

# AGENDA

## HOUSING & HOMELESSNESS ADVISORY COMMITTEE (HHAC)

held Tuesday, September 20, 2022

at 10:00 a.m.

via Zoom Video Conference

### **Mandate**

*“To serve as an advisory body to City Council on issues relating to the supply, demand, and need for affordable housing and homelessness supports in Windsor and Essex County. Act as a medium for informational exchange with sector representatives on housing and homelessness program initiatives and community issues. Act as a resource and advocate on behalf of all stakeholders to educate and advance the awareness of Council representatives on matters pertaining to housing and homelessness. Responsible for championing the implementation of the 10 Year Housing and Homelessness Master Plan and for evaluating and monitoring progress towards meeting the goals and strategies of the Plan.”*

### **1. Call to Order**

#### **Reading of Land Acknowledgement**

We [I] would like to begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomie. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land

### **2. Disclosure of Interest**

### **3. Adoption of Minutes**

Adoption of the minutes of the meeting held June 21, 2022 – **attached.**

### **4. Business Items**

**4.1** Memo from the Chair regarding the recruitment process for the new term of the Advisory Committees of Council – **attached.**

**4.2 Capital Funding Update**

Update to be provided by Tina Moore, Coordinator Housing Administration and Development.

**4.3 Trans Wellness Ontario Update**

Update to be provided by Jennifer Tanner, Manager Homelessness and Housing Support

**4.4 By Names Prioritized List**

Update to be provided by Kelly Goz, Coordinator Housing Administration and Development

**4.5 2021 Annual Report**

The “Home Together Windsor Essex Housing & Homelessness Master Plan – 2021 Annual Report” is ***attached***.

**5. New Business**

**6. Date of Next Meeting**

**7. Adjournment**

## **Housing & Homelessness Advisory Committee**

Meeting held June 21, 2022

A meeting of the Housing and Homelessness Advisory Committee is held this day commencing at 10:00 o'clock a.m. via Zoom video conference, there being present the following members:

Marina Clemens, Chair  
Councillor Kieran McKenzie  
Anna Angelidis  
Jessica Brunet  
Fiona Coughlin  
Kathy Hay  
Warden Gary McNamara, County of Essex  
Leigh Vachon (arrives at 10:12 a.m.)  
Joyce Zuk

***Regrets received from:***

Eric Hill  
Angela Yakonich

***Guests in attendance:***

Sydney Coyle, Trans Wellness Ontario regarding *Item 4.2*  
Hope Lovell

***Also present are the following resource personnel:***

Thom Hunt, City Planner  
Michael Cooke, Manager Planning Policy, Deputy City Planner  
Laura Strahl, Planner III  
Frank Garardo, Planner III  
Jeannie Diamond Francis, County of Essex  
Gayle Jones, Diversity/Accessibility Officer  
Jennifer Tanner, Manager, Homelessness & Housing Support  
Kelly Goz, Coordinator, Housing Administration & Development  
Tina Moore, Coordinator, Housing Administration & Development  
Karen Kadour, Committee Coordinator

**1. Call to Order**

The Chair calls the meeting to order at 10:03 o'clock a.m. and the Committee considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

**2. Disclosure of Interest**

None disclosed.

**3. Adoption of the Minutes**

Moved by F. Coughlin, seconded by J. Brunet,  
That the minutes of the Housing and Homelessness Advisory Committee of its meeting held March 22, 2022 **BE ADOPTED** as presented.  
Carried.

**4. Presentations**

**4.1 Working Together to Address Ontario's Current Housing Crisis**

Thom Hunt, City Planner provides the following highlights of the Presentation entitled "Working Together to Address Ontario's Current Housing Crisis":

- Refers to the letter he wrote as the Chair of the Regional Planning Commissioners of Ontario regarding the current housing crisis.
- Lobbied the Provincial Government on their Housing Affordability Task Force Report which is the subject of that letter as they were aware of a round of legislated policy changes that the government was considering.
- The Provincial Government produced Bill 109 which was titled "The More Homes for Everyone Act" and many of the legislated amendments directly impact municipal planning approval processes in towns and cities in general.
- One of the narratives was that the housing crisis is caused generally by a lack of supply of housing units regardless of the kind of housing units. If there were faster Planning Act approvals and timelines, there would be more supply and the affordability issue crisis itself would get solved by having more supply.
- What causes concern on Bill 109 is that there is going to be a cumulative effect on the municipalities in terms of the timelines and requirements to make decisions on by-law amendments, Official Plan Amendments and site plans. There is going to be a refund mechanism so if decisions are not made within the prescribed timelines, the municipality will be compelled to refund the applications that exceed the number of days it should take.

