

Home Together

2024 Annual Report



Windsor Essex Housing & Homelessness Master Plan





OUR COMMUNITY *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 level of government.



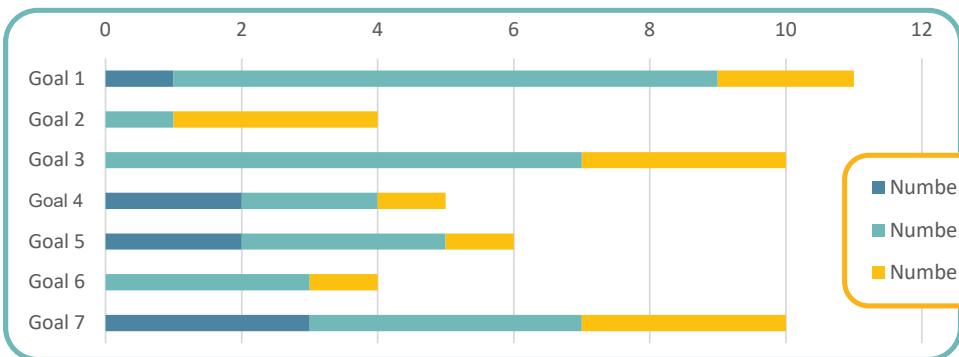
HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2024.

TOTAL STRATEGIES FOR HHMP



COMMUNITY PROGRESS ON THE STRATEGIES





SUSTAIN AND EXPAND Social & Affordable Housing

GOAL
1



\$473
Average

Monthly rent
subsidy
provided to
households in
2024

(1.0% decrease
from 2023)



377
Households

Housed from
the Central
Housing
Registry in
2024

(35% decrease
from 2023)



15
Households

Number of
NEW affordable
housing units
created in
2024



4090
UNITS

Social housing
repairs
completed
through CMHC
Repair and
Renew
Program



717
UNITS

Other social
housing
repairs
completed

854

Households

Assisted in RGI,
affordable rental
housing units and/or
rent assisted units
(16% decrease
from 2023)

93

NEW Households
Assisted through the
Canada-Ontario
Housing Benefit
(COHB)

19

NEW Households
Assisted through
Windsor-Essex
Housing Benefit
(WEHB)



647
UNITS

\$1.9M
SOCIAL HOUSING
REPAIRS
COMPLETED

REHABILITATED UNITS within the Windsor and Essex County Social Housing Provider portfolio, utilizing the 2024 Ontario Renovates Social Housing Repair Program (OR-SHRP), funded under Ontario's Community Housing Renewal Strategy.



Before



After



Before



After



Before



After



RAPID HOUSING INITIATIVE AFFORDABLE HOMES IN WINDSOR

The **FEDERAL GOVERNMENT PROVIDED** over \$7.8 million to help rapidly build 30 new affordable homes in Windsor through the Rapid Housing Initiative where the objective is to create new units of permanent affordable housing for people and populations who are vulnerable and targeted under the National Housing Strategy (NHS).

\$7.8M
TO HELP RAPIDLY
BUILD 30 NEW
AFFORDABLE
HOMES

One project is located at 1517 Windsor Avenue and is being operated by Can-Am Urban Native Non-Profit Homes (Windsor). This building created 12 two-bedroom units, including 10 accessible units, for Indigenous Peoples who are experiencing or at risk of homelessness.

The second project includes 12 townhomes with 18 units – a mix of one - and two-bedroom units and was built by the Windsor Essex Community Housing Corporation on Bloomfield Road in Windsor.



