

Municipality Of Chatham-Kent
Community Human Services
Housing Services and Employment and Social Services
Information Report

To: Mayor and Members of Council
From: Kristen Williams, Manager, Tenant Relations
Date: September 17, 2018
Subject: Chatham-Kent 2017 Housing and Homelessness Progress Report

This report is for the information of Council.

Background

At the January 20, 2014 regular Council meeting, the [10 Year Homelessness Plan](#), and the [2012 Housing Update and Community Housing Plan](#) were approved by Council.

Council was also advised on the annual reporting requirements under the Housing Services Act (HSA, 2011). The following is an excerpt from previous reports to Council:

1. Ministry of Municipal Affairs and Housing Annual Reporting Requirements under the Housing Services Act, 2011

HSA 2011, Ontario Regulation 367/11 was amended to include the requirement to:

- Report annually to the public on the progress of Housing and Homelessness Plans starting in 2015 based on previous calendar year activities. Public reports are to be completed no later than June 30 of each year. Hence, 2017 activities must be reported on in 2018.
- Report to the public on the measures taken and the progress achieved to meet the objectives and targets in their Housing and Homelessness Plans.
- Provide the Minister of MMAH with a report on the same information provided to the public and indicate how it was reported to the public (e.g., through press release, annual reports, web-based materials, etc.) each year.

Comments

The Chatham-Kent 2017 Housing and Homelessness Plan Progress Report is attached as Appendix 1.

The Chatham-Kent Housing and Homelessness Plan (HHP) Committee (the Committee), co-chaired by the Directors of Housing Services and Employment and Social Services, is charged with the task of steering Chatham-Kent's collective community partnership in the implementation of the HHP and ensuring accountability for its successful implementation. The Committee has adopted a Terms of Reference and a detailed Housing and Homelessness Work Plan and Framework (previously presented to Council). A significant amount of work has been completed in this reporting year which is succinctly captured in the 2017 Progress Report, attached as Appendix 1.

Consultation

The Manager of Tenant Relations, Housing Services, and the Epidemiologist, Public Health Unit compiled and prepared the attached 2017 Housing and Homelessness Plan Progress Report.

The Chatham-Kent Housing & Homelessness Plan Committee members were consulted and provided input into the preparation of the detailed Work Plan Update. They were also consulted with respect to the contents of the 2017 Progress Report.

Financial Implications

The only cost for the preparation of the 2017 Annual Progress Report has been municipal staff time and printing costs for copies of the report. These nominal costs are part of the regular CHPI budget, funded 100% by the Province.

Prepared by:

Kristen Williams, CMM III
Manager of Tenant Relations, Housing Services

Reviewed by:

Shelley Wilkins, BPA, CMM III
Director, Housing Services

Reviewed by:

April Rietdyk, RN, BScN, MHS, PhD PUBH
General Manager, Community Human Services

Attachments:

Appendix 1- Chatham-Kent 2017 Housing and Homelessness Plan Progress Report

c: Stanley Ing, Epidemiologist, Public Health Unit
Chatham-Kent Housing and Homelessness Plan Committee members

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Report HHP.Doc



Every person has an affordable, suitable, and adequate home to provide the foundation to secure employment, raise a family, and build strong communities.



CHATHAM-KENT HOUSING & HOMELESSNESS **2017 PROGRESS REPORT** YEAR 4

Acknowledgements

The Municipality of Chatham–Kent gratefully acknowledges the many committed and passionate service providers, community members, Mayor and Municipal Councillors for their guidance, support, and dedication in the development and implementation of our 10 Year Housing and Homelessness Plan. We would like to thank the following community partners for their participation on our Chatham-Kent Housing and Homelessness Committee:

Canadian Mental Health Association
Lambton Kent

Chatham-Kent Attendance Centre,
Rain & Shine Behavioural Counselling Ltd.

