



# 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 Homelessness Prevention Program (HPP). This program is a discretionary service for the County of Essex.



## 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 2022, the program provided financial assistance to subsidize an average of 200 beds in these contracted homes. The reduction from the usual 226 beds is the result of a delayed opening for one of the new Housing with Supports providers.

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.

## 2022 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 2022, the City of Windsor, through the provincial Social Services Relief Funding, committed to providing up to a total of \$175,000 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 impacting 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, an online counselling platform was established through Green Shield's Inkblot program and homes received education on how to access the online counselling program for their residents.

### Partnerships and Collaborations

In 2022, County Administration continued to collaborate with 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.

In addition, County Administration collaborated with Family Services Windsor Essex to provide a debrief session, as well as follow-up support to residents of a home where an unexpected, tragic death occurred.

### New Housing with Supports Provider

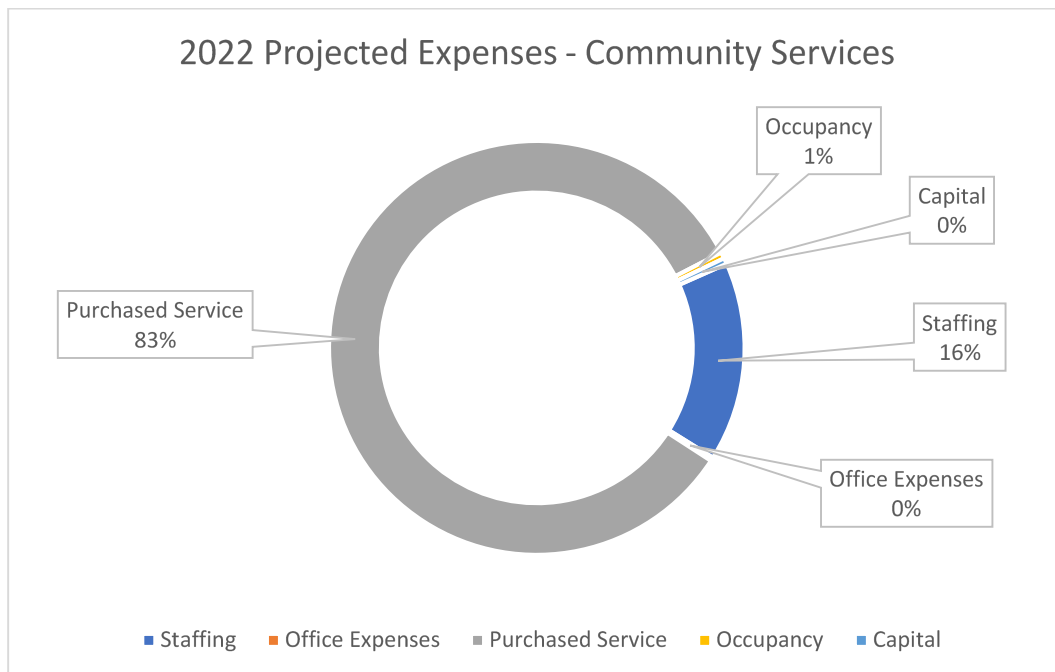
The County of Essex partnered with Chez-Nous Collaborative Supportive Housing to provide Housing with Supports Services to individuals experiencing homelessness or at risk of becoming homeless. This program focusses on providing mental health and addictions care and is intended to fill a gap in our community 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 became operational on June 1<sup>st</sup>, 2022.

### Annual Inspections and Monthly Audits

In 2022, 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.

Throughout 2022, County Staff continued to complete Infection Prevention and Control Audits with every Housing with Supports Provider. 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 for Community Services/Housing with Supports for this past year (projected to December 31, 2022).



### Opportunities, Challenges and Risks for 2023

The ongoing public health measures related to congregate care settings will continue to be a key issue impacting the Housing with Supports Homes in 2023. In addition, addressing COVID-19 outbreaks and being diligent to prevent transmission will continue to be a challenge for the homes.

Furthermore, the inflation rates and the cost of living increases will continue to impact the Housing with Supports Providers. Many providers have identified significant concerns related to the increased cost of operating their homes and providing adequate supports to residents. To date, there is no specific plan for the Service Manager to increase the funding allocated to the homes, however, they are completing an analysis to explore whether current funding could support a small increase in the per diem rate.

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 collaboration between the providers and other community resources. Collaboration 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.

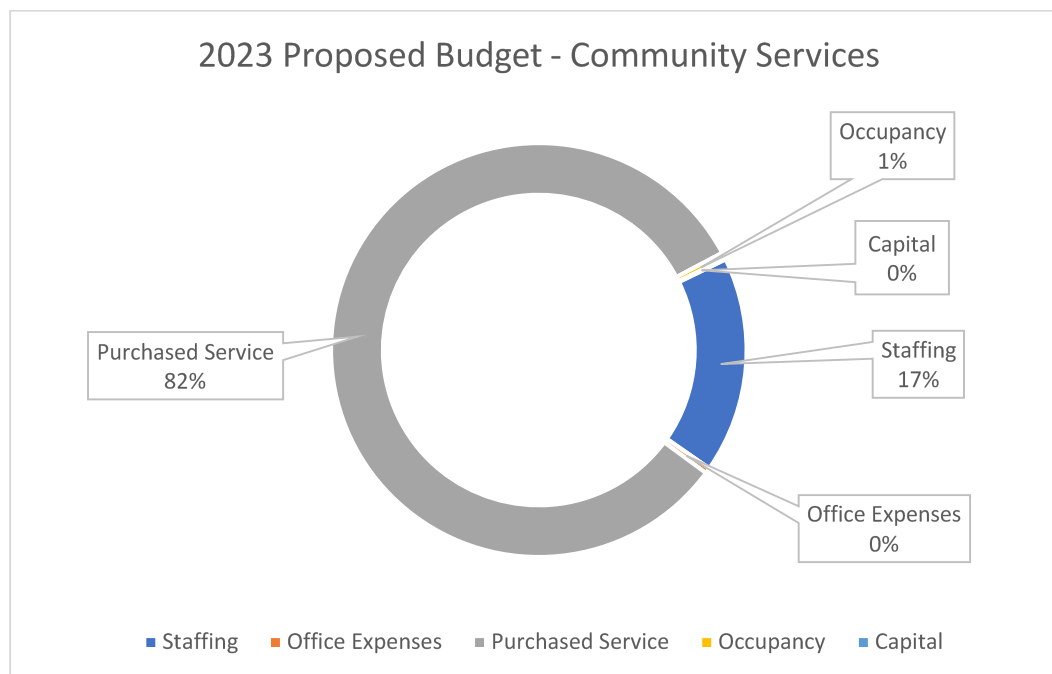
### Housing with Supports Review

During the 2022 year, the City of Windsor engaged the services of a consultant to complete a review of the Housing with Supports Program to ensure that the program aligned with Congregate Care Settings best practices and Housing First principles. Recommendations from this review are expected to be shared by the end of 2022 for consideration and implementation in 2023. The nature of the recommendations is currently unknown; however, it is expected that some changes will be made to the overall program.

### Proposed 2023 Budget Plan

The proposed 2023 Budget plan mirrors the 2022 Budget and will support the operations of the Housing with Supports Program to support an average of 226 residents.

The graph below illustrates the key areas of proposed 2023 Budget spending in Community Services / Housing with Supports:



Overall, the 2023 Budget for Community Services / Housing with Supports, net of recoveries, totals \$563,050 (an increase of \$22,850 (4.2%) over the 2022 Budget of \$540,200).