

# HOME TOGETHER

## Windsor Essex Housing & Homelessness Master Plan



# 2021 ANNUAL REPORT





# OUR COMMUNITY'S VISION

Windsor Essex is an inclusive community where everyone has a safe, affordable, accessible and quality home and everyone lives where they can actively participate.

## GUIDING PRINCIPLES

The following guiding principles will direct our action as a community, in support of the plan:



Achieving our goals is a collective responsibility that will require **cross-sectoral collaborative action** to develop system-level solutions.



We will implement **evidence-based** solutions with a focus on efficiency, cost effectiveness and continuous improvement.



Our programs, services and supports will be **people-centred** and aimed at helping people obtain and retain housing.

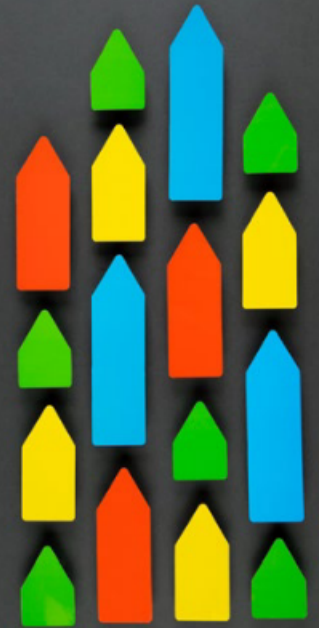
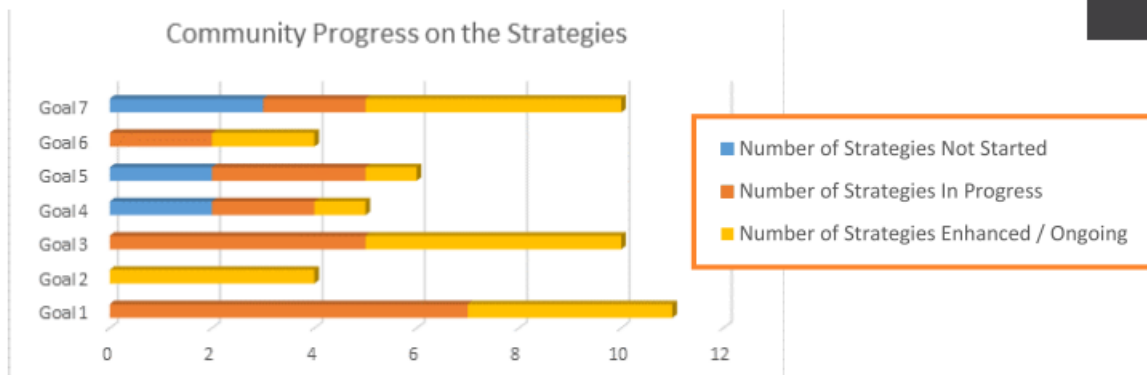


The Plan will be **responsive** to the National Housing Strategy, Ontario's Community Housing Renewal Strategy and any other future Provincial and Federal housing and homelessness strategies and initiatives.



Achieving the goals under the Plan will require **leveraging additional resources** from all levels of government.

