

**2018**

**Windsor Essex  
Annual Report**

**TO THE COMMUNITY ON  
THE 10 YEAR HOUSING  
& HOMELESSNESS PLAN**





## OUR COMMUNITIES 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.

**5 years ago**, the community came together to lay the foundation for the 2014 Windsor Essex 10 year Housing and Homelessness Plan. The plan contained a vision, 7 goals and 63 ambitious strategies that were instrumental in changing how we offer supports and services, focused on enhancing collaboration and expanding housing stock. As we reflect on the progress over the past five years, Housing Services is pleased to announce that our community has completed, enhanced or is in the process to implement 47 of the 63 strategies.

Some of these highlights include the introduction of the housing first program, Windsor Essex Housing Connections, which has transformed the delivery of support services for our neighbours experiencing homelessness; new health funded supports have been provided in the Housing with Supports program; expansion of affordable housing units and the expansion of housing allowance programs. Through the support of our provincial partners, social housing providers have been able to complete much needed capital repairs improving the sustainability of these assets in our community. The Windsor Essex Community Housing Corporation (CHC) has undertaken a regeneration study of their stock, which will evolve over the coming years and will position CHC for future housing investments.

**2018** presented our community with new housing challenges pertaining to a tightening rental market, increasing rental and home ownership costs. We have also seen an increase in the number of applicants on the social housing registry waitlist and number of households experiencing homelessness. The number of households accessing emergency shelter hit a record high. As we look forward to the next five years, Housing Services is committed to working with community partners, stakeholders and persons with lived/living experience to seek opportunities for continuous improvement of our services, take action and find solutions in order to ensure our community achieves its vision.

### HOW ARE WE DOING?



For a total of 63 strategies

We are pleased to report that **WE HAVE EXCEEDED** the original target and **47 strategies** were completed, enhanced or were in process by **December 31, 2018**.

# Goal #1: ACCESS

Provide simple, coordinated and consistent access to programs, services and supports that act on what is important to the person receiving supports.

## Strategies:

- Increased collaboration with the health sector and increased coordination of supports to assist persons to remain housed
- Housing Services staff participated at the Hotel Dieu Grace Healthcare Mental Health Roundtable
- Monthly discussions with the Mental Health Lead at the Erie St. Clair Local Health Integration Network (LHIN)
- Housing Services and Housing Support Services staff participate on the steering and working group for the Windsor Police Services Situation Table. Currently 38 agencies are working collaboratively to meet the tables mission which states:

*"The Situation Table will use a collaborative, risk driven holistic approach to community safety and well-being that is guided by evidence and focused on outcomes in order to affect positive changes in people's lives."*

(Windsor Essex Situation Table Progress Report)

## BUILT FOR ZERO CANADA (BFZ-C)

Windsor Essex is part of an ambitious national change effort helping a core group of leading communities end chronic homelessness - a first step on the path to eliminating all homelessness in Canada.

*Ending homelessness is possible and we will do whatever it takes to achieve our goal. BFZ-C and the communities we support aim to kickstart and build a foundation for national reductions in chronic homelessness.*

## WINDSOR ESSEX BY- NAMES PRIORITIZED LIST (BNPL)

In May 2018, the Windsor Essex By-Names Prioritized List (BNPL) was implemented, with the support of the Canadian Alliance's 20,000 Homes Campaign. The BNPL uses a systems improvement approach to ending chronic homelessness, which is based in evidence and best practice. Traditionally supports and services were offered on a first-come first-serve basis; in contrast, the BNPL prioritizes persons and families based on level of need using a single, standardized process and a common triage tool which allows a variety of community stakeholders to support people experiencing homelessness in Windsor and Essex County.

- As of December 2018, **20 community agencies** have entered into a Memorandum of Understanding to participate
- **20+ agencies and 200+ staff** have received training on the use of the *Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)* which is the common triage tool selected by the community as well as training on the By-Names Prioritized List Processes





WINDSOR ESSEX BY-NAMES  
PRIORITIZED LIST PROCESS GUIDE



# Overview and Highlights of the By-Names Prioritized List (BNPL)



## Serving People Who Are Experiencing Homelessness

This includes persons and families who are:

1. Unsheltered (sleeping outside, in a vehicle, etc.)
2. Emergency Sheltered
3. Temporarily Sheltered (couch surfing, motel, hospital, etc)

## Outreach, Service Coordination and Common Assessment

Agencies trained to identify and assess people who are experiencing homelessness, and are working with them to:

1. Divert from emergency shelter, when possible.
2. Assess needs and make connections to landlords, supports and available housing.
3. Continue to progressively engage with the person and help remove any barriers to secure and maintain housing.

## Windsor Essex By-Names Prioritized List (BNPL)

Once assessed, people are referred and added to the Windsor Essex By-Names Prioritized List; a real-time, up to date list of all people in Windsor Essex experiencing homelessness. The BNPL helps community agencies know every person experiencing homelessness by name, understand what their needs are, and based on this knowledge prioritizes eligible households to the most appropriate support and service.

## Matching to Available Resources

The BNPL Community Table meets weekly and matches dedicated support and housing resources as they become available to eligible households that are prioritized to meet a person or family's depth of need. These resources can include case management, rent subsidies, affordable housing and more.

## Active Chronic Homelessness Feb. to Dec. 2018

168



Total number of households who are actively experiencing chronic homelessness as of December 31, 2018

## HOMELESSNESS INFLOW

387

Number of NEWLY Identified Households

68

Number of Households who RETURNED TO INFLOW from Inactive Status

0

Number of Households who RETURNED TO HOMELESSNESS from Housing

## HOMELESSNESS OUTFLOW

65



Number of CHRONIC Move-ins

222



Number of Households who have moved to INACTIVE STATUS



BFZ-C is building on the success of the 20,000 Homes Campaign after participating communities exceeded their goal by housing 21,254 people between June 2015 and February 2019.

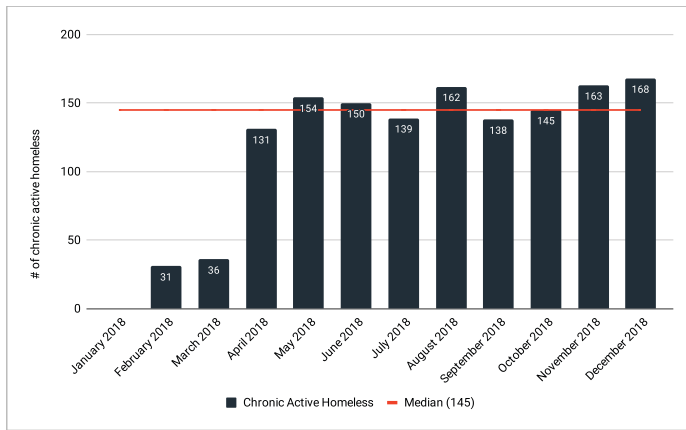
**21,254**  
**MOVE-INS**  
REPORTED FROM  
**38**  
**COMMUNITIES**

