Year window of this plan. (2014 – 2023) However housing providers have additional contractual obligations when they accessed Social Housing Renovation and Retrofit Program (SHRRP) funding. This means 6 of the 7 providers are obligated to continue to provide Social Housing beyond the 10 year window of this plan.

2.5 Asset Management – Social Housing

County of Dufferin

Social Housing Asset Management is the term used to describe the process of collecting and analysing information, about housing stock condition, to help forecast future costs of maintaining housing stock.

The County of Dufferin's Social Housing stock has an approximate Municipal Property Assessment Corporation (MPAC) value of \$23.5 million and is insured for approximately \$36.9 million. The portfolio is a mix of apartments and houses; 247 apartments and 8 houses. The houses are referred to as 'scattered units'.

To assist in asset management planning and the ongoing maintenance associated with the County's social housing stock, the County did a few years ago, seek permission from the Province to sell their scattered units. The County wanted to redeploy the funds raised from the sale of the units into new social housing projects. However, permission was not granted for the sale of those assets and the aging scattered units continue to be part of the overall portfolio. Unfortunately the costs associated with their ongoing use are proportionally higher than those of the other units in the County's portfolio.

Housing Providers

As part of each housing provider's annual budget, there is a mandated allocation for capital reserve funding. This amount of money must be directed to their capital reserve fund for future capital replacement needs. The amount allocated each year is increased based on the rate of inflation.

An analysis, carried out by the County of Dufferin, based on capital reserve forecasts, reserve contributions and balances, indicates that the reserves may not be sufficient to fund future capital repairs and replacements for all of the County's Social Housing Providers.

Ultimately, it's the responsibility of the County of Dufferin to ensure its social housing stock is adequately maintained and that of the housing providers in the County. This obligation potentially carries a financial impact to the County, if the social housing providers cannot meet their capital replacement needs with their existing reserve funds.

The County takes that responsibility seriously and did work with the various providers and flowed Social Housing Renovation and Retrofit Program (SHRRP) funding to 6 providers totaling \$816,099. That funding helped to provide a broad range of improvements from new carpeting to window replacements.

2.6 Availability of Services

Planning

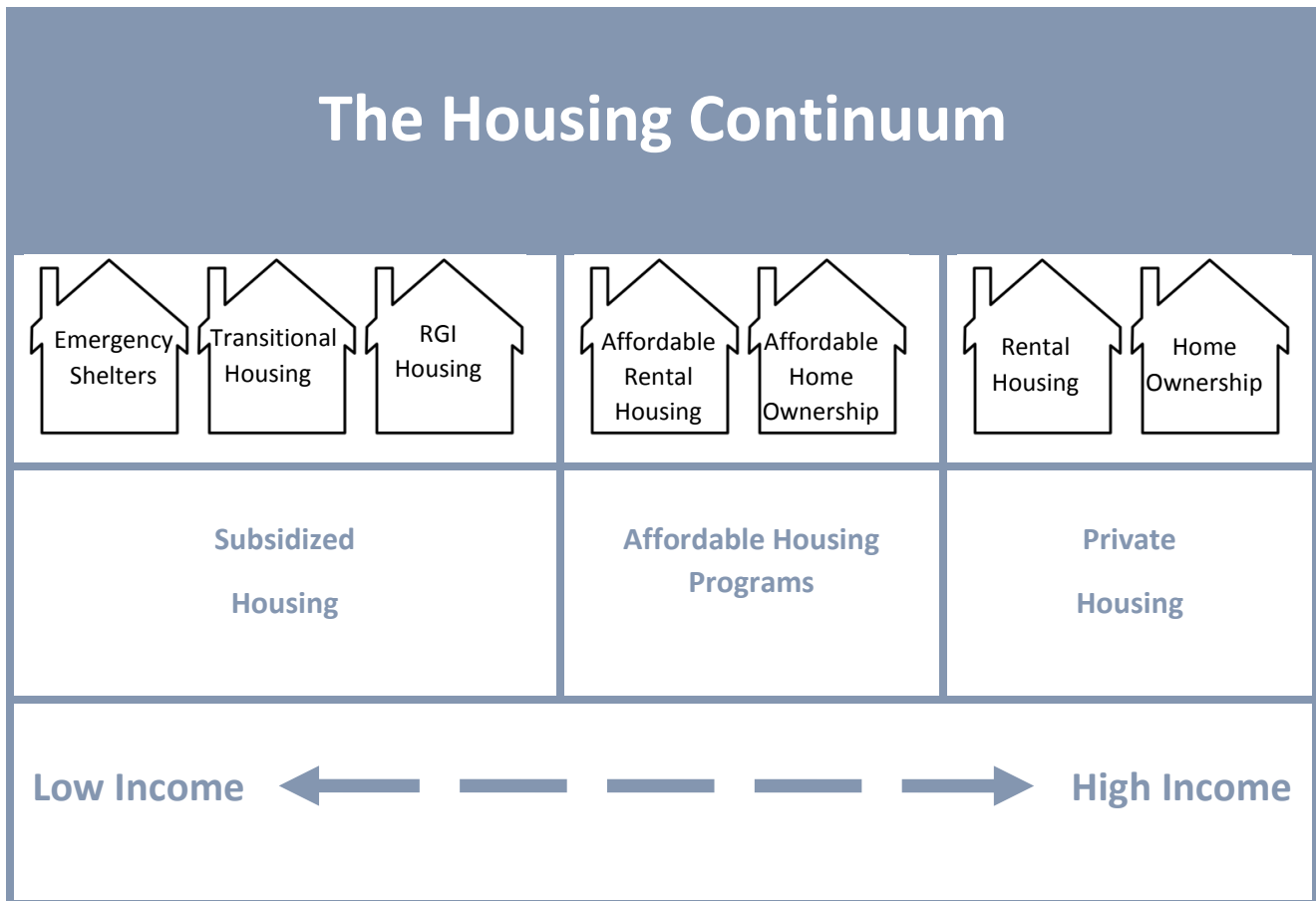
The County of Dufferin operate on individual lower tier plans. Currently there is no County planning department and subsequently no upper-tier Official Plan to act as a guide when targeting areas for potential projects. The provincial government has recently mandated that all upper-tier municipalities have Official Plans by 2015. This plan will draw upon local Official Plans for guidance when concerned with matters of land use planning.

Human Services

Experience in delivering human services and feedback from the local community all point to a need to increase service provision for human services. The details gathered also identified a real need to provide information for people in housing crisis on what they could access and where. The main challenges identified are broken down into 4 main areas:

- “How to” better provide information to agencies and citizens within Dufferin County. This was directly addressed by the creation of a Task Force. (The Task Force is discussed more in Section 5.2.)
- More emergency shelter spaces, particularly for men and families. There was a desire for Dufferin County to support individuals in crisis that are over the target age of the Choices Youth Shelter (16 to 24 years) and those who are unable to be supported by Family Transition Place (for Women and Women with children). This challenge was also intertwined with the need for greater community collaboration, which again linked to the Task Force who, it is hoped, will investigate the possibility of building a new emergency shelter/transitional housing accommodation service.
- The ability to access financial and life skills supports was major challenge identified. Steps must be taken to address homelessness by providing greater financial and social supports to marginalized individuals in the community.
- An overall need to address gaps in the housing continuum (as shown on the next page) to better transition individuals and families into the ultimate goal of long term stable housing.

The Housing Continuum



Transportation

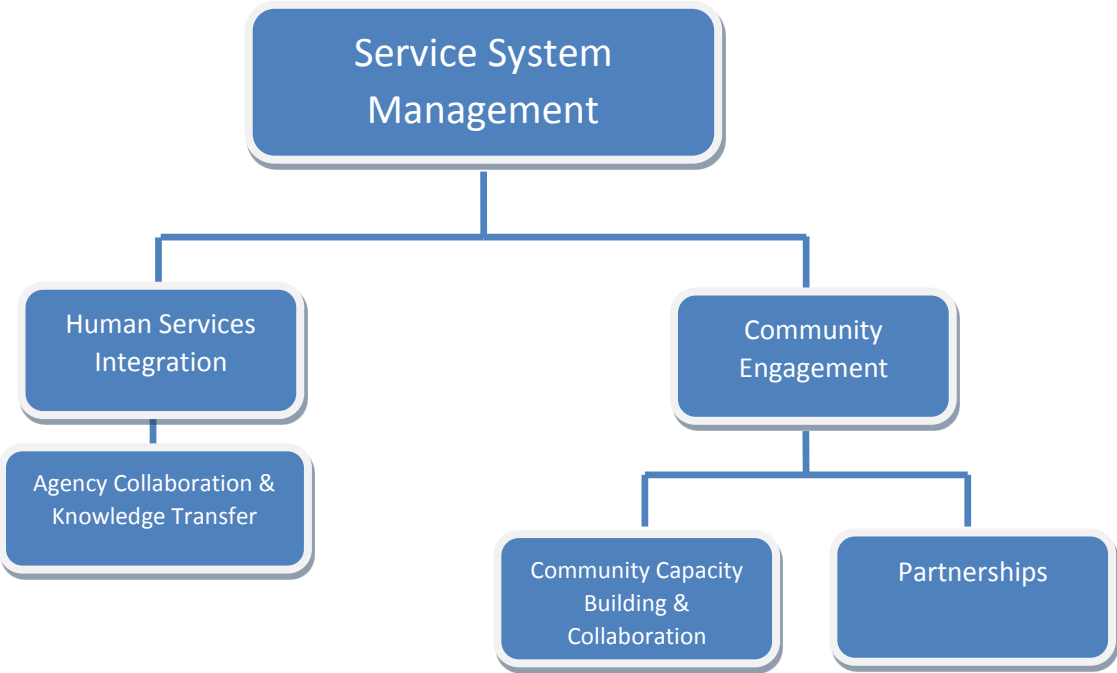
Transportation is a challenge for many residents in the County of Dufferin. For low income households, the costs of operating their own vehicle can be prohibitive, and, without access to adequate public transportation, people can have real problems accessing services and supports. Lack of affordable and accessible transportation affects choices when it comes to selecting places to live and impacts their mobility for employment opportunities. It causes hardship for a population who need access to supportive services, but can't easily access those services.