- Having to refund the application will have a huge effect on the municipality's ability to have staff work on a number of these applications quickly. In 2021, the City of Windsor had a record number of development applications with the same staffing levels.
- Will have to double their staff in order to meet these prescribed timelines given the volume of applications that they are currently seeing.
- Unfortunately, these costs will be borne by the taxpayer when these refunds are made.
- If this is the case, development will not pay for development.
- In terms of Bill 109, municipalities will no longer be in the public engagement consensus building on applications so the municipality will have to frontload some of the dialogue that takes place before they deem an application complete which is a paramount shift in the way that planning is undertaken in our towns and cities.
- The changes in Bill 109 do not come into effect until the new year so there is an opportunity to lobby the provincial government.
- He will present at the conference in Ottawa to the Association of Municipalities of Ontario (AMO).
- The take-away for HHAC is that the Housing Affordability Task Force was perhaps authored by builders and those financiers that are involved in housing in general. It did not go deep enough into the changes to prescribe any meaningful change on affordability.
- This current Bill is going to increase development costs and increase timelines because of the way this has been set-up.

Warden McNamara states that the developers have the ear on the Ministers that saying that it is the municipalities that are creating the bureaucracy in delaying any kind of a development which should not be on the backs of municipalities.

Councillor McKenzie states that he disagrees with Bill 109 and asks what HHAC can do. He assumes that there will be opportunities for some commentary on the regulations as they are developed and asks if HHAC can send something forward to City Council and County Council as there may be more coming to deregulate the housing sector.

T. Hunt responds that other municipalities provided extensive comments only to find out the government pulled the prescribed consultation timeline and the *Act* received Royal Assent before consultations closed. Municipalities have been asked to do resolutions by their Council to say there needs to be action by the provincial government. At the end of the day, it is a huge financial hit to the cities which will be on the backs of the taxpayers which is not the way that development should occur.

Councillor McKenzie refers to the remarks made by T. Hunt relating to impacts, specifically doubling staff resources, and increasing the cost of development, and asks if the fees for the permits will also be increased.

T. Hunt responds that increasing the fees is not viable as it will penalize the people who will receive the refund because they are the ones who will be paying. He adds that if there is a deficit of one to two million dollars in fees, and double the staff resources, we will have to refund two million dollars. So there will be a shortfall of one million dollars that the general taxpayer will pick up.

Councillor McKenzie asks if this could incentivize developers to delay the projects themselves to hit that fifty percent rebate mark.

T. Hunt responds that it would be the one hundred percent mark as some of the developers do not want to go to market immediately, they just want the approval. If an application is refunded, they are still compelled to work on it.

F. Coughlin states that the Housing Affordability Task Force was specifically told that it was not about affordable housing, they could not talk about surplus government land, the regulation of rental houses; they could only talk about supply side measures.

A. Angelidis notes that this is disheartening as so much advocacy work has been done in this sector to lobby the government regarding permits and fees and to encourage affordable housing. She indicates that all of this work has gone in the opposite direction with the focus on the builders.

J. Zuk leaves the meeting at 10:37 o'clock a.m.

Laura Strahl, Planner III Special Projects provides a Presentation entitled "Multi-Residential Interim Control Bylaw " and the following highlights are provided:

- The City of Windsor passed Interim Control By-law 103-2020 on July 13, 2020
- Prohibits the use on all lands, buildings, and structures for a Group Home, Shelter, Lodging House, and a Dwelling with five or more dwelling units
- Retained Project Team in September 2021 to complete MRICBL Study, OPA and Zoning By-law Amendment
- Must be completed by July 13, 2022
- Background Studies now completed
- The City needs more housing in the inner areas of the City, with populations in a majority of the City declining due to a lack of new housing options and shrinking average household sizes;
- The City is not seeing enough purpose-built rental housing constructed to meet demand;
- Access to retail, transit and other community amenities can bolster the market for new residential development, making an area attractive to prospective new households;
- Similarly, adding residential uses near existing retail clusters can improve the viability of those retail environments. The practice of redeveloping major retail centres for a mix of uses including residential, as well as other community

amenities such as parks, community centres, and even additional retail is growing across Ontario and Canada;

City of Windsor Official Plan  
Development Strategy

- Regional Commercial Centres will eventually become vibrant commercial/residential areas
- Nodes will exhibit a wide variety of land uses, including higher density residential and employment uses, and have access to frequent public transit service. Corridors will be mixed commercial, residential and employment uses with higher density

**Policy Changes – Official Plan**

***Low Profile Residential Areas – Stable Neighbourhoods***

- Policies to protect character through limits of gross floor area and height
- Zoning By-law revised to include maximum height (9.0 m) and maximum gross floor area (400 sq m)
- Require site plan control for 5 or more units in a development.
- Require design brief as part of application process to define character and demonstrate **compatibility**
- Design Guidelines will provide additional development details/examples

