



Community Services / Housing with Supports

Service Delivery Promise

The Housing with Supports program provides financial assistance to County residents who require residential care and assistance with daily living activities. This program is supported by the Province through the City of Windsor Social Services department as a part of the Community Homelessness Prevention Initiative (CHPI). This program is a discretionary service for the County of Essex.

Community Services / Housing with Supports



Level of Service Statement

The Housing with Supports Program is provided through purchase of service agreements with ten (10) rest and retirement homes throughout Essex County. In 2021, the program provided financial assistance to approximately 190 residents residing in one of these contracted homes.

Quality is measured through the completion of yearly inspections by County staff who assess the homes' compliance with the Housing with Supports Standards. Staff visit the homes regularly on a scheduled and unscheduled basis to monitor compliance and quality of care.

2021 Achievements and Challenges

The Housing with Supports Program continued to face challenges related to the COVID-19 pandemic. In an effort to respond to these challenges, the following initiatives were implemented:

COVID-19 Funding Support: Throughout the pandemic, the County worked in collaboration with the City of Windsor to establish a platform where Housing with Supports Providers could request funding to compensate for additional expenses related to staffing, PPE, cleaning supplies and outbreak expenses. In 2021, the City of Windsor, through the provincial Social Services Relief Funding, will provide up to a total of \$816,700 of COVID-19 relief funding to the County Housing with Supports Homes.

Data Reporting to the Ministry of Municipal Affairs and Housing: Housing with Supports Providers were expected to provide multiple data reports to the City of Windsor to respond to data requests from the Ministry of Municipal Affairs and Housing. These reports enabled the Ministry to keep current with the trends and challenges present in the homes.

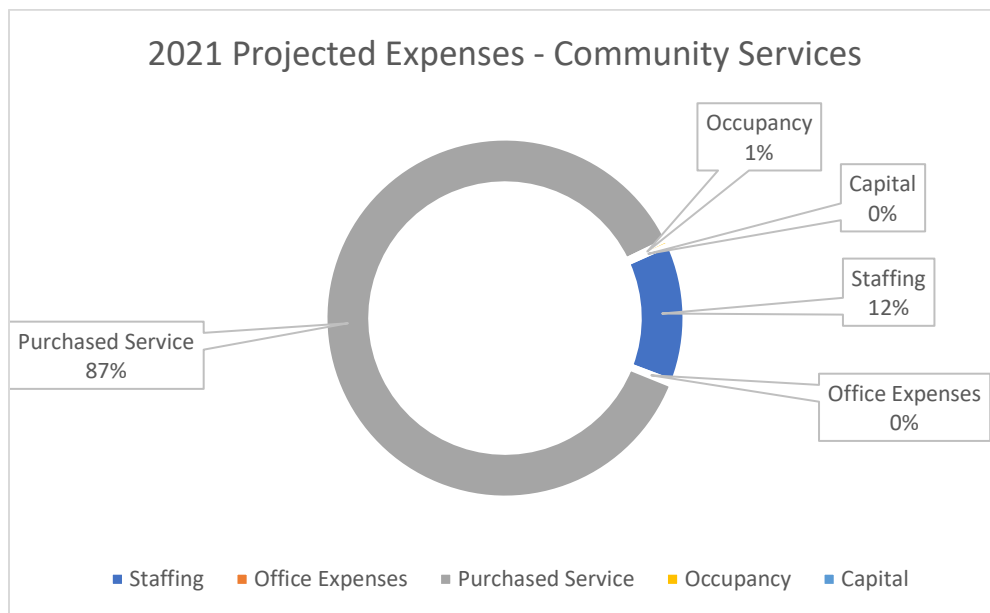
Training for Housing with Supports Providers: The County of Essex was not able to provide training events due to the limitations caused by the pandemic. However, in collaboration with the City of Windsor, a Virtual Support Program was implemented where each Housing with Supports Home was provided with a computer and accessories for residents to be able to connect with their service providers virtually. Home Administrators received training and support to implement the program.

Partnerships and Collaborations: One of the Housing with Supports Homes had a serious COVID-19 outbreak where several residents and staff tested positive for COVID-19. County Administration collaborated with various healthcare providers, the City of Windsor and other service providers who worked closely with the Home to address the COVID-19 outbreak. Hotel Dieu Grace Healthcare managed the operations of the home on a temporary basis and community partners re-deployed staff to fill in personnel gaps in the Home and to increase infection control protocols and practices during the outbreak. In addition, County Administration collaborated with the Essex-Windsor EMS and the Windsor Essex County Health Unit to provide the Housing with Supports Homes staff and residents with COVID-19 vaccinations. Mobile vaccination clinics attended the Housing with Supports Homes to vaccinate all residents and staff.

