



Committee Matters: SCM 292/2023

Subject: 2022 Annual Report of the 10 Year Housing & Homelessness Plan - Master Plan - City Wide

Moved by: Councillor Jo-Anne Gignac
Seconded by: Councillor Mark McKenzie

Decision Number: **CSSC 209**

THAT this report from the Executive Director of Housing and Children's Services regarding the 2022 Annual Report on the Home Together: Windsor Essex 10 year Housing and Homelessness Master Plan **BE RECEIVED**; and further,

THAT the Executive Director of Housing and Children's Services, or their authorized designate **BE AUTHORIZED** to make the necessary submissions in a form and format required under the *Housing Services Act, 2011* related to the Windsor Essex 10 Year Housing and Homelessness Plan for the duration of the plan.

Carried.

Report Number: S 134/2023
Clerk's File: GH/11710

Clerk's Note:

1. The recommendation of the Community Services Standing Committee and Administration are the same.
2. Please refer to Item 6.1 from the Community Services Standing Committee held on November 1, 2023.
3. To view the stream of this Standing Committee meeting, please refer to:
<http://csg001-harmony.sliq.net/00310/Harmony/en/PowerBrowser/PowerBrowserV2/20231101-1/9443>

Subject: 2022 Annual Report of the 10 Year Housing & Homelessness Plan - Master Plan - City Wide

Reference:

Date to Council: November 1, 2023
Author: Kelly Goz
Manager, Homelessness & Housing Support
519-255-5200 ext 5362
kgoz@citywindsor.ca

Report Date: October 16, 2023
Clerk's File #: GH/11710

To: Mayor and Members of City Council

Recommendation:

THAT this report from the Executive Director of Housing and Children's Services regarding the 2022 Annual Report on the Home Together: Windsor Essex 10 year Housing and Homelessness Master Plan **BE RECEIVED**; and further,

THAT the Executive Director of Housing and Children's Services, or their authorized designate **BE AUTHORIZED** to make the necessary submissions in a form and format required under the *Housing Services Act, 2011* related to the Windsor Essex 10 Year Housing and Homelessness Plan for the duration of the plan.

Executive Summary:

N/A

Background:

The *Housing Services Act, 2011*, requires that every Service Manager have a plan to address housing and homelessness and further requires Service Managers at a minimum review and amend its plan at least once every five (5) years.

In May 2014, City Council approved the Windsor Essex 10 Year Housing and Homelessness Plan (HHP) and approved the implementation of the strategies identified in the HHP (Council Report #17176, Council Resolution #128/2014).

In November 2019, Council approved the renewed Plan titled *Home Together: Windsor Essex Housing and Homelessness Master Plan 2019 – 2028 (HHMP)* (CR 612/2019 Report # S 197/2019).

Home Together: Windsor Essex Housing and Homelessness Master Plan 2019 – 2028 continues to represent a shift and established the framework of a housing and homelessness system that works more collaboratively across sectors, to ensure efforts were aligned around key goals with a focus on long term housing outcomes. The HHMP aims to improve system integration recognizing the housing and homelessness sector can not end homelessness and address all of the community's housing needs on its own.

Housing Services is also bringing forward this report to highlight some of the more recent provincial and federal policy changes, and identify some of the current challenges the housing and homelessness sector is currently experiencing which were not known when the HHMP *was completed*.

Discussion:

Since the implementation of the HHMP in 2019, the world has endured a public health pandemic, experienced inflationary increases for goods, services, significant increases in rental unit costs, as well as, increases to costs for both resale and new housing in Windsor Essex far exceeding the 2019 estimated projections. Communities have faced additional challenges to respond as a result of evolving provincial and federal housing and homelessness policy and program changes which have both created opportunities and unique challenges to meet the emergency shelter, housing and homelessness support needs of residents in Windsor Essex.