## COMMUNITY PROGRESS ON THE STRATEGIES



## HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2021.

## TOTAL STRATEGIES FOR HHMP



# SUSTAIN AND EXPAND SOCIAL & AFFORDABLE HOUSING

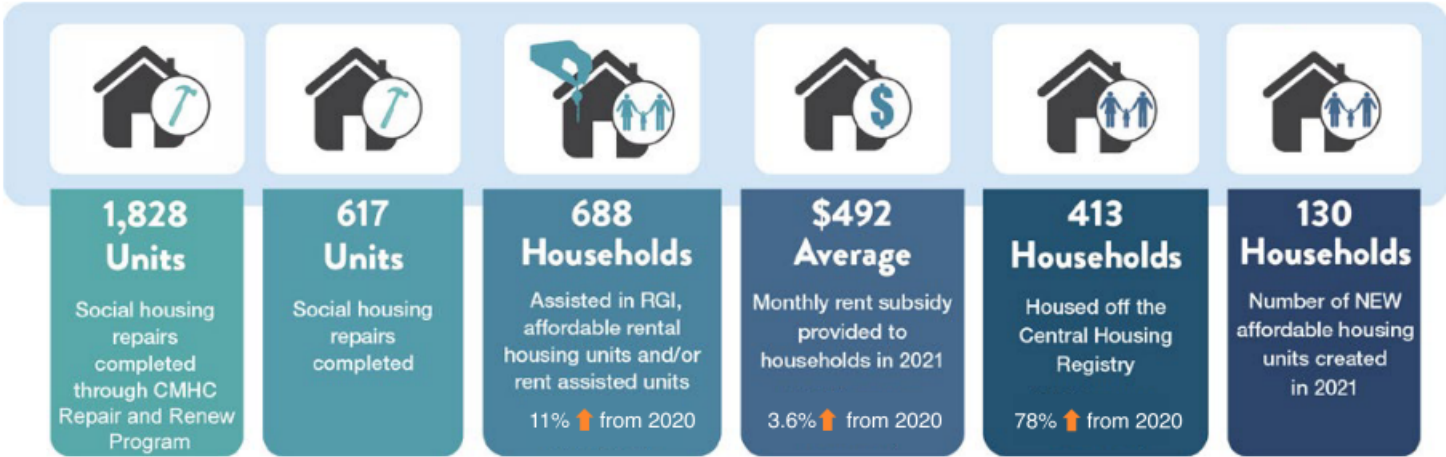
**GOAL 1**



**41**  
Social housing units lost in 2021.



**23**  
Affordable housing units lost in 2021.



## Social Housing Business Process & Asset Management Review



Pretium Engineering Inc. was awarded the consultant contract for the Social Housing Business Process and Asset Management Review.

Operational and Building Capacity Assessments are complete for 32 Social Housing Providers. Review of the reports are underway.

Recommendations from the review will inform the Program Planning for the Province of Ontario's Community Housing Renewal Strategy Phase II (2022-2025) funding projects.

**GOAL 2**

# SUSTAIN AND EXPAND HOUSING THAT IS LINKED WITH SUPPORTS



**339** Number of Residents in City Housing with Supports Homes

**232** Number of Residents in County Housing with Supports Homes

**649** Number of Households assisted through Keep the Heat  
96% ↑ from 2020

**672** Number of Households assisted with Rent Assistance  
15% ↑ from 2020

*"It's just impossible to see someone's potential when they're living out of a backpack."*

WEHC Participant

**204**  
MORE households housed and supported through Windsor Essex Housing Connections

**69**  
Number of NEW supportive housing units created

# GOAL 3

## ENDING HOMELESSNESS

### NUMBER OF HOUSEHOLDS EXPERIENCING CHRONIC HOMELESSNESS



#### WELCOME CENTRE SHELTER FOR WOMEN & FAMILIES

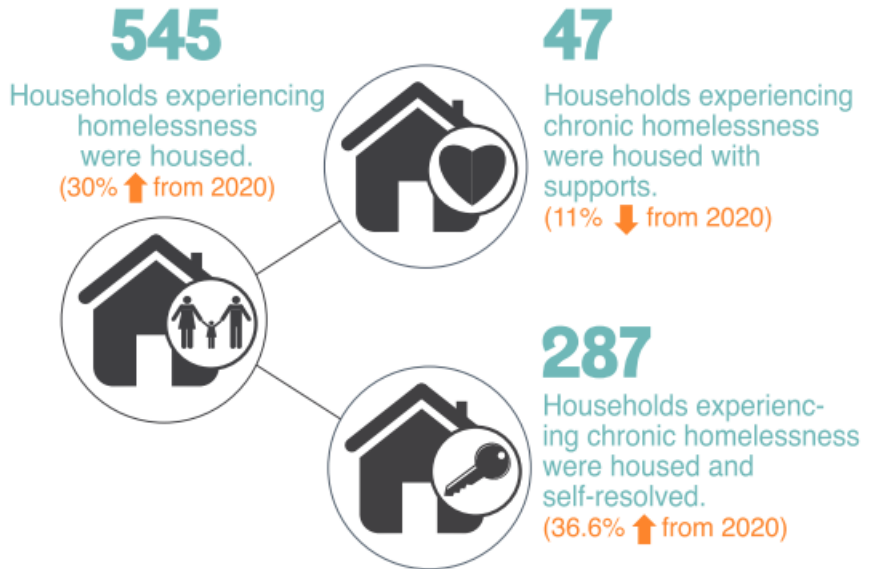
In late 2020, Windsor City Council approved the purchase of 500 Tuscarora for conversion into the regions first pet friendly emergency shelter serving single women and families with children experiencing homelessness.

