



2022 Annual Report

Home Together

Windsor Essex

Housing & Homelessness
Master Plan





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.



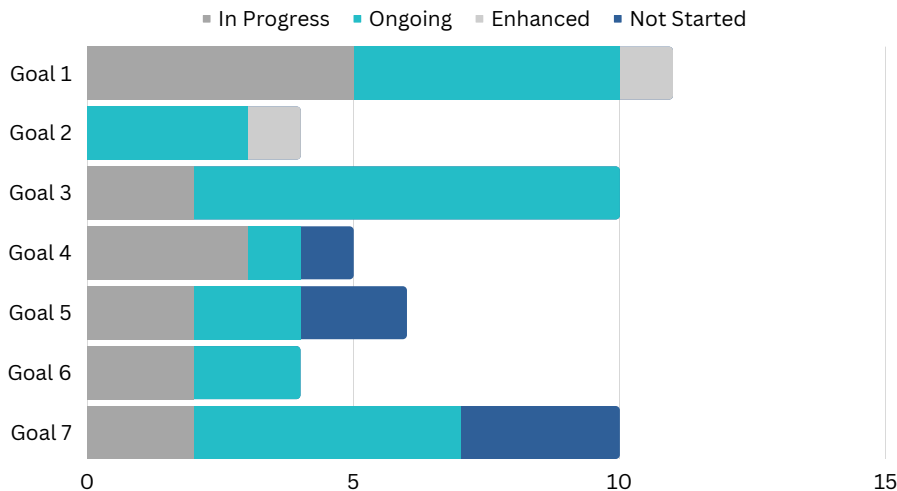
Our programs, services and supports will be people-centred and aimed at helping people obtain and retain housing.



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.



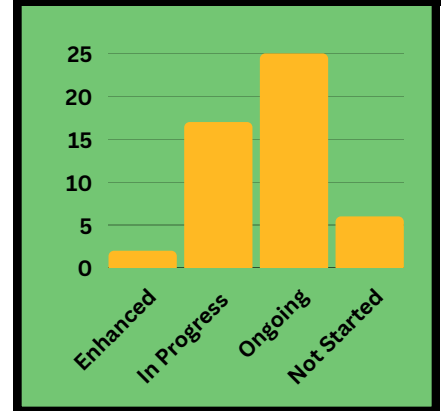
Achieving the goals under the Plan will require leveraging additional resources from all levels of government.



HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2022.

Total Strategies for HHMP



Goal 1

Sustain and Expand Social & Affordable Housing



82

Successfully mitigated expiring rent supplement households through conversions to Windsor-Essex Housing Benefit (WEHB) or rent-gear-to-income (RGI) units where appropriate in 2022



\$461 Average
Monthly rent
subsidy provided
to households in
2022
(6.3% decrease
from 2021)



576 Households
Housed off the
Central Housing
Registry
(39.5% increase
from 2021)



25 Households
Number of NEW
affordable
housing units
created in 2022



724 Units
Social housing
repairs
completed
through CMHC
Repair and
Renew Program



840 Units
Other social
housing
repairs
completed



900 Households
Assisted in RGI, affordable
rental housing units and/or
rent assisted units
(31.5% increase from 2021)

202 Households assisted through
the Canada-Ontario Housing
Benefit (COHB)

49 Households assisted through
Windsor-Essex Housing Benefit
(WEHB)



Rental Housing that offers Safe, Accessible and Quality Accommodations.

\$19.2 million in federal funding has assisted in renovating 462 Crawford Street in Windsor. These units are targeted to young adults, those living with physical disabilities, Indigenous People and Black Canadians. They will be operated by Windsor Essex Community Housing Corporation (CHC).



**15
Units**

Additionally, the federal funding assisted several other housing development projects including but not limited to:

- Eight units at 310 Sherk Street in Leamington, which will be managed by the Bridge Youth Resource Centre and be available to young adults, women, Indigenous People, and Black Canadians;
- Approximately 12 units at 3351 Bloomfield Road in Windsor, which will also be managed by CHC and be available for Indigenous people, women and children, Black Canadians, people who are experiencing homeless or at risk of homelessness, people with physical disabilities, and members of racialized groups.