2.7 Which Services?

The County of Dufferin recognise the need for emergency housing and support services to help people in housing crisis. However, the County also recognises that being more proactive and engaged in the service delivery of housing and housing support services, by providing 'preventative' assistance can be more beneficial.

Human Services Integration

The County Community Services department has recently relocated to 30 Centre Street 'Edelbrock Centre'. The move came in response to the County's desire for a 'Social Services Hub' in which various community agencies offered their services under one roof. The result was the County, Georgian College, Canadian Mental Health Association, Community Torchlight, Hospice Dufferin, Supportive Housing In Peel-Dufferin, and the Upper Grand District School Board coming together to provide a 'one-stop-shop' for clients seeking various community services. The end goal for service integration in Dufferin is to have agencies be able to refer their clients to the appropriate services thereby addressing all the client's needs rather than simply the ones relevant to that agency.



Moving forward with a service integration model in Dufferin should result in a 'no-door-closed' outcome for clients to address their specific needs. Using the Service Integration model, the County's Community Services Department will continue to strive for better system management from within its own divisions while continuously engaging with the community and supporting agencies to create partnerships, future programs and funding.

3.0 Assessment

The purpose of this section is to identify the current state of overall social housing, supportive housing (public, private and non-profit), transitional and emergency housing in Dufferin County. Identifying the supply, demand and distribution of subsidised and affordable housing units, transitional and emergency accommodation/supports in the County is critical for assessing future need. This section will serve as reference information when identifying targets and initiatives in other sections of the plan.

3.1 Supply

Long Term Housing

Between the County, non-profit and co-op housing providers, and private landlords on rent supplement agreements, there are currently 692 units in Dufferin that make up the social housing stock and 22 units which provide supported accommodation. Of this 255 are County-owned units spread out over 11 properties in Orangeville, Shelburne and Grand Valley.

County-Owned and Rent Supplement Units by Type, April 2013				
Town/Township	Affordable Housing	Rent Geared to Income (RGI/Subsidised)	Market Rent	Rent Supplement
Orangeville	28	119	2	73
Shelburne	0	90	0	10
Grand Valley	0	16	0	9
Total	28	225	2	92

In addition to county-owned properties and rent supplement agreements with private landlords, the County currently works with seven housing providers (4 non-profit and 3 co-operative) that supply an additional 345 units (300 in Orangeville, 45 in Shelburne).

At present the 28 “Affordable” housing units (where rents are set at 80% of the average market rent for the community) are designated for seniors.

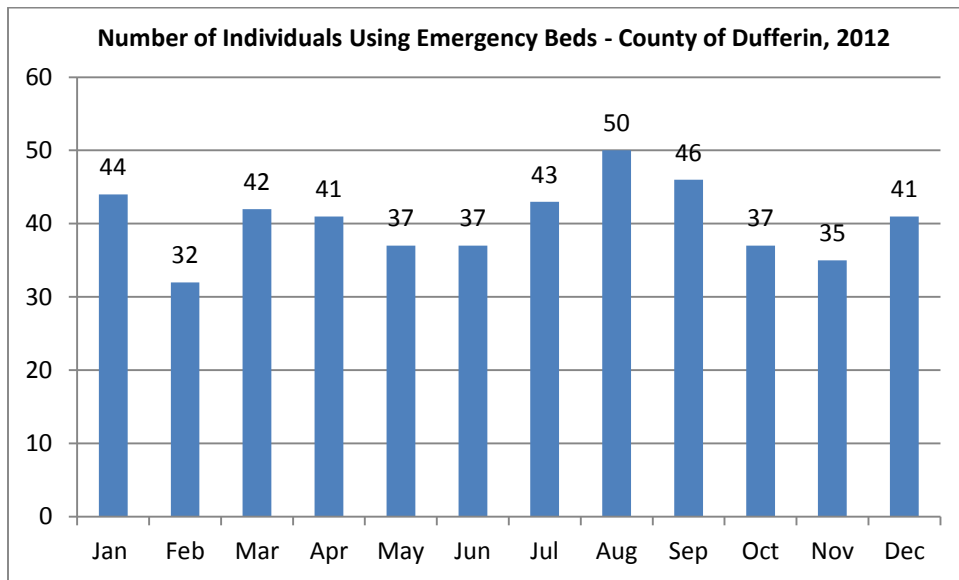
Emergency/Short Term Housing

The County is also currently affiliated with 4 agencies who provide emergency accommodation and supports to people at risk of, or experiencing homelessness:

- 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.
- Peace Ranch, located in Caledon, provide supportive housing and rehabilitative programs for adults who have serious mental illnesses.
- The Salvation Army, located in Orangeville, operate a transitional housing service by managing one of the County’s units as a transitional unit and offer emergency support services.

The figures on the next page shows the number of individuals using County-funded emergency bed stays per month. The numbers combine those staying at Choices Youth Shelter, Family Transition Place, and the one transitional unit available at the Salvation Army.

Choices made up the majority of the numbers in 2012, ranging between 20 and 30 individuals in each month, while FTP ranged anywhere from 10 to 20 individuals. Given its limited capacity, the Salvation Army's unit never saw more than 2 individuals per month in 2012.



On January 1, 2013, funding from the Community Homelessness Prevention Initiative (CHPI) came into effect. The new program, administered by Ministry of Municipal Affairs and Housing (MMAH), replaced several provincial programs which expired on December 31, 2012: Consolidated Homelessness Prevention Program (CHPP), Emergency Energy Fund (EEF), Provincial Rent Bank Program and Community Start up and Maintenance Benefit (CSUMB). Each Service Manager (SM) was given the flexibility to use these funds to create their own programming to address needs in their community.

As a result, in 2013 the County moved away from the pay-per-stay emergency bed approach to funding activities that would assist clients to become self-sustainable and find suitable housing. Now agencies receive an operational subsidy payable for "Outcomes" as prescribed by the Ministry of Municipal Affairs and Housing (MMAH). Those outcomes are: 'People experiencing homelessness obtain and retain housing' and "People at risk of homelessness remain housed'. Criteria for this funding is based on "Units of Service" which allows the emergency shelters to invoice for bed stays and support services up to an agreed contract limit.

There is no emergency shelter able to provide accommodation for single men over 24 years of age, or for families, who wish to remain together as a family unit. Men may be offered assistance to move to another municipality to access services. Family members from a household, depending on their circumstances, may reside in different emergency shelter locations or be offered assistance to move to another region.

301 First Avenue East Conversion Project

In March of 2012, the County acquired the property of the former Shelburne hospital. After lengthy negotiations with the community, an agreement was reached to develop an Affordable Housing project on the site. Construction has recently commenced on a conversion of the existing infrastructure into 24 units, 10 of which will be offered as Affordable Housing, and 14 of which will be made available at market rent.

The project was made possible by the County providing around \$5,000,000 in capital funding, \$100,000 in subsidies and \$852,316 from the Investment in Affordable Housing Program (IAH). For a municipality of Dufferin's size, the County's contribution was considerable.

Future projects will rely heavily on the availability of funding from the Provincial and Federal Governments.

Future Projects

The County of Dufferin will continue to pursue the acquisition of properties and the formation of partnerships to increase the stock of social housing, transitional housing and emergency housing services in the County.

The County recently consulted with municipal leaders and developers in Grand Valley on the prospect of future projects to coincide with the current expansion of residential development in the community.

Additionally, the Task Force on Men's Homelessness is investigating possible locations and operation of a men's transitional housing project to address that need in the community.

The County wish to provide assisted living services to enhance the Supportive Housing already provided by McKelvie Burnside Village. (Supportive Housing is discussed in more detail in Section 3.3) The County are looking to be able to provide assisted living services in Dufferin County, based out of Shelburne, to eligible frail seniors who desire to remain independent and live in their own home/apartment. The service, it is hoped, will assist seniors to age in place with dignity and respect.