This purchase aligns with recommendations in both [Home, Together: Windsor Essex Housing and Homelessness Master Plan 2019-2028](#) and the companion [Review of Emergency Shelter Services in Windsor Essex](#) and addresses unmet needs in our community.

The City of Windsor has entered into an agreement with the Welcome Centre Shelter for Women and Families to operate this new location beginning in the summer of 2022. It will offer a safe and secure place for single women and families, while supporting them in the search for permanent, affordable housing.

The new shelter will offer approximately 32 beds for single women and 16 rooms for families, with private washrooms.

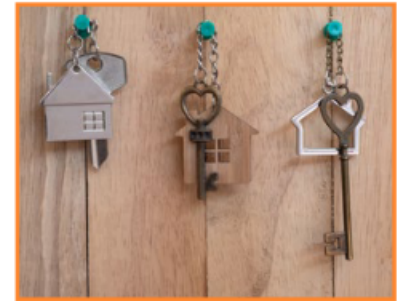
#### WINDSOR ESSEX BY-NAMES PRIORITIZED LIST DATA



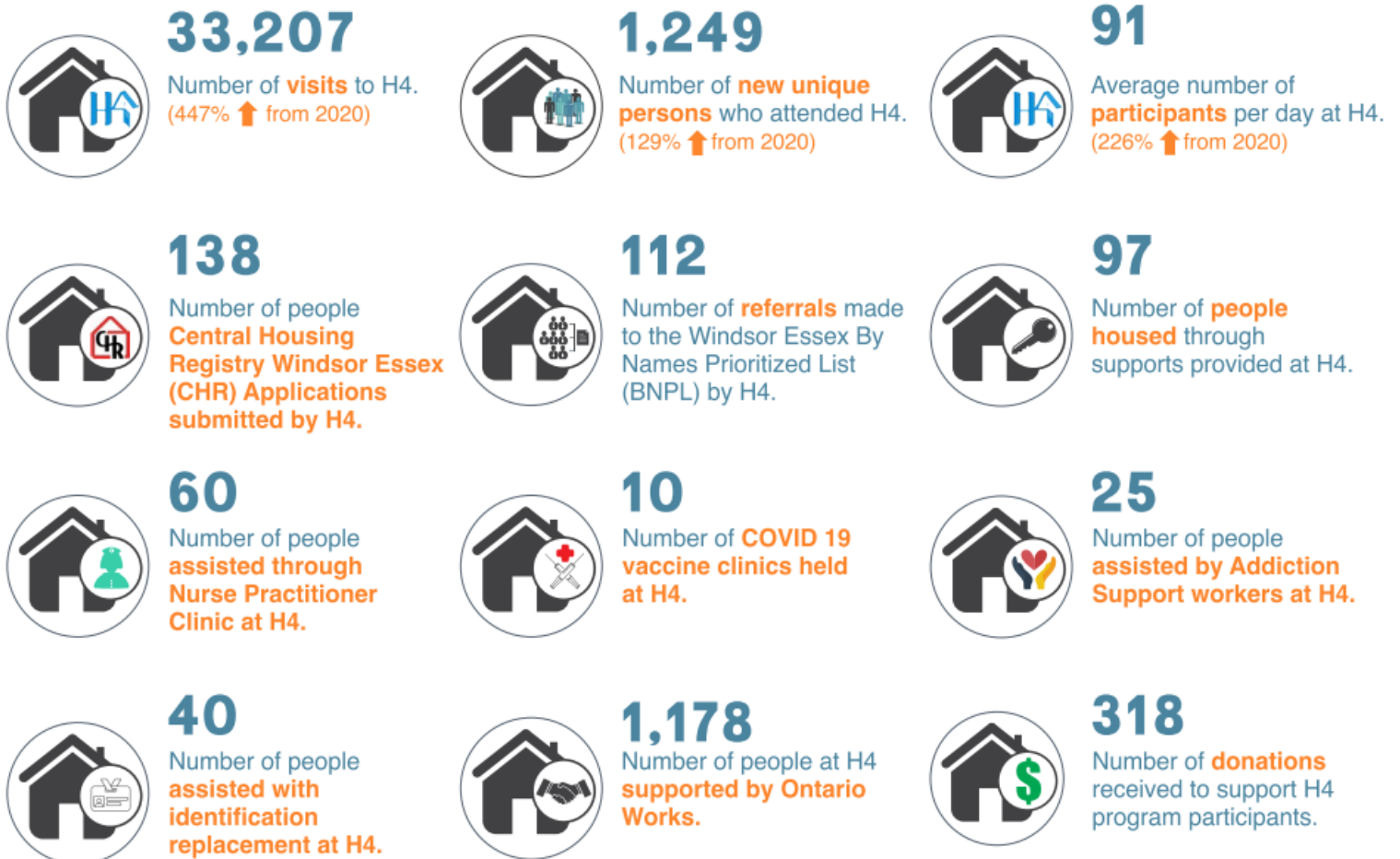
### EMERGENCY SHELTER STATS

Welcome Centre Shelter For Women	Welcome Centre Shelter for Families	Salvation Army	Downtown Mission	Downtown Mission
257 SINGLE WOMEN	123 FAMILIES	275 SINGLE MEN	SINGLE MEN 383	SINGLE WOMEN 137
JAN. 1 - DEC. 31	JAN. 1 - DEC. 31	APRIL 1 - DEC. 31	APRIL 15 - DEC. 31	APRIL 15 - DEC. 31
AVERAGE LENGTH OF STAY	AVERAGE LENGTH OF STAY	AVERAGE LENGTH OF STAY	TOTAL ANNUAL BED NIGHTS 16,163	
9.39 DAYS	25.27 DAYS	12.5 DAYS	13% ↓ from 2020	