**Policy Changes – Official Plan**

***Mature Neighbourhoods***

- In addition to policies and zoning for Low Profile Neighbourhoods:
  - Design brief to describe historic and current architectural style, materials and site characteristics.
  - Site Plan control to apply to all development and redevelopment in excess of 50 per cent increase in coverage or gross floor area.
  - Development or redevelopment to be **consistent** with historic neighbourhood character

Moved by F. Coughlin, seconded by J. Brunet,

That the update by the City Planner regarding Ontario's housing crisis and Bill 109 and the update by the Planner III, Special Projects regarding the Multi-Residential Interim Control By-law **BE RECEIVED.**

Carried.

## **4.2 Trans Wellness Ontario**

### **Item 4.2 Trans Wellness Ontario**

Sydney Coyle, Education Lead, Trans Wellness Ontario appears before the Committee and provides the following overview of the LGBTQ2S Youth Homelessness in Canada:

- 150,000 young people experiencing homelessness in Canada
- 25-40% of homeless youth in Canada identify as LGBTQ2S

- 35,000 homeless youth in Toronto (6,000/night)
- 21% of youth in Toronto shelters identify as LGBTQ2S
- 9 youth emergency shelters equals 350 beds
- 4 transitional housing programs equals 110 beds
- LGBTQ2S youth have difficulty finding shelters where they feel safe and respected; they experience high rates of discrimination and violence in shelters.
- LGBTQ2S-specific housing options are an essential component in addressing youth homelessness and meeting the needs of LGBTQ2S youth.
- LGBTQ2S youth are overrepresented in the homeless youth population, but underrepresented in shelters and face more discrimination than any other youth group.
- Some youth feel safer on the street than in the shelters as they have to deal with homophobia, biphobia and transphobia.

S. Coyle states that a lack of proper training for shelter staff results in a lack of knowledge and ignorance towards queer and trans people. Ney advises that Trans Wellness is a non-profit organization funded through grants and community donations. Ney adds that Trans Wellness Ontario wants to support those agencies that are helping people experiencing homelessness, in order to develop programming and to best support their trans clients.

S. Coyle recommends that the City of Windsor provide funding for the five major organizations in the Windsor Essex community to receive diversity training. As the Education Lead, ney has developed a specialized training for different sectors including health care education, and one that is specifically entitled “Poverty, homelessness and Rejection”. We talk about challenges that queer and trans persons experience in the shelter system and how to be ally service providers. They are requesting funding to train the staff who are working at the five main organizations – Downtown Mission, the Welcome Centre, Hiatus House, Salvation Army and Housing Information Services as a start and once this is successful, they would like to provide this training to all agencies addressing housing and homelessness within the community. Additionally they are requesting funding to do consultation services – to review an organization’s physical spaces, policies and procedures. Ney adds that the City of Toronto has made it mandatory for all shelter staff to receive LGBTQ cultural competency training and asks that the City of Windsor make it mandatory for shelter staff to receive diversity training.

In response to a question asked by the Chair regarding if Trans Wellness Ontario has data relating to people seeking permanent housing in the non-profit or private market, S. Coyle responds that many people experienced the same barriers, i.e. clients did not feel safe, transphobia issues and random employment due to not enough income to sustain housing.



Councillor McKenzie concurs that there is a lack of available housing for all folks across the community and it is important to understand that there is a need to provide better services. He asks the presenter how many folks they serve in the community.

S. Coyle responds that in 2021, Trans Wellness Ontario conducted over 1,500 counselling appointments, 245 food banks and 128 intakes. They worked with clients to find housing supports.

In response to a question asked by Councillor McKenzie regarding the people they serve and the services provided, would housing be something they would try to address, S. Coyle responds that housing assistance was provided to thirty individuals.

Councillor McKenzie requests that Gayle Jones, Diversity/Accessibility Officer, City of Windsor provide remarks relating to the presentation by S. Coyle.

G. Jones responds that the presentation is consistent with the research regarding the challenges, the barriers and discrimination that is faced by the queer and trans community. She adds that it is difficult for people to relate to something that they have not experienced and we are fortunate to have the Trans Wellness organization that has that expertise. In terms of the best format for training moving forward, she asks if this process has been used in other municipalities, i.e. the municipality funds the training for shelters.

S. Coyle responds that they are not certain if other municipalities have made the training mandatory, but is aware that the City of Toronto has done so.

J. Tanner advises that the city has direct funding and has a contractual relationship with four of the five organizations listed, and states the city administrative staff would be happy to work with Trans Wellness and help facilitate training opportunities within the shelter system. We want to see the shelters migrate towards best practices; to operate more as a system and adds that the community had undertaken a Review of Emergency Shelter Services in Windsor and Essex County and there were some specific recommendations in that review to allow for safe shelter spaces for the trans community.