At the time the HHMP was authored, the Current and Future State Report stated that “for housing policy purposes, we are particularly concerned about low and moderate income households, as the private market tends to meet the housing needs of higher income households without any policy intervention” and further “the economy is anticipated to grow, but at a slower rate than the recent past.”

Housing Services is pleased to present the ninth Annual Report to the Community on the Windsor Essex 10 Year Housing and Homelessness Master Plan. Some of the achievements attained in 2022 are highlighted below.

GOAL 1: Sustain and Expand Social and Affordable Housing Supply

The City as Service Manager continues to recognize the need for further affordable housing in Windsor and Essex County and the need to leverage diverse funding sources to create, maintain and preserve affordable rental housing.

Strategy IV: Advocate for and leverage diverse funding sources, and collaborative opportunities, including with the private sector, to create, maintain and preserve affordable rental housing.

Notable accomplishments as it relates to creating affordable rental housing units currently under way or close to occupancy include but are not limited to the following:

1. Canada Mortgage and Housing Corporation – Rapid Housing Initiative (RHI) - Round 2 Cities Stream

On August 31, 2021, Housing Services submitted three applications to the CMHC RHI program and on October 14, 2021, the City received CMHC approval to proceed with the following Capital projects:

- a) Crawford youth supportive transitional housing project, a new construction build that will offer up to 15 single bed units for young adults at a cost of \$2,671,113. The Windsor Essex Community Housing Corporation (CHC) is the lead on this construction project.
- b) Bloomfield Development - Phase I which is a new construction project consisting of 12 attached stacked townhome style 2 bedroom units at a cost of \$5,158,004. CHC is the lead on this construction project.
- c) Building Bridges Erie Shores (Leamington) will develop 8 single occupancy standard apartments as part of their Tiny Homes Modular project at a cost of \$1,858,000.

The above projects are scheduled to be completed in 2023. These investments will add 35 total units of affordable housing in Windsor and Essex County.

2. Social Services Relief Fund – Phase 5

In April 2022, the City of Windsor as the Consolidated Municipal Service Manager (CMSM) received an allocation of \$3,404,400 as the fifth and final phase of the Social Services Relief Fund (SSRF5). Housing Services presented Council with City and County based capital project scenarios on August 5, 2022 (CR361/2022) related to projects totalling the \$1,924,960 capital allocation under SSRF5.

The following two projects are being funded through SSRF5:

Augustine Villa Retirement Home and Assisted Living development will create six permanent affordable housing units as an addition to their existing property in Kingsville at a cost of \$700,000. The housing development will include six attached one level row houses with 1-bedroom, open concept self-contained units.

3617 Queen Street – CHC received an allocation for a new construction project to create three permanent affordable housing units at a cost of \$1,224,960. Featuring two independent structures on the property, the affordable housing development includes two one-bedroom units and one three-bedroom. Both projects will rely on a business model that will recover their operating costs through revenues received through the collection of rent.

Challenges associated with Strategy IV:

The City as Service Manager continues its commitment to provide resources and affordable housing within the community, however it is important to note there are often challenges associated with accessing federal and/or provincial funding allocations. Newer funding allocations typically do not cover the entire cost of creating/building new

units therefore, funding needs to be allocated from other sources as well which can lead to a financial shortfall. The increased costs in materials and access to contractors continues to also create additional pressures on project budgets.

Another challenge encountered is when proponents terminate their agreement prior to the end of the funding term. When this occurs, the Service Manager must repay the allocations received back to the Ministry of Municipal Affairs and Housing (MMAH). Despite the Service Manager's efforts to advocate to have these funds remain in the community, MMAH has requested the funds be returned and consequently results in a loss of repayment that could possibly be reallocated within Windsor Essex for future projects. These funds could also help alleviate the loss of affordable housing units that has occurred over time.

Strategy VI: Conduct 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.