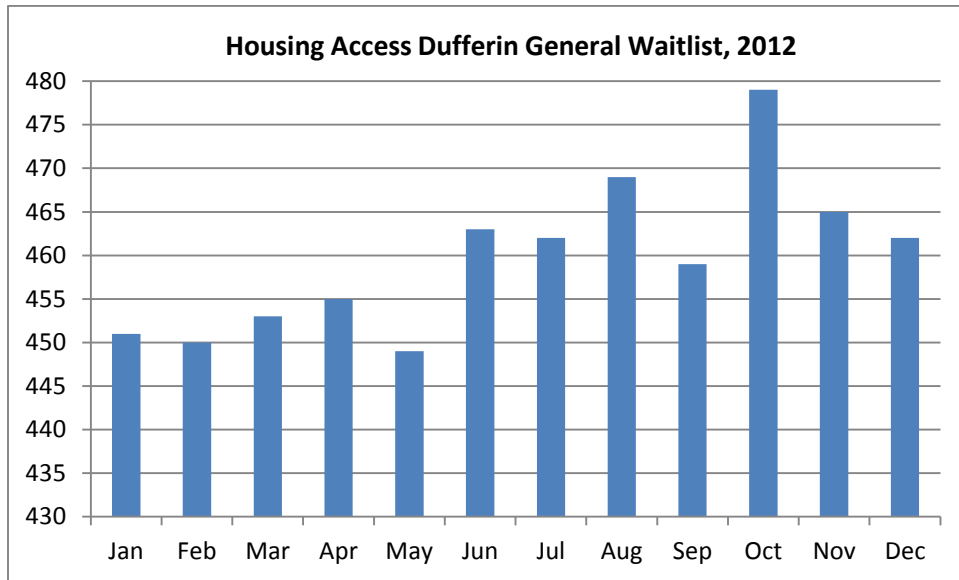
3.2 Demand

Demand for social housing in Dufferin is difficult to quantify beyond who apply to the County's housing waitlist, referred to as the Centralised Waitlist (CWL). As a part of an increasingly integrated service approach from the Community Services department, applicants for multiple services are often encouraged to apply for the waitlist. Potential applicants can, and often do, choose to withdraw once they have been made aware of the potential wait time for a unit that suits their needs. As a result, it is difficult to identify the true demand for social housing in the County. Information in this section is based on confirmed County and non-profit waitlist numbers.

In simple terms, if there was more funding available to create more social housing, then the CWL could be shortened and more people could be housed. If that was a reality, then the CWL could potentially be a more realistic measure of demand because people would not be discouraged from long wait times and those who wanted to apply for a social housing unit would do so.

County Waitlist

The Housing Access Dufferin (HAD) waitlist, as of April 2013 in Dufferin, is 446 applicants. This is broken down into applicants with dependents (103), applicants without dependents (154), and seniors (189). Waitlist numbers are made of those who have completed applications which have then been deemed eligible by County staff. The County also carries a significant amount of pending applications (average of 102 per month in 2012) which do not count as part of the waitlist, but have sought social housing in the past.



The HAD waitlist remained fairly constant in 2012, fluctuating between 449 and 479 applicants, while 43 applicants were successfully housed. This means only 9% of the 460 (2012) applicant waitlist was housed in 2012, illustrating the demand for more units in Dufferin.

	2009	2010	2011	2012
Waitlist (Monthly Avg.)	393	436	507	460
Housed	90	106	69	43
% of waitlist housed	23%	24%	14%	9%

Recent historical trends show that average monthly waitlist numbers spiked in 2011 before dropping in 2012. The 2012 average of 460 is still much higher than it was in 2009, suggesting demand for affordable units is continuing to rise. In addition to this, the percentage of applicants being housed from the waitlist was the lowest it has been in four years.

Special Priority Placement (SPP)

In accordance with regulation 367/11 under the Housing Services Act, 2011, Service Managers must establish a 'Special Priority' category for their housing waitlist. This category is exclusively for someone in the community who is being abused by another individual living with them, or sponsoring them as an immigrant. Once an applicant has submitted a regular application plus supporting verification documents for priority placement, they will be moved to the top of the list with other special priority applicants. Special priority applicants are not guaranteed housing right away and could still be on the waitlist for over a year depending on the type and location of the unit requested. Applicants are encouraged to consult with other community agencies (police department, local shelter) to address their immediate crisis while on the waiting list.

The County of Dufferin also 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.

Moving forward, the County will continue to follow the special priority requirements outlined in the Housing Services Act. The County will also continue to work with local shelter services to ensure that those who are being abused, or face the potential to be abused, are given immediate attention. Increasing the stock of social housing in Dufferin will help lower the current waitlist time for those seeking special priority placement.

Non-profit and Co-operative Housing Waitlists

In addition to housing many RGI and some Rent Supplement tenants, non-profit and co-operative housing providers in Dufferin also have market rent units which are not included on Housing Access Dufferin's waitlist.

Non-Profit/Co-operative Housing Breakdown by Housing Provider, County of Dufferin					
Name	Town	RGI units	Rent Supplement	Market units	Total
Credit River Non-Profit	Orangeville	60	0	40	100
Dufferin Gardens	Orangeville	19	0	3	22
Fiddleville Non-Profit	Shelburne	28	0	17	45
Hiwhois	Orangeville	10	0	0	10
Lavender Lane Co-op	Orangeville	61	0	7	68
Orangeville Non-Profit	Orangeville	18	4	48	70
Shaw's Creek Co-op	Orangeville	19	0	19	38

Of the seven providers in Dufferin, six contain market rent units with varying targets for the amount of RGI tenants they will house. Five of the six providing market rent units, maintain waitlists based on chronological order with no special priority with Orangeville Non-Profit being the exception.

3.3 Gap Analysis

With the percentage of waitlist applicants being housed declining over the past four years, it has become apparent that future housing projects, rent supplement agreements, and agreements with housing providers are vital to addressing the demand that continues to exist in Dufferin.

Percentage of Housing Units by Type, County of Dufferin 2013			
Town/Township	% of County-owned units	% of Rent Supplement units	% of Non-profit/Co-op units
Orangeville	58	79	87
Shelburne	35	11	13
Grand Valley	7	10	0
Rest of Dufferin	0	0	0

Currently the majority of County-owned, rent supplement, and non-profit/co-operative units are located in Orangeville. While the distribution of County-owned units is somewhat reflective of Dufferin’s population structure (roughly 49% of the population resides in Orangeville), the distribution of rent supplement units and non-profit/co-op units are concentrated in the more highly populated Orangeville area.

Current Housing Programs

The Housing Department is responsible for the administration and delivery of a wide range of housing services:

- Centralized Waitlist (CWL) for subsidized and affordable housing through Housing Access Dufferin (HAD);
- Managing and operating the County owned properties;
- Administering the Rent Supplement Program;
- Working with Local Housing Providers with funding and administering of non-profit and co-operative housing programs in the County;
- Homeownership Program;
- Ontario Renovates Program; and
- Homelessness Prevention Program.

Housing Access Dufferin (HAD)

Housing Access Dufferin (HAD) is the service which maintains the centralised waitlist for subsidized housing. Rent Geared-to-Income (RGI) assistance is a form of subsidized housing. RGI assistance is for eligible households who do not have enough income and/or assets to pay market rent. Rent for tenants is based on their income. It is available to those who have applied to move into rental units where subsidy is offered. Subsidy can change as tenant income changes.

Affordable Housing is different to Rent Geared to Income (RGI). Affordable Housing is where the rent is set at 80% of the market rent value for the local community. Affordable Housing rent does not change as tenant income changes.

Application and verification documents are reviewed for eligibility. If the applicant is eligible, they are then placed on the Centralized Waiting List for Dufferin County. Available units on the Centralised Waitlist come from various landlords:

- County of Dufferin Owned Properties;
- Non-Profit Housing;
- Co-operative Housing; and
- Rent Supplement.

County of Dufferin Owned Properties

Dufferin Housing Services currently manage 255 senior/integrated/family units. Market rents for units are set below the average market rent for the community.

For tenants who receive Rent Geared to Income (RGI) assistance, the rent is based on approximately 30% of their gross monthly income with adjustments for utilities.

For tenants who live in "Affordable" units, the rent is based on approximately 80% of the market rent for the community.

Housing units are located in Orangeville, Shelburne and Grand Valley.

Applications for these units are accepted and managed by Housing Access Dufferin (HAD).

Supportive Housing

McKelvie Burnside Village is a 22 (twenty-two) unit apartment complex operated by Dufferin Oaks. This complex is 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 Village is located in the Mel Lloyd Centre; a building physically connected to Dufferin Oaks, at 200 Mill Street, in the Town of Shelburne. The Ontario March of Dimes operates 6 (six) of these units for adults with physical disabilities who require full assisted living housing. In partnership with Dufferin Oaks, the Ontario March of Dimes provides emergency support to all of the apartments in the Village.

Dufferin Oaks is a 160 bed not-for-profit Long Term Care Home owned and operated by the County of Dufferin, under standards established by the Ministry of Health and Long Term Care. The home is a three-story facility centrally located in the County of Dufferin at 151 Centre Street, in the Town of Shelburne. 160 residents call Dufferin Oaks home, living in private, semi-private and standard rooms. Dufferin Oaks provides accommodation, meals, supportive services, socialization and a full range of nursing care services for persons who, for various reasons, cannot live independently in the community.

Rent Supplement Program

The Rent Supplement program provides subsidised rents in privately owned buildings for tenants who cannot afford the regular rent charged by the landlord. The buildings are not owned or managed by the County. The County of Dufferin is not the landlord. The tenants pay the landlord a rent amount that is determined by staff at the County of Dufferin Housing Services. The rent is based on 30% of their gross monthly household income. The County then pays the landlord the difference between the usual rent charged for the unit and what the tenant can afford to pay.

Through the Investment in Affordable Housing Program (IAH), the County of Dufferin have been able to increase their rent supplement numbers temporarily. The funding has and will allow the County to put in place roughly 25 agreements over a 3 year period from 2012 to 2014. Agreements will run for approximately 5 years. These agreements are for eligible households currently on the Centralised Waitlist (CWL). This assistance is provided while the household waits for a social housing unit to become available.