K. Goz states that the shelter system has a significant turnover of staff so if Trans Wellness is able to do training modules that could be prerecorded, and can be embedded in those organizations in training packages, that would be ideal.

S. Coyle responds they are currently in a partnership with the Windsor Essex Children's Aid Society to develop modules

The Chair asks if Trans Wellness is involved with the County.

S. Coyle responds that homelessness in the County looks very different from the City as there are no services out in the County. We know that discrimination against the

queer and trans community is much higher in the County. Many queer and trans youth remain closeted and are not able to come out due to safety concerns.

J. Diamond Francis advises that on June 1, 2022, that County Council approved funding for a homelessness hub in Leamington. It is important that the staff receive the appropriate training in order to deliver the service and it is hoped to have a service provider in the fall 2022. She adds that County Council will fund this initiative for two years.

Moved by Councillor K. McKenzie, seconded J. Brunet,  
**WHEREAS**, members of the 2SLGBTQIA+ community face barriers to finding appropriate housing and housing services in Windsor/Essex in disproportionate numbers and;

**WHEREAS** the barriers faced are multi-faceted and complex including institutional, administrative as well as discriminatory,

**THEREFORE BE IT RESOLVED** that the Housing and Homelessness Advisory Committee recommends that the City of Windsor Administration consult with community partners in Housing, Social Services and appropriate community advocacy groups including Trans Wellness Ontario and others to bring forward recommendations for both Windsor City Council and County of Essex Council consideration to address the housing challenges faced specifically by the 2SLGBTQIA+ community.

Carried.

## 5. Business Items

### 5.1 Updates by Administration

#### Goal 1: Sustain & expand social housing & affordable housing supply \

##### **2022 Canada Ontario Housing Benefit (COHB) Applications for Windsor Essex**

T. Moore provides the following overview:

The Canada-Ontario Housing Benefit (COHB) is a federal-provincial housing allowance program providing an income-tested, portable housing benefit (PHB) payment to low-income households. The COHB is designed to help increase affordability of rental housing for eligible households that are on social housing waiting lists. Approved applicants under this program must consent to being removed from the social housing wait list. The City of Windsor estimates the 2022-23 COHB allocation has the potential to assist approximately 250 to 260 households.

The Ministry of Municipal Affairs and Housing (MMAH) released the 2022-23 COHB application on May 4, 2022 which was later than anticipated, and will assist with housing costs on or after May 1, 2022 not April 1, 2022 as previously reported. Within days of the release COHB staff began working to process COHB applications for residents of Windsor and Essex County.

### **2022 Ontario Renovates – Social Housing Repair Program (OR-SHRP)**

T. Moore provides the following information:

Applications for the 2022 Ontario Renovates Social Housing Repair Program (ORSHRP) have been distributed to Social Housing Providers in Windsor and Essex County.

- The City of Windsor engaged an external consultant to conduct operational reviews and building condition assessments (BCA's) for the social housing providers.
- Applications received for the upcoming 2022-23 OR-SHRP Program, will be evaluated in conjunction with the Building Capacity Assessments (BCA's) completed by Pretium. The BCA reports have been shared with all of the Social Housing Providers in an effort to assist them in identifying and prioritizing the repairs required. Items identified within the BCA, will take priority when applications are considered and are subject to Service Manager discretion and available funding.
- Applications with the accompanying quotes are due to our office on or before July 15, 2022.
- This initiative aligns with our Housing and Homelessness Plan (HHP) Goal 1: Sustain and Expand Social and Affordable Housing Supply; Strategy 1.6 (Page 17) which refers to conducting a review of the current social housing stock to determine the current and future state of repair and leverage government funding to support capital repair, replacement and upgrading of major building components for social housing as well as the City of Windsor HHP target to repair, on an annual basis, an average of 30% of social housing stock. (Page 14)

### **Current & Future Capital Funding Streams**

J. Tanner provides the following highlights:

The province has released another round of **Social Services Relief Funding (SSRF, Phase 5)**, and provided the Service Manager with a total allocation of \$3.4 million. City Administration has submitted an investment plan to the Ministry of Municipal Affairs & Housing and is awaiting approval of its plan to utilize \$1.37 million for operating costs, including the continuation of the COVID Isolation & Recovery Centre for people experiencing homelessness, and \$1.92 million in capital funding to create new affordable housing in Windsor and Essex County. Any announcements about these projects will come directly from the provincial government.