In 2020, The Housing Services Department issued a Request for Proposal to hire a consultant to conduct and complete a fulsome review for social housing providers under the Housing Services Act, 2011. As part of that assessment, Building Condition Assessments (BCA) were completed for 31 social housing providers (excluding Windsor Essex Community Housing Corporation). The BCA's have been reviewed by Housing Services and were shared with social housing providers in spring 2022 and indicate there are significant repairs required within the Windsor Essex social housing stock. The significant repairs range from critical and urgent repairs to ongoing repairs required to bring units up to date.

Recommendations from the review are being used to inform the program planning for future capital repair funding offered through the Province of Ontario and/or Government of Canada, where eligible and available. Despite challenges, Housing Services continues to work towards success in mobilizing provincial dollars for Ontario Renovates-Social Housing Repair Program (OR-SHRP) funded under Canada Ontario Community Housing Initiative (COCHI) as part of Ontario's Community Housing Renewal Strategy. The program is intended to provide Windsor Essex social housing provider(s) with funds to rehabilitate units for priority populations that require essential repairs to preserve and extend the functional lifespan of the social housing supply and/or modify units to increase accessibility.

For perspective, the 2022-23 OR-SHRP funding allocation for Windsor and Essex County was \$4.2M. The total OR-SHRP funding requests received in 2022 totalled \$26,371,600.

Challenges associated with Strategy VI:

As stated above, the Service Manager continually conducts reviews 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 upgrades. Many of Windsor and Essex County's social housing units were built between the 1960's and 1970's. These units are an essential part of the community's affordable housing supply.

While some providers have accumulated capital reserves they are often insufficient to adequately maintain the units. The Service Manager continues to monitor and assess the extent of capital deficit for all social housing providers in Windsor and Essex County and works diligently to seek out funding from upper levels of government to address needed capital repairs.

Strategy VII: Utilize available rent subsidies to maintain current levels of social and affordable housing and to minimize the impact of the expiring housing programs.

The Service Manger continues to try to utilize available rent subsidies to maintain current levels of social and affordable housing programs and, work towards retaining existing social housing units through rent subsidies after the operating agreements have expired. In order to assist with this, MMAH provided an overview of amendments to Ontario Regulation 367/11 under the Housing Services Act, 2011 (HSA) regarding the new Service Agreement framework for community housing projects that are at the end of their mortgages and operating agreements. The new regulations enable Service Managers to enter into new service agreements with social housing providers whose mortgages have expired. The intent of this regulation is that the Service Manager and social housing provider create an agreement with a minimum term of 10 years that would ensure the operator will remain financially viable for future years.

As mentioned previously, there continues to be a critical risk to rent supplement and housing allowance households linked to expiring funding agreements. These changes have the potential to help alleviate the negative effect the loss of subsidies will have on the housing affordability for some of these households.

Windsor Essex Housing Benefit (WEHB) and the Canada Ontario Housing Benefit (COHB)

With the offering of the WEHB and COHB programs the Service Manager has had some success in assisting households with their housing affordability.

The WEHB is a monthly benefit paid directly to eligible low-income households to bridge the gap between affordable rent (roughly 30 percent of income), and average market rent for the service area. 49 additional applicants were deemed eligible in 2022 with an average monthly subsidy amount of \$344.93.

The Canada Ontario Housing Benefit (COHB) is a monthly benefit paid directly to eligible low-income households. Eligible applicants will receive a monthly benefit based on the difference between 80% of the program's Average Market Rent (AMR) for the Windsor Essex service area, and 30% of their Adjusted Family Net Income (AFNI). In 2022, 202 of 232 submitted household applications for Windsor and Essex County were deemed eligible for the COHB by the Ministry of Finance (MOF), on behalf of the Ministry of Municipal Affairs and Housing (MMAH), and are in receipt of an average monthly benefit of \$358.78.

Challenges associated with Strategy VII:

The Service Manager continues to utilize available rent subsidies and attempts to mitigate the impact of those that are expiring. These expiring programs add extra

pressure to find alternative solutions to maintain affordable housing. The challenges often faced are due to funding constraints. Rent subsidies require consistent funding to be sustainable and obtaining adequate funds is very challenging. Often times the upper level government budgets are limited and are subject to competing priorities.