**Windsor - Essex**  
**Built for Zero -**  
**Canada 2018 Stats**

**WINDSOR**  
REPORTED MOVE-INS  
**285**

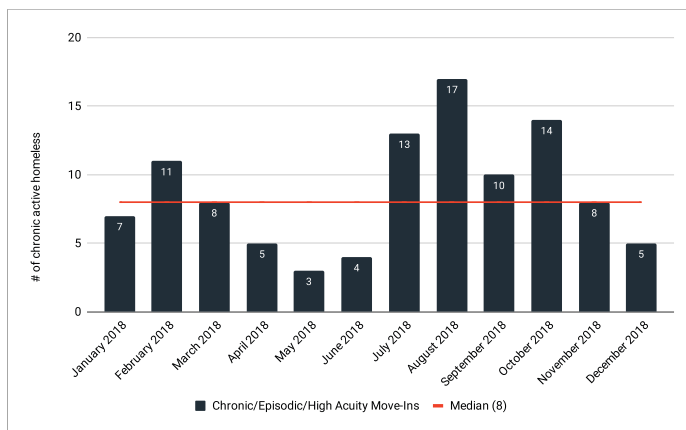
### CHRONIC ACTIVE HOMELESS

January - December 2018



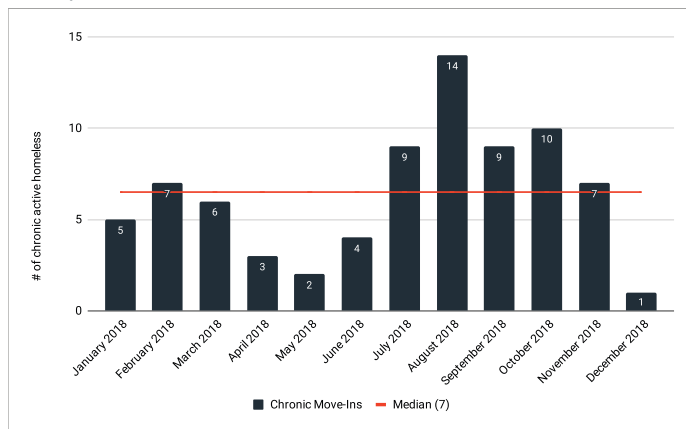
### CHRONIC/EPISODIC/HIGH ACUITY MOVE-INS

January - December 2018



### CHRONIC MOVE-INS

January - December 2018





# Goal #2: PERSON CENTERED SUPPORTS

Have supports available when needed, to act on what is important to the person receiving services, to assist the person in succeeding in their preferred housing.

## Strategies:

- Staffing and support enhancements made to the Housing First intensive support initiative, Windsor Essex Housing Connections (WEHC) for individuals experiencing chronic homelessness and/or who have the highest needs.

### Windsor-Essex Housing Connections; a Housing First Program

## Statistics January 1st - December 31st, 2018

Support was enhanced in 2018 due to an increase in staff.

*"I am finally able to sleep at night in a place that is safe and quiet."*

- WEHC Participant

## 269 people housed (since July 2015)

**Intensive Support** is for individuals and families who have experienced chronic homelessness and severe/persistent mental health and/or substance misuse.

**Housing Response** is for individuals and families who are experiencing homelessness and face additional barriers to stabilizing their housing including mental health, substance misuse and physical disabilities

**Service Coordination** is a service provided to individuals and families looking for information and resources on housing access and stability, usually due to struggles with poverty, family changes, recent job loss, or aging at home



**296 REFERRALS**  
were received  
(45% decrease from 2017)



**68 PEOPLE**  
Receiving Intensive Support  
(16% decrease from 2017)



**181 PEOPLE**  
Receiving Housing Response  
(45% increase from 2017)

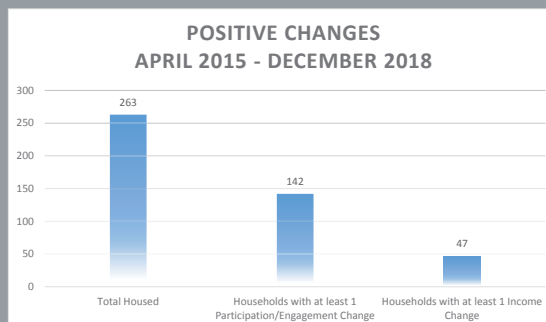
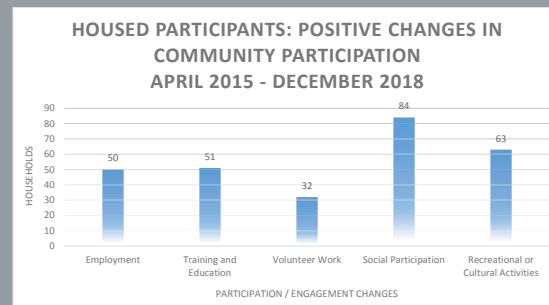
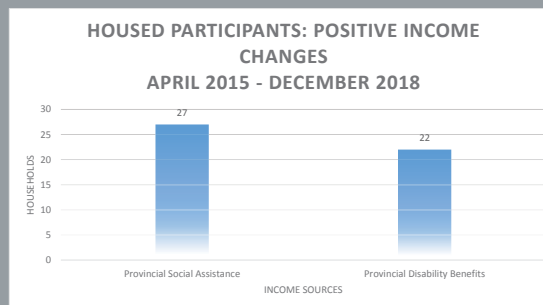


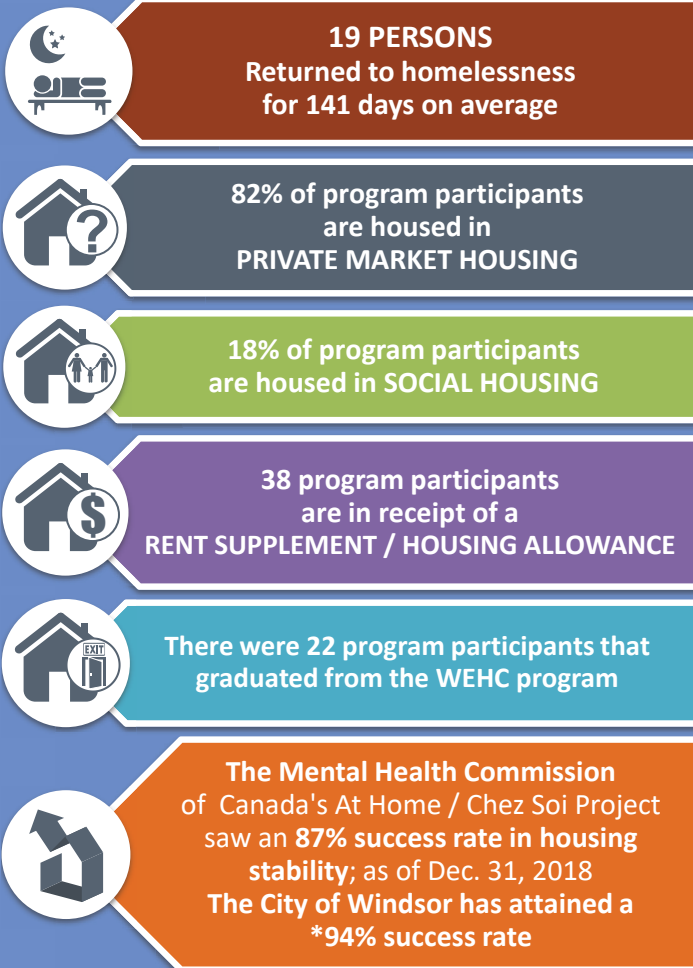
**72 PEOPLE**  
Receiving Supports from Indigenous  
Housing Advocate  
(25% decrease from 2017)



**1179 PEOPLE**  
Receiving Service Coordination  
(1% decrease from 2017)

\*These numbers above reflect aggregate active and closed files



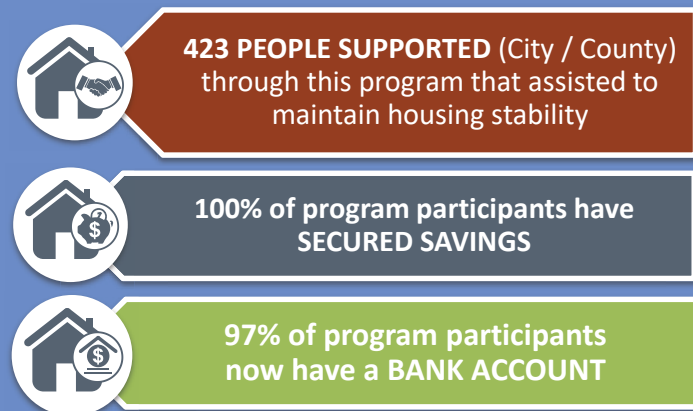


**22** Program participants graduated from the program

\*The 94% success rate reflects those on service and housed in 2018

### Voluntary Trusteeship Program

The Trusteeship Program was created to assist people with managing their finances. Participation in the program is completely voluntary and at no charge to participants.



**88% improved confidence managing finances**

**98%** feel the program helped them save money

**88%** have reduced stress related to their finances

### Housing Advocate



The **Housing Advocate** works to provide seamless, person centred housing supports and services to residents.