The Canada Mortgage and Housing Corporation (CMHC) is the lead in delivering National Housing Strategy Initiatives over the next 10 years by offering funding opportunities for new construction and repair/renewal to local private and non-profit organizations with the purpose of increasing the housing stock, or sustaining the existing affordable housing supply. An announcement for Round 3 of the **Rapid Housing Initiatives (RHI)** is imminent and will be reported as program details are available.

On September 21, 2020, the Government of Canada announced round 1 of the Rapid Housing Initiative (RHI), a \$1 billion program to help address urgent housing needs through the rapid construction of affordable housing. In June 2021, CMHC announced the creation of 4,500 new affordable housing units across the country with an additional investment of \$1.5 billion through a Round 2 of the Rapid Housing Initiative (RHI). These housing units will support Canadians who are in uncertain housing situations, experiencing or at risk of homelessness, or living in temporary shelters because of the pandemic.

As part of round 2 RHI, the City of Windsor as Consolidated Municipal Service Manager for Windsor and Essex County received a priority allocation of \$9,337,117 in Round 2 to create a minimum of 35 units of new permanent affordable housing as part of the Cities Stream. The City submitted an application for 3 projects, 2 in the City and 1 in the County and all 3 projects were approved by CMHC in October 2021 with projects currently underway anticipated to be complete by the end of 2022.

## **Goal 2: Sustain and expand housing that is linked with supports.**

### **New Supportive Housing**

COVID-related capital funding from upper levels of government was utilized to provide funding to Assisted Living South West Ontario (ALSO) to purchase and renovate a building to create 29 new supportive housing units. This facility will begin intakes in July.

## **Goal 3: Ending Homelessness**

Windsor Essex By-Names Prioritized List data for May 2022.

K. Goz provides the following as it relates to the By-Names prioritized list.

<u>Monthly homelessness data</u>		Outflow				Inflow			Balance Check		
<b>Chronic</b>		Month	Actively Homeless	Move-Ins	Moved to Inactive	Newly Identified	Aged-In	Returned from Inactive	Returned from Housing	Net Monthly Change	Balance Check
Past month for balance check <i>static values</i>		Apr-22	347	28	23	12	6	14	7	-12	
Current month <i>dynamic formulas</i>		May-22	360	30	24	22	5	10	30	13	Yes

<u>Monthly homelessness data</u>		Outflow				Inflow			Balance Check		
<b>Veteran</b>		Month	Actively Homeless	Move-Ins	Moved to Inactive	Newly Identified	Aged-In	Returned from Inactive	Returned from Housing	Net Monthly Change	Balance Check
Past month for balance check <i>static values</i>		Apr-22	1	0	0	0		0	0	0	
Current month <i>dynamic formulas</i>		May-22	2	0	0	0		0	1	1	Yes

<u>Monthly homelessness data</u>		Outflow				Inflow			Balance Check		
<b>All Populations</b>		Month	Actively Homeless	Move-Ins	Moved to Inactive	Newly Identified	Aged-In	Returned from Inactive	Returned from Housing	Net Monthly Change	Balance Check
Past month for balance check <i>static values</i>		Apr-22	439	54	34	32		16	12	-28	
Current month <i>dynamic formulas</i>		May-22	463	36	37	50		12	35	24	Yes

## Housing Hub Consultation

K. Goz provides the following information relating to the Housing Hub.

In July 2021, City Council approved a report (C 98/2021) in which Administration presented a Housing Hub Vision, that aims to build on the success of the Homelessness & Housing Help Hub (H4) and create a permanent space where people at risk of homelessness or experiencing homelessness can go for housing help and a variety of other services such a health, mental health and addictions supports. The hub vision also includes onsite permanent affordable housing and a flexible space that can be used in response to civic emergencies.

City Administration engaged with Glos Arch + Eng to conduct community consultations with key stakeholders, elected officials and service users which was completed in late 2021. Glos has also identified what physical space would be required for the Housing Hub and preliminary construction / renovation cost estimates. The final report will be presented to City Council this summer, and a copy will be provided to HHAC and the County.

## New Emergency Shelter for Women & Families

As previously reported to HHAC, COVID-related capital funding from the provincial and federal levels of government was allocated to the purchase of a hotel and renovations to convert it to an emergency shelter. The renovations are now complete and the Welcome Centre staff are onsite getting things set up to begin welcoming women and families at the end of June. This facility will be the first family shelter in the community,

offering up to 20 rooms for families, and the capacity to accommodate up to 32 single women. It will also be the first pet friendly shelter in Windsor-Essex when the Welcome Centre begins its pet intake process later this summer.

**5.2 Updates from Member Organizations**

None.

**6. Date of Next Meeting**

The next meeting will be held in September 2022 (date to be determined).

**7. Adjournment**

There being no further business, the meeting is adjourned at 12:05 p.m.