GOAL 3: Ending Homelessness

As demonstrated throughout Appendix A, responses to homelessness support programs in Windsor Essex have continued to evolve in order to respond to our neighbours experiencing homelessness. Continuous improvement reviews and adoption of best practices occur regularly to respond to the needs based on data and feedback from program participants. This includes expansion of informal supports being provided by multi-sector stakeholders throughout the emergency shelter system and homelessness drop in programs including the Homelessness & Housing Help Hub (H4) and Essex County Homelessness Hub (ECH2).

Challenges associated with Goal 3:

A 2022 provincial survey by the Canadian Mental Health Association (CMHA) Ontario indicates that one in four people (24%) have sought help for their mental health challenges, a significant increase from 17% in 2021 and 9% in 2020. Additionally, 43% of people are finding it difficult to access mental health supports, up from 37% at the start of the pandemic¹. Since the onset of the COVID-19 pandemic in March 2020, rates of emergency medical services (EMS) for suspected opioid overdose in Ontario increased by 57%². While mental illness accounts for about 10% of the burden of disease in Ontario, it receives just 7% of health care dollars. Addiction accounts for 15% of the burden of disease in Ontario and is underfunded. These shortfalls create an ever-widening gap in the system's ability to deliver timely intervention and adequate long-term care³.

Modest increases in provincially legislated income assistance rates have not kept up with the current rate of inflation which has resulted in increased housing and grocery costs. For example, a single adult in the Province of Ontario receiving income support for basic needs and shelter through Ontario Works (OW) receives \$733 monthly, which is comprised of \$343 for basic needs and a maximum shelter allowance of \$390. The OW rates have not been increased since 2018 and there are approximately 4,224 single adults receiving OW in Windsor-Essex County as of July 2023. This does not account for the number of singles who are currently receiving financial assistance from the Ontario Disability Support Program (ODSP). A single recipient of ODSP receives \$1,308 monthly. To put this all into perspective, the Canada Mortgage and Housing Corporation lists Windsor's average cost for a one-bedroom unit to be \$1,017.⁴ This means that residents in receipt of OW and ODSP, as well as many other low-income earners, are often priced out of the rental market or left spending most of their income on rent, leaving very little left for food and other basic needs. While administration continues to develop innovative solutions and programs, Council should persist in advocating

¹ [CMHA Ontario](#)

² [Ontario COVID-19 Science Advisory Table- Opioid Related Harm](#)

³ [The Mental Health Crisis Is Real | CAMH](#)

⁴ [Average Market Rent 2022, Canada Mortgage and Housing Corporation](#)

passionately for increased funding from upper levels of government to bolster social services, affordable housing, and mental health and addiction programs.

An article written by the Canadian Alliance to End Homelessness in March 2023, noted that the cost-of-living crisis was creating a homelessness crisis in Canada. “In a sample of 14 communities with quality data, 79% saw increases in chronic homelessness since 2020⁵. Increases in homelessness are noticed in Windsor-Essex as well. The By Names Prioritized List data as of September 2023 shows that 644 households were experiencing homelessness in our community.

Looking Ahead to 2023

- Improving discharge planning from provincially funded institutions
- Formalizing cross sector supports for persons experiencing homelessness
- Develop, implement and maintain a public awareness and education campaign on housing and homelessness issues in collaboration with the Regional Community Safety and Wellbeing Plan Windsor Essex County
- Expand use of the Homeless Individuals and Families Information System (HIFIS)
- Expand the number of affordable housing units, using strategies like land banking and partnerships with private and non-profit sector
- Finalize and implement a Regional Affordable Housing Strategy

Risk Analysis:

Risks were identified in the original report at the outset of projects. No further risks have been identified.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

All the strategies identified within the 10 Year Housing and Homelessness Master Plan are funded within the approved municipal budget for the respective year and includes funding from the provincial and federal governments.