Chatham-Kent Children's Services

Chatham-Kent Community Health Centre

Chatham-Kent Employment & Social Services

Chatham-Kent Fire & Emergency Services

Chatham-Kent Housing Services

Chatham-Kent Landlord Association

Chatham-Kent Legal Clinic

Chatham-Kent Mental Health
Association – Lambton Kent

Chatham-Kent Police Service

Chatham-Kent Public Health Unit

Chatham-Kent Women's Centre

Community Living Chatham-Kent

Community Living Wallaceburg

Community Safety and Wellbeing Plan

Co-operative Housing Federation of Canada,
Ontario Region

Erie St. Clair Local Health Integration Network

House of Sophrosyne

Mental Health Network of Chatham Kent

Ministry of Children and Youth Services

Ministry of Housing

Ontario Non-Profit Housing Association

Salvation Army Chatham-Kent Ministries

Three-Fires Ezhignowebmindwaa

Women's Shelter

Message from Co-Chairs

We are pleased to present the 2017 Chatham-Kent report on Housing and Homelessness. This report provides an update of the progress we have made to ensure every person in Chatham-Kent has an affordable, suitable, and adequate home - the foundation needed to secure employment, raise a family, and build strong communities. Inside you will find local housing and homelessness statistics, program information and updates, along with personal stories about the impact our program delivery is making. We are proud of our accomplishments in 2017 and of the community partnerships we have developed to provide programs to help meet our community's unique housing and homelessness needs. We look forward to 2018 and the strides we hope to make once the National Housing Strategy federal funding allocations are released, along with contributions from both our Ontario and Municipal Governments. We also look forward to initiating the 5 Year review of our 10 Year Housing and Homelessness Plan, with the continued support of our Chatham-Kent Housing & Homelessness Committee which guides our collective efforts in creating a community where everyone has access to suitable affordable and supportive housing.

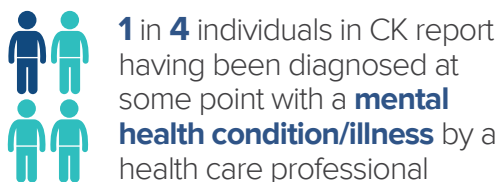
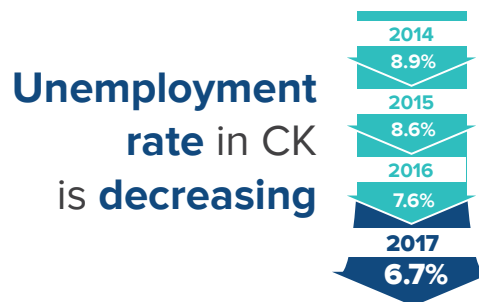
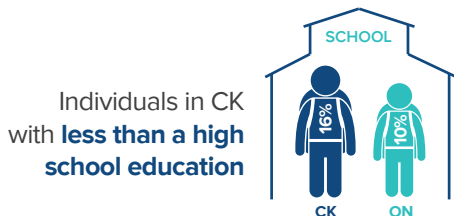
Valerie Colasanti

Co-Chair, CK Housing & Homelessness Committee
Director, Employment & Social Services
Municipality of Chatham-Kent

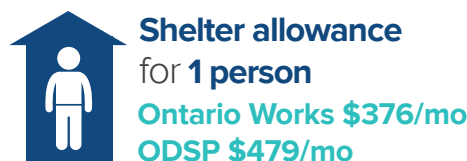
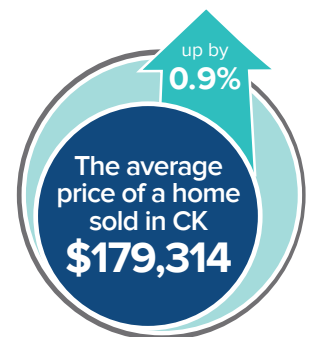
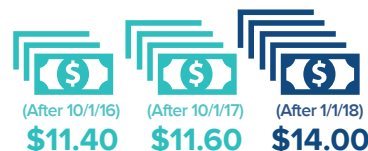
Shelley Wilkins

Co-Chair, CK Housing & Homelessness Committee
Director, Housing Services
Municipality of Chatham-Kent

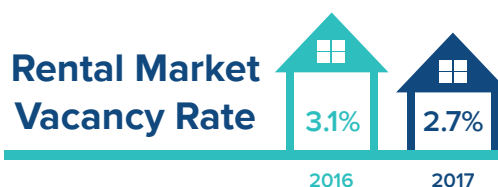
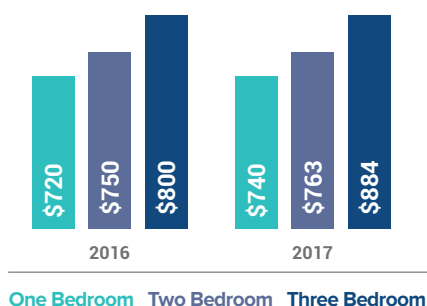
FACTORS THAT IMPACT HOUSING AND HOMELESSNESS



Ontario Minimum Wage



Rental rates have increased



CK COUNTS

Measuring what's important where we live, learn, work and play!