Working with Local Housing Providers

Non-Profit Housing

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 generally established as mixed housing with a portion of each housing community subsidized while the balance of residents pay market rent.

The non-profit organizations in Dufferin County are:

- Family Transition Place (FTP);
- Orangeville Non-Profit Residential Corporation (Ivy MacDonald Court);
- Credit River Non-Profit Housing Corp. (Quarry Gates);
- Fiddleville (Old Mill Lane - Shelburne) Non-Profit Housing Corp; and
- Hiwhois Assistance Group.

Co-operative Housing

Co-operative housing is owned and operated by members of the co-operative who live on-site. Generally, 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 generally family-oriented and have a mix of subsidized and market rent units.

The co-operatives in Dufferin County are:

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

Homeownership Program

Through the Investment in Affordable Housing Program (IAH) 2012 – 2014, the County of Dufferin have been, again, able to offer the highly successful Homeownership Program. This followed on from the previous Affordable Housing Program (AHP).

The program provides moderate income households with an interest free down payment assistance loan, to help them in purchasing their own home.

The County can provide up to five percent (5%) in down payment assistance to eligible applicants to assist them in purchasing a home to a maximum of \$15,000. Funds are limited and subject to availability.

When recipients of the program ‘pay back’ their loans, those funds are then made available to new applicants through the Revolving Loan Fund (RLF).

For the Years 2008 through to 2012 the County of Dufferin provided loans totaling \$398,248.

If funding does not become available after 2014, the program may still operate but on a very limited basis, as and when funds are available in the RLF.

Based on current funding allocations the program will run from 2012 to 2014. The table below shows the number of households who received Homeownership loans from the various funding programs, in recent years.

Funding Program	Year	Total Provided	Number of Loans
Affordable Housing Program (AHP)	2008	\$169,190	18
Affordable Housing Program (AHP)	2009	\$66,350	7
Affordable Housing Program (AHP)	2010	\$85,645	9
Revolving Loan Fund (RLF)	2011	\$8,988	1
Investment in Affordable Housing Program (IAH)	2012	\$68,075	6
TOTAL LOANS FOR 2008 – 2012		\$398,248	41

Ontario Renovates

The 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. The program can offer a “grant” up to \$3,500 which does not require repayment. Funds are limited and subject to availability.

Homelessness Prevention Program (HPP)

The Homelessness Prevention Program (HPP) is a County of Dufferin initiative which receives funding from various different sources. In effect it is the integration of financial assistance for people who are at risk of, or are, experiencing homelessness.

Low income residents of Dufferin County may be eligible for financial assistance to help find or keep housing. Eligible expenses may include first and last month's rent deposits, rent and utility arrears. Other housing-related expenses may be considered, such as moving and storage, or emergency needs for people who are homeless.

The County works very closely with the emergency shelters in the county to co-ordinate services and supports for those who are homeless or at risk of being homeless. Applicants must meet eligibility criteria and provide proof of all information, including income, housing costs and other expenses. Applicants complete one application and are then assessed for the various programs below.

The Low Income Energy Assistance Programs (LEAP) are comprehensive and year round emergency financial assistance programs developed by the Ontario Energy Board in order to assist low-income energy customers better manage their bill payments and energy costs. The 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.

On January 1, 2013, funding from the Community Homelessness Prevention Initiative (CHPI) came into effect. The program, administered by Ministry of Municipal Affairs and Housing (MMAH), replaced several provincial programs, as mentioned in Section 3.1. Each Service Manager (SM) had the flexibility to use these funds to create their own programming to address needs in their community. The County of Dufferin used some of these funding dollars to create a new program called "urHome", which operates under the umbrella of the Homelessness Prevention Program. The urHome Program can offer assistance to households on low income, with housing costs to help those at risk of homelessness retain their housing and help those who are homeless to secure housing.

4.0 Strategic Direction

The purpose of this section is to propose targets and sustainable practices based on existing planning directives set by the County's lower-tier governments. This section will also touch on housing for those with special needs, where the County currently stands, and where it wants to go in the future.

4.1 Setting Housing Goals

The County is committed to lowering waitlist times by continually exploring opportunities for Social Housing development in Orangeville, Shelburne and Grand Valley. Development in Dufferin's other five lower-tier municipalities would also be considered should an opportunity present itself, however given the demand for housing in the County's more densely populated areas, it is unlikely to happen over the next ten years, unless additional funding becomes available.

In the Town of Grand Valley, the County is currently in preliminary discussions with Town Officials and developers about Social Housing partnership opportunities. Possibilities do exist for both new residential development and redevelopment (or conversion) of existing sites into Social Housing projects.

Targeted development (provided agreements are reached with developers/Town Officials) is expected to be low over the next ten years. Co-operative or non-profit housing opportunities are unlikely. Future development would likely be in the form of County-run town house or semi-detached home units, as well as a 10-20 unit low density apartment building if site conversion within the Town's core area becomes a possibility.

Beyond the building of the 30 unit senior's apartment building at 40 Lawrence Avenue, Orangeville in 2010, and the current conversion of the 301 First Avenue East conversion project, in Shelburne in 2014 into 24 units, it is unlikely the County will see any other significant Social Housing development over the next ten years. These project were an achievement for a small municipality the size of Dufferin. From a housing stock of 225 in 2010 the County will have increased their stock to 279 in 2014.

Municipalities are looking to do more with less money and that is particularly true for the smaller Service Managers (SM). Both projects received considerable capital funding from the County of Dufferin with financial support from both the Provincial and Federal Governments. Program funding came from the Affordable Housing Program (AHP) and the Investment in Affordable Housing Program (IAH).

The Town of Orangeville will continue to be the primary focus for new and expanding projects. A study completed for the Town's planning department in 2010 concluded that:

- i) the stock of rental housing in Orangeville is decreasing
- ii) existing housing conditions do not meet the needs of an aging population
- iii) the supply of affordable rental housing is insufficient for low and moderate income households. An additional report focused specifically on seniors housing was released highlighting the need for a diverse set of affordable housing options to help the Town's senior population age in place

Moving forward, the County will continue to pursue the acquisition of units ranging from bachelor apartments to 3 and 4 bedroom family dwellings for RGI, Affordable Housing and market rates. Demand in Dufferin has shown increasing the Social Housing stock in Orangeville will have the greatest impact on the County's Housing waitlist. Over the next ten years the County would like to see 40 Social Housing units (Affordable and/or RGI) added within the Town of Orangeville. The County does have land available for conversion, however is aware that unless additional funding becomes available this will be a difficult target to achieve.

4.2 Sustainable Housing Practices

Social Inclusion

As the County's urban areas continue to develop and grow under the current provincial growth plan, it is important that people and families of all income backgrounds feel included in their communities. Mixed-use and mixed-residential planning will help ensure that current and future neighbourhoods in the County do not become dominated by one type of income background. Incorporating Social Housing projects into existing neighbourhoods with viable public transit options will help ensure that all types of households in Dufferin feel included in its long term planning.

Residential Intensification

Residential intensification means redeveloping existing lots within a neighbourhood rather than expanding outward and contributing to the inevitable sprawl all growing communities face. The Town of Orangeville's Official Plan currently states that 40% of future growth will be directed to built-up areas. Social Housing can be a useful tool for achieving this goal in residential and core areas. In some cases, the County and/or a non-profit developer may even be able to take on a project on a site that is undesirable to private developers. Social Housing projects have the potential to turn unwanted and sometimes unattractive sites into housing for low-income and senior populations.

Transitional Housing

Unlike other Social Housing projects, transitional housing gives those facing a homelessness crisis a more immediate solution to finding stable housing. While tenancy usually lasts anywhere from three months to a year, it gives those with limited resources the necessary support to transition back into a stable lifestyle. The County currently relies on non-profit agencies to supply this type of housing and will continue to seek out more opportunities while strengthening existing partnerships to maintain the existing stock of transitional housing.

4.3 Evaluating Existing Planning Conditions

Of the eight local Official Plans in Dufferin County, three (Orangeville, Shelburne and Grand Valley) have sections addressing affordable housing, while the other five address growth management. Within a lower-tier Official Plan, the best tool governments have for creating conditions for affordable housing is density/growth targets. While most plans set modest numbers for increasing their housing stock, greater focus will be on Orangeville, Shelburne and the urban part of Grand Valley as potential targets for affordable housing development.

Local Official Plan Housing Targets, County of Dufferin	
Town/Township	Target
Amaranth	25 new units per year (section 4.2)
East Garafraxa	12-15 new units per year (section 8.0)
Grand Valley	22 new units per year (section 8.0)
Melancthon	264 new units by 2031 (section 3.1.1)
Mono	No specific target - growth will be directed to Purple Hill area
Mulmur	240 new units by 2031
Orangeville	No target however 40% of growth directed to built-up areas
Shelburne	No target

Orangeville is currently directing 40% of its growth into built up areas in accordance with the provincial growth plan (OP, section C7). This should have a positive impact on affordable housing as it increases the likelihood that higher density residential units will be developed in the future. Grand Valley has set its target low at 22 units per year, however has acknowledged that increasing development would be possible with greater servicing infrastructure in place. Additionally, communication between the Town and County has suggested that developers in the area are open to plans for affordable housing projects.