⁵ [CAEH - Budget 2023 ignores Canada's worsening housing and homelessness crises.](#)

Consultations:

Diane Wilson, Manager, Social & Affordable Housing
 Jennifer Tanner, Manager, Homelessness & Housing Support
 Michelle Proulx, Coordinator, Housing Administration & Development
 Nancy Jaekel, Financial Planning Admin

Conclusion:

Significant investments are required to expand affordable housing options which may include capital investments and rent subsidies as well as operating dollars for Housing First programs and supportive housing developments to appropriately support and sustain vulnerable tenancies once housed. Administration continues to advocate to upper levels of government at every opportunity for additional funding in order to support the 10 Year Housing and Homelessness Master Plan.

Planning Act Matters:

N/A

Approvals:

Name	Title
Kelly Goz	Manager (A), Homelessness & Housing Support
Kirk Whittal	Executive Director, Housing & Children's Services
Andrew Daher	Commissioner, Human & Health Services
Janice Guthrie	Commissioner, Corporate Services/Chief Financial Officer
Joe Mancina	Chief Administrative Officer

Notifications:

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Joyce Zuk		jzuk@fswe.ca
Anna Angelidis		angelidis@lscdg.com
Lady Laforet		info@welcomecentreshelter.com
Karen Kadour		kkadour@citywindsor.ca

Name	Address	Email
Mary Birch		mbirch@countyofessex.ca
Danny Pinkson		Danny.pinksen@salvationarmy.ca

Appendices:

1 Appendix A - 2022 Annual Report to the Community on the 10 Year Housing and Homelessness Master Plan



2022 Annual Report

Home Together

Windsor Essex

Housing & Homelessness Master Plan





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 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.



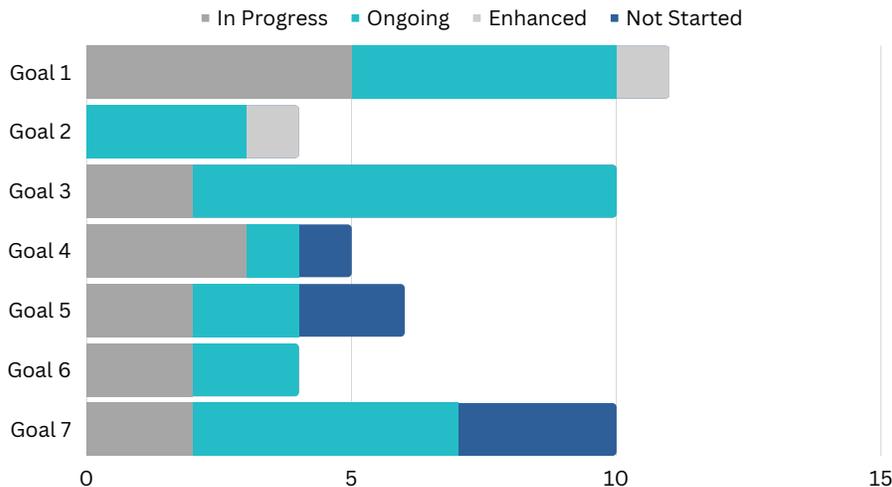
Our programs, services and supports will be people-centred and aimed at helping people obtain and retain housing.



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.



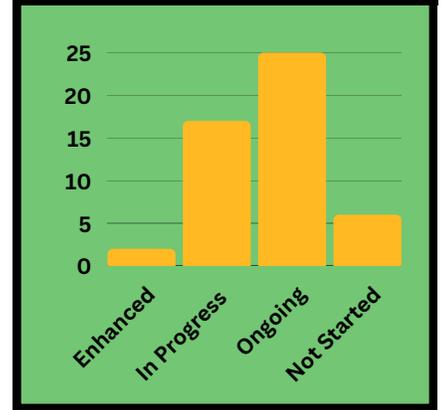
Achieving the goals under the Plan will require leveraging additional resources from all levels of government.