4,875 total bed nights	3,866 total room nights	7,277 total bed nights		
↑ 1.3% from 2020	16% ↓ from 2020	19% ↓ from 2020		

# HOMELESSNESS & HOUSING HELP HUB (H4)



The Homelessness & Housing Help Hub (H4) is a “one-stop” multidisciplinary service hub. The H4 works towards the community’s goal to *end homelessness* by delivering housing focused, homelessness resolution programs that provide a variety of wrap around supports for persons experiencing homelessness.



## THE FOLLOWING ORGANIZATIONS HAVE SUPPORTED THE H4 IN 2021:

- City of Windsor
- Housing Information Services
- Family Services Windsor-Essex
- Windsor Essex Community Health Centre
- Canadian Mental Health Association - Windsor Essex
- Can Am Indian Friendship Centre

## CONTACT INFORMATION

Phone: (519) 253-3806  
 Address: 400 Wyandotte St. E  
 (former Windsor Water World)

# GOAL 4

## ADDRESS INDIGENOUS HOUSING AND HOMELESSNESS NEEDS



**10**

Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations.

(100% ↑ from 2020)



**10**

Can Am Urban Native Homes units sustained and maintained through repair.

(78% ↓ from 2020)

## REDUCE AND PREVENT YOUTH HOMELESSNESS

# GOAL 5



**19**

Supportive housing units created for youth in 2021.



**10**

Youth experiencing homelessness were housed with appropriate supports.