## Strategy:

Increase use of shelter diversion to ensure interim housing policies are supporting housing stability and appropriate housing choices.



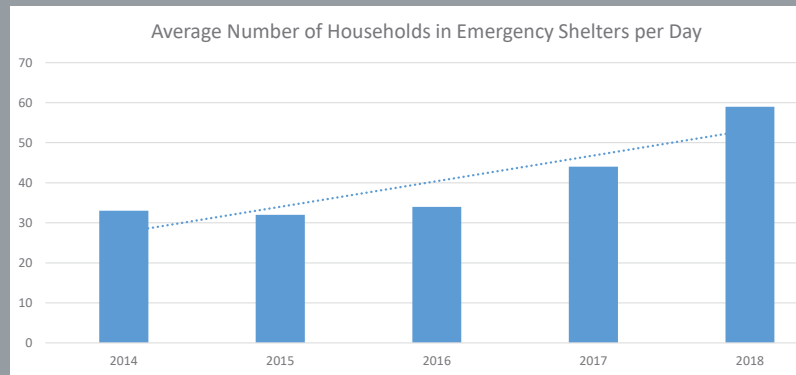
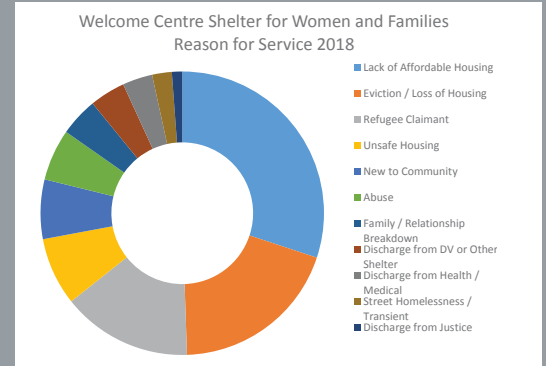
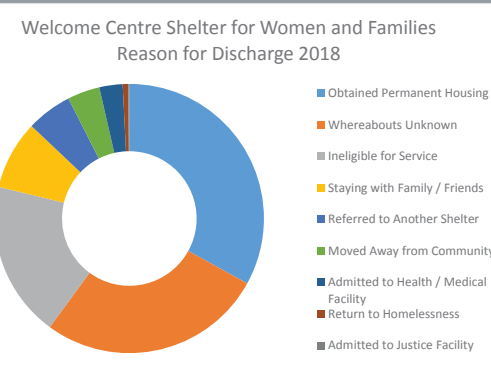
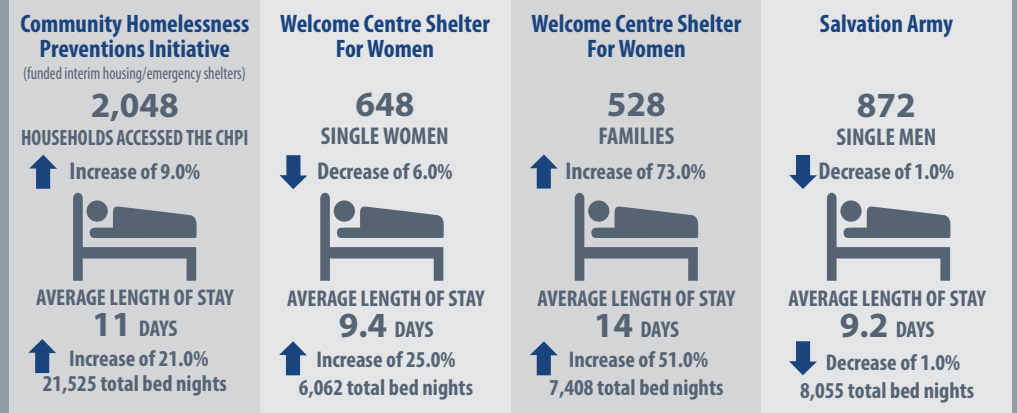
**In 2017 the Downtown Mission opened their 103 bed shelter for men, women, youth and families.**

It is recognized that although the Downtown Mission is not funded through the Community Homelessness Prevention Initiative (CHPI) they are an important part of the homelessness service system. We are providing these numbers to the community to provide a comprehensive picture of homelessness in Windsor Essex.

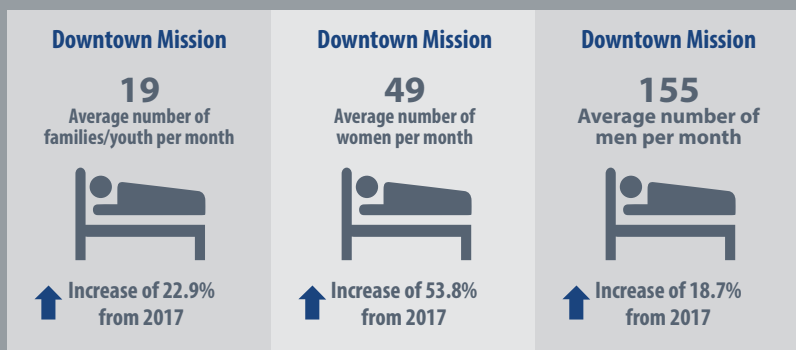
# Goal #3: INTERIM HOUSING

(formerly The Emergency Shelter Program)

Have temporary housing, meant to bridge the gap between homelessness and permanent housing, available where appropriate and where needed.



## Downtown Mission



Average occupancy per night 74.7 (22.9% increase from 2017)  
Average stay 9.7 nights per month (17.8% decrease from 2017)

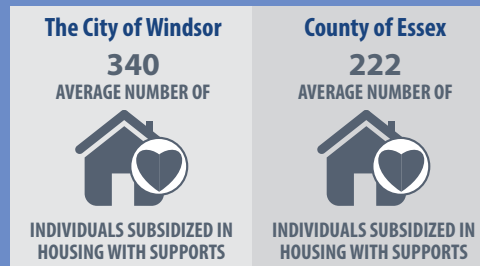
\*\*The above data has been obtained from and used with the permission of the Downtown Mission.



# Goal #4: HOUSING LINKED WITH SUPPORTS

Have housing linked with a comprehensive and coordinated package of services and programs to assist a wide range of individuals with supports in maintaining their housing.

**There are currently 10 subsidized Housing with Supports Homes in the City of Windsor and 12 subsidized Housing with Supports Homes in the County of Essex.**



**In 2018**, City and County Councils approved an increase in the per diem subsidy rates paid to residents in Housing with Support Homes. In April 2018, the per diem rate went from \$51.19 to \$53.09 and in April 2019 the rate will increase again to \$55.00 per day.



# Goal #5: RENTAL HOUSING

Have a full range of rental housing that offers safe, accessible and quality accommodations.

## Strategies:

### Meadowbrook Rental Housing Capital Development

On July 23, 2018, City Council approved the first investment in affordable housing in 30 years by authorizing Windsor Essex Community Housing Corporation (CHC) to proceed with the building of a new mixed income, multi-residential community in East Windsor (Meadowbrook Development). City Council's investment in the Meadowbrook development leveraged additional Federal and Provincial funding dollars that increased the scope of the project representing a collaboration between all three levels of government. It is anticipated to be complete by December 31, 2020.

The Meadowbrook Development meets passive house standard design and is a mixed income build that will create 145 new affordable housing units for the community as well as strengthen community supports through partnerships with Hiatus House and Community Living Windsor.

### Social Housing Apartment Improvement Program (SHAIP)

On March 23, 2018, the Ministry of Municipal Affairs and Housing provided the City of Windsor with a confirmed allocation of \$4,707,113 for SHAIP Year 1 based on the carbon market proceeds that took place during the fiscal year 2017-2018. Eligible work under SHAIP included renovations and retrofits (heating and/or cooling systems, insulation, windows, doors and lighting systems, etc.) that would provide reductions in greenhouse emissions in social housing apartment buildings.

The Windsor Essex Community Housing Corporation (CHC) was awarded the funding allocation to conduct energy retrofit projects within the prescribed program timelines at Raymond Desmarais Manor.