HOW ARE WE DOING?

The Annual Report highlights the accomplishments achieved in 2022.

Total Strategies for HHMP



Goal 1

Sustain and Expand Social & Affordable Housing



82

Successfully mitigated expiring rent supplement households through conversions to Windsor-Essex Housing Benefit (WEHB) or rent-gear-to-income (RGI) units where appropriate in 2022



\$461 Average
Monthly rent
subsidy provided
to households in
2022
(6.3% decrease
from 2021)



576 Households
Housed off the
Central Housing
Registry
(39.5% increase
from 2021)



25 Households
Number of NEW
affordable
housing units
created in 2022



724 Units
Social housing
repairs
completed
through CMHC
Repair and
Renew Program



840 Units
Other social
housing
repairs
completed



900 Households
Assisted in RGI, affordable
rental housing units and/or
rent assisted units
(31.5% increase from 2021)

202 Households assisted through
the Canada-Ontario Housing
Benefit (COHB)

49 Households assisted through
Windsor-Essex Housing Benefit
(WEHB)



Rental Housing that offers Safe, Accessible and Quality Accommodations.

\$19.2 million in federal funding has assisted in renovating 462 Crawford Street in Windsor. These units are targeted to young adults, those living with physical disabilities, Indigenous People and Black Canadians. They will be operated by Windsor Essex Community Housing Corporation (CHC).



**15
Units**

Additionally, the federal funding assisted several other housing development projects including but not limited to:

- Eight units at 310 Sherk Street in Leamington, which will be managed by the Bridge Youth Resource Centre and be available to young adults, women, Indigenous People, and Black Canadians;
- Approximately 12 units at 3351 Bloomfield Road in Windsor, which will also be managed by CHC and be available for Indigenous people, women and children, Black Canadians, people who are experiencing homeless or at risk of homelessness, people with physical disabilities, and members of racialized groups.



Review of the Operational and Building Capacity

Assessments completed by Pretium Engineering Inc. continue. These assessment reports will continue to inform program planning for the Province of Ontario's Community Housing Renewal Strategy Phase II (2022-2025)

Goal 2

Sustain and Expand Housing that is Linked with Supports



“I have found stability. Not only financially, but physically, emotionally, and mentally. I love knowing there are people here that actually care and really do want to help me.”
Resident at a local Residential Support Services Home



339
Residents in City Residential Support Services Home



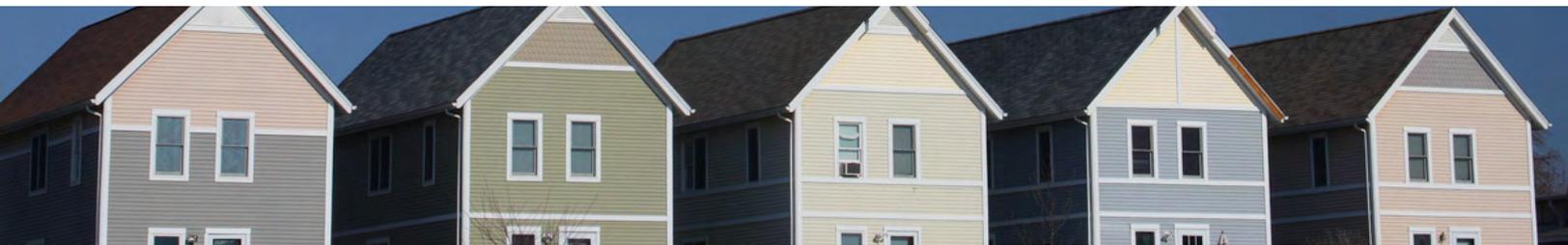
972
Households assisted through Keep the Heat



226
Residents in County Residential Support Services Home



886
Households assisted with Rent Assistance



54
MORE households housed and supported through Windsor Essex Housing Connections



Goal 3

Ending Homelessness



Number of Households Experiencing Chronic Homelessness



Windsor Essex By-Names Prioritized List Data

697
Households experiencing homelessness were housed
(28% increase from 2021)



301
Households experiencing chronic homelessness were self-resolved
(4.8% increase from 2021)



80
Households experiencing chronic homelessness were housed with supports
(70% increase from 2021)



Emergency Shelter Stats (*Homeless Individual & Families Information System Jan.1 - Dec. 31, 2022)



<p>Welcome Centre Shelter for Women</p> <p>237 Singles</p> <p>Average Length of stay 10.47 days</p>	<p>Welcome Centre Shelter for Families</p> <p>551 Individuals</p> <p>Average Length of stay 34.93 days</p>	<p>Salvation Army Centre of Hope</p> <p>332 Singles</p> <p>Average Length of stay 11.59 days</p>	<p>Downtown Mission</p> <p>734 Individuals</p> <p>Average Length of stay 4.64 days</p>	<p>Leamington Emergency Shelter Pilot Program</p> <p>One individual</p> <p>Launched in November 2022</p>
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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 reduce homelessness by delivering housing focused, homelessness resolution programs that provide a variety of wrap around supports for persons experiencing homelessness.



35,000
Number of visits to H4
(5.4% increase from 2021)



1,302
Number of unique persons who attended H4



1,680
Number of people at H4 supported by Ontario Works



151
Number of people at H4 assisted with submitting a Central Housing Registry Windsor Essex (CHR) Application



264
Number of referrals and updates made to the Windsor Essex By Names Prioritized List (BNPL) by H4



100
Average number of participants per day at H4



2
Number of Housing Fairs held at H4



58
Number of people housed through supports provided at H4



130+
Number of people assisted through the Shelter Health initiative



224
Number of donations received to support H4 program participants



60
Number of people assisted with identification replacement at H4

The following Organizations supported H4 in 2022:

- City of Windsor
- Housing Information Services
- Windsor Essex Community Health Centre
- Probation and Parole
- John Howard Society
- Canadian Mental Health Association - Windsor Essex
- Can Am Indian Friendship Centre
- Legal Assistance of Windsor
- Shelter Health initiative
- Family Services Windsor-Essex

Contact Information

Phone: (519) 253-3806

Address: 400 Wyandotte St. E

(former Windsor Water World)

City Council Agenda – Monday, November 27, 2023

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Other Day Drop-in Programs

- Downtown Mission Day Program (DTM)**



864
Number of unique persons who attended DTM day program



16,500
Number of visits to DTM day program



70
Average number of participants per day at DTM day program

- Essex County Homelessness Hub (ECH²)**



142
Number of unique persons who attended ECH²



570
Number of visits to ECH²



7
Average number of participants per day at ECH²



4
Number of people housed through support provided by ECH²



10
Number of new referrals/updates to BNPL from ECH²

Goal 4

Address Indigenous Housing & Homelessness Needs



6
Indigenous households experiencing homelessness were housed and supported by Indigenous led organizations.
(40% decrease from 2021)



10
Can Am Urban Native Homes units sustained and maintained through repair.



Goal 5

Reduce & Prevent Youth Homelessness



16
Youth experiencing homelessness were housed with appropriate supports
(60% increase from 2021)

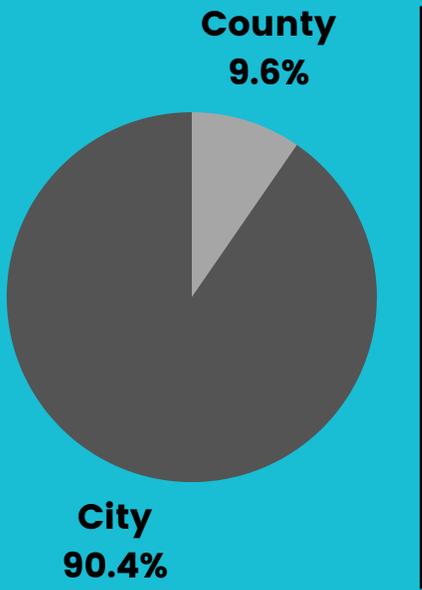
Goal 6

Foster Successful Tenancies through Community Collaboration

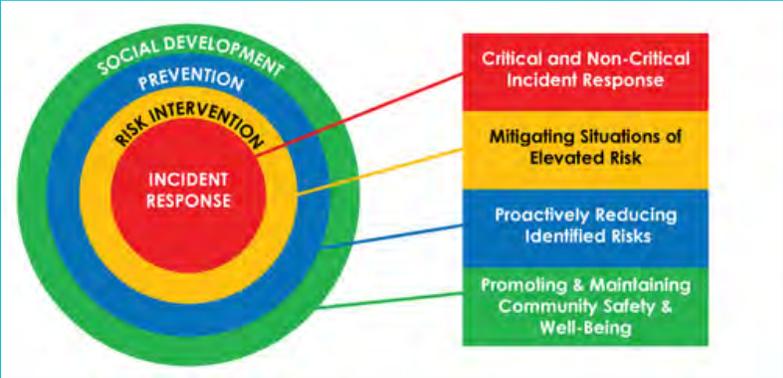


2022 RentSmart Course Participation

Course Type	Number of Participants Attended	Percent of Participants
Virtual Course	114	79.2%
In-Person Course	30	20.8%
Tenant Basic Course (3hr)	96	66.7%
Tenant Certificate Course (12hr)	48	33.3%



2022 RentSmart Participants by Region



Windsor Essex Regional Community Safety and Well-Being Plan

The Windsor Essex Regional Community Safety and Well-Being (WERCSWB) Plan supports a collaborative approach to addressing local priorities through the implementation of programs/strategies in four planning areas, including social development, risk intervention, prevention, and incident response. The WERCSWB Plan has a vision to create a community where everyone feels safe; has a sense of belonging, equitable access to services and opportunities; and can have their needs met across Windsor and Essex County.

Using a preventative approach, the WERCSWB Plan has extended its partnerships to include St. Clair College, and will be taking steps towards researching and enhancing the understanding of challenges associated with data collection related to affordable housing.

Goal 7

Monitor, Report and Evaluate

	<h3>353</h3>	<p>Total number of staff trained to use Homeless Individuals & Families Information System (HIFIS) in Windsor-Essex County</p>	<h3>7</h3>	<p>Total number of Data Sharing Agreements signed by organizations to implement Homeless Individuals & Families Information System (HIFIS).</p>
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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 the Housing and Homelessness Advisory Committee (HHAC) and monthly with 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.



COVID-19 Related Responses



In 2022, the City of Windsor received approximately \$4.2 million in additional operating funding from the provincial government to assist vulnerable populations throughout the COVID-19 pandemic. This funding allowed for the continuation of the Homelessness & Housing Help Hub (H4) and COVID Isolation and Recovery Centre (IRC) for people experiencing homelessness. Additionally, the Leamington Emergency Shelter pilot began in November 2022 to support persons experiencing homelessness in the County of Essex who have vital connections to their community including employment, education and medical support. 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.



Isolation and Recovery Centre



The Isolation and Recovery Centre continued to provide a space for people experiencing homelessness to safely isolate should they be directed to by public health officials. In 2022, 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 providers, Welcome Centre Shelter for Women and Families and subsequently the Downtown Mission provided 24/7 shelter support for clients onsite inclusive of client support and wellbeing checks and arranging food deliveries through Feeding Windsor and subsequently the Downtown Mission.



The Welcome Home program offered through Housing Information Services provided basic household items to **269** unique households who obtained housing.



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:

01

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

02

CENTRAL HOUSING REGISTRY

Rent-Geared-to-Income (RGI) Applications

Portable Housing Benefit (COHB and WEHB) Applications

2470 Dougall Ave, Unit 6

Windsor ON N8X 1T2

519-254-6994

www.chrwec.com

03

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)