The County has communicated that a Housing and Homelessness Plan is being developed with welcome input from all Dufferin Towns and Townships. There was limited input from the five local governments outside Orangeville, Shelburne and Grand Valley. Given the lack of ‘urban’ or clustered settlements outside the three towns mentioned, it is unlikely the other five areas would be greatly impacted by this plan. Also, given a lack of an integrated public transportation system within the County, those in need of human services such as affordable housing often migrate to larger urban areas.

4.4 Housing for those with Special Needs

Feedback from community consultations has suggested housing for those with mental and physical disabilities should be a focal point moving forward for social Housing in Dufferin. The County will continue to explore funding opportunities for this, as well as working with community agencies such as Social Housing in Peel (SHIP) and the John Howard Society on any potential developments. Given Dufferin’s low population and rural land base, the development of housing for those with special needs will only move forward as funding permits.

Assisted Living in Collaboration with Social Housing

As a part of its operation the Central West Local Health Integration Network (LHIN) evaluates, on a case by case basis, investment proposals for assisted living and supportive housing for seniors and those with disabilities. The goal of this initiative is for Ontarians in need to receive services closer to home in an effort to reduce emergency room wait times and avoidable hospital readmissions.

The County is planning to use new funding to put in place an assisted living project, planned to support Shelburne's McKelvie Burnside Village, Simon Terrace seniors building, and any seniors living in the 30 social housing units at 207 and 227 William Street. The 'Shelburne Hub' project would also extend services to the 301 First Avenue East conversion project, currently under construction in Shelburne. The Hub, based in Shelburne, would provide assisted living services to aging seniors wishing to remain independent and age-in-place. This new project will further assist the many low-income seniors in the County already in Rent Geared to Income (RGI) contracts with Dufferin's Social Housing division.

The recent closure of the hospital in Shelburne has raised awareness and concern for a lack of services available to seniors in central and north Dufferin. This project will be a coordinated venture between Dufferin Community Support Services in Shelburne and the Dufferin Community Services department in Orangeville. The Shelburne Hub will improve access to care for seniors in the more remote parts of the County wishing to continue their retirement in Dufferin. This project will strengthen the County's direction on seniors housing, not only being affordable but also reflecting the needs of those wishing to age in place.

Accessibility and Dufferin Social Housing

The County of Dufferin remains committed to providing units of Social Housing that meet Ontario Building Code Accessibility requirements. More specifically the County will ensure that future units of Social Housing have a representative number of units which are barrier-free from pathway to units (or building entry), have doorways no less than 850mm in width, have an accessible balcony if required under section 3.3.1.7 (1-3) under the Ontario Building Code, have washroom walls framed to accommodate the future installation of grab bars, and where required have ramps at least 900mm wide with level areas at top and bottom. Where possible the County will add modified units for those with disabilities and those requested by seniors.

4.5 Housing and Homelessness Services for Aboriginal Peoples

The County does not have a specific policy for Aboriginal Peoples living off-reserve. According to the 2011 National Household Survey there are approximately 695 people in Dufferin declaring themselves aboriginal, up from 525 in the 2006 census. The County's Community Services department has not had any requests for services geared towards Aboriginal peoples, and subsequently has not pursued any funding for such services. Should a request for Aboriginal services be made in the future, the County will promptly review its policies in order to accommodate the request in a timely and professional manner. The County will continue to encourage Aboriginal participation on community advisory boards and within other community agencies as its population in the County continues to grow.

In an effort to forecast future need for aboriginal services, the Community Services department will continue to monitor changing aboriginal demographics within the County as well as neighboring municipalities to assess whether there is potential for an influx in aboriginals accessing Ontario Works, Social Housing, or Children's Services in the County. Should the need for services geared to aboriginals present itself the Progress Measures section of the Plan (see Appendix I) could, upon community consultation, be amended to reflect this need.

5.0 Actions

The purpose of this section is to outline the past, present and future actions that have, and will continue to support affordable Housing in Dufferin. Through the pursuit of new development, unit acquisition and partnering with local governments and agencies, the County will continue working towards lowering the housing waitlist so that low-income, senior, and special need residents can be properly housed while maintaining a healthy quality of life.

5.1 Meeting Goals

Over the next ten years the central goal for Social Housing in Dufferin will be to reduce waitlist times for those in need of social housing. This will be achieved by exploring new opportunities for Social Housing projects while maintaining the current stock.

Maintaining the Current Supply

Priorities for maintaining the current stock of Social Housing units are completing the necessary upgrades to ensure they are in working order and establishing new (or revised) agreements with current non-profit and co-operative housing providers that reflect new provincial legislative requirements. The County will continue to work with its current providers to explore funding and grant opportunities as funding for current subsidies begins to decrease.

In recent years, the County of Dufferin successfully accessed Social Housing Renovation and Retrofit Program (SHRRP) funding and spent \$782,766 on their housing stock. These upgrades enhanced the housing stock and demonstrated the County's ongoing commitment to providing quality social housing for its tenants.

The County also recently purchased Asset Management Software to help build on their current asset management practices. This will allow for easier tracking and analysis of housing stock, going forward, which will aid strategic planning.

Increasing the Social Housing Stock

The County's current supply of Affordable Housing and Rent Geared to Income (RGI) units would need to increase over the next ten years in order to reduce the average wait period for those applicants on the waitlist. County-owned Rent Geared to Income (RGI) units (225) and non-profit/co-operative units (345) have been the most successful in the County and it is expected this will be a continuing trend over the next ten years. Dufferin also has 92 rent supplement units in place with local landlords. With the end of operating agreements approaching and challenges associated with the County acquiring more land/capital for Social Housing projects, rent supplements could present a more viable option for expanding available housing with much simpler partnerships with private landlords. However, that is reliant on funding availability.

As Dufferin's population ages, the need for affordable seniors housing will almost certainly become an issue for Dufferin Community Services and supporting agencies. The County has already begun addressing this in recent years with the 40 Lawrence Avenue in Orangeville (2010) and 301 First Avenue East conversion project in Shelburne (2014) seniors' housing projects. The County will continue exploring similar projects in Orangeville, Shelburne and Grand Valley to address the ongoing need for seniors housing. As stated in section 4.1, the County will pursue a goal of 40 additional units over ten years. Allocation of these units (seniors or general) will depend on the existing demand at the time when an opportunity presents itself to create or acquire additional units.

Collaboration with Existing Agencies

The County's Community Services department has achieved strong partnerships with a variety of community support agencies while continuing to explore opportunities for new ones.

Currently Choices Youth Shelter, Family Transition Place (FTP), Peace Ranch and the Salvation Army provide emergency shelter and transitional housing services for residents of Dufferin County.

In addition to this, the County also has standing agreements with Supportive Housing in Peel (SHIP) and the Canadian Mental Health Association (formerly Trellis) to provide supportive housing services for tenants, that those agencies refer to the County for housing. (There are only a few units this service extends to and it is only for tenants struggling with mental health concerns.) There is also an agreement in place with Family Transition Place to provide supportive housing services for Victims of Violence.

Over the next ten years the County will continue to support these agencies to improve and expand on the services they provide.

5.2 Dufferin Initiatives

301 First Avenue East Conversion

The estimated project completion date for the 301 First Avenue East site in Shelburne is the spring of 2014, however it is more reasonably expected that tenants will be able to move in by the summer of that year. The County will monitor successes and failures of this project with the hope it will provide insight into guiding future projects in Shelburne. The conversion, it is hoped could be a starting point. The need for future projects is inevitable given Shelburne's rapidly rising seniors population.

Homelessness Task Force

In March of 2012, a community task force on men's homelessness was formed under the direction of the County's Director of Community Services. The task force is made up of members from various community agencies across Dufferin, including shelter providers, community support agencies, a law office, churches, as well as County staff. With goals focused around addressing the men's homelessness service gap in Dufferin, the group meets monthly to share agency information and continue with ongoing planning for a men's shelter and/or transitional housing in Orangeville. Recently the task force split into working groups to address agency coordination, operational model, advertising and fundraising, all to work towards the goal of creating the men's shelter and/or transitional housing.

5.3 Working with Towns and Townships

Given that a County Official Plan is now required by 2015, it is likely the County, along with representatives from all eight Towns and Townships will have to work cooperatively on matters of land use and policy planning. As Affordable Housing falls under this umbrella, the strategic direction set out in this plan will serve as background material for the plan. Currently the County and lower-tier governments are aware of the province's requirements and are in the discussion phase of how to move forward.

5.4 Community Consultations

The County of Dufferin has long believed in consulting with the local community and raising awareness of Housing related issues. This has been done in many ways.

Forums

In November 2010 the County of Dufferin, in partnership with the local Community Advisory Board (CAB), offered a one day forum open to the local community. The forum was entitled "Up and Out of Homelessness". This forum 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".

The main message forum organisers heard from participants was around "system navigation". Many people spoke on how they felt many agencies were unaware of the services in the local community and as a result people in need often could not find the services they needed in their time of need.

Following the feedback from the "Up and Out of Homelessness" forum, the County in partnership with Canada Mortgage and Housing Corporation (CMHC) and local agencies, offered a one day forum to local community agencies and elected officials. The forum entitled "Building Blocks" was held in November 2011. This forum was an opportunity for local agencies to hear about the services available in the Dufferin area and to share information on what they provide.

The information gained from this forum made not only the County of Dufferin aware of gaps in the community for service; it also informed the local agencies who attended. The work done at this forum resulted in the formation of the “Task Force”, as previously mentioned in Section 5.2.