Review of the Operational and Building Capacity

Assessments completed by Pretium Engineering Inc. continue. These assessment reports will continue to inform 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



“I have found stability. Not only financially, but physically, emotionally, and mentally. I love knowing there are people here that actually care and really do want to help me.”
Resident at a local Residential Support Services Home



339
Residents in City Residential Support Services Home



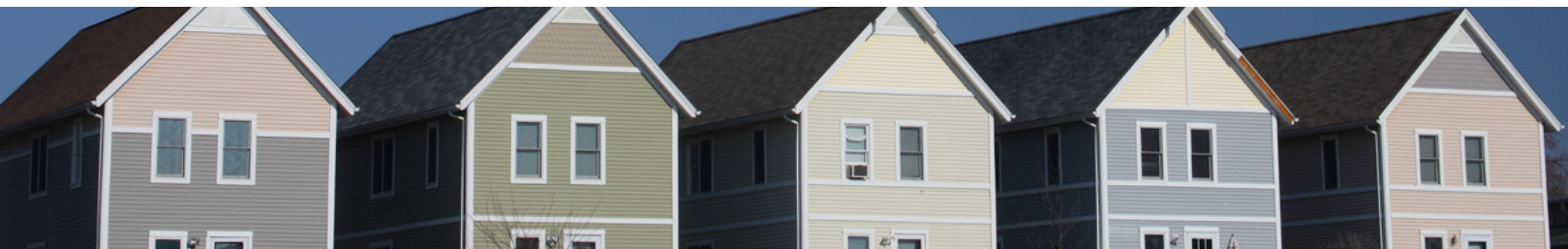
972
Households assisted through Keep the Heat



226
Residents in County Residential Support Services Home



886
Households assisted with Rent Assistance



54
MORE households housed and supported through Windsor Essex Housing Connections



Goal 3

Ending Homelessness



Number of Households Experiencing Chronic Homelessness



Windsor Essex By-Names Prioritized List Data

697
Households experiencing homelessness were housed
(28% increase from 2021)



80
Households experiencing chronic homelessness were housed with supports
(70% increase from 2021)

301
Households experiencing chronic homelessness were self-resolved
(4.8% increase from 2021)



Emergency Shelter Stats (*Homeless Individual & Families Information System Jan.1 - Dec. 31, 2022)



<p>Welcome Centre Shelter for Women</p> <p>237 Singles</p> <p>Average Length of stay 10.47 days</p>	<p>Welcome Centre Shelter for Families</p> <p>551 Individuals</p> <p>Average Length of stay 34.93 days</p>	<p>Salvation Army Centre of Hope</p> <p>332 Singles</p> <p>Average Length of stay 11.50 days</p>	<p>Downtown Mission</p> <p>734 Individuals</p> <p>Average Length of stay 4.64 days</p>	<p>Leamington Emergency Shelter Pilot Program</p> <p>One individual</p> <p>Launched in November 2022</p>
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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 reduce homelessness by delivering housing focused, homelessness resolution programs that provide a variety of wrap around supports for persons experiencing homelessness.



35,000
Number of visits to H4
(5.4% increase from 2021)



1,302
Number of unique persons who attended H4



1,680
Number of people at H4 supported by Ontario Works



151
Number of people at H4 assisted with submitting a Central Housing Registry Windsor Essex (CHR) Application



264
Number of referrals and updates made to the Windsor Essex By Names Prioritized List (BNPL) by H4



100
Average number of participants per day at H4



2
Number of Housing Fairs held at H4



58
Number of people housed through supports provided at H4



130+
Number of people assisted through the Shelter Health initiative



224
Number of donations received to support H4 program participants



60
Number of people assisted with identification replacement at H4

The following Organizations supported H4 in 2022:

- City of Windsor
- Housing Information Services
- Windsor Essex Community Health Centre
- Probation and Parole
- John Howard Society
- Canadian Mental Health Association - Windsor Essex
- Can Am Indian Friendship Centre
- Legal Assistance of Windsor
- Shelter Health initiative
- Family Services Windsor-Essex

Contact Information

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



Other Day Drop-in Programs

- Downtown Mission Day Program (DTM)**



864
Number of unique persons who attended DTM day program



16,500
Number of visits to DTM day program



70
Average number of participants per day at DTM day program

- Essex County Homelessness Hub (ECH²)**



142
Number of unique persons who attended ECH²



570
Number of visits to ECH²



7
Average number of participants per day at ECH²



4
Number of people housed through support provided by ECH²



10
Number of new referrals/updates to BNPL from ECH²

Goal 4

Address Indigenous Housing & Homelessness Needs



6
Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations.
(40% decrease from 2021)