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**CHAIR**

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**COMMITTEE COORDINATOR**

September 9, 2022

**TO: HHAC members and Resource member:**  
**FROM: Marina Clemens, Chair of HHAC**

As the chair of CHC, I have met with the Clerk's office and in particular Steve, the City Clerk and Anna to review the process for new board members getting appointed to our Board. While I had their attention, I also mentioned HHAC and its membership. They both indicated that they have been working on new applications forms and the Composition of all Boards, Committees and Advisory committees of Council for 2023 ---2027.

These are the questions that Anna and Steve gave to me. I would appreciate if you would take some time to review and bring your ideas, thoughts etc., to our Sept 20<sup>th</sup> HHAC meeting where we can have a good discussion and then decide what we want to send to the Clerk's office which they would like by the end of September. They did indicate that Advisory committees will be done last as there are no funds needed from council so probably not until Jan/Feb of 2023.

1. Should HHAC continue and if so, is the present Mandate still relevant?
2. Get rid of sectors and decide who and what skills people need to be a member of HHAC.
3. What questions should be on the Application form? Here are some examples they gave me which we can use and add more if needed.

What is your field of expertise?
Do you have an understanding of what Social Housing means and do you believe that government funding should be allocated for affordable, accessible housing within Windsor Essex County?
Are you involved in any other community committees or boards?
What do you see as your ideal time commitment to the committee?
As a committee member would you be able and willing to advocate for funding and other resources, to deal with homelessness.

4. Who and how should the messaging get out to the public. They already have numerous ways but if you can think of other ways to reach people, they are open to all suggestions.

Thanks,

# HOME TOGETHER

## Windsor Essex Housing & Homelessness Master Plan

Item 4.4



# 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 **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.

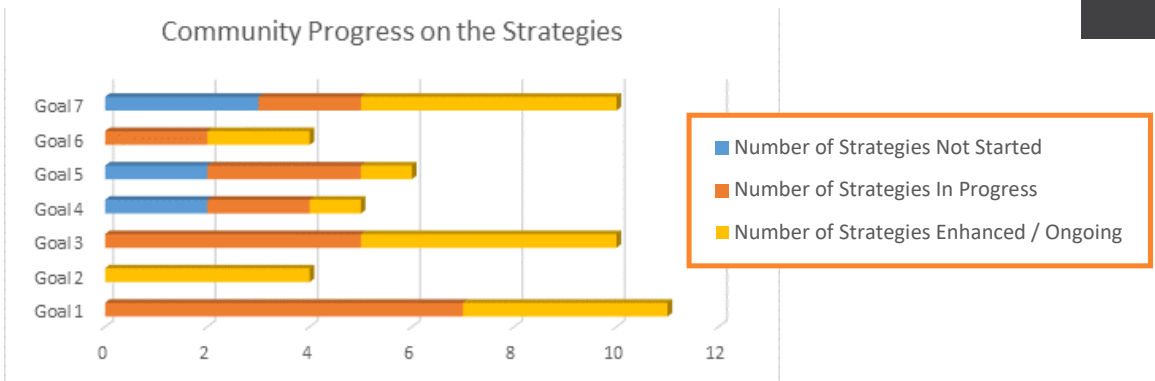


The Plan will be **responsive** to the National Housing Strategy, Ontario's Community Housing Renewal Strategy and any other future Provincial and Federal housing and homelessness strategies and initiatives.