In April 2013, a half day forum was offered, open to all, entitled “Building Foundations”. This offered information on affordable housing and was a joint event between the County of Dufferin and Canada Mortgage and Housing Corporation (CMHC). This forum shared information on approaches to creating more affordable housing and why it is so necessary.

Committee Work

Working with the Homelessness Partnering Strategy (HPS) a federally funded program, the County of Dufferin act as the Community Entity (CE) for the local Community Advisory Board (CAB).

The Homelessness Partnering Strategy (HPS) is a community-based program that relies on communities to determine their own needs and to develop appropriate projects. The HPS supports 61 designated communities and some small, rural, northern and Aboriginal communities to develop local solutions to homelessness. Dufferin County is a designated community where the Federal Government has made a commitment to maintain annual funding for housing and homelessness from 2011- 2014.

The Community Advisory Board (CAB), is a steering committee that develops a Community Plan (CP). CAB includes a range of partners from the public, not-for-profit and private sectors. These partners work together to develop Community Plans for ending homelessness in our communities.

The Community Plans were developed in 2011 to provide a community-based approach to address the needs of the community and of people who are homeless or at risk of becoming homeless. The CAB committee plays a vital role as a champion for the continuum of care for housing and homelessness in our community.

Surveys

Tenant

In the summer of 2012, Housing Services conducted a survey of County of Dufferin Social Housing tenants. The purpose of the survey was to obtain feedback to help evaluate the County of Dufferin as a landlord.

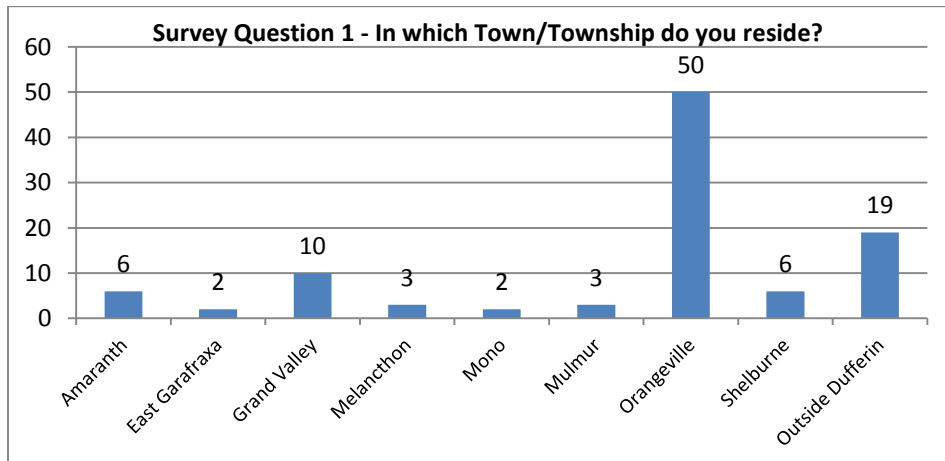
The survey contained 21 questions covering areas of customer service, office procedures and satisfaction with housing units. A total of 255 surveys were sent out which covered all County owned social housing units. 141 responses were received. Overall, most responses received were positive, for example: “I am so pleased with my apartment. Thank you for your caring staff.” Housing Services will now carry out a Tenant Survey on an annual basis and compare results year on year. This will inform Housing Services as they continue with Service Excellence.

Housing Provider

In May 2012, Housing Services conducted a survey of Social Housing Providers in Dufferin County. The purpose of the survey was to obtain feedback to help evaluate the County of Dufferin as a Service Manager. The survey contained 24 questions about meetings, information sharing and communication. A total of 11 surveys were sent out which covered 7 local housing providers. Of the 11 surveys sent out 5 responses were received. Overall the responses received were positive. Housing Services will now carry out a Provider Survey on an annual basis and compare results year on year. This will inform Housing Services as they continue with Service Excellence.

Community

Dufferin's Housing and Homelessness survey was made available to the public from April 15th to May 3rd 2013, targeting County residents (homeowners and renters), RGI and Affordable housing tenants, housing providers, and community agency workers. A total of 101 people took part in the survey, completing it either online or by requesting a hard copy, with an average of 87 people answering each question.



Questions 1 to 4 were geared towards identifying key characteristics of the respondents. Responses to question 1 revealed roughly 50% of respondents reside in Orangeville while a significant portion resides outside of the County. These respondents are most likely community services workers (government and non-profit) who commute into Dufferin for their jobs. Responses for question 2 indicate 65% of respondents are 40-64 years of age, while 23% are 25-39.

The age brackets 16-24 and 65+ had only a small amount of respondents, representing 4 and 8% of the respondents.

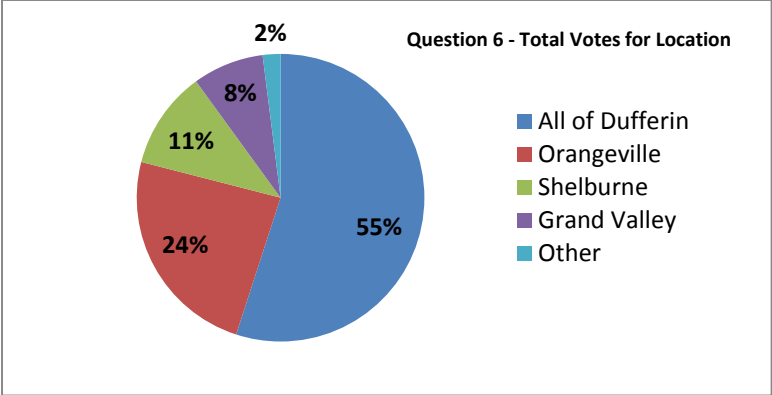
Survey Question 3 – Are you:	
a housing provider	6.8%
on the housing waitlist for Dufferin County	0.9%
a tenant in a Rent Geared to Income unit	5.1%
a tenant in an Affordable Housing rental unit	0.0%
a tenant paying market rent with a private landlord	2.6%
homeowner	45.3%
a government worker	12.0%
a non-profit agency worker	25.6%
other	1.7%

Responses to question 3 indicate far more respondents are working in community services for either the government or non-profit agencies. Also, significantly more homeowners responded to the survey than those renting privately or in social housing. Lastly, responses to question 3 revealed that just over 70% of respondents were aware that the County's 10 year housing plan was being developed at the time of the survey's release.

Questions 5, 6 and 7 of the survey asked the respondents to choose the top 3 items they feel are the most important to Affordable Housing in Dufferin, and provide an explanation for their choices. The most common 'First Choice' among respondents was the availability of Affordable and Rent Geared to Income (RGI) housing. This item also had the most votes overall with 46, followed by the retention and expansion of emergency housing, and stronger rural transportation links in Dufferin.

Question 5 – Top 3 items you feel are the most important to the future of Affordable Housing in Dufferin								
Item	1st Choice	%	2nd Choice	%	3rd Choice	%	Total votes	%
availability of Affordable and RGI housing	23	25.0%	12	13.0%	11	12.0%	46	16.7%
retention and expansion of emergency housing	15	16.3%	11	12.0%	11	12.0%	37	13.4%
stronger rural transportation links in Dufferin	7	7.6%	10	10.9%	13	14.1%	30	10.9%
retention and expansion of transitional housing	6	6.5%	12	13.0%	10	10.9%	28	10.1%
retention and expansion of supportive housing	11	12.0%	7	7.6%	6	6.5%	24	8.7%
increasing the amount of seniors housing	12	13.0%	5	5.4%	6	6.5%	23	8.3%
increasing the amount of family-sized units	6	6.5%	4	4.3%	7	7.6%	17	6.2%
availability of provincial/federal funding and programs	3	3.3%	5	5.4%	9	9.8%	17	6.2%
availability of homeownership opportunities	2	2.2%	6	6.5%	9	9.8%	17	6.2%
increasing the amount of units for single people	1	1.1%	10	10.9%	4	4.3%	15	5.4%
retention and expansion of housing for the disabled (modified/accessible units)	1	1.1%	6	6.5%	1	1.1%	8	2.9%
increasing partnerships with non-government agencies in Affordable Housing projects	0	0.0%	3	3.3%	4	4.3%	7	2.5%
increasing/decreasing price of land in Dufferin	5	5.4%	1	1.1%	0	0.0%	6	2.2%
other	0	0.0%	0	0.0%	1	1.1%	1	0.4%

For question 6 the respondents were asked, for each of the choices, to identify an area of the County where they thought their choice was most applicable. Overall, ‘all of Dufferin’ received the most votes (55% of total) and was the most common response for each choice individually. Orangeville was the next most common choice receiving 24% of the total votes, with Shelburne and Grand Valley taking up most of the remaining votes.



Lastly, question 7 asked respondents to provide reasons for each of their choices. In total 82 respondents provided a reason for at least one of their choices. The table below lists the most common responses. The size and length of wait of the Dufferin housing waitlist was the most common response which is not surprising given ‘availability of Affordable and RGI housing’ was the most common choice in the question 5 responses.

Question 7 – Common themes among responses
1. Waitlist too long
2. More homeless and transitional services needed for men
3. More transitional housing needed for those at risk of becoming homeless
4. Seniors affordability issues – lack of housing, need agreements that reflect limited pensions
5. Rising cost of land and demand for housing in Dufferin
6. Limited public transportation for those without a vehicle
7. Lack of options for single people on OW
8. More homeownership opportunities for low-income households
9. Lack of supportive housing for those with mental health issues

Question 8 gave respondents an opportunity to provide their greatest concern for Affordable housing in the County moving forward. In total, 71 people provided a response. Once again the most common theme was that the waitlist in Dufferin is too long, with many fearing it will only get longer. Many concerns also revolve around housing costs and the current and future supply of affordable housing in Dufferin.