(44% ↓ from 2020)



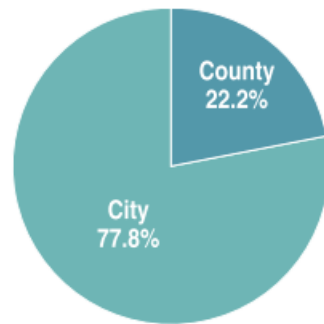
# FOSTER SUCCESSFUL TENANCIES THROUGH COMMUNITY COLLABORATION

# GOAL 6



### 2021 RentSmart Course Participation

Course Type	Number of Participants Attended	Percent of Participants
Virtual Course	40	88.9%
In-Person Course	5	11.1%
Tenant Basic Course (3hr)	36	80%
Tenant Certificate Course (12hr)	9	20%



2021 RentSmart Participants by Region

## REGIONAL COMMUNITY SAFETY AND WELL-BEING PLAN

In 2021, the project team conducted over 100 hours of meaningful consultation through 91 formal community, sector and municipal engagements with approximately 1075 participants.

On November 17, 2021 the Windsor Essex Regional Community Safety and Well-Being Plan was unanimously approved and endorsed by City and County Councils as well as councils of each municipality and region. The Plan was submitted to the Ministry of the Solicitor General on December 3rd, 2021. [www.cswbwindsorsex.ca](http://www.cswbwindsorsex.ca)



# GOAL 7

## MONITOR, REPORT AND EVALUATE



**262**

Number of **Staff trained** to use Homeless Individuals & Families Information System (HIFIS) in Windsor-Essex County.

(140% ↑ from 2020)



**6**

Number of **Data Sharing Agreements** signed by organizations to implement Homeless Individuals & Families Information System (HIFIS).

(50% ↑ from 2020)

The “**Help is Around the Corner**” Information Sheet, is designed to be used by businesses and residents to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

<https://www.citywindsor.ca/residents/housing/Documents/Help-is-Around-the-Corner-Poster.pdf>

Quarterly meetings held with Housing and Homelessness Advisory Committee (HHAC) and the Windsor Essex Community Advisory Board (CAB) as the champions and to inform the development of a work plan that supports the goals and strategies of the 10 year Housing and Homelessness Master Plan.

**Help IS Around The Corner...**

This information sheet is to be used by businesses, residents, etc. to assist in determining who to contact if you encounter someone who may be experiencing homelessness.

**What should I do?**  
**How can I help?**  
**Where can I find info?**

Does the person's behaviour pose an immediate safety concern? And/or is there an active crime in progress?

**NO** → Engage with Person(s)  
 Hi, are you looking for help?  
 Is there anything I can do to assist you?  
 Is there someone we can call for you?

**YES** → Call 911  
 For your safety and theirs it is best to call emergency services  
 When contacting it is best to do the following...

**Describe The Situation**  
 - Focus on the Who? What? Why? and When? of the situation.

**Provide the Location**  
 - Give the address or closest intersection.  
 - If the individual left, provide the direction they are travelling in.

**Provide a Description**  
 - Age (estimate)  
 - Clothing, height, hair colour  
 - Area/location the person frequents

**Are they open to assistance? If yes, provide the following resources**

- Crisis and Mental Wellness Centre**  
519-973-4435 | 744 Ouellette Ave.
- Welcome Center Shelter for Women**  
519-971-7595 | 263 Bridge Ave.
- The Salvation Army**  
519-253-7473 | 355 Church St.
- The Downtown Mission**  
519-973-5573 | 875 Ouellette Ave.

**OR CALL**  
**211** | **311 WINDSOR CITY SERVICES**

**For non-emergency or for further assistance contact: Outreach services**  
 1-888-933-1831 | or@fswe.ca  
**Windsor Police Non-Emergency**  
 519-258-6111

Logos: THE CITY OF WINDSOR ONTARIO, CANADA; WINDSOR POLICE; WEHC WINDSOR-ESSEX WORKING CONNECTIONS; HDGH; Canadian Mental Health Association Windsor-Essex County Empowering transitions to wellness.