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

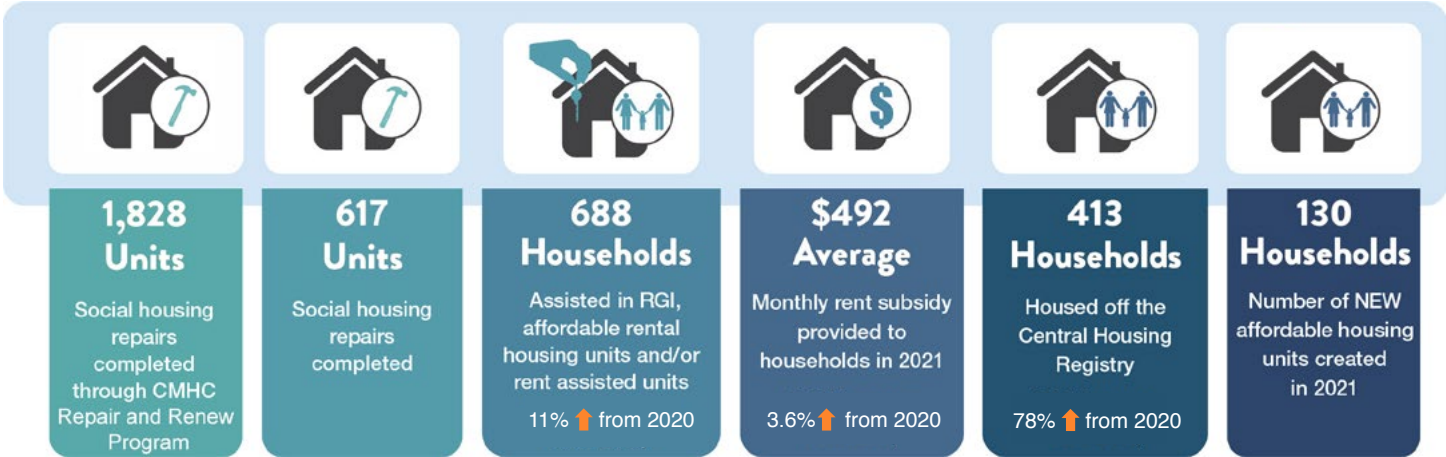
**GOAL 1**



**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

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

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

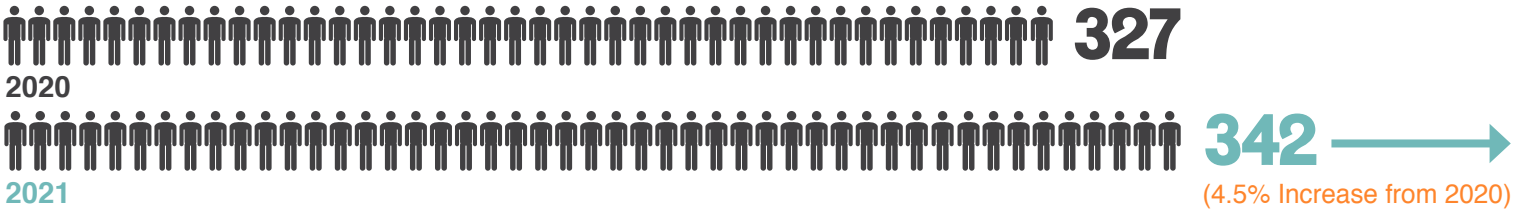
*"It's just impossible to see someone's potential when they're living out of a backpack."*

WEHC Participant

# GOAL 3

# ENDING HOMELESSNESS

## NUMBER OF HOUSEHOLDS EXPERIENCING CHRONIC HOMELESSNESS



### WELCOME CENTRE SHELTER FOR WOMEN & FAMILIES

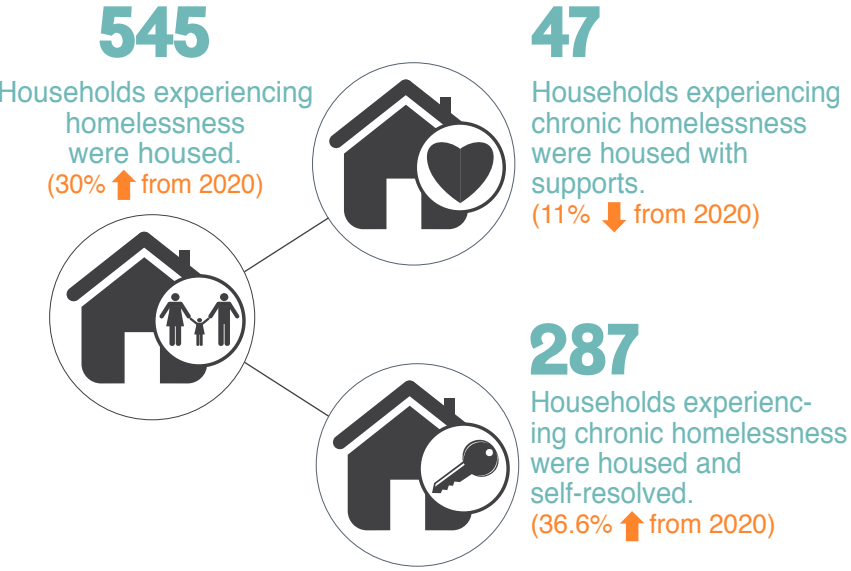
In late 2020, Windsor City Council approved the purchase of 500 Tuscarora for conversion into the regions first pet friendly emergency shelter serving single women and families with children experiencing homelessness.