Question 8 – Common themes among responses
1. Waitlist will keep getting longer
2. Government funding cutbacks, money not going where it's needed
3. Rising housing prices
4. Rental AH housing stock will not grow in proportion to population growth
5. Rising utility costs
6. Future housing supply will not reflect growing seniors population
7. Rising housing costs will cause out-migration, homelessness
8. Not enough local employment to support low-income population

Question 9 asked respondents to identify the biggest barrier to finding Affordable Housing/Rent Geared to Income (RGI) units in Dufferin. Of the 87 responses to the question, 79% indicated the waitlist being too long as the biggest barrier. This is consistent with the high amount of previous open-ended responses which also identified Dufferin's waitlist as a primary concern. Of the 7 respondents who indicated 'other' as their response, all suggested there are not enough units currently available. Of the remaining responses only 4 identified requirements for approval as the biggest barrier, and only 7 identified the location of the properties as the biggest barrier.

Question 10 asked respondents to identify the biggest barrier to finding affordable homeownership opportunities in Dufferin. Unlike question 9, there was no majority answer as shown below. As the table suggests, both price and availability are seen as deterrents, while difficulty qualifying for a mortgage was also a popular response.

Question 10 – Biggest barrier to affordable homeownership		
Barrier	Total	%
Price of real estate in Dufferin	29	33.3%
Difficulty qualifying for mortgage loan	18	20.7%
Availability of affordable units for purchase	27	31.0%
Lack of affordable transportation	7	8.0%
Other	6	6.9%

Question 11 asked respondents to rate proposed types of solutions to homelessness in Dufferin. In general most respondents agreed with all three solutions, with emergency hotel stays being the least agreeable option.

Question 11 - On a scale of 1 to 5 rate how much you agree the following types of solutions address emergency homelessness crises					
	1 - strongly agree	2 - agree	3 - neither agree or disagree	4 - disagree	5 - strongly disagree
Youth, family, men's and women's shelters	39	31	7	7	1
County and/or non-profit transitional housing	32	38	7	8	0
Emergency hotel stays distributed by County and community agencies	20	37	12	11	4

Question 12 asked respondents to identify the 3 biggest barriers to increasing the availability of affordable housing in Dufferin. Lack of housing providers was the most popular first choice, and most popular choice overall, somewhat indicative of the high amount of survey respondents who work in the community services field. Not in my back yard (NIMBY) concerns and lack of political support were the next most popular responses suggesting respondents do not feel affordable housing projects will be supported by the broader community. Notable 'other' responses include a lack of community knowledge and lack of additional government funding to expand existing projects.

Question 12 - Biggest barriers to increasing the availability of affordable housing in Dufferin								
	1st choice	%	2nd choice	%	3rd choice	%	Total	%
Lack of affordable housing providers	40	47.6%	13	16.3%	8	10.3%	61	25.2%
NIMBY	16	19.0%	18	22.5%	18	23.1%	52	21.5%
Lack of political support	9	10.7%	10	12.5%	18	23.1%	37	15.3%
Increasing land prices	7	8.3%	11	13.8%	14	17.9%	32	13.2%
Lack of community support	3	3.6%	14	17.5%	9	11.5%	26	10.7%
Lack of suitable land available in Orangeville, Shelburne and Grand Valley	7	8.3%	11	13.8%	5	6.4%	23	9.5%
Other	2	2.4%	2	2.5%	4	5.1%	8	3.3%
Lack of suitable land available outside of Orangeville, Shelburne and Grand Valley	0	0.0%	1	1.3%	1	1.3%	2	0.8%
Lack of demand	0	0.0%	0	0.0%	1	1.3%	1	0.4%

6.0 Progress Measures

The purpose of this section is to identify how the County intends to measure the success of targets and strategies outlined in this plan.

6.1 Meeting Provincial Requirements

Under the Housing Services Act, 2011, Service Managers in Ontario must develop and implement a plan to address social housing and homelessness within their respected areas. According to the Ministry of Municipal Affairs and Housing the plan must:

- Encompass a 10 year period, with at least one review after 5 years
- Include public consultation and the active engagement of housing providers
- Be submitted to the Ministry for a review period of 90 days
- Be approved by municipal Council as a final draft no later than January 1, 2014

The Ministry also provided some guidelines as to how the plan should be structured by outlining mandatory components of the plan. These components include:

- Identifying current and future housing needs
- Objectives and targets relating to housing needs
- Measures proposed to meet these goals
- Identifying how proposed goals will be measured

6.2 Municipal and Provincial Reporting Schedule

The County has established the following schedule for the submission of the plan, broken down by draft submission and review periods:

- First draft submission to MMAH: July 23, 2013
- Revision period prior to final draft submission: October 21 to November 18, 2013
- Submission to the County's Community Services Committee: November 28, 2013
- Revision period before final draft submission to Council: December 2 to 6, 2013
- Final draft submission to County Council: December 12, 2013
- Revision period submission prior to final submission to MMAH: December 16 to 20, 2013
- Final submission to MMAH: January 3, 2014

6.3 Review Schedule for Plan

The plan will be reviewed by the County's Social Housing division at the 3, 6, and 9 year marks to determine the progress measures have been met. It is also possible at the 3 and 6 year marks that amendments to the plan may be required should some of the progress measures become unfeasible or unrealistic to achieve. In the event that an amendment is required, the County is aware of the provincial requirement to consult with the public and will act accordingly. Any proposed amendments to the plan would be discussed with MMAH representatives, and passed on the County's Community Services Committee and Council. It should also be noted that all review reports sent to Committee and Council over the life of the plan will be provided to MMAH upon completion.

3 Year Review

In January of 2017 the County's Social Housing division will begin reviewing the plan's short term (1-2 years) desired outcomes and progress measures. The Housing division will also identify the challenges that presented themselves over the 3 year period and strategies to overcome them. Lastly the review will look at the medium and long term desired outcomes and progress measures and make recommendations on whether or not these can still be achieved and what new actions (if any) need to be taken in order to do so. Should the review identify any required amendments to the plan, a description of such an amendment and the public consultation required to support it will be included in the report. Completion of the review will be tentatively set for March of 2017 in the form of a report to be sent to Committee and Council.

6 Year Review

In January of 2020 the County's Social Housing division will begin reviewing the plan's medium term (3-5 years) desired outcomes and progress measures. Similar to the 3 year review, this review will identify the challenges that presented themselves and make recommendations for the plan moving forward. Once again if the review identifies any required amendments, proper consultation will be undertaken to support them.

At this point, the plan will have passed the halfway point and the County should have a much clearer picture of whether or not long term desired outcomes and progress measures can be achieved. Completion of the 6 year review will be tentatively set for March of 2020 in the form of a report sent to Committee and Council.

9 Year Review

In January of 2023 the County's Social Housing division will begin reviewing the plan's long term (6-10 years) desired outcomes and progress measures. In addition to this, the review will evaluate the plan's overall effectiveness over the 9 years since it was implemented. The review will provide a summary of all the challenges faced over the life of the plan and how the County attempted to address them. This review will also provide an opportunity for the County to highlight the successful outcomes achieved over the life of the plan and how Social Housing in Dufferin has changed since 2014.

Lastly the review will summarize the amendments made (if any) over the course of the 9 year period and the impact these amendments had on the plan. Completion of the 9 year review will be tentatively set for March of 2023 in the form of a report sent to Committee and Council.

6.4 Indicators of Success

The County, over the course of ten years, will evaluate the goals/strategies outlined in the plan using short, medium and long term progress measures. The attached Appendix I outlines various objectives/goals the County has over the ten year period and proposed measurements of progress for each.

Appendix 1: Progress Measures for Dufferin's Ten Year Housing and Homelessness Plan

Ref.	Goals	Desired Outcomes	Short (1 to 2 years)	Medium (3 to 5 years)	Long (6 to 10 years)	Challenges
2.1 2.2	Assist Low to Moderate Income Households	<ul style="list-style-type: none"> - Better housing outcomes for low/moderate income households by helping to address affordability/income disparity 	<ul style="list-style-type: none"> - Continue to offer current subsidised housing program. - Continue to offer Investment in Affordable Housing (IAH) components: <ul style="list-style-type: none"> - Homeownership Program - Ontario Renovates Program - Rent supplement Program 	<ul style="list-style-type: none"> - Seek funding to maintain and build upon previous programming 	<ul style="list-style-type: none"> - Seek funding to maintain and build upon previous programming 	<ul style="list-style-type: none"> - Dependent on Funding availability - Decisions on canceling programs often out of County's hands
2.1 2.2	Increase supply of affordable housing in Dufferin	<ul style="list-style-type: none"> - Ability to house more people - Pursue goal of 40 additional units by 2024 - More providers on board 	<ul style="list-style-type: none"> - Explore opportunities for social housing projects in Grand Valley - Fill all units (Affordable and Market rent) at 301 First Ave East in Shelburne - Establish plan/business model for men's transitional housing in Orangeville with help of the community Task Force - Evaluate suitability of land available in Orangeville for social housing projects and assess funding opportunities to assist with this 	<ul style="list-style-type: none"> - Construction/conversion projects underway in Grand Valley for social housing projects - 301 First Ave East up and running, begin exploring new social housing projects in Shelburne - Construction/conversion project for men's transitional housing project underway in Orangeville - Construction of a fixed # of Social Housing units based on funding availability 	<ul style="list-style-type: none"> - New social housing projects in Grand Valley are helping to meet needs of expanding population there - Next social housing project in Shelburne identified and in planning phase - Men's transitional housing project in Orangeville completed - 40 units of Social Housing have been added in Orangeville 	<ul style="list-style-type: none"> - Dependent on Funding availability - Difficult to solicit for non-profit providers when private housing market is growing and property values increasing - Difficult to predict what future policy will look like and whether funding will increase/decrease
2.3	Create more affordable seniors housing	<ul style="list-style-type: none"> - Overall decline in the seniors portion of the Housing Access Dufferin (HAD) waitlist 	<ul style="list-style-type: none"> - Explore in greater detail the need for social housing projects targeted at seniors and what type of housing is best suited and where 	<ul style="list-style-type: none"> - Identify business and operational models that will work best for another seniors social housing project in Dufferin (i.e. County-owned, non-profit/co-operative, or private) 	<ul style="list-style-type: none"> - At least one new seniors housing project approved and in development 	<ul style="list-style-type: none"> - Dependent on Funding availability - Provincial ministries have final say on planning for certain seniors services

