

## 2020 Annual Report

# A PLACE TO CALL HOME



## A 10-year Housing and Homelessness Plan for Guelph-Wellington

Five Year Update (2020 - 2024)

# MESSAGE FROM THE WARDEN

On behalf of Council, I am pleased to present the County of Wellington's 2020 Annual Report on the 10-year Housing and Homelessness Plan - Five Year Update. Without a doubt, 2020 has been a challenging year for us all. The pandemic has placed enormous pressure on the housing sector and Housing Services has had to respond quickly and creatively to reduce the negative consequences of the crisis on low income households. This year, more than ever, we are proud of the accomplishments made to address housing needs in Guelph-Wellington, and we continue to support our community's efforts towards everyone in Guelph-Wellington finding and maintaining an appropriate, safe and affordable place to call home.



Sincerely,

**Kelly Linton, Warden, County of Wellington**



## 2020 Housing and Homelessness Highlights:

### Housing Access and System Modernization

To promote client-centred, coordinated access to the housing and homelessness system, our rent-gear-to-income (RGI) application went online. Prospective tenants can now access and update their applications at a computer or on a mobile device. This modernization will improve application administration and tenant matching to available units.

### Improving Tenant Supports

To offer a comprehensive range of housing with supports for residents with complex needs, the County has expanded two support programmes to improve health services for tenants in Guelph-Wellington. In partnership with Stonehenge Therapeutic Community, the County piloted an Acute Intervention Programme (AIP) to provide short term support to individuals living with co-occurring substance use and mental health issues. Under the current staffing structure, this programme can support up to 12 people at one time. In addition, the Supportive Addiction and Mental Health Housing programme (SAMH), funded by the Local Health Integrating

Network (LHIN), couples rent and individualized health supports to promote housing stability for individuals living in Guelph-Wellington experiencing concurrent addiction and mental health disorders. This scattered site supportive housing programme delivers individualized supports to 26 tenant households in our community.

### Affordable Housing Development

As part of our actions to increase the supply and mix of affordable housing options, the County completed construction on 4 new affordable units in Mount Forest and made a funding commitment to support the construction of 65 affordable units in the City of Guelph. In addition, the County provided \$120,000 in funding to Guelph Independent Living to convert a commercial space into two units of affordable housing.

Further, the County led a five-part affordable housing workshop series to support non-profit and private sector parties in developing successful affordable rental housing proposals for future federal or provincial funding opportunities.

## **Towards Homeless Serving System Transformation to End Chronic Homelessness**

The pandemic forced our community to innovate how we deliver emergency services to individuals experiencing homelessness; shifting away from an emergency response in a congregate setting to solutions that situate individuals in single room sites, co-located with multisector service interventions to improve housing outcomes.

To reduce the potential risk of the spread of COVID-19, the community made the difficult decision to close our three emergency shelters in March 2020. Temporary and safe accommodations were arranged for individuals experiencing homelessness and community leaders swiftly collaborated to find longer term solutions.

In November, the Loyola House Supportive Temporary Accommodation Housing Pilot (LHSTAHP), funded in partnership with the LHIN, was opened. It is a site that is staffed 24/7, and offers health and addictions supports alongside housing services for up to 45 individuals.

With emergency funding from our federal and provincial partners we have been able to respond quickly and intentionally to ensure local investments meet our community's needs and support our goal of ending chronic homelessness.

### **Strengthening Partnerships to Create Supportive Housing**

The County is a strong supporter and advocate for the creation of supportive housing to meet the complex needs of individuals experiencing homelessness. Alongside our Built for Zero - Canada partners, we have participated in creative and data driven actions towards a common purpose: strengthening supportive housing options to end chronic homelessness in Guelph-Wellington.

Permanent Supportive Housing is an evidence-

based and cost effective solution for individuals experiencing homelessness. With effective coordination and collaboration among community leaders, local initiatives are already underway.