# Windsor Essex was one of 4 pilot communities under the Survivors of Domestic – Portable Housing Benefit which concluded in 2018. The adjacent infographic depicts highlights from the evaluation:



## SURVIVORS OF DOMESTIC VIOLENCE - PORTABLE HOUSING BENEFIT PILOT EVALUATION

### Overview

In September 2016, the Ministry of Municipal Affairs and Housing launched the Survivors of Domestic Violence - Portable Housing Benefit Pilot in 22 of the 47 Service Managers in Ontario. The pilot evaluation assessed issues of pilot design and delivery (implementation) and the achievement of outcomes. The evaluation methodology included two household surveys, Service Manager interviews and analysis of program administrative data.

Since the Pilot launched,

**1000+** households were assisted

**\$8.27M** invested

on average, households received **\$523.10** per month for rent

on average, households' size was **2.4** individuals



Service Managers welcomed the PHB as **another option** to support SPP households in housing need. Household participation in the Pilot allowed Service Managers to **offer social housing units to other households** on the wait list.

### SERVICE MANAGERS KEYS TO SUCCESS

- Strong **partnerships** with the Violence Against Women sector to improve uptake and support SDV households
- Complementing** the Pilot with other services to provide **extensive supports** to meet households' needs
- Flexible** and client-centered services to ensure **timely access** to affordable housing (e.g. increased awareness of the PHB option, provided support to secure a private market rental unit, improved access to other supports needed)

### SATISFACTION WITH PILOT



**93%**

would recommend the Pilot to others who experienced domestic violence

*It was a big relief to me that it was so easy. Leaving an abusive situation is difficult enough from an emotional perspective, etc. not having to jump through a million hoops really helps.*

### Without the Pilot,

**4** out of **21** would have stayed in the situation of abuse  
**7** out of **21** would have been homeless

*I have to say, the whole portable thing was amazing. I didn't like the thought of having to go to a pre-determined place [...] It's putting you in a place that doesn't feel safe.*

*I could take my boys and myself out of that situation and just maybe live for once. There were still struggles financially but it definitely helped us for sure.*

### IMPROVED FINANCIAL SITUATION



**82%**

were satisfied with the PHB amount they received



**78%**

said the Pilot resulted in positive/very positive changes in their financial situation

### TIMELY ACCESS TO HOUSING



**71%**

agreed the Pilot allowed them to find housing they could afford more quickly

*I wouldn't have been able to pay for the apartment on my own. I would have lost everything. Before I was able to get that apartment, I was homeless. It was my saving grace.*

### IMPROVED CHOICE



**85%**

agreed the Pilot provided them with more choice of where to live

*finding affordable housing in the private rental market was the greatest barrier to success and housing choice*

*I feel like a brand new person. It helped me handle my stress triggers, and handle day to day life with my children.*

### HOUSING STABILITY



**90%**

said the PHB provided them with the housing stability they needed

*I wasn't stressed out that I would get kicked out of my apartment. It took a lot of pressure off. It allowed me to focus on what I needed to do to better myself.*

### SATISFACTION WITH HOUSING SITUATION



The **majority** of households were satisfied with the communities they were living in

Overall **satisfaction** with their housing **increased overtime**.

*I was able to find a place that met my son's [accessibility] needs. That was a big one because they didn't have anything that would be suitable for him.*

*Things are much better. I don't have to worry when I go to sleep at night. No one should ever have to worry like that.*

### BETTER QUALITY OF LIFE



**93%**

agreed the Pilot helped them improve their feelings about life

**90%** experienced positive changes in their family life



Research, Evaluation and Reporting Unit, Housing Policy Branch Ministry of Municipal Affairs and Housing

October 2018

## Portable Housing Benefit – Special Priority Policy (PHB-SPP)

The province's objectives for the PHB-SPP are as follows:

- To provide households who qualify for the SPP category with housing support.
- To decrease wait times for housing assistance.
- To expand housing choice for households who are eligible for the SPP category.

**23 households** remained in receipt of the PHB-SPP at December 31, 2018.

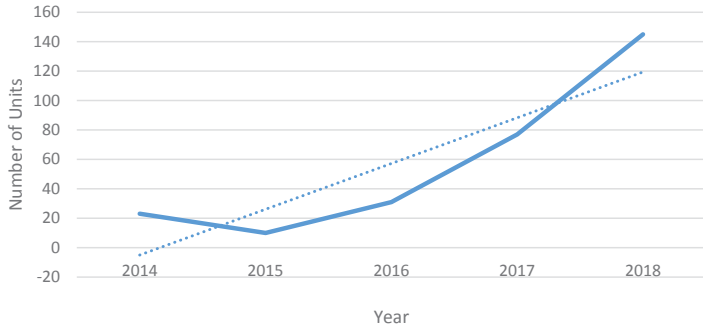
(Average Subsidy \$583.46 per month, per household)

The Province of Ontario introduced a province-wide Portable Housing Benefit – Special Priority Policy (PHB-SPP) wherein the Ministry of Finance began paying the benefit to eligible participants on a first come first serve basis each month starting July 2018. The Ministry of Finance will recalculate the benefit as required and verify continued eligibility annually. The PHB-SPP is aimed to assist survivors of domestic violence and/or human trafficking who have been approved under the Special Priority Policy (SPP) status on the centralized wait list with access to safe and affordable housing. The PHB-SPP provides survivors of domestic violence and/or human trafficking with the option to receive a portable housing benefit so they can immediately find housing of choice in their community.

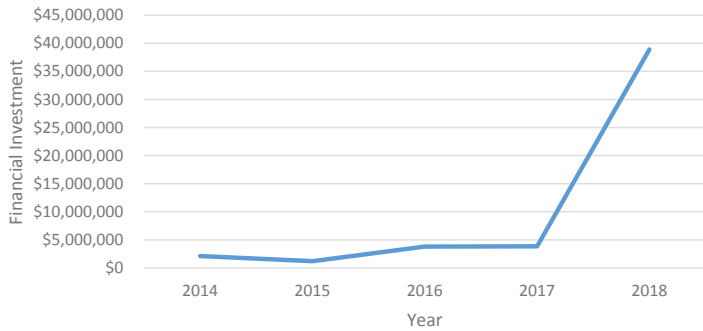
The City of Windsor in partnership with Hiatus House assisted participants in our Survivors of Domestic Violence Portable Housing Benefit Pilot Program (SDV-PHB) in their transition to the province wide PHB-SPP benefit.

## Rental Housing Units and Investments

Rental Housing Units Added 2014-2018

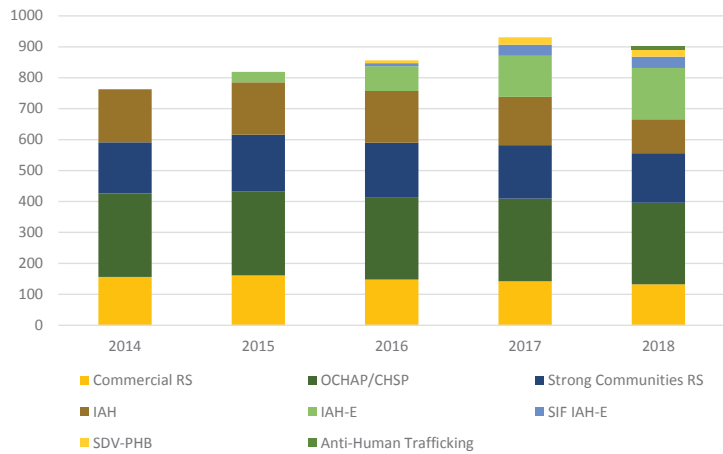


Rental Housing Investments 2014-2018

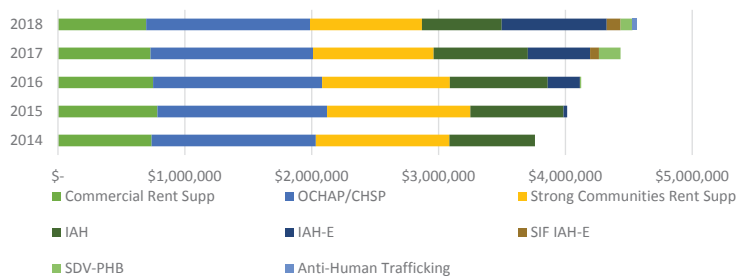


## Rent Subsidy Units and Investments

Rent Supplement Units by Program 2014-2018



Rent Supplement Investments by Program 2014-2018



From 2017 to 2018 there was a **3% decrease** in the number of units subsidized.