Appendix 1: Progress Measures for Dufferin's Ten Year Housing and Homelessness Plan

Ref.	Goals	Desired Outcomes	Short (1 to 2 years)	Medium (3 to 5 years)	Long (6 to 10 years)	Challenges
2.3	Assisted Living for Seniors in Central/North Dufferin	<ul style="list-style-type: none"> - More seniors in Central and North Dufferin able to age in place 	<ul style="list-style-type: none"> - New project to be run out of Shelburne to provide assisted living to various seniors housing projects 	<ul style="list-style-type: none"> - Seniors begin accessing assisted living through the County as part of the Shelburne Hub project 	<ul style="list-style-type: none"> - 5-6 years from launch of Shelburne Hub, avoidable hospital readmissions and emergency room wait times are down for seniors at Dufferin hospitals 	<ul style="list-style-type: none"> - New project Dependent on Funding availability - Decisions on canceling programs often out of County's hands
2.4	Maintain Operating Agreements	<ul style="list-style-type: none"> - Operating agreements with non-profit/co-operative housing providers to ensure adequate provision social housing 	<ul style="list-style-type: none"> - Meet with providers to discuss end of operating agreements and importance of continued partnership - Establish a funding plan that best meets provider needs while adhering to provincial requirements 	<ul style="list-style-type: none"> - Establish new or revised agreements with all seven housing providers with a sustainable funding plan agreed upon by both parties 	<ul style="list-style-type: none"> - Update and revise agreements as necessary 	<ul style="list-style-type: none"> - Dependent on the work of Housing Providers
2.5	Enhance Asset Management	<ul style="list-style-type: none"> - Maintaining and where possible improve supply of social housing units 	<ul style="list-style-type: none"> - Assess condition of current properties and make upgrades to infrastructure where necessary - Continue with annual tenant and housing provider surveys to gauge overall satisfaction with social housing programs - investigate feasibility/ most cost effective way of replacing aging scattered units with newer properties 	<ul style="list-style-type: none"> - Complete and necessary upgrades identified in short term stage - Identify and analyze actions taken to address tenant/provider feedback given over the short term period 	<ul style="list-style-type: none"> - All properties that were under County operation in the short term stage still in operating condition to support tenants as ten year mark approaches 	<ul style="list-style-type: none"> - Dependent on Funding availability - Assets can become unmanageable for unforeseen reasons

Appendix 1: Progress Measures for Dufferin’s Ten Year Housing and Homelessness Plan

Ref.	Goals	Desired Outcomes	Short (1 to 2 years)	Medium (3 to 5 years)	Long (6 to 10 years)	Challenges
2.6	Collaboration with lower-tier governments on addressing future social housing needs	<ul style="list-style-type: none"> - Affordable Housing component present in the forthcoming Upper tier Official Plan (2015) 	<ul style="list-style-type: none"> - Open dialogue with representatives from local governments on direction and goals of the plan - County-hosted workshop where planners from Towns/Townships discuss challenges and opportunities with Affordable Housing in their areas 	<ul style="list-style-type: none"> - Local government and County assist in creating section of Dufferin’s first Official Plan that addresses Affordable Housing 	<ul style="list-style-type: none"> - Goals for Affordable Housing set out in Official Plan are reviewed/evaluated five years after release 	<ul style="list-style-type: none"> - Dependent on lower tier planning departments - Limited interest in Affordable Housing from areas with low urban populations
2.6	Partnerships/Collaboration with local agencies	<ul style="list-style-type: none"> - Collaboration on housing and support services to help those most at risk before they are in full crisis - Memorandums of Understanding in Place with local agencies for collaborative services. 	<ul style="list-style-type: none"> - Increased dialogue between County and supporting agencies to spread awareness of existing programs - Review and Renewal of existing Memorandums of Understanding 	<ul style="list-style-type: none"> - Training packages for County staff and human services agency workers that promote knowledge of all services (internal and external) 	<ul style="list-style-type: none"> - Move towards ‘true integration’ where client needs are addressed at first point of access 	<ul style="list-style-type: none"> - Policy and programs always changing, as are funding structures at provincial level
3.2	Special Priority Policy (SPP)	<ul style="list-style-type: none"> - To offer safe and secure housing for victims of abuse in a timely manner. 	<ul style="list-style-type: none"> - Continued compliance with HSA legislation - Continued dialogue between County and supporting agencies - Continued involvement in the Domestic Assault Review Team (DART) committee table. 	<ul style="list-style-type: none"> - Continued compliance with HSA legislation - Continued dialogue between County and supporting agencies - Continued involvement in DART committee table. 	<ul style="list-style-type: none"> - Plan details are reviewed/evaluated and updated. 	<ul style="list-style-type: none"> - Policy and programs always changing, as are funding structures at provincial level affecting levels of available housing

Appendix 1: Progress Measures for Dufferin's Ten Year Housing and Homelessness Plan

Ref.	Goals	Desired Outcomes	Short (1 to 2 years)	Medium (3 to 5 years)	Long (6 to 10 years)	Challenges
3.3	Homelessness Services	<ul style="list-style-type: none"> - Provision of the Homelessness Prevention Program (HPP) to help people maintain or obtain housing. 	<ul style="list-style-type: none"> - Continued collaboration with Low Income Energy Program (LEAP) agencies to deliver financial aid. - Continued program delivery for "urHome" program 	<ul style="list-style-type: none"> - Continued collaboration with Low Income Energy Program (LEAP) agencies to deliver financial aid. - Continued program delivery for "urHome" program 	<ul style="list-style-type: none"> - Plan details are reviewed/evaluated and updated. 	<ul style="list-style-type: none"> - Policy and programs always changing, as are funding structures at provincial level
4.4	Accessible and Modified Housing Units	<ul style="list-style-type: none"> - New/converted Social Housing units where possible will be accessible under Ontario Building Code, modified units will be added where funding permits 	<ul style="list-style-type: none"> - Create statement for accessible units for departmental use/reference - 2 modified units built as part of 301 First Ave East project 	<ul style="list-style-type: none"> - Ongoing adherence to accessibility standards for housing units - Investigate suitability for modified units in new Social Housing projects 	<ul style="list-style-type: none"> - Conduct assessment of complete stock of Social Housing to identify units not meeting accessibility standards - Identify costs associated with bringing all units up to accessibility standards 	<ul style="list-style-type: none"> - Dependent on availability of funding for accessibility and conversion to modified units
4.5	Services for Aboriginal Peoples	<ul style="list-style-type: none"> - If demand exists a review of the need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> - Review need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> - Review need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> - Review need for specific policy for Aboriginal Peoples living off-reserve 	<ul style="list-style-type: none"> - Dependent on community consultation, involvement of local agencies and funding availability
5.2	Dufferin Initiatives	<ul style="list-style-type: none"> - Homelessness Task Force 	<ul style="list-style-type: none"> - Continued facilitation of the Homelessness Task Force 	<ul style="list-style-type: none"> - Creation of a Men's Shelter/Transitional Housing Service 	<ul style="list-style-type: none"> - Ongoing services available at Shelter/Transitional Housing Service 	<ul style="list-style-type: none"> - Dependent on involvement of local agencies and funding availability

Appendix 1: Progress Measures for Dufferin’s Ten Year Housing and Homelessness Plan

Ref.	Goals	Desired Outcomes	Short (1 to 2 years)	Medium (3 to 5 years)	Long (6 to 10 years)	Challenges
5.2	Consultations and Engagement (also see Ref. 2.6 on previous page)	<ul style="list-style-type: none"> - Working with Towns and Townships - Forums - Community Consultations - Committee Work - Surveys 	<ul style="list-style-type: none"> - Continued work with lower tiers towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues. 	<ul style="list-style-type: none"> - Continued work with lower tiers towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues. 	<ul style="list-style-type: none"> - Continued work with lower tiers towns and townships, local agencies and the general community to share information and gain valuable feedback on Housing and Homelessness issues. - Plan details are reviewed/evaluated and updated. 	<ul style="list-style-type: none"> - Dependent on involvement of local agencies



10 Year Housing and Homelessness Plan

November 2013