The Welcome In Drop In Centre's conversion project, Grace Gardens, will transform a one storey commercial property (Parkview Motel) to 32 studio apartment style permanent supportive units for individuals who experience chronic homelessness and have complex needs. This shovel ready project was able to benefit from a \$1,200,000 capital commitment in 2020 and the proponents submitted a capital grant proposal for additional funding from the Rapid Housing Initiative.

The development of supportive housing in our community depends on this type of leadership, coordination and innovation. As a community we will continue to build strong partnerships and find creative and collaborative solutions towards meeting the complex housing and support needs of community members.

### **COVID -19 – Housing Services Responds to a Global Pandemic**

The COVID-19 pandemic has disrupted many aspects of our lives and created challenges for service providers and clients alike. In March 2020, Social Services closed offices to the public and transitioned services delivery to safer modes, including phone and email. Housing Services restricted all in person meetings, closed common areas in residential buildings, increased surface cleaning to a minimum of twice daily, promoted social distancing and advocated for a local requirement for mask wearing in multi-residential buildings.

The rapid response to prevent the spread of COVID-19 has been difficult and staff have had to adapt to evolving work environments and service delivery expectations. Although we have faced

barriers, we have been able to continue to meet the high standard of County service. During the pandemic we have continued to respond to tenant needs, deliver scattered site supports, house individuals from the Centralized Wait List and from the By Name List (BNL), maintain and invest in our housing stock, fund development in the housing sector, and support housing providers. The pandemic has shown us the strength of our community and the resilience of our housing sector.

## Background

The Housing Services Act, 2011 requires Service Managers to prepare local housing and homelessness plans to address the current and future housing needs of individuals and families. The County of Wellington ('the County'), in collaboration with the community, developed the 10-Year Housing and Homelessness Plan (HHP) entitled "A Place to Call Home" in 2014.

In 2018, the County undertook an update of the HHP, to reflect on, to plan and to improve our housing and homelessness system to lead to better outcomes for residents of Guelph-

Wellington. The HHP sets out how we plan to address housing and homelessness locally, including housing affordability, coordination of support services, the promotion of human-centred and culturally appropriate service delivery models, housing stock revitalization, and ending chronic homelessness. The HHP - Five Year Update reflects refined objectives that align with provincial policy directions and emerging community needs.

This annual report begins a new reporting phase and reflects progress made in 2020 on the 10-Year Housing and Homelessness Plan - Five Year Update.



# Housing Services by the Numbers 2020 Snapshot

## RENT GEARED TO INCOME (RGI) HOUSEHOLDS



**1,189**  
COUNTY OF WELLINGTON  
OWNED UNITS

**1,112**  
SOCIAL/COMMUNITY  
HOUSING PROVIDER UNITS

**211**  
RENT SUPPLEMENT  
UNITS

## AFFORDABLE HOUSING



**131**  
COUNTY OF WELLINGTON  
OWNED UNITS

**299**  
SOCIAL/COMMUNITY  
HOUSING PROVIDER UNITS

**210**  
AFFORDABLE HOUSING  
PROVIDER UNITS

**4**  
NEW AFFORDABLE  
HOUSING UNITS BUILT

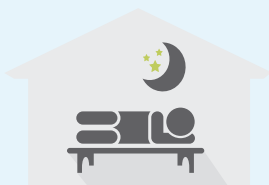
## RENT SUPPORT HOUSEHOLDS



**81**  
CANADA-ONTARIO HOUSING  
BENEFITS (COHB) UNITS

**160**  
RENT SUPPORT UNITS

## HOMELESS SERVING SYSTEM SUPPORTS



**491**  
UNIQUE INDIVIDUALS USING  
EMERGENCY SHELTERS

**23,900**  
TOAL NUMBER OF  
EMERGENCY SHELTER NIGHTS

**38**  
UNIQUE INDIVIDUAL COVID-19  
ISOLATION SHELTER STAYS

**5,534**  
WARMING CENTRE VISITS  
(INCLUDES OVERNIGHT AND DROP-IN VISITS)

## HOUSING STABILITY PROGRAMME HOUSEHOLDS ASSISTED\*



### HOUSING LOSS PREVENTION

**58**

UTILITY ARREARS

**143**

RENTAL ARREARS

**48**

DIVERSION AND OTHER  
EVICTION PREVENTION SUPPORTS

### SUPPORTS TO SECURE PERMANENT HOUSING

**134**

FIRST AND/OR LAST  
MONTH RENT

**65**

OTHER HOUSING STABILITY EXPENCES  
(E.G., MOVING, APPLIANCES)