A COORDINATED ENTRY & ACCESS SYSTEM FOR HOMELESSNESS IN CHATHAM-KENT

In 2017, Chatham-Kent made great strides in implementing a **Coordinated Entry & Access System** for homelessness programming. **Coordinated Entry & Access** assesses people's housing-related needs, prioritizes them for resources, and links those in need to a range of types of assistance. This system enables a focused and targeted community response to homelessness that is more accountable and effective at moving people out of homelessness.

A Coordinated Entry & Access System ensures:

- + Improved client access to programs and services
- + Prioritization of services for people based on severity of need
- + Long-term housing retention, stability and homeless prevention
- + Resources that are effectively leveraged

CHATHAM-KENT COORDINATED ENTRY & ACCESS SYSTEM



A FAMILY OR INDIVIDUAL IS EXPERIENCING HOMELESSNESS OR AT-RISK OF EXPERIENCING HOMELESSNESS

This includes the following living situations:

- Unsheltered (i.e. sleeping on the streets)
- Emergency sheltered
- Provisionally sheltered (i.e. couch surfing)
- At-risk of homelessness (people whose economic and/or housing situation is precarious or does not meet public health and safety standards)



FAMILIES AND INDIVIDUALS ARE ASSESSED USING THE VI-SPDAT AT A DOOR AGENCY any person or service provider in Chatham-Kent can refer to these **DOOR AGENCIES**:

The VI-SPDATs are a pre-screening, or triage tool that is designed to be used by all providers within a community to quickly assess the health and social needs of homeless people.

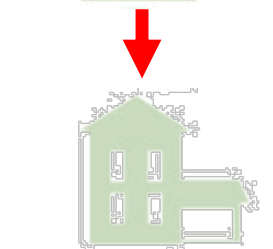
Door Agencies include:

- Municipality of Chatham-Kent Employment & Social Services
- CK Homeless Response Line
- Canadian Mental Health Association Lambton-Kent
- House of Sophrosyne
- Chatham-Kent Women's Centre
- Salvation Army



ONCE ASSESSED, FAMILIES AND INDIVIDUALS ARE ADDED TO THE CHATHAM-KENT BY-NAME LIST

A By-Name List (BNL) is a real-time, up-to-date list of all people experiencing homelessness in our community. BNL's allow communities to know every person experiencing homelessness by name to facilitate decisions around how best to refer individuals experiencing homelessness to housing resources.