SUSTAIN AND EXPAND HOUSING, *that is linked with Supports!*

**GOAL
2**

HERE
TO
HELP

**“Since moving in, I’ve started to
believe in myself again. I finally
feel like I have a future.”**

WEHC Participant



407

Residents supported in
CITY Residential
Services Home beds



1005

Households assisted
through
KEEP THE HEAT
↑ (7% Increase from 2023)



283

Residents supported in
COUNTY Residential
Support Services
Home beds



1445

Households
assisted with
RENT ASSISTANCE
↑ (31% Increase from 2023)

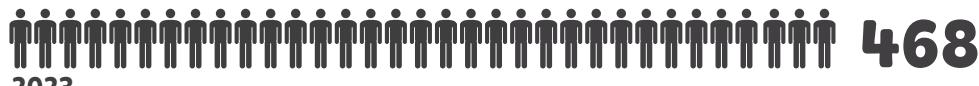
15
MORE Households
housed and supported
through Windsor-Essex
Housing Connections
(WEHC)



GOAL 3

ENDING Homelessness

NUMBER OF HOUSEHOLDS EXPERIENCING CHRONIC HOMELESSNESS



2023



2024

699 →
(49% Increase from 2023)

WINDSOR ESSEX BY-NAMES PRIORITIZED LIST DATA

81

Households experiencing chronic homelessness were housed with supports.
(14.7% Decrease from 2023)

725

Households experiencing homelessness were housed.
(1.3% Increase from 2023)



320

Households experiencing chronic homelessness were housed and self-resolved.
(11% Increase from 2023)



EMERGENCY SHELTER STATISTICS

(*Homeless Individuals & Families Information System Jan. 1 - Dec. 31, 2024)

Welcome Centre Shelter for Women 298 SINGLE WOMEN  AVERAGE LENGTH OF STAY 42 DAYS	Welcome Centre Shelter for Families 645 INDIVIDUALS  AVERAGE LENGTH OF STAY 59 DAYS	Salvation Army Centre of Hope 298 SINGLES  AVERAGE LENGTH OF STAY 81 DAYS	Downtown Mission 984 INDIVIDUALS  AVERAGE LENGTH OF STAY 37 DAYS	Essex County Emergency Shelter Program (Leamington) 31 INDIVIDUALS  AVERAGE LENGTH OF STAY 97 DAYS	Essex County Emergency Shelter Program (Stoney Point) 5 INDIVIDUALS  AVERAGE LENGTH OF STAY 100 DAYS
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HOMELESSNESS & HOUSING HELP HUB (H4)



83,126

Number of visits to H4
(80% Increase from 2023)

2,010

Number of unique persons who attended H4

1,749

Number of people at H4 supported by Ontario Works

77

Number of people at H4 assisted with submitting and updating an application with Central Housing Registry Windsor Essex (CHR)

663

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

119

Average number of participants per day at H4

534

Number of donations received to support H4 program participants

1

Number of Housing Fairs held at H4

159

Number of people housed through supports provided at H4

319

Number of showers provided by H4

16

Number of events & activities held for H4 guests.



21,661

Number of dinners provided at H4



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

THE FOLLOWING ORGANIZATIONS SUPPORTED H4 IN 2024:

- City of Windsor
- Housing Information Services
- Windsor Essex Community Health Centre
- Probation and Parole
- John Howard Society
- Windsor Family Health Team
- Brentwood Recovery Home

- Windsor Shelter Health
- Can Am Indian Friendship Centre
- Legal Assistance of Windsor
- Shelter Health Initiative
- St. John’s Ambulance Therapy Dog Program
- Pozitive Pathways

CONTACT INFORMATION

Phone: (519) 253-3806

Address: 400 Wyandotte St. E
(former Windsor Water World)

SUPPORT

OTHER DAY DROP-IN PROGRAMS

DOWNTOWN MISSION DAY PROGRAM (DTM)



1,525

Number of **unique persons** who attended DTM day program



48,717

Number of **visits** to DTM day program



88

Average number of **participants** per day at the **DTM day program**

ESSEX COUNTY HOMELESSNESS HUB (ECH2)



323

Number of **unique persons** who attended ECH2



12

Average number of **participants** per day at ECH2



4,202

Number of **visits** to ECH2



48

Number of **people housed** through support provided by ECH2

WARMING BUS



“The Warming Bus Program”

Was a mobile winter initiative to provide an alternative option for individuals sleeping outdoors. The bus operated from February 23rd to April 30th, 2024, Monday to Saturday, from 10pm to 6am.