10
Can Am Urban Native Homes units sustained and maintained through repair.



Goal 5

Reduce & Prevent Youth Homelessness



16
Youth experiencing homelessness were housed with appropriate supports
(60% increase from 2021)

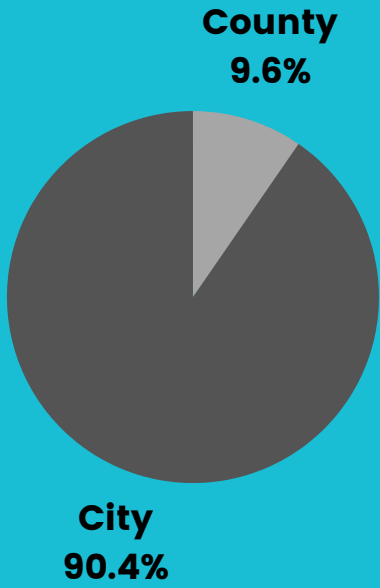
Goal 6

Foster Successful Tenancies through Community Collaboration

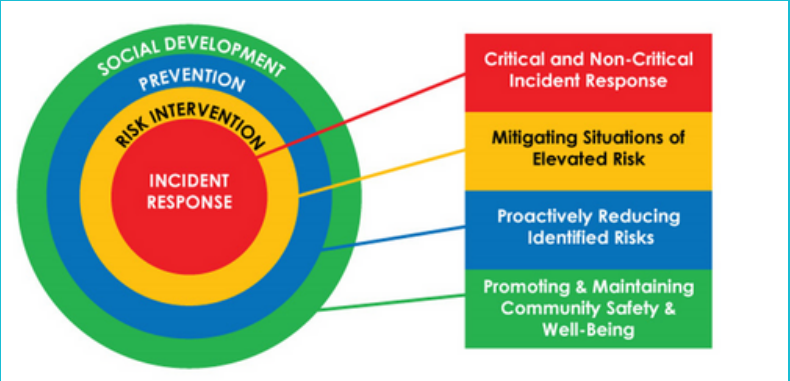


2022 RentSmart Course Participation

Course	Number of Participants Attended	Percent of Participants
Virtual Course	114	79.2%
In-Person Course	30	20.8%
Tenant Basic Course (3hr)	96	66.7%
Tenant Certificate Course (12hr)	48	33.3%



2022 RentSmart Participants by Region



Windsor Essex Regional Community Safety and Well-Being Plan

The Windsor Essex Regional Community Safety and Well-Being (WERCSWB) Plan supports a collaborative approach to addressing local priorities through the implementation of programs/strategies in four planning areas, including social development, risk intervention, prevention, and incident response. The WERCSWB Plan has a vision to create a community where everyone feels safe; has a sense of belonging, equitable access to services and opportunities; and can have their needs met across Windsor and Essex County.

Using a preventative approach, the WERCSWB Plan has extended its partnerships to include St. Clair College, and will be taking steps towards researching and enhancing the understanding of challenges associated with data collection related to affordable housing.

Goal 7

Monitor, Report and Evaluate



353

Total number of staff trained to use Homeless Individuals & Families Information System (HIFIS) in Windsor-Essex County

7

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

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 the Housing and Homelessness Advisory Committee (HHAC) and monthly with 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.

NO — Does the person's behaviour pose an immediate safety concern? And/or is there an active crime in progress? — **YES**

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?

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**

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 at the bottom: WINDSOR ONTARIO, CANADA; WINDSOR POLICE; WEHC WINDSOR-ESSEX HOUSING CONNECTIONS; HDGH; Canadian Mental Health Association Windsor-Essex County

COVID-19 Related Responses



In 2022, the City of Windsor received approximately \$4.2 million in additional operating funding from the provincial government to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed for the continuation of the Homelessness & Housing Help Hub (H4) and COVID Isolation and Recovery Centre (IRC) for people experiencing homelessness. Additionally, the Leamington Emergency Shelter pilot began in November 2022 to support persons experiencing homelessness in the County of Essex who have vital connections to their community including employment, education and medical support. 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.



Isolation and Recovery Centre



The Isolation and Recovery Centre continued to provide a space for people experiencing homelessness to safely isolate should they be directed to by public health officials. In 2022, 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 providers, Welcome Centre Shelter for Women and Families and subsequently the Downtown Mission provided 24/7 shelter support for clients onsite inclusive of client support and wellbeing checks and arranging food deliveries through Feeding Windsor and subsequently the Downtown Mission.



The Welcome Home program offered through Housing Information Services provided basic household items to **269** unique households who obtained housing.



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:

- 01** — **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
www.citywindsor.ca/residents/housing/Pages/Housing.aspx
- 02** — **CENTRAL HOUSING REGISTRY**
Rent-Geared-to-Income (RGI) Applications
Portable Housing Benefit (COHB and WEHB) Applications
2470 Dougall Ave, Unit 6
Windsor ON N8X 1T2
519-254-6994
www.chrwec.com
- 03** — **HOMELESSNESS & HOMELESSNESS PREVENTION**
519-255-5200 ext 5289
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)