New Housing with Supports Provider: The County of Essex partnered with Building Bridges Erie Shores to provide Housing with Supports Services to youth at risk of experiencing homelessness. This initiative expanded the scope of Housing with Supports Services in the County of Essex to provide youth with housing, support and education with a goal to transition to independent living. In addition, County Administration has been working with another innovative Housing with Supports Program with a focus on providing mental health and addictions care to individuals experiencing homelessness or at risk of becoming homeless. This program is intended to fill a gap in our community and support difficult to house individuals by providing the services they need to improve their quality of life and retain housing. This new Housing with Supports Program plans to be operational in early 2022 once renovations are completed.

Annual Inspections and Monthly Audits: In 2021, County Staff completed annual inspections with all County Housing with Supports Homes. In general, homes were compliant with Housing with Supports Program Standards and no major concerns were identified. In addition, in August 2021, County Staff introduced the completion of Infection Prevention and Control (IPAC) audits with each Housing with Supports Home. These audits are completed during unscheduled home visits and assess the compliance with various infection and control measures required for congregate care settings.

The graph below illustrates the key areas of spending in Community Services / Housing with Supports for this past year (projected to December 31, 2021).



Opportunities and Challenges Facing Community Services / Housing with Supports in 2022

The ongoing pandemic will be a key issue impacting the Housing with Supports Program in 2022. Ensuring adherence to public health measures will continue to be an important focus for Housing with Supports Providers.

Furthermore, County Administration will continue to work with current Housing with Supports Providers and seek new opportunities to create capacity and fill gaps in the overall program.

The County is currently working with a potential service provider who is in the process of renovating a facility to operate an innovative Housing with

Supports Home in the County. This new provider would be an important addition to the Housing with Supports Program as they plan to have mental health and addictions supports on site for the residents. This type of program would fill an important gap in the system and meet an identified need in the community.

The complex needs of the individuals supported by the Housing with Supports Program continues to be a challenge. The County will strive to provide education opportunities to the Housing with Supports Providers and will continue to foster collaborations between the providers and other community resources. Ongoing collaborations with Hotel Dieu Grace Healthcare to facilitate positive transitions for hospital discharges will continue and serve as a possible framework for discharges from other hospital partners.

In 2022, the Housing with Supports Program will aim to collaborate with the University of Windsor's School of Social Work and acquire a Social Work Masters Level (MSW) student to work with the Housing with Supports Providers and their residents in the areas of positive communication, respect and empowerment. The MSW student could also work with residents to transition them to an independent living situation if appropriate.

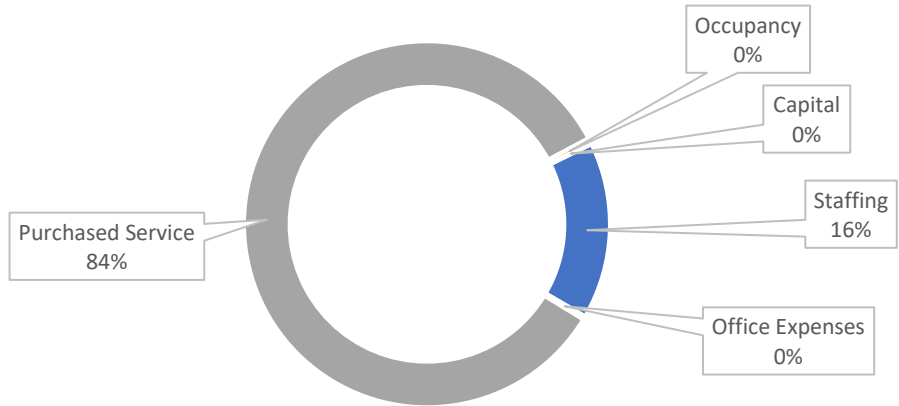
In addition, due to an upcoming retirement within the Housing with Supports Program team, the 2022 budget plans for recruitment expenses as well as a brief staffing overlap for training purposes (funded by reserve).

[Proposed 2022 Budget Plan](#)

The proposed 2022 Budget plan mirrors the 2021 Budget and will support the operating of the Housing with Supports Program to support an average of 226 residents.

The graph on the next page illustrates the key areas of proposed 2022 Budget spending in Community Services / Housing with Supports. Overall, the 2022 Budget for Community Services / Housing with Supports, net of recoveries, totals \$540,200 (a slight decrease over prior year).

2022 Proposed Budget - Community Services



■ Staffing ■ Office Expenses ■ Purchased Service ■ Occupancy ■ Capital