# COVID-19 Related Responses

In 2021, the City of Windsor received approximately \$20 million in additional operating and capital funding from the provincial and federal governments to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed the Homelessness & Housing Help Hub (H4) as well as the COVID Isolation and Recovery Centre (IRC) for people experiencing homelessness to continue to operate. It also assisted the emergency shelters and supportive housing facilities to continue to adhere to public health guidelines including enhanced cleaning and COVID screening in order to protect their staff, residents and the broader community. Capital funding provided an opportunity to increase the supply of supportive and affordable housing.

## ISOLATION & RECOVERY CENTRE

The Isolation and Recovery Centre continues to provide a space for people experiencing homelessness to safely isolate should they be directed to by public health officials. In 2021, onsite medical supports were provided by the Canadian Mental Health Association and virtual supports provided by the Windsor Essex Community Health Centre. The onsite shelter provider, Welcome Centre Shelter for Women and Families continued to provide 24/7 shelter support for clients onsite inclusive of arranging food deliveries through Feeding Windsor, client support and wellbeing checks.



## TEMPORARY EMERGENCY SHELTER - AQUATIC CENTRE (TESAC)

In February 2021, the Windsor Essex County Health Unit (WECHU) had issued an outbreak order under the Health Promotion and Protection Act (HPPA) Section 29(2) limiting the continued operations of the Downtown Mission (DTM) in Windsor, in response to their COVID-19 outbreak. In order to provide an array of services, the Downtown Mission, in partnership with the City and with support from the Canadian Red Cross, the TESAC shelter was fully operational along with staffing resources from a number of local agencies. The Downtown Mission has entered into a Collaboration Management Support Agreement with Assisted Living Southwestern Ontario (ALSO), the Canadian Mental Health Association –Windsor Essex Branch (CMHA), Family Services Windsor-Essex (FSWE), and Hôtel-Dieu Grace Healthcare (HDGH).

Over the 6 weeks of operation, approximately 75 – 100+ people stayed at TESAC each evening.

The program at TESAC adhered to recommendations and guiding principles detailed in Home Together: Windsor Essex Housing & Homelessness Master Plan (Plan) and the Windsor Essex Emergency Shelter Review (Review). The TESAC operated as a housing focused shelter and the partnering agencies provided community leadership roles in ending homelessness. These included ensuring diversion from shelter was explored prior to intake into shelter and efforts were made in order to provide effective and appropriate shelter services to persons experiencing homelessness as people seeking shelter should be diverted to safe and appropriate options whenever possible.

## THANK YOU TO OUR FUNDERS



The City of Windsor is the Service Manager for housing and homelessness programs for the City of Windsor and County of Essex. You can contact us and learn more about our programs and services at the following:

**HOUSING AND CHILDREN'S SERVICES**

400 City Hall Sq. E. PO Box 428 Station "A"  
Windsor ON N9A 6L7

**519-255-5200 ext 6240**

[sshousing@citywindsor.ca](mailto:sshousing@citywindsor.ca)

[www.citywindsor.ca/residents/housing/Pages/Housing.aspx](http://www.citywindsor.ca/residents/housing/Pages/Housing.aspx)

**WINDSOR ESSEX COMMUNITY HOUSING CORPORATION**

Portable Housing Benefit  
(COHB and WEHB) Applications

**519-254-6994 ext 4005**

[housingbenefit@wehc.com](mailto:housingbenefit@wehc.com)

[www.chrwec.com/wehb.php](http://www.chrwec.com/wehb.php)

[www.chrwec.com/cohb.php](http://www.chrwec.com/cohb.php)

**CENTRAL HOUSING REGISTRY**

Rent-Geared-to-Income (RGI) Applications  
2470 Dougall Ave.

**519-254-6994**

[www.chrwec.com](http://www.chrwec.com)

**HOMELESSNESS & HOMELESSNESS PREVENTION**

**519-255-5200 ext 5289**

[sshousing@citywindsor.ca](mailto:sshousing@citywindsor.ca)

[www.citywindsor.ca/residents/housing/Housing-with-Supports-and-Homelessness-Prevention/Pages/default.aspx](http://www.citywindsor.ca/residents/housing/Housing-with-Supports-and-Homelessness-Prevention/Pages/default.aspx)