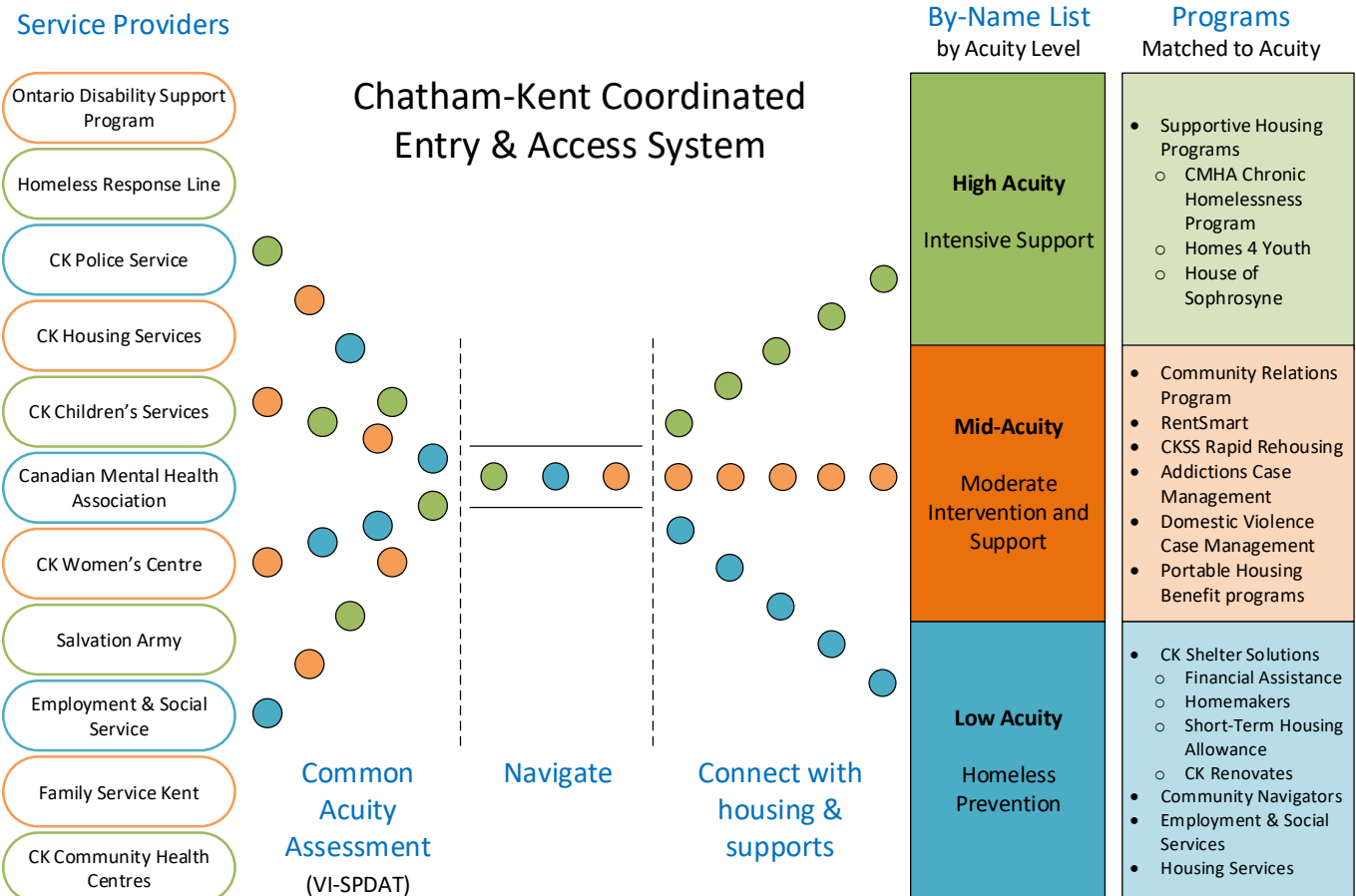


THE BY-NAME LIST WILL INFORM REFERRALS TO APPROPRIATE HOUSING SERVICES & SUPPORTS

Families and individuals that are prioritized through the Coordinated Access & Entry System will be referred to the appropriate services and supports offered by key partners in the homelessness-serving system.

*Adapted for local use with permission from Wellington County

In a **Coordinated Entry & Access System**, when a homeless or shelter insecure person makes contact with a service provider, a common acuity assessment about their housing and health needs is completed. The assessment shows what level of support the person needs and matches them to the correct level of programs and services that will help them become, and remain, successfully housed.



“By connecting people to the housing service program that is the best fit for their situation, we can make the most of limited resources.”

Chantal Perry

Program Manager, Homelessness Prevention



PORTABLE HOUSING BENEFIT

A new simple, people centred approach that will assist with modernizing social housing and provide flexible options for individuals.

The **Portable Housing Benefit** is a new tool for housing stability using a client-centred approach. The benefit moves with the person, providing them with the freedom to choose where they would like to live. Chatham-Kent Housing Services offered this benefit to individuals currently on the Rent-Geared-to-Income wait list and Gaston was one of the first individuals to accept the benefit.

This is Gaston ...



Gaston lived in the same apartment for 30 years. He suffered a broken hip and a stroke which kept him in the hospital for 5 weeks.

He could not remain in his apartment. He needed a walker and a cane "My place has 32 steps and no elevator".

"Where do I start?"

I don't know how to do this – I am 67 years old and can barely walk".



Gaston was referred to a Community Relations Worker (CRW) by a social worker at the hospital.



After getting help viewing and applying for apartments, Gaston found a ground floor unit that met his needs.



Using a translator, he applied to Chatham-Kent Housing Services and he became eligible for a portable housing benefit to make his housing affordable.



He was connected with the Homemakers' Program to help with daily living supports to ensure he could live independently.



Gaston was paying too much for medications. He got help to apply for a reduced senior co-payment and now pays \$0.00 for Rx's!



Gaston now resides in a home that is safe, accessible and affordable.

HOUSING AND HOMELESSNESS WORKPLAN

In 2017, we again made significant progress in the implementation of our 10 year **Housing and Homelessness Workplan**.

VISION

Every person has an affordable, suitable, and adequate home to provide the foundation to secure employment, raise a family, and build strong communities.

TARGETS

No resident without permanent housing longer than 30 days

25% affordable housing (including 2% supportive) and 5% accessible housing

Our workplan framework consists of three major strategies with key objectives that encompass clearly defined activities:

FIRST STRATEGY - HOUSING SUPPLY



To maintain and increase existing and future housing supply through improving affordability, maintenance and diversification.