332

Number of **unique persons** who rode the Warming Bus



32

Average number of **rides** per night on the Warming Bus

1,768

Number of **rides** on the Warming Bus

GOAL 4

ADDRESS INDIGENOUS HOUSING & Homelessness Needs



9

Can Am Urban Native Homes units sustained and maintained through repair. (200% ↑ Increase from 2023)



GOAL 5

REDUCE & PREVENT YOUTH Homelessness



19

Youth experiencing homelessness were housed with appropriate supports. (24% ↓ Decrease from 2023)



GOAL 6



5,243

Number of **visits** through **Windsor Shelter Health** for medical assistance.

FOSTER SUCCESSFUL TENANCIES

Through Community Collaboration

SHELTER HEALTH + WINDSOR



Windsor Shelter Health (WSH) is a collaborative initiative between **four core partners**: **City of Windsor**, **Windsor Shelter Health Associates**, **Canadian Mental Health Association-Windsor Essex County Branch**, and **Windsor Regional Hospital**. This integrated program delivers on-site, comprehensive medical care at four key locations (Welcome Centre Shelter for Women and Families, Downtown Mission, Salvation Army-Centre of Hope and Homelessness and Housing Help Hub) serving individuals experiencing homelessness.

WSH was established to address the significant barriers that people experiencing homelessness face in accessing traditional healthcare services. By embedding culturally safe, coordinated care directly within shelter environments, WSH improves health outcomes, enhances social stability, and supports the overall well-being of some of Windsor's most vulnerable residents. The program continues to demonstrate meaningful impact by increasing access to primary care, reducing reliance on emergency services, and fostering continuity of care through a model that is both compassionate and community driven.

In May 2024, through City Council's endorsement on Strengthening the Core there was an expansion of services that allowed for medical services to operate out of the Homelessness & Housing Help Hub (H4) until midnight, seven days a week.



PRIMARY
CARE



ADDICTION
MEDICINE



REGISTERED
NURSE



REGISTERED
PRACTICAL NURSES



SOCIAL
WORKERS

THE LOWER LIMB PRESERVATION STRATEGY (LLPS)

Is a provincial initiative to reduce avoidable, non-traumatic limb amputations due to vascular disease and diabetes. As part of this initiative, the Windsor Team Care Centre - a program of the Windsor Family Health Team - launched the Lower Limb Wound Prevention & Treatment

Clinic, offering comprehensive care including wound management, individualized treatment plans, education, transportation support, and essential supplies such as diabetic socks and orthopaedic shoes. The clinic supports individuals at high risk of amputation, particularly those facing barriers related to homelessness, poverty, and chronic illness.

252 Nurse Practitioner (NP) encounters completed for assessment and treatment for lower limb health (207 unique clients) at the Team Care Centre Lower Limb Prevention and Treatment Clinic.

3% of referred clients required care for critical wounds (per Inflows Foot Screen)

109 Walk-in NP assessment and treatment encounters at Homelessness and Housing Help Hub (H4) Lower Limb Wound Prevention and Treatment Clinic.

85% of referred clients receiving ongoing care for wounds experienced improvement from baseline (based on PWAT assessment)

GOAL 7

MONITOR REPORT & Evaluate



53

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

CLIENTS WITH BARRIERS RECEIVED FREE ACCESS TO SUPPORT WITH:

- 81** Clients received orthopedic shoes
- 60** Clients received orthotics
- 37** Clients received diabetic socks
- 35** Clients received compression socks
- 13** Clients provided with free transportation to and from appointments

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:

Contact List:

HOUSING AND CHILDREN'S SERVICES

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

519-255-5200 ext 6240

Email: sshousuing@citywindsor.ca

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

CENTRAL HOUSING REGISTRY

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

519-254-6994

Website: www.chrwec.com

HOMELESSNESS & HOMELESSNESS PREVENTION

519-255-5200 ext 5289

Email: sshousuing@citywindsor.ca

Website: [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)