In 2018 there was a **\$130,000 increase** in costs for the number of units subsidized.



**5,099**

TOTAL NUMBER OF ELIGIBLE APPLICANTS ON THE CENTRAL HOUSING REGISTRY WAITLIST FOR SOCIAL AND AFFORDABLE HOUSING AS OF DECEMBER 31, 2018.

**↑ 13.0%**  
Increase from 2017

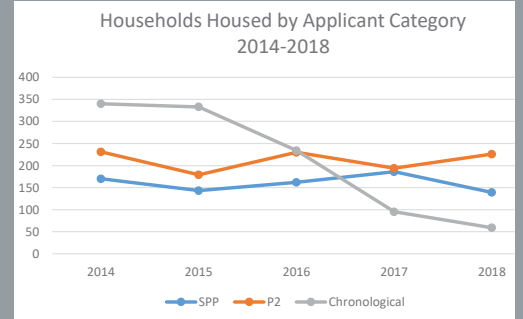
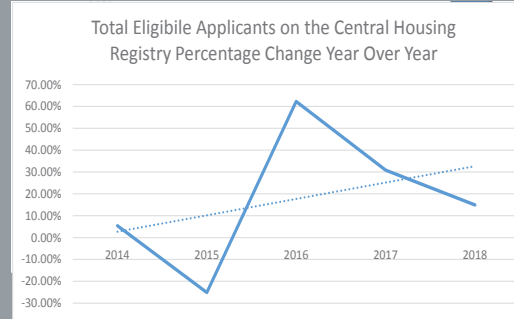
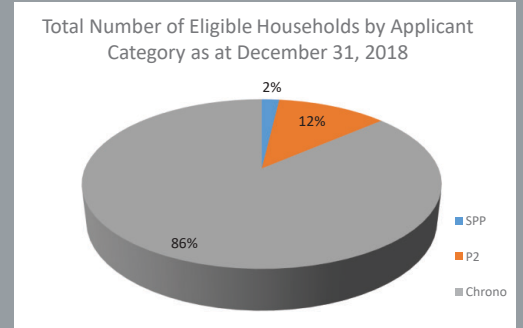
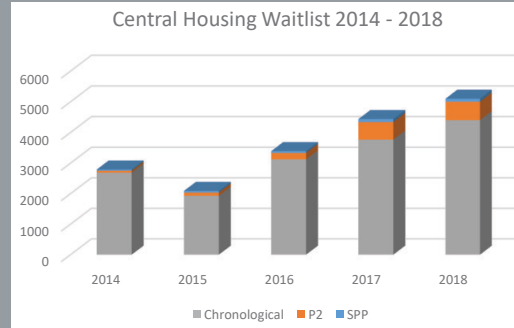
**424**

TOTAL NUMBER OF APPLICANTS HOUSED AS OF DECEMBER 31, 2018

**↓ 12.0%**  
Decrease from 2017



# CENTRAL HOUSING REGISTRY WAITLIST



## Goal #6: OWNERSHIP HOUSING

Have a full range of ownership housing that offers safe, accessible and quality accommodations.

### Strategies:

**19** Households assisted through the Homeownership Downpayment Assistance Program (16 City / 3 County)

### Homeowner Testimony:

*"Thank you - I am very excited."*

**13** Households assisted through the Ontario Renovates for Homeowners Program (10 City / 3 County)

Top repairs funded under Ontario Renovates: roofs, accessibility modifications i.e., porches, bathroom modifications.

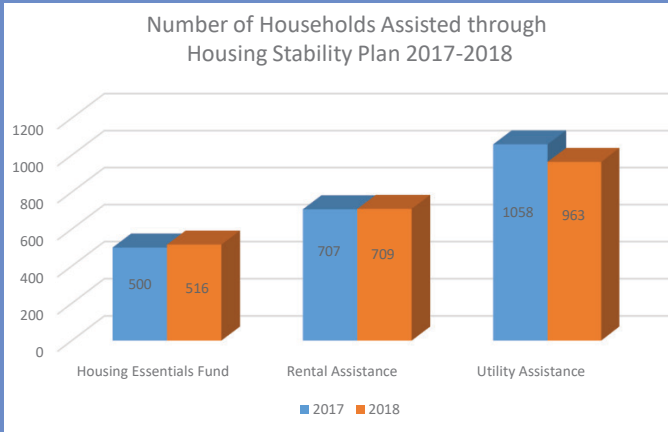
Average loan amount \$22,408



## HOUSING STABILITY PLAN (HSP):

The Housing Stability Plan assists qualifying households with obtaining and retaining housing with the provision of the following:

- Housing Essentials Fund
- Rental Assistance
- Utility Assistance



23%

Went from homelessness to housed.

77%

Were able to **maintain** their housing.

709

Received **Rent Assistance**.

\$662

Average **Utility Assistance** per household.

2,188

Total households served through HSP funded programs in 2018.



3.0%  
Decrease  
from 2017



## Goal #7: MONITORING, REPORTING AND EVALUATION

Under the leadership of the Housing Advisory Committee, measure and report on progress, evaluate success and invest in continuous improvement of the housing and homelessness system.

### Strategies:

- Report to the Housing Advisory Committee (HAC) quarterly on the progress and outcomes of the 10 Year Housing and Homelessness Plan and other affiliated programs



## NATIONAL HOUSING DAY

# Building Community Together



On November 19, 2018 the City of Windsor held its annual National Housing Day Forum. The theme for the forum was “Building Community Together.”

Over 100 community stakeholders representing the health, housing and homelessness sectors attended the event which provided an overview of accomplishments and successes achieved to date, the National Housing Strategy and regeneration activities completed by the Windsor Essex Community Housing Corporation. Attendees also heard from housing and homelessness panel members discussing housing and homelessness best practices.

Hughie Carpenter was presented with the 2018 Community Champion Award for his work on community development and advocacy in the Glengarry neighbourhood.

Anne Ryan, Executive Director IRIS Residential Inns and Services was presented with the 2018 Lifetime Achievement Award for her life long commitment to serving vulnerable populations in need of housing.



Special thanks to Marie Morrison and staff from the Canadian Alliance to End Homelessness for their contributions at the forum and supporting communities across Canada at the national level to end homelessness.

Special thanks to our local housing and homelessness panel presenters.



## HOMELESS ENUMERATION / POINT IN TIME COUNT:

In 2017, the Province of Ontario became the first province to require communities to enumerate homelessness locally, using consistent approaches and standards. As a result, the Province of Ontario and the Federal Government through the Homelessness Partnering Strategy (HPS) worked in collaboration to harmonize enumeration activities through the Province of Ontario.

This initiative was led by The City of Windsor in partnership with the Homeless Coalition of Windsor Essex County.

The PiT Count was held over three shifts within a 24 hour period between April 17 -18, 2018. Activities included a street count and location based surveying events including but not limited to emergency shelters, transitional housing and an event hosted by Indigenous service providers. Over 200 volunteers and team leads participated in the various enumeration activities.

Street based survey locations were chosen where existing data indicated that it was likely that people experiencing homelessness would be encountered and also areas that were randomly selected throughout Windsor Essex where it was expected that no people experiencing homelessness would be encountered.

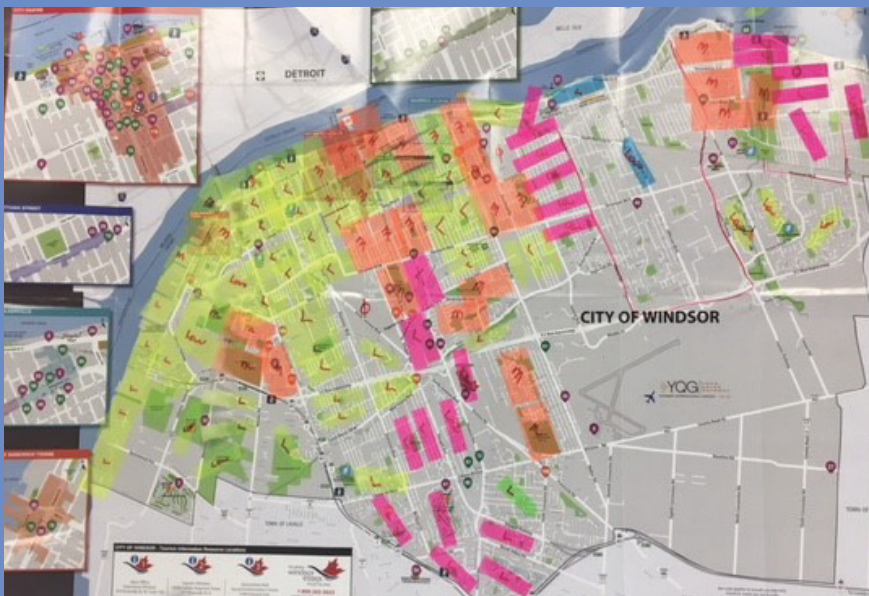
The Indigenous community held an Indigenous magnet event over 24 hours between April 17th & 18th 2018 at Can Am Indian Friendship Centre's office located at 3905 Tecumseh Rd. E. This was a culturally specific event to encourage people that are Indigenous and experiencing homelessness to come and engage in cultural activities, foods and celebrations. This event provided a valuable survey location for the community.

The Registry Week activities occurred throughout the week of April 16th at 16 organizations that serve people who may be experiencing homelessness. The purpose of these location based surveys is to capture those persons who may be relying on couch surfing or are in other forms of hidden homelessness. For all of the different survey locations, teams were asked to engage with all persons encountered to determine his / her housing status.

## In May 2017

Employment and Social Development Canada, released Applications for Funding relating to the second nationally coordinated Homelessness Partnering Strategy (HPS) PiT Count. The City was advised in December 2017 that the application had been approved and the City was eligible to received \$51,000 to plan and conduct the PiT Count (CR# M451-2015).

### Overview of Homelessness in Windsor Essex



33

12

6

## MAPPING:

**HIGH DENSITY AREAS** were identified, assuming the teams would encounter 3-4+ persons experiencing homelessness.

**MEDIUM DENSITY** areas were identified, assuming the teams would encounter 2-3 persons experiencing homelessness.

**LOW AREAS** were identified, assuming the teams would encounter 1 or less persons experiencing homelessness.

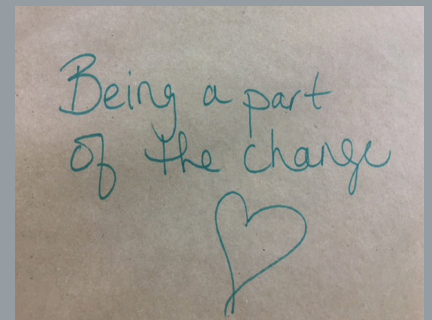
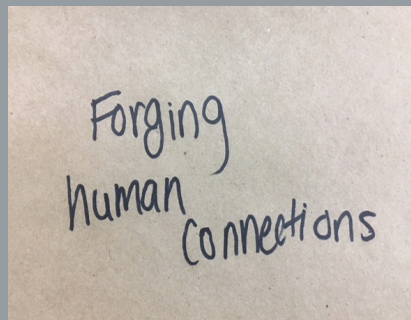
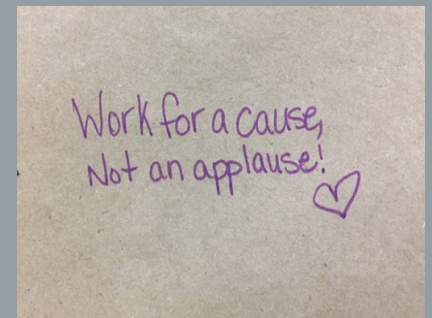
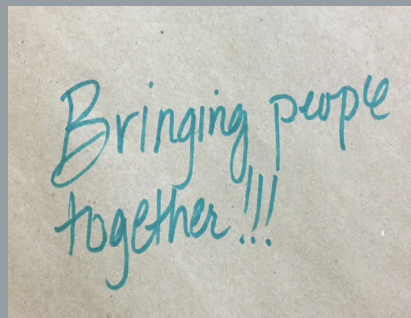
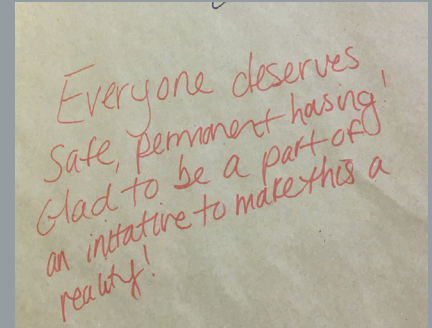
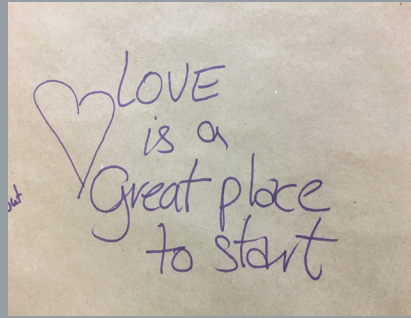
# On any given night 197 people experience homelessness in Windsor & Essex County

Approximately **1340** people engaged were "screened out" due to having a permanent residence at the time of the count.



## HOMELESSNESS PARTNERING STRATEGY (HPS):

**Windsor** was 1 of 61 communities across the country to participate in *The Homelessness Partnering Strategy's* 2018 Everyone Counts; Coordinated Point In Time Count between March and April, 2018.



### Homelessness Partnering Strategy (HPS)

**172**

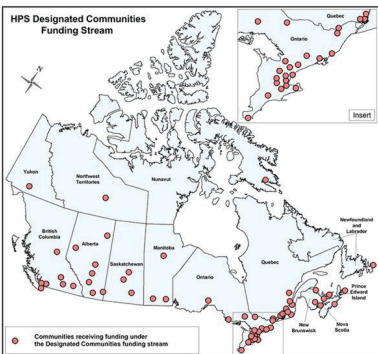
The Landlord Developers were able to secure **172 units** for the period April – December 2018

**23**

**Welcome baskets** were distributed to participants in the Windsor Essex Housing Connections program. These baskets contain various household items selected by the participants.

### HPS COMMUNITY PLAN

HPS Community Plan Update 2018 – 2019 was completed in partnership with the Community Advisory Board to reflect funding commitments through the Homelessness Partnering Strategy and current profile of homelessness services and supports offered throughout Windsor Essex.

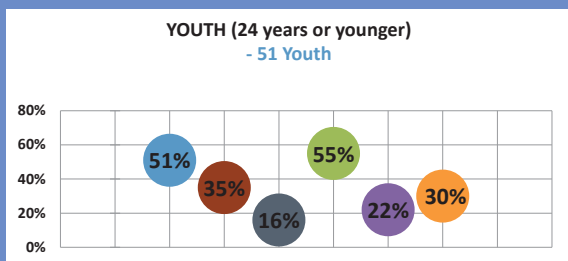
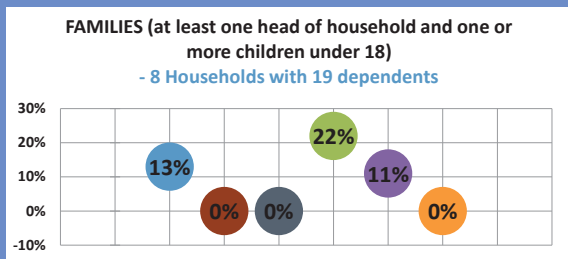
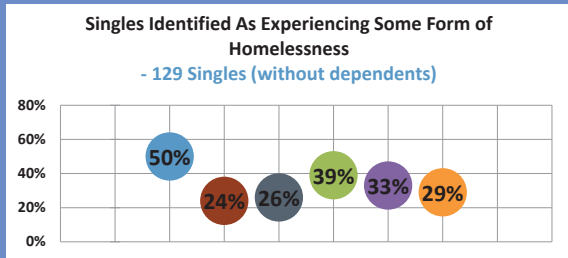




# RESULTS OF THE 2018 POINT IN-TIME COUNT

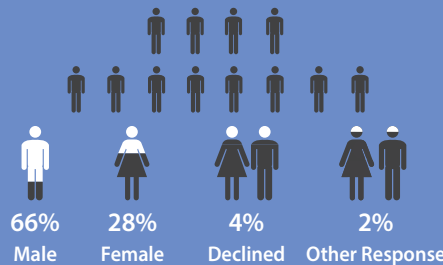


## PERCENTAGE OF HOMELESSNESS:



- Chronically Homeless
- Episodically Homeless
- Aboriginal Homeless
- Reporting a Mental Health Condition
- Reporting a Chronic Health Condition
- Attacked or Victims of Violence Since Becoming Homeless

### Gender



\*\* In addition to the survey respondents identified above, there was an additional 9 people that did not provide their age and are therefore not included in the above numbers.

## What is a Point in Time (PiT) Count?

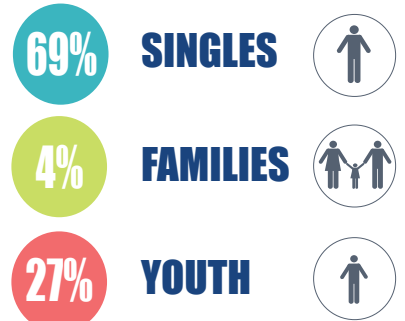
It is a **non-identifying census** to gather demographic information (such as age, gender, veteran and Indigenous status)



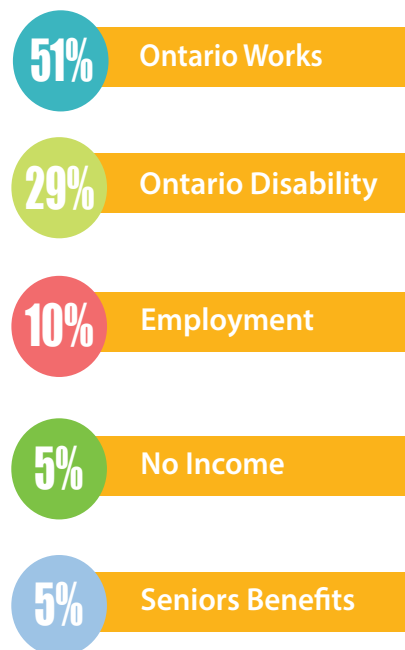
It is a **street count of homelessness** at any "point in time" on a specific day within a community



## Composition of Surveys 2018



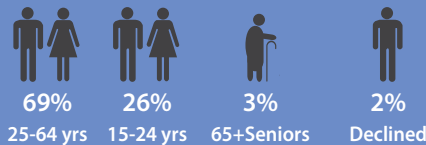
## Source of Income



## Where are you sleeping tonight?



## Age of Respondents



Percent of respondents who have always resided in Windsor Essex

**42%**

The street count involved dividing the region into a grid of areas that are appropriately sized for a survey team to cover in its entirety during a 3-4 hour walk. The advantage of this approach is that it ensures 100% of the region is included in the survey. The City of Windsor along with the Homeless Coalition worked with a sub-committee of community partners and front line staff within the homelessness service system to identify and map areas in the City and County by density levels.

**Volunteers** **OVER 200 VOLUNTEERS** throughout Windsor Essex participated during the street count



## The 5 module series includes:

1. Challenging Behaviours & Response Strategies
2. Addictions 101
3. Best Practices in Housing
4. Hoarding
5. How to Beat Stress at Work

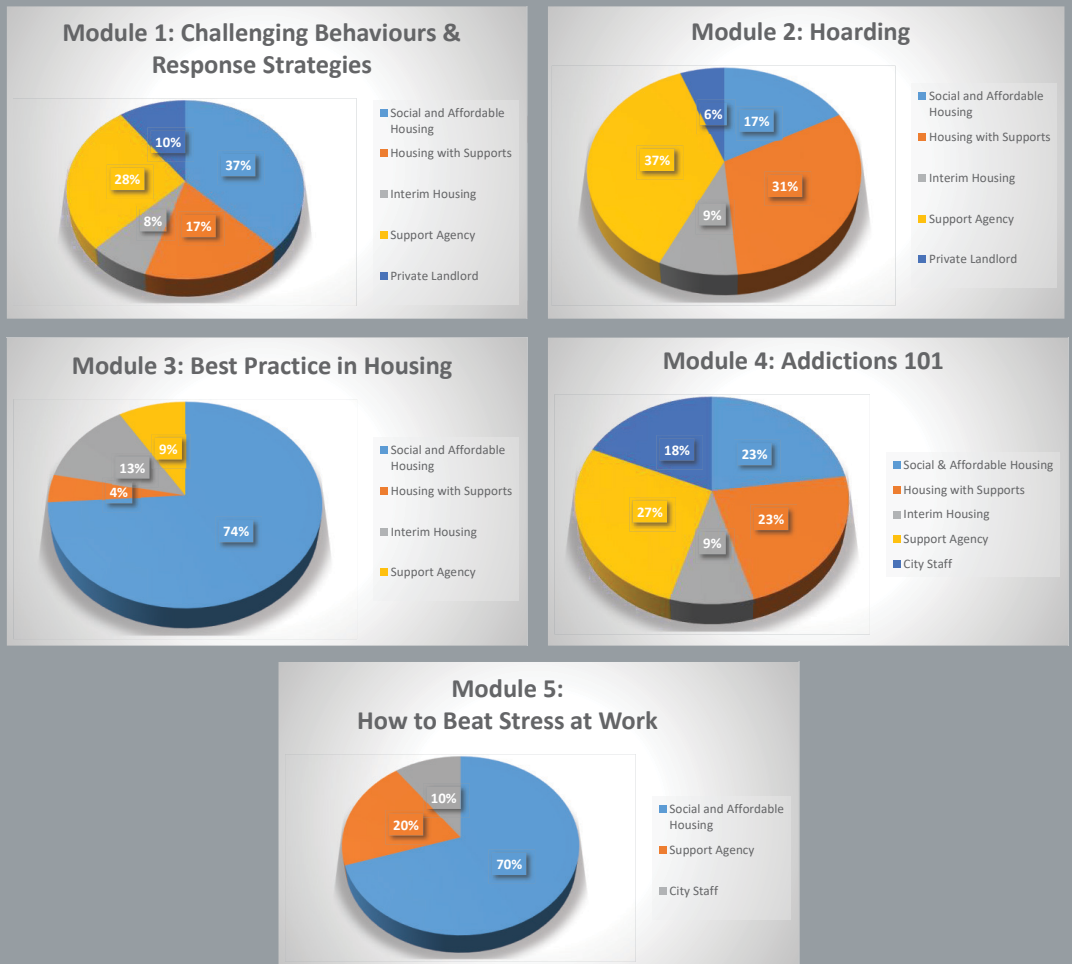
# Innovation, Evidence and Capacity Building

The Best (Practice) Way to End and Prevent Chronic Homelessness in Windsor Essex was a project funded by the Ontario Ministry of Municipal Affairs and Housing's Innovation, Evidence and Capacity (IEC) Building Fund. The project led by the City of Windsor in collaboration with Family Services Windsor-Essex and Canadian Mental Health Association Windsor Essex County. The purpose of the project is to increase the capacity in the housing sector, which will help to reduce and prevent individuals and families from experiencing and/or returning to homelessness by creating new systems to support and prioritize people seeking and requiring service.

The resource toolkit was created as a component of the project supporting social, affordable and supportive housing providers, to assist in building their capacity and to foster successful tenancies in a proactive manner that are based on best and emerging practices.

In addition, a professional development series named, Approaches for Managing Challenging Tenancies was created for social affordable and supportive housing providers and front line staff. Each module was created as a training enhancement to the toolkit to provide strategies, tips and resources to help turn challenging tenancies into successful ones.

## The following charts represent the participants attended training by sector:





RentSmart Supports Successful Tenancies

## RENT SMART

RentSmart offers education and support services to tenants and landlords with one goal: Successful Tenancies. The RentSmart model is designed to build a common understanding between tenant and landlords, leading to a conflict-free tenancy.

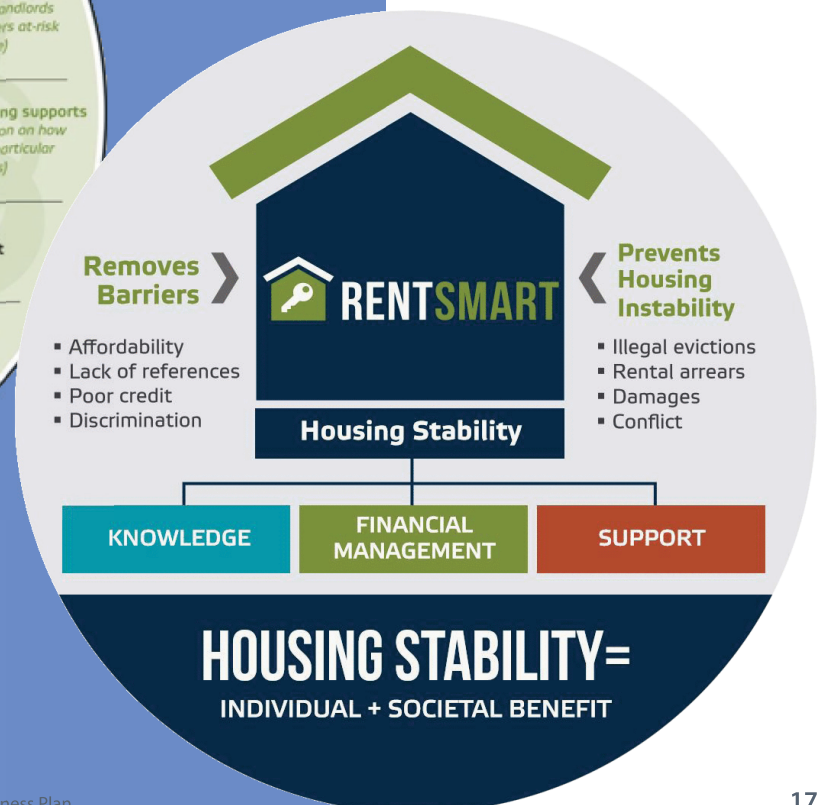
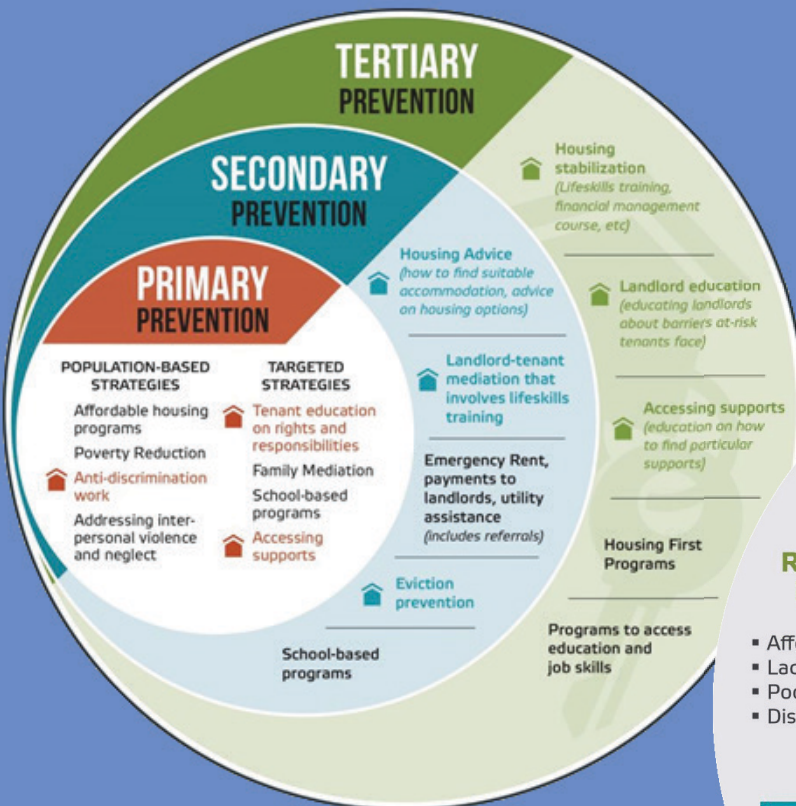
In the fall of 2018, Pathway to Potential (P2P) partnered with Housing Services to release an Expression of Interest to the community to identify agencies and potential staff who were interested in receiving the Train the Trainer training and delivering RentSmart to their program participants and broader community.



**11**  
**Community Partners** identified.

**14**  
**Community Educators** received train the trainer training.

**500**  
**Tenants and Landlords** anticipated to receive RentSmart training.





## LOOKING AHEAD .... COMING IN 2019

- Legislated Five Year Review of the Windsor Essex 10 year Housing and Homelessness Master Plan
- Emergency Shelter Review
- Implementation of new Provincial Programs under the Community Housing Renewal Strategy including but not limited to: Canada-Ontario Community Housing Initiative and Ontario Priorities Housing Initiative
- Implementation of the National Housing Strategy and its related programs through Canada Mortgage and Housing Corporation
- Implementation of Reaching Home: Canada's Homelessness Strategy
- Implementation of Homeless Individuals and Families Information System (HIFIS 4.0)
- Planning for 2020 Enumeration/Point In Time Count
- Construction of 145 units at 3100 Meadowbrook Lane
- County of Essex investment of \$1.5 million for Social Housing Capital
- Launch of MOST Van outreach collaboration between Canadian Mental Health Association, Hotel Dieu Grace Healthcare, Assisted Living Southwestern Ontario and Family Services Windsor-Essex
- Expansion of Homelessness Street Outreach through investment by City Council

## THANK YOU TO OUR FUNDERS



*"We would like to acknowledge and thank our funders for their support and contributions which have led to the success of the programs and initiatives for the residents of Windsor Essex."*

*"Alone, we can do so little; together, we can do so much"  
- Helen Keller*



# Thank You

**2018**, marks the end of a chapter. As we reflected on the past 5 years, collaboration and community partnerships were prevalent and a common theme to attain the progress achieved under the original plan. Together, we have fostered relationships that have contributed to the betterment of our neighbours and those we mutually support.

During the first quarter of 2019, the community came together for consultation on the legislated 5 year Review of the 10 year Housing and Homelessness Master Plan which establishes renewed goals and strategies that reflects on where we have been as a community, where we are currently, and where we want to go over the next 5 – 10 years. Guided by the updated plan that reflects our changing environment; together we will be able to make progress in reducing homelessness and addressing housing needs in our community.



***“Teamwork is the ability to work toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results:”  
– Andrew Carnegie***





The City of Windsor is the consolidated 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:

**HOUSING AND CHILDREN'S SERVICES**  
400 City Hall Sq. E. PO Box 428 Station "A"  
Windsor ON N9A 6L7  
519-255-5200 ext 6240  
[www.citywindsor.ca/residents/housing](http://www.citywindsor.ca/residents/housing)

#### **HOUSING PROGRAMS**

- Affordable Rental Housing Capital Funding
- Ontario Renovates
- Home Ownership Downpayment Assistance

519-255-5200 ext 6240  
[sshousing@citywindsor.ca](mailto:sshousing@citywindsor.ca)

#### **CENTRAL HOUSING REGISTRY**

Rent-Geared-to-Income (RGI) Applications  
2470 Dougall Ave.  
519-254-6994  
[www.chrwec.com](http://www.chrwec.com)

#### **HOMELESSNESS SERVICES**

For information about homelessness services please visit:  
[www.citywindsor.ca/residents/housing](http://www.citywindsor.ca/residents/housing)