Affordability

- + Ontario Renovates assisted 14 homeowners with \$303,017 in program funding for repairs and one homeowner with \$4,383 to improve accessibility, allowing low-income homeowners to remain in their affordable homes.
- + Social Infrastructure Fund Year 1 – Ontario Renovates for Seniors assisted 2 Senior households with \$50,000 in program funding to repair and/or improve accessibility, allowing low-income senior homeowners to remain in their affordable homes.
- + CK Housing Services reviewed historical and current Housing Provider vacancy data and determined that there is no social housing stock not being used or not in continuous demand.
- + In 2018-2019, Housing Services will look at having municipal policy recommendations drafted for council consideration with respect to encouraging affordable housing development.
- + In 2017, Chatham-Kent continued to participate in the Investment in Affordable Housing-Extension Program (IAH-E) which includes Home Ownership and Housing Allowance components.



Investment in Affordable Housing Extension Program Initiatives in Chatham-Kent

Affordable Home Ownership

Crystal and Chris had paid rent for many years and always dreamed of owning a home, yet saving for a down payment was next to impossible.

Chatham-Kent's Affordable Home Ownership program was the answer to their family's future. The program provided them with a down payment in the form of a forgivable 20-year loan registered on title of their new home. Crystal and Chris are thankful they took advantage of this program.



“ It is a great feeling coming home each night knowing that this is our OWN home. We are very thankful for the Home Ownership Program. It made our dream of being homeowners a reality. ”



\$109,500

Chatham-Kent assisted 16 households in purchasing affordable homes, with a total of \$109,500 in program funding. This included \$7,300 in funding to assist the Habitat for Humanity homebuyer of the Blenheim new build. An additional 10 households were assisted using \$72,908 from the CK Home Ownership Revolving Loan Fund.





Social Infrastructure Fund (Year 1) Investment in Affordable Housing

New Rental and Supportive Build at 86 Pine Street, Chatham

The Ministry of Housing allocated \$1.35 million in federal-provincial funding under the new Social Infrastructure Fund – Investment in Affordable Housing (SIF-IAH) in 2016. In November 2016 Council endorsed the recommendation to award this amount of funding to 1822039 Ontario Limited to build a 12 unit, single-storey apartment building at 86 Pine St., Chatham. The Ministry of Housing approved this project for funding.

The project consists of 12 units in total. 8 units are for Persons With Disabilities (PWD) – Developmentally Challenged and are supported by Community Living Chatham-Kent, 3 units are for PWD – Mental Health and are supported by Canadian Mental Health Association Lambton-Kent, and 1 unit is for homeless individuals or a family supported by CK Employment and Social Services. Construction started in January 2017 and was completed in January 2018. Tenants moved in February 2018.



IAH-E Housing Allowance

In 2017, the waitlist for Rent-Geared-to-Income (RGI) Housing reached an all-time high. At the same time, local senior resident Lucinda lost her husband making it very difficult to sustain her home without his income and only her own employment income and pension benefit. With support from Housing Services staff, Lucinda was approved for the Housing Allowance program. The monthly housing allowance combined with her income allowed Lucinda to secure a private market rental apartment close to her job, family and friends.

Lucinda needed an affordable housing solution that would help support her while she waited on the RGI waitlist for an affordable rental unit.



\$135,000

In 2017, \$135,000 of the Housing Allowance benefit was used to assist 49 households secure market rental units in Chatham-Kent. The Housing Allowance is a portable benefit that issues payment directly to the participants and follows them to market rental units wherever they choose to live in Chatham-Kent. Landlords are not informed of the program participants living in their units. This eliminates potential stigma for participants.



Social Infrastructure Fund (Year 1) Social Housing Improvement Program

New Build at 9 Cecil Street, Ridgetown

In 2016, the Ministry of Housing allocated \$1,277,600 to Chatham-Kent under the new Social Infrastructure Fund – Social Housing Improvement Program. The funding was used to replace the existing municipal public housing project at 11 Cecil St., Ridgetown. In May 2017, AUBI Construction, the successful request for proposal bidder, began constructing a 13 unit two-storey apartment building targeted for 10 rent-geared-to-income units and 3 market rentals. The building has an elevator and all units are one bedroom, with one unit fully modified for accessibility, including a roll-in shower. Tenants moved from 11 Cecil to 9 Cecil on March 5, 2018 with assistance from our Asset Management and Tenant Relations teams. Council also approved severing and declaring the existing 11 unit apartment building at 11 Cecil St., Ridgetown as surplus to be sold. The net proceeds from its sale will be used to increase affordable housing in Chatham-Kent.



Ontario Renovates Program

Special thanks from Felesha
Ontario Renovates Program Recipient

"I applied for the Ontario Renovates Program and was accepted. Local contractors replaced two front windows, all our plumbing and galvanized steel pipes. Your program allