

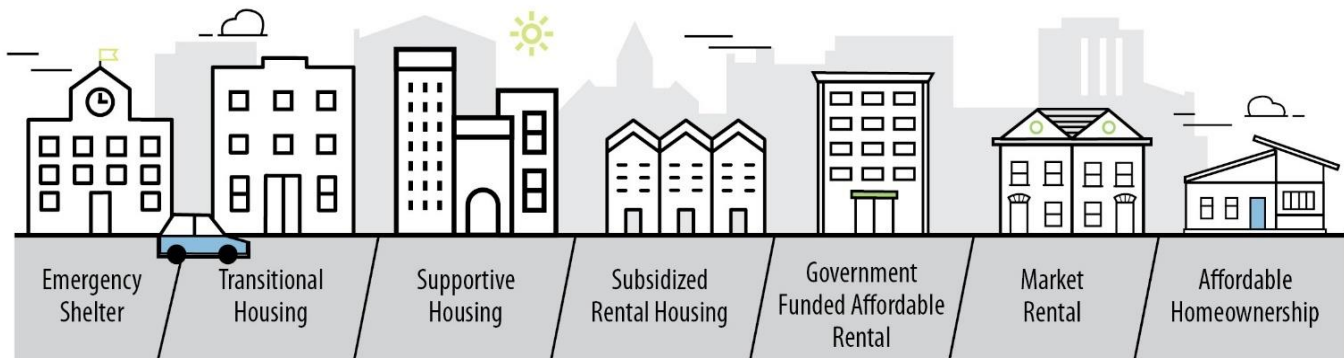


# Housing Services Status and Activity Report

2023 Q3 and Q4 (July 1 – December 31, 2023)

The County of Wellington is the Consolidated Municipal Service Manager (CMSM) for Social Services for the Wellington service area (Wellington County and the City of Guelph). Within the Social Services department, the Housing Services division is responsible for the delivery and administration of provincially mandated social and government - funded affordable housing programmes, as well as initiatives to prevent and address homelessness. The work carried out by the Housing Services division and our partner organizations spans across the entire Housing Continuum.

## HOUSING CONTINUUM Wellington-Guelph



The Housing Continuum, illustrated above, can be thought of as the range of housing options individuals may need over a lifetime, including temporary emergency shelter, transitional and supportive housing along with subsidized, government-funded affordable, market rental housing as well as affordable homeownership.

Most of the work of the County of Wellington Housing Services division as Service System Manager focuses on the portion of the Housing Continuum related to Emergency Shelters across to Government-Funded Affordable Rental Housing.

This Status and Activity report presents information about Housing Services activities from July 1 to December 31, 2023. This report is organized following the Housing Continuum, beginning with the updated information about Emergency Shelter services.

## Emergency Shelter

Emergency Shelters are an important part of our homeless serving system, providing necessary crisis response and housing supports to adults, youth, and families experiencing and/or at risk of homelessness. As part of the ongoing transformation of the Wellington-Guelph Emergency shelter system, emergency shelter services include outreach and diversion services, a housing-focused service orientation as well as a Housing First philosophy.

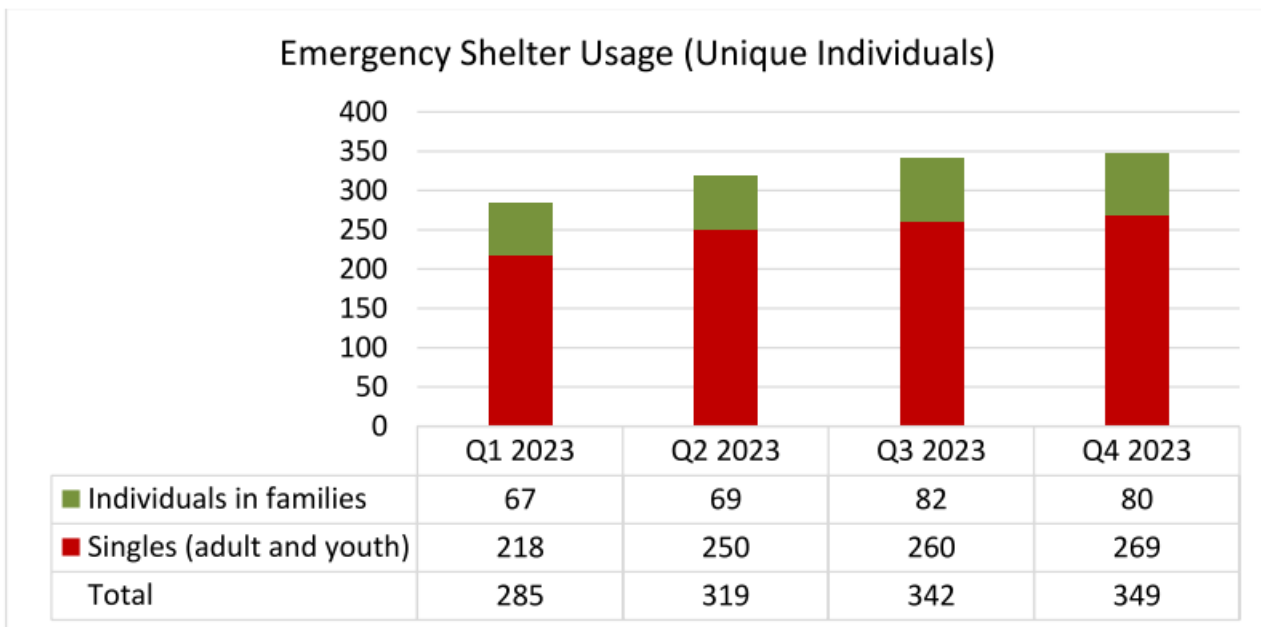


**As of December 31, 2023, there are a total of 146 emergency shelter beds located in Guelph.**

Emergency shelter services for adults are located at 540 Silvercreek Parkway North (n=65 beds) and 23 Gordon Street (n=27 beds) with youth services located at 18 Norwich Street East (n=14 beds). In November emergency shelters at 1 Waterloo Avenue (n=19 beds) and on Highway 6 (n=21 beds) re-opened in response to an increase in families experiencing homelessness.

These additional spaces represent a 50% increase in the number of emergency shelter beds compared to Q2 2023, helping us respond to the growth in demand. In 2023 Q3 and Q4 there were 35 turnaways at 23 Gordon because the shelter was at capacity. Only one of these occurred after the additional emergency shelter beds became available.

The graph below displays emergency shelter usage for unique individuals (youth, adults, and families) in 2023. Over the course of 2023 there has been a 23% increase in the number of unique individuals using our emergency shelters.

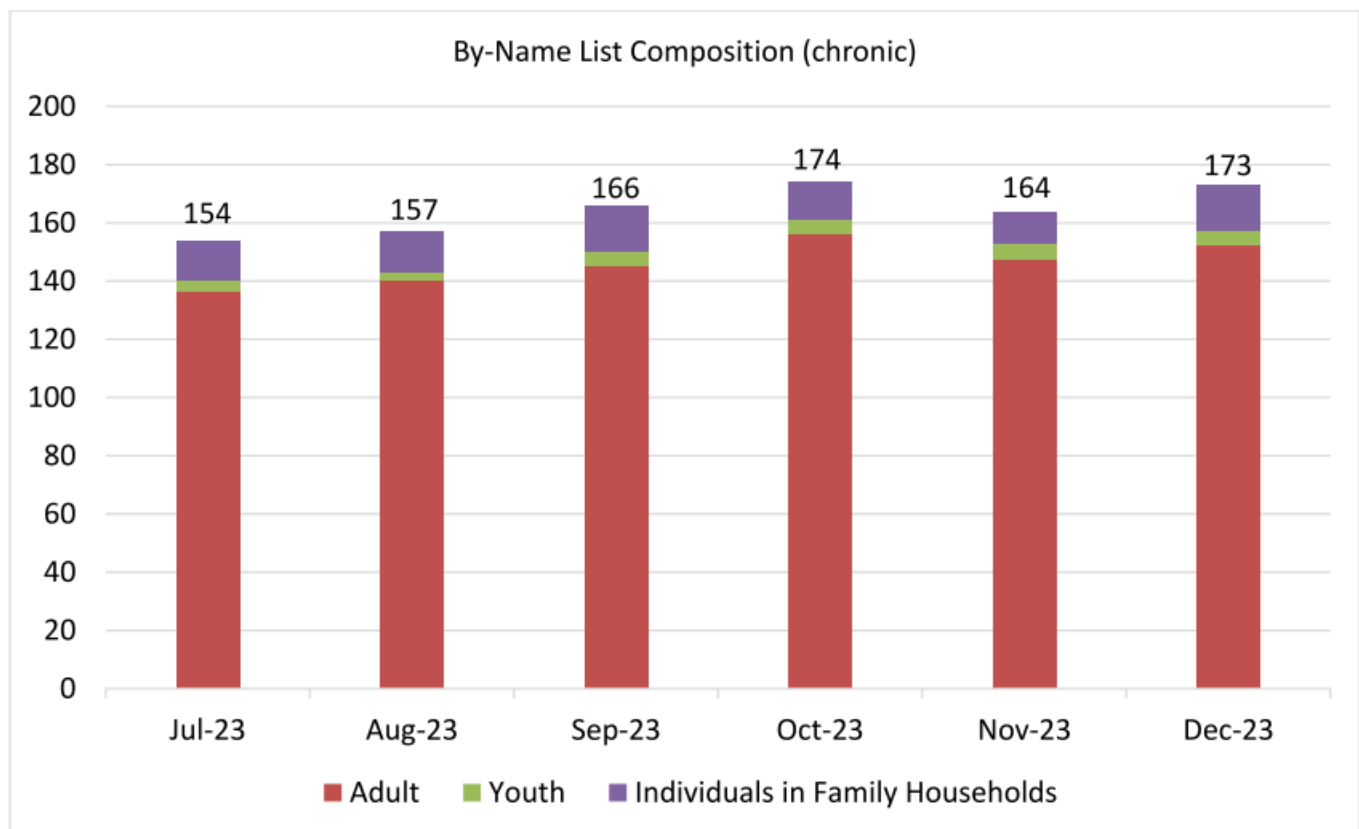


## Preventing and Responding to Chronic Homelessness: The Wellington-Guelph By-Name List

The Housing Services division, in collaboration with our community partners, are working to transform our local homeless serving system and end chronic homelessness. Individuals who are experiencing chronic homelessness have been experiencing homelessness for over 6 months and often need supportive housing.

### What is the Wellington-Guelph By-Name List?

The Wellington-Guelph By-Name List (BNL) is a real-time list of all people experiencing homelessness in Wellington-Guelph. The Housing Services division manages the BNL which helps service providers prioritize needs, track changes in housing status as individuals and families move in and out of chronic homelessness and inform overall actions as we move towards ending chronic homelessness in our community. The graph below shows how the number of individuals experiencing chronic homelessness on the BNL, fluctuated from month to month between July and December 2023. During this period, there was a monthly average of 164 individuals on the Wellington-Guelph BNL.

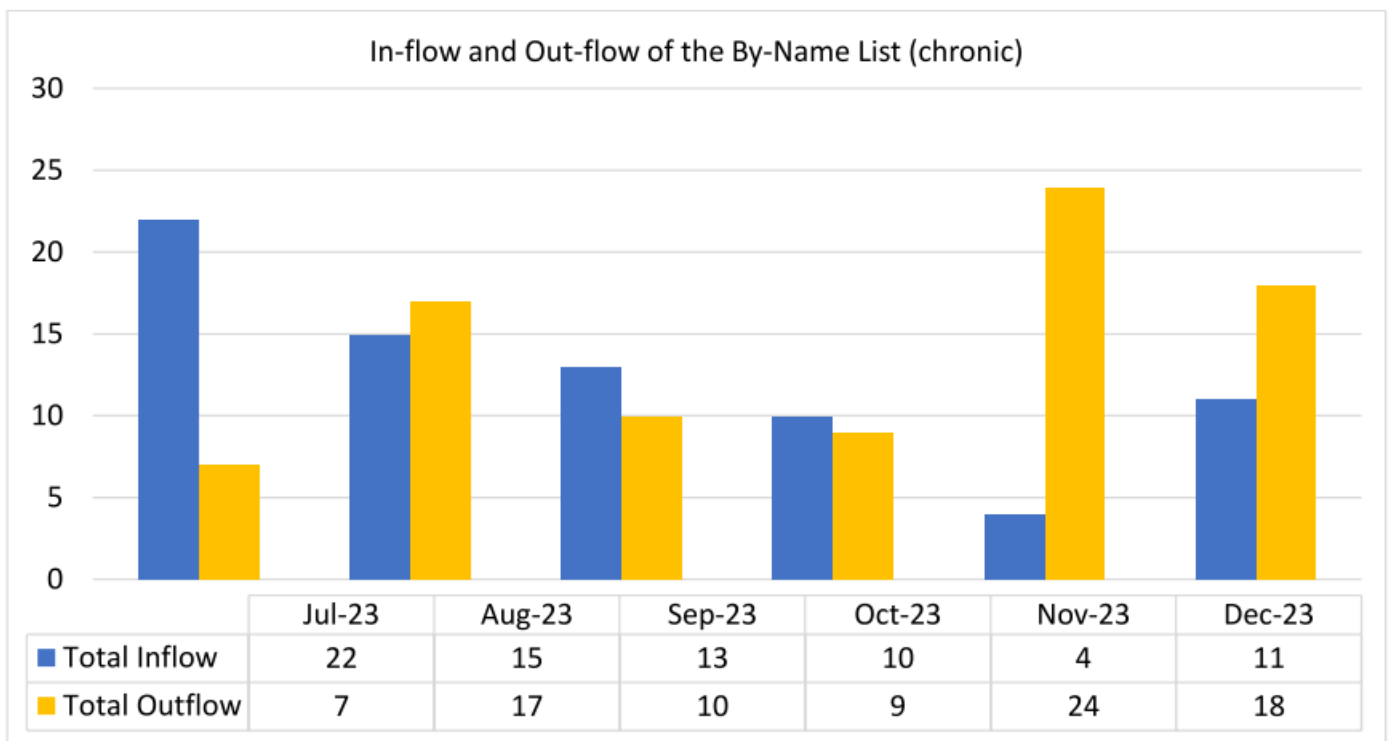


## Inflow and Outflow of the Wellington-Guelph By-Name List

Inflow refers to new individuals on the BNL and outflow refers to individuals exiting the BNL into a housing placement or when they become inactive when there has been no contact for three months. Information gathered through the Wellington-Guelph BNL helps us understand who is coming into the homelessness system (inflow) and who is being housed/leaving the system (outflow).

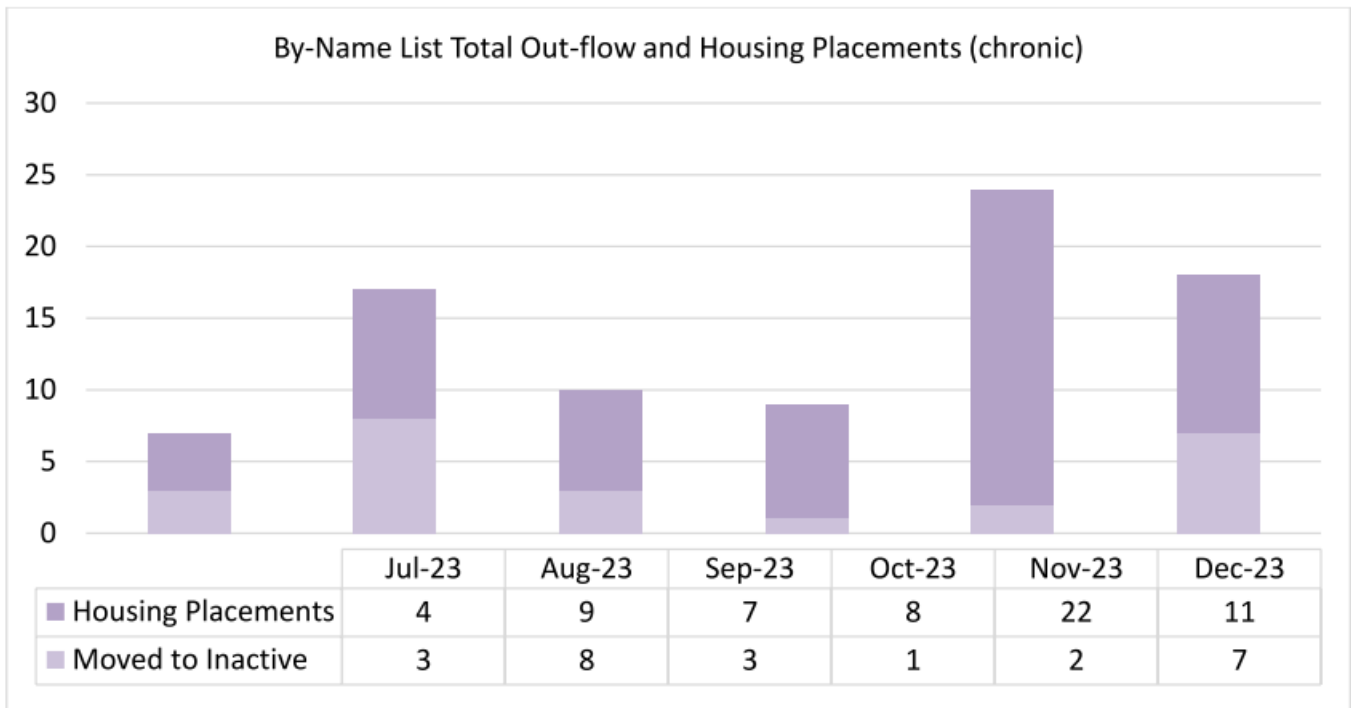
Monitoring BNL information helps us target outreach and diversion strategies to help reduce inflow and, helps inform local resources and strategies that connect individuals with permanent housing solutions, which increases outflow.

The graph below shows the monthly fluctuations of new individuals coming onto the BNL (inflow) and individuals exiting the BNL (outflow). On average between July and December 2023, monthly inflow was 12 and monthly outflow was 14. This graph does not include the total number of individuals experiencing chronic homelessness on the BNL (see previous graph).



## BNL Outflow: Housing Placements for Individuals Experiencing Chronic Homelessness

Individuals housed from the BNL are accommodated in various housing types, including market rentals, government-funded affordable rentals, subsidized housing, supportive and transitional housing. The number of housing placements from the BNL varies each month.



**Between July and December 31, 2023: There are a total of 61 housing placements for individuals experiencing chronic homelessness on the BNL.**

## Transitional Housing

Transitional Housing refers to temporary or time limited housing units that provide an intermediate step between emergency crisis shelter and permanent housing. Transitional housing units provide a safe and stable housing option along with individualized wrap-around support services that could include health, mental health, substance use supports, counselling, job training and placement, community activities, and help with life skills.



**As of December 31, 2023: There are a total of 30 Transitional Housing units across the Wellington service area.**

In addition, as of June 30, 2023, there are 28 units of Transitional Housing under development in Guelph and expected to be available in 2024-2025.

## Supportive Housing

Supportive Housing refers to housing that combines rental assistance (i.e., rent subsidy) with individualized health support services for people with high needs related to physical or mental health, developmental disabilities, or substance use. Supportive housing units can be delivered in “scattered sites” across different housing provider locations or can be purpose-built housing.



**As of December 31, 2023: There are a total of 56 Supportive Housing units across the Wellington service area.**

In addition, as of December 31, 2023, there are 32 units of Supportive Housing under development in Guelph, which are expected to become available in 2024.

## Subsidized Housing

Subsidized housing is also referred to as Rent-Geared-to-Income (RGI) housing or social housing. Subsidized housing are units for which the tenants pay no more than 30% of their household income on rent. The remainder of the rental cost is subsidized through government contributions.



**As of December 31, 2023: There are a total of 3,021 Subsidized Housing units across the Wellington service area.**

## Government-Funded Affordable Housing

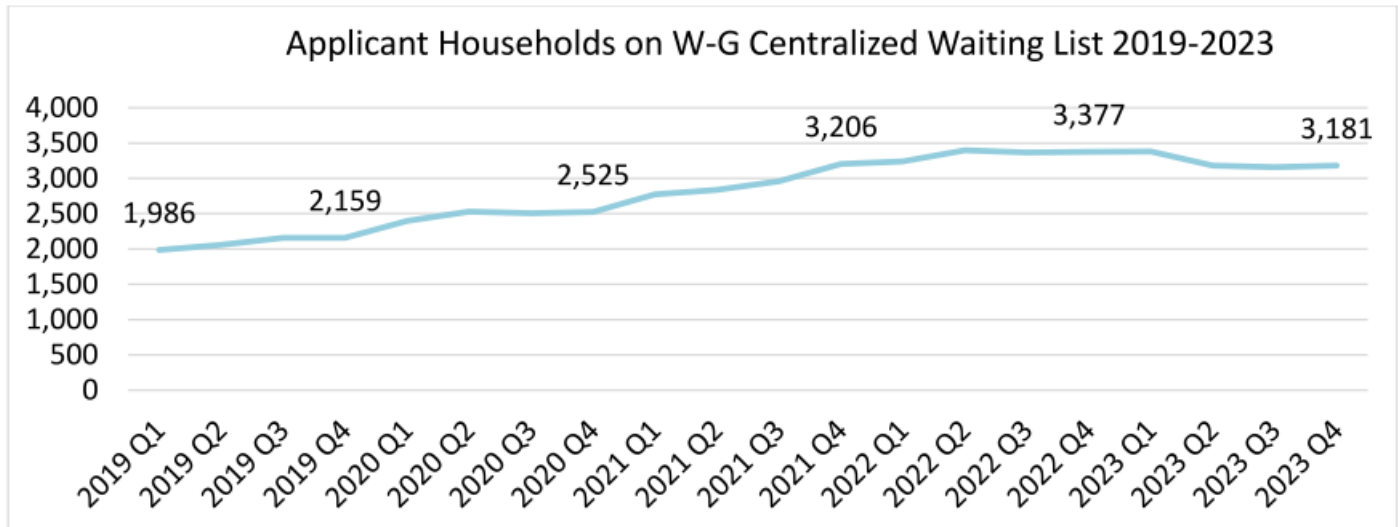
These rental units refer to housing where the rent is at or below the average market rent of a unit in the regional market area. All government - funded affordable housing placements are assigned chronologically.



**As of December 31, 2023: There are a total of 681 Government-Funded Affordable Housing units across the Wellington service area.**

## Centralized Waiting List (CWL)

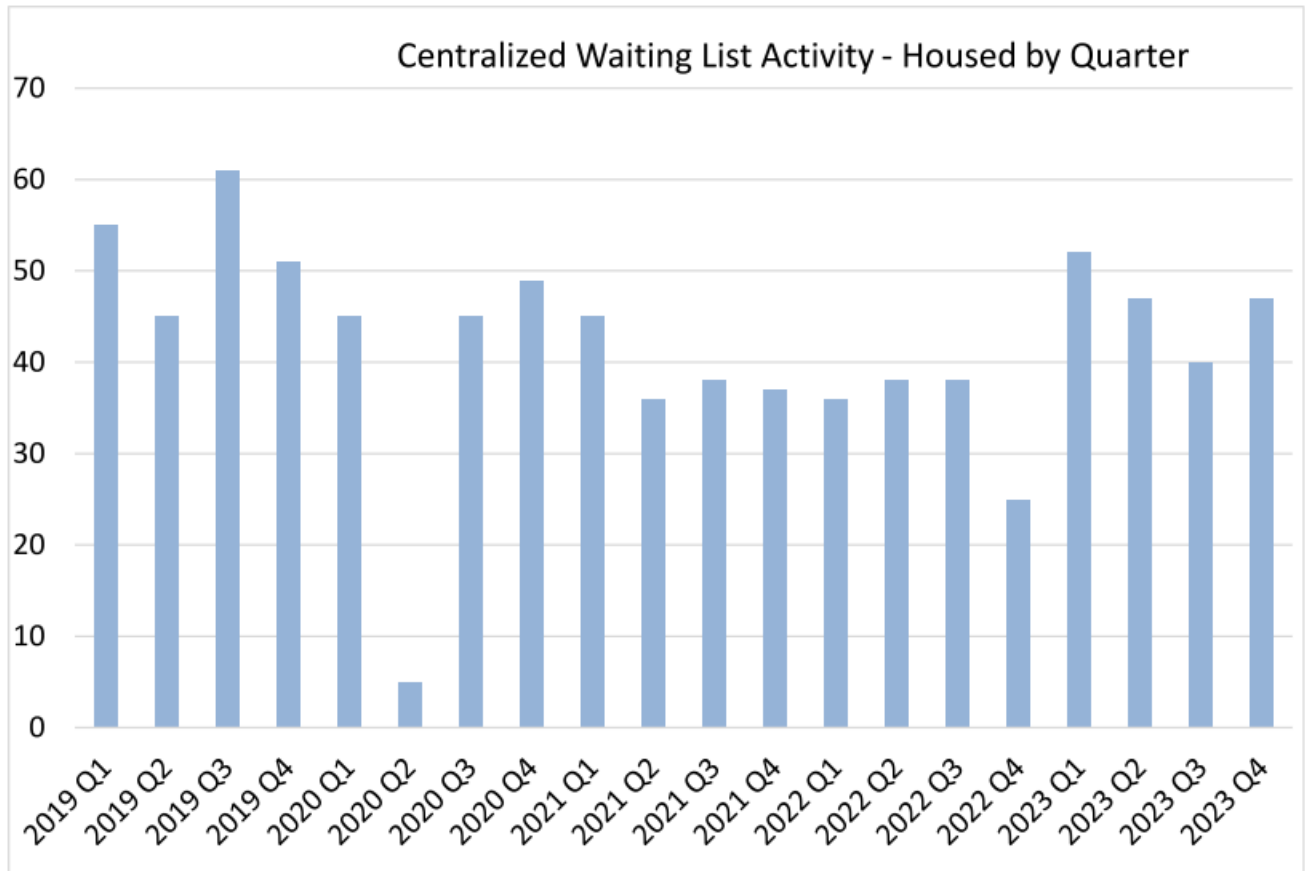
The Housing Services division also manages the Wellington-Guelph Centralized Waiting List. The Centralized Waiting Lists in each service system manager area have been established in compliance with criteria set out in the Housing Services Act, 2011 and the Regulations for the purposes of allocating Subsidized, Rent Support and Special Needs housing units. Government-funded affordable housing applications are also managed through the CWL.



The graph above shows eligible households on the CWL waiting for subsidized housing. As of December 31, 2023, there are a total of 3,181 households on the CWL, a small decrease from 2022 Q4. The total number of applicant households fluctuates depending on the number of eligible applications as well as the number of cancelled or ineligible applications and the number housed. Since 2019, the total number of households on the CWL waiting for subsidized housing continues to trend upwards.

## Centralized Waiting List (CWL) Housed Data

CWL housing placements shown on the next page, include individuals and families housed in subsidized units as well as housing placements for households that transfer from one subsidized unit to another.



The graph above shows fluctuations in the total number of housing placements from January 1, 2019, until December 31, 2023. The extreme drop that appears in 2020 Q2 reflects the beginning of the COVID-19 pandemic when there was a temporary hold on move-ins due to restrictions put in place to slow the transmission of the COVID-19 virus.

The graph also shows fluctuations in the number of housing placements with a slight drop in 2023 Q3 and an increase in 2023 Q4. The trend continues to reflect a recovery from the temporary slowdown in housing placements that occurred at the end of 2022 as the Housing Services division was working through safety-related protocols for move-ins. The number of housing placements in 2023 Q3 and Q4 are similar to the number of housing placements per quarter prior to the pandemic in March 2020. It is important to note that this fluctuation in the number of housing placements does not impact the larger picture of the limited subsidized housing stock and the growing need for subsidized housing in Wellington-Guelph.