## TENANT SUPPORTS PROGRAMME - HOUSEHOLD ASSISTED



**26**

SUPPORTIVE ADDICTION AND  
MENTAL HEALTH HOUSING  
PROGRAMME (SAMH)

**12**

ACUTE INTERVENTION  
PROGRAMME (AIP)

**126**

HOUSING WITH  
RELATED SUPPORTS

**83**

HOUSING COMMUNITY  
SUPPORTS

## INVESTMENT IN HOUSING STOCK

### PRESERVING EXISTING COUNTY OF WELLINGTON HOUSING STOCK



**\$5.5 million**

IN CAPITAL PROJECTS AND RETROFIT EXPENDITURES



**\$5.7 million**

IN MAINTENANCE AND UPKEEP EXPENDITURES

### DEVELOPMENT OF NEW HOUSING STOCK



**\$2.8 million**

COMMITTED INVESTMENTS  
TO NEW BUILDS IN 2020

\*These numbers are lower than in 2019 due to a fluctuation in service delivery that accompanied the COVID-19 pandemic in 2020.

## HOMELESS SERVICES BNL ANALYSIS



Guelph-Wellington's Coordinated Entry System assesses and prioritizes an individual's housing needs. Reducing homelessness, and improving the community's response to homelessness. Once assessed, families and individuals are added to the Guelph-Wellington By-Name List (BNL), a real-time, up-to-date list of all people experiencing homelessness in our community.

### Average BNL inflow/outflow in 2020



**16**  
INFLOW



**140**  
ACTIVE



**16**  
OUTFLOW

**147**

**THE NUMBER OF PEOPLE FROM THE BNL  
WHO WERE HOUSED IN 2020**

## OBJECTIVES: STRATEGIC ACHIEVEMENTS AND PROGRESS

### Objective 1: To help low-income households close the gap between their incomes and housing expenses

Low incomes are a significant barrier to finding and maintaining appropriate, safe and affordable housing. By protecting existing rent supplement programmes and, where possible, investing in rent supports and/or housing allowances, we can improve housing affordability for low income households.

In addition to ongoing delivery of rent-geared to income subsidies and rent subsidies to over 2500 households, the County was able to expand rent support programming with additional investments from our federal and provincial partners, under the Canadian-Ontario Housing Benefit (COHB). COHB provided funding for 81 portable housing benefits in 2020-2021 and the County expects to exhaust the full \$497,088 programme allocation in the 2021-2022 programme year.

Increasing programme investments like COHB and protecting existing rent support programmes, created under the Investment in Affordable Housing and its Extension programme, will strengthen affordability in our community and improve housing stability for low income households.

The County will continue to advocate for increased investments in housing programmes to improve economic stability in our community.

In November, the Loyola House Supportive Temporary Accommodation Housing Pilot (LHSTAHP), funded in partnership with the LHIN, was opened. It is a site that is staffed 24/7, and offers health and addictions supports alongside housing services to 45 individuals.

With emergency funding from our federal and provincial partners we have been able to respond quickly and intentionally to ensure local investments meet our community’s needs and support our goal of ending chronic homelessness.

### Strategic Actions

1. Continue to seek additional funding from upper levels of government (e.g. National Housing Strategy) to expand rent support programmes.
2. Engage upper levels of government partners to extend existing rent support funding past their current expiry dates.
3. Continue to recruit and build relationships with private market landlords in order to facilitate new rent supplement units.
4. Continue to monitor best practices and regulatory changes regarding the delivery of rent supplement and portable housing benefit programmes, and update existing policies as needed.
5. Continue to support the work of the Guelph and Wellington Task Force for Poverty Elimination.

### Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
1			
2			
3			
4			
5			

### Objective 2: To provide a range of housing stability supports to assist with housing retention and homelessness prevention.

Helping people stay in their homes and avoid eviction is an important part of improving housing stability for residents. The County offers a range of programmes to protect households from the social and economic costs of eviction, both within social housing and in the private market.

Developing tools and resources in conjunction with funding programmes will help improve housing retention for low income households. In 2020, the County delivered \$287,870 in Housing Stability Programme funding that supported 368 households.

The County is committed to delivering an integrated range of services to prevent those at imminent risk of eviction from becoming homeless and will continue to work with community partners to foster housing stability.





## Strategic Actions

6. Adopt and implement an Eviction Prevention Strategy which provides an integrated range of services to prevent those at imminent risk of eviction from becoming homeless. Work with other housing providers in delivering a coordinated approach to eviction prevention.
7. Hold education workshops for front line staff working for community organizations (housing providers, social services, health care, education, child welfare, housing providers, etc.) to share information about available housing stability programmes, tenant rights and responsibilities, social housing application process, reasons for vacancies, etc.
8. Work with Local Immigration Partnership to advocate for better housing options for refugees and newcomers.
9. Create additional educational resources for renter households (e.g., renter’s toolkit, RentSmart courses).
10. Strengthen pre-offer process to identify “housing readiness” and support needs and facilitate referrals to appropriate community services.
11. Continue to foster community building activities within social housing buildings which enhance relationships among neighbours and decrease conflicts.
12. Continue to assist individuals that are at risk of homelessness or homeless with supports and services to prevent eviction and increase housing stability.

## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
6.			
7.			
8.			
9.			
10.			
11.			
12.			

### Objective 3: To offer a comprehensive range of supportive housing options for residents with complex needs due to aging, disabilities, mental health issues and addictions

Improving and diversifying supports for tenants increases quality of life and improves the social housing community as a whole.

With strong health partnerships, the County partnered with the LHIN and Stonehenge to expand mental health and addiction support for 38 tenants in social housing and for individuals in the private market. In addition, strategic investments were made to pilot a supportive housing accommodation project at Loyola House for individuals experiencing homelessness. In 2020 the County was a part of community conversations on supportive housing needs and allocated \$1.2M towards the Grace Gardens supportive

housing project. The County also acted as the co-applicant with the Welcome In Drop In Centre for Rapid Housing Initiative funding for the remainder of the project's outstanding capital needs.

The County believes that individuals can thrive and contribute within their communities, if they are effectively and appropriately supported in permanent housing.

## Strategic Actions

13. Continue to support OMSSA, AMO, FCM and other advocacy efforts to upper levels of government regarding the need for a range of supportive housing options, including permanent units that offer 24/7 on-site supports.
14. Work with the Waterloo Wellington LHIN to develop a plan for leveraging resources from upper levels of government to develop permanent supportive housing units.
15. Bring together community partners to explore opportunities to expedite access to mental health assessment and counselling supports and services for vulnerable tenants, when a tenancy is in immediate jeopardy.
16. Continue to partner with the Waterloo Wellington LHIN, Stonehenge Therapeutic Community, and CMHA to provide rent supplements and Intensive Case Management Support to individuals with complex needs.
17. In partnership with Guelph-Wellington Women In Crisis, explore the feasibility of establishing a second stage housing programme for survivors of family violence and human trafficking.

## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
13			
14			
15			
16			
17			

## Objective 4: To increase the supply and mix of affordable housing options for low to moderate-income households

Affordable rental housing is the cornerstone of a healthy community. Increasing supply and mix will improve housing outcomes across the continuum.

By leveraging investments from other levels of government, the County increased affordable housing stock in Mount Forest and through the Ontario Priorities Housing Initiatives (OPHI), a capital-funding programme launched through the province's Community Housing Renewal Strategy, the County was able to invest to support the development of 65 new affordable seniors' rental units and 50 market rent seniors' units in the City of Guelph. In addition, the County increased homeownership opportunities for moderate-income households through the expansion of the down payment and Ontario Renovates programmes.

The County will continue to advocate for increased affordable housing investments to stabilize and grow affordable housing options in Guelph-Wellington.

## Strategic Actions

18. Continue to support OMSSA, AMO, FCM and other advocacy efforts to upper levels of government regarding the need for more funding to support the development of new permanent affordable rental housing units, including options for additional subsidies to reduce rents to RGI levels.
19. Leverage funding from upper levels of government to increase homeownership opportunities for moderate-income households (i.e. 40th-60th income percentile).
20. Continue to collaborate with area municipalities on:
  - Strategically targeting housing investments in alignment with area-led Community Improvement Projects, Official Plans and Economic Development activities.
  - Exploring inclusionary zoning and/or alternative development standards to promote affordability.
  - Creating an inventory of public land/assets and brownfield properties.
21. Continue to collaborate with other Social Services and County Departments on development opportunities (e.g., housing and childcare development partnerships).
22. Expand affordable housing resources for developers online.
23. To continue to facilitate housing conversations within the rural context.

## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
18			
19			
20			
21			
22			
23			

## Objective 5: End chronic homelessness

By building a Coordinated Entry System (CES), we can use data to drive action and respond to need, moving away from managing homelessness, to ending it.

As a Built for Zero - Canada community we are part of a national change movement focused on using Housing First principles, data driven decision making and collective action to transform our local homelessness serving system.

The pandemic placed a lot of pressure on the homelessness serving system. This year, 491 clients stayed in emergency housing, accessing services which were largely provided outside of the traditional shelter setting, creating challenges and opportunities. With strong local leadership and strategic investments, we have been able to shift our service delivery model and make a difference in the lives of clients. By bringing health and housing supports together in our new emergency shelter model we are improving outcomes for individuals experiencing homelessness.

In 2020, the County has sustained a chronic active homeless number 10% below baseline, which was set at 174 people in August of 2018. This is a key step in our community's progress toward achieving and sustaining functional zero for chronic homelessness.

The County will continue to advocate for increased funding under the Reaching Home and Community Homelessness Prevention Initiative (CHPI) to strengthen our local efforts to end chronic homelessness.

## Strategic Actions

24. Continue efforts to improve the CES using the BNL and System Scorecards provided by the 20K Homes Campaign to drive monthly reductions in the number of individuals experiencing homelessness.
25. Explore the feasibility of a Street Outreach Programme.
26. Conduct a fidelity assessment of the Housing First Programme and explore opportunities to expand the Programme, including leveraging peer support for the Programme.
27. Establish a process to create a coordinated care plan as part of CES for individuals experiencing chronic homelessness.
28. Continue to collaborate with community partners to conduct homeless enumeration every two years.
29. Establish a Housing Locator position with service providers to design a Landlord Engagement Strategy to enhance and create new landlord partnerships.
30. Collaborate with the Upper Grand District School Board and Wellington Catholic District School Board on introducing homelessness curriculum into the schools.
31. Continue to support the work of the Rural Youth Homelessness Committee and the new Rural Emphasis campaign to raise awareness of youth homelessness in rural Wellington.
32. Collaborate with institutions on strategies to improve discharge planning processes.
33. Implementation of HIFIS 4 across all of the Housing Stability service providers to enhance service delivery.
34. Seek further opportunities to intentionally pair Provincial, Federal and Municipal initiatives.
35. Continue to advocate for increased funding through the renewed Homelessness Partnering Strategy to strengthen our local response to chronic homelessness.

## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
24			
25			
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31			
32			
33			
34			
35			

## Objective 6: To promote client-centred, coordinated access to the housing and homelessness system

Making system navigation simpler for people accessing housing and homelessness services is a central focus, as we move through technological, accessible, and administrative improvements.

With the introduction of the online application in March 2020, we have been able to improve application administration for over 2500 households. 915 households registered accounts to better manage applicant information and improve housing placement opportunities between March and December.

The County will continue to work with internal and external partners to improve system navigation and service access.

### Strategic Actions

- 36. Continue to support OMSSA, AMO, FCM and other advocacy efforts to remove legislative barriers and administrative burdens that are obstacles to furthering service integration at the local level.
- 37. Continue efforts to further improve coordinated access to the housing and homelessness system.
- 38. Continue efforts to modernize housing policies and practices (e.g. on-line application process, annual updates to the centralized waiting list, mobile rent payments, etc.).
- 39. Continue to expand and streamline the process between divisions by integrating intake and having common communication, reporting and services in place to provide better outcomes for people.

### Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
36			
37			
38			
39			



## Objective 7: To support the sustainability of the existing social and affordable housing stock

Continued investment from upper levels of government for preventative maintenance, as well as for major capital repairs and retrofits, are needed to sustain the existing social and affordable housing stock. Maintaining and repairing aging social housing infrastructure is key to the sustainability of publicly funded affordable housing.

In 2020 the County of Wellington spent a total of \$5,531,848 on capital projects and retrofits and, \$5,709,287 on maintenance and upkeep to preserve our existing County owned and operated social and affordable rental stock. The County of Wellington has made a 10 year commitment of \$66,184,900 for capital expenditures on social and affordable housing.

Using the Canada-Ontario Community Housing Initiative (COCHI) programme funding, the County has been able to strategically invest \$435,221 in 2 capital community housing projects. Matrix Non-Profit Housing Corporation received \$353,221 for their elevator replacement project and Guelph Non-Profit Housing Corporation received \$100,000 for their roof replacement project.

The County will continue to support strong capital planning processes within the community housing portfolio and advocate for increased federal and provincial funding to protect these valuable community assets.

### Strategic Actions

- 40.** Continue to leverage funding from upper levels of government to address safety and structural repairs, climate change, environmental sustainability, and accessibility needs.
- 41.** Continue to support OMSSA, AMO, FCM and other advocacy efforts to remove outdated Service Level Standards (SLS) that measure only a portion of the possible tools and approaches to improve housing availability and affordability, limiting flexibility and innovation.
- 42.** Develop a business case for regenerating the County's public housing stock, which takes into consideration selling off single/semi-detached units and reinvesting the proceeds in new development opportunities, or site densification options.
- 43.** Continue to support non-profit housing corporations and co-operatives in the delivery and potential development of social and affordable housing (e.g., education workshops, sharing of best practices and operating policies and procedures, support for the development of funding proposals and business cases, joint tendering opportunities, common list of approved vendors, etc.).
- 44.** Continue to work with our local federal housing providers to try and maintain their involvement in social and affordable housing after their mortgages expire.
- 45.** Develop a funding strategy between local provincial reformed housing providers and the County of Wellington to ensure that the providers thrive in our community by maintaining existing and developing new high quality and stable long term social and affordable housing.



## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
40			
41			
42			
43			
44			
45			

## Objective 8: To foster access to culturally appropriate housing and homelessness services for Indigenous peoples

The County of Wellington is new to the journey of truth and reconciliation and recognizes that there is a significant amount of work that needs to be done.

The County is committed to continuing to work with the local Indigenous community and Indigenous organizations to better understand housing and homelessness issues experienced by Indigenous people in Guelph-Wellington. Most importantly, the County is also committed to working with local Indigenous organizations to develop culturally appropriate housing services to support Indigenous people in Guelph-Wellington.

### Strategic Actions

- 46. Strengthen relationships with Indigenous organizations and communities in our Service Manager area.
- 47. Coordinate with Indigenous community and partners to support access to culturally appropriate housing and homelessness services for Indigenous peoples in our Service Manager area.

## Status of Strategic Actions

	Planning and Development	Underway and On Track	Implemented/Completed
46			
47			



Outcomes	Measures	Targets	Annual Progress/Achievement
<b>OBJECTIVE 1:</b> To help low-income households close the gap between their incomes and housing expenses			
Improved access to rent supports that help improve housing affordability for low-income households.	Number of households that receive rent supports per year.	By 2023, 400 households receive rent supports per year.	In 2020, 425 households receive rent supports.
<b>OBJECTIVE 2:</b> To provide a range of housing stability supports to assist with housing retention and homelessness prevention			
Improved access to supports and resources for tenants and landlords to stabilize housing and reduce evictions.	Number of households at risk of homelessness that are stabilized (includes eviction prevention services, and assistance with rental and energy arrears) per year.	By 2023, 75% of households who received a subsidy and/or supports have retained their housing at 6 months follow up.	In 2020, 96% of households who received a subsidy and/or supports had retained their housing at 6 months follow up.
<b>OBJECTIVE 3:</b> To offer a comprehensive range of supportive housing options for residents with complex needs due to aging, disabilities, mental health issues and addictions			
Increased access to supportive housing options that help people to successfully live independently.	Number of households that receive housing support services through the Service Manager per year.	By 2023, there has been a 5% increase in the number of households that receive support services through the Service Manager.	In 2020, 248 households received support services.
<b>OBJECTIVE 4:</b> To increase the supply and mix of affordable housing options for low to moderate income households			
Increased number of households who are living in affordable housing options.	Number of households in affordable housing per year.	By 2023, there has been a 5% increase in the number of affordable housing units Increasing number of first time homeownership grants and Ontario Renovates programme participation.	In 2020, 4 new units of affordable housing were built. 5 new homeownerships down payment loans were issued.



Outcomes	Measures	Targets	Annual Progress/Acheivement
<b>OBJECTIVE 5:</b> To end chronic homelessness			
People experiencing chronic homelessness find and maintain housing.	Reductions in the number of people actively experiencing chronic homelessness.	By 2023, Guelph Wellington will reach the third key reduction indicator in the 20KHome Campaign: Getting Close to Functional Zero Chronic Homelessness.	In 2020, Guelph-Wellington By-Name-List (BNL) has remained below baseline and sustaining.
<b>OBJECTIVE 6:</b> To promote client-centred, coordinated access to the housing and homelessness system			
People are able to access the housing and homelessness support services they need in a timely and efficient manner.	Number of activities undertaken to improve coordinated access and customer service (i.e., training, policies, phones, positions, etc.)	By 2023, Social Services reception and intake is fully integrated.	In 2020, Housing Services continued to support activities to strengthen integrated service delivery.
<b>OBJECTIVE 7:</b> To support the sustainability of the existing social and affordable housing stock			
Improved viability of existing RGI units and social housing assets beyond their original operating and mortgage agreements.	Number of households in RGI and affordable housing units.	By 2023, the County and local housing providers are collectively continuing to maintain service level standards.	In 2020, the County continued to maintain service level standards.
<b>OBJECTIVE 8:</b> To foster access to culturally appropriate housing and homelessness services for Indigenous peoples			
Improved access to culturally appropriate housing and homelessness services for Indigenous peoples.	Number of engagement activities and resources initiated to deepen understanding of Indigenous housing and homelessness experiences in Guelph Wellington.	By 2023, the County and community housing partners are engaged in the development of a meaningful process that supports Indigenous participation in the housing and homelessness initiatives in our community.	In 2020, Housing Services began to build partnerships with local Indigenous led organizations.

# ACKNOWLEDGEMENTS

We would like to thank Warden Kelly Linton, the County of Wellington Council, and Social Services Committee both past and present, for their ongoing support for housing in our community.

We would also like to thank our community partners for their commitment and support to address housing and homelessness issues, as well as Housing Services staff who support our tenants to find, maintain, and retain safe and affordable housing, in addition to supporting efforts to end chronic homelessness.

## Communication:

The County of Wellington will distribute this annual report to the community through presentations at local community tables, through posting on the County's website and sharing directly with participating stakeholders. This report will also be sent to the Ministry of Municipal Affairs and Housing as part of the County's commitment to report annually on our progress toward goals and targets established by the community on the 10-year Housing and Homelessness Plan.

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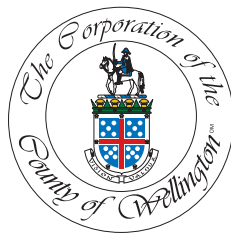
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