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

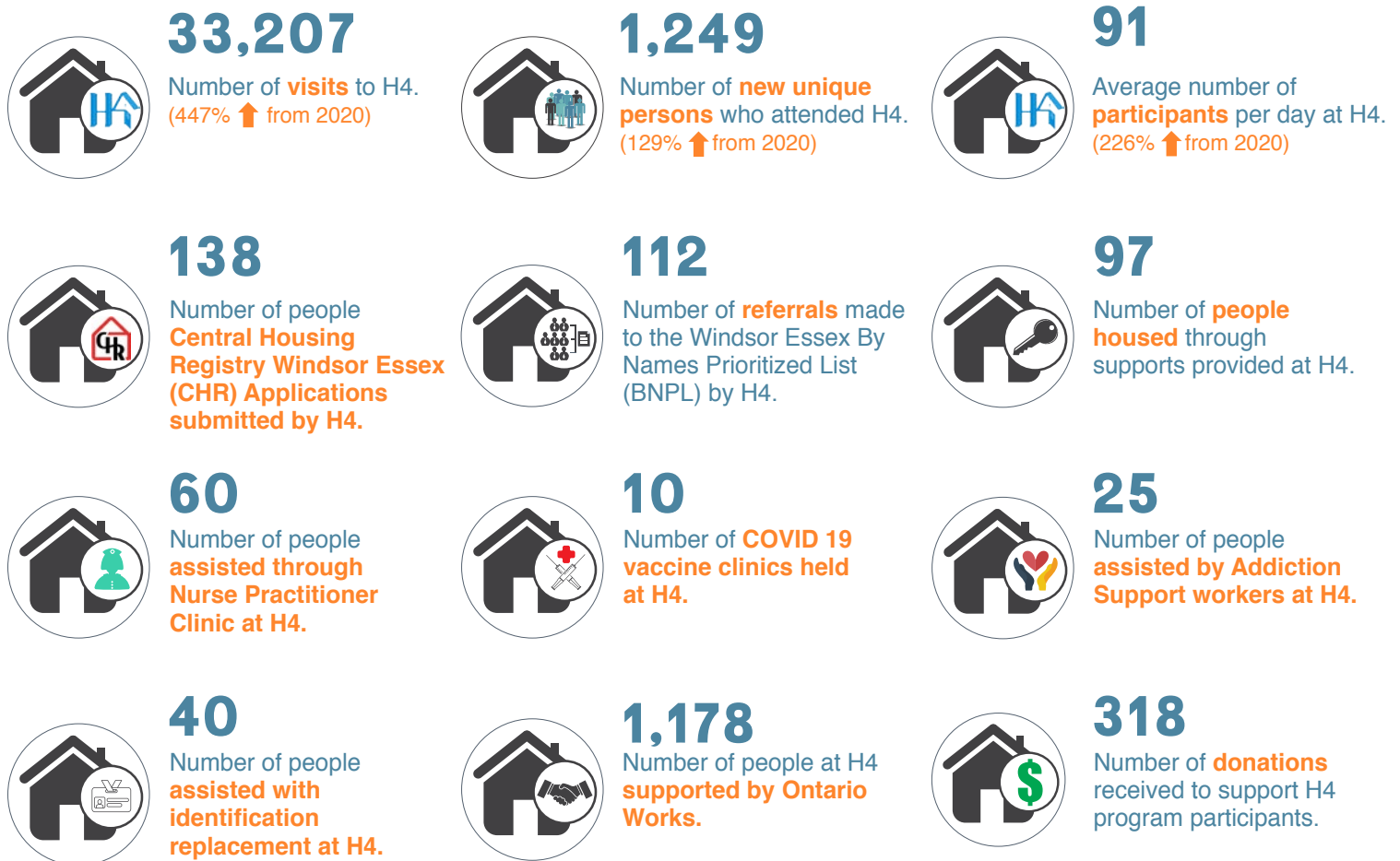
Welcome Centre Shelter For Women	Welcome Centre Shelter for Families	Salvation Army	Downtown Mission	Downtown Mission
257 SINGLE WOMEN	123 FAMILIES	275 SINGLE MEN	SINGLE MEN 383	SINGLE WOMEN 137
JAN. 1 - DEC. 31	JAN. 1 - DEC. 31	APRIL 1 - DEC. 31	APRIL 15 - DEC. 31	APRIL 15 - DEC. 31
AVERAGE LENGTH OF 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		

\*Data taken from HIFIS \*\*Date range reflects when the organization began to utilize HIFIS

# 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)



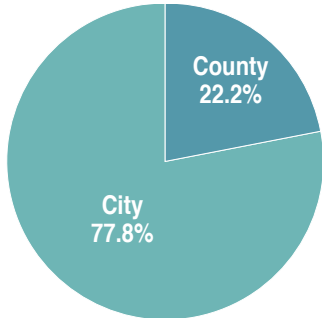
# FOSTER SUCCESSFUL TENANCIES THROUGH COMMUNITY COLLABORATION

## 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)



The Plan Consists of:

**8 Goals** | **17 Initiatives** | **42 Activities**

# 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.

**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?

**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.

**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

OR CALL **211** or **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



# 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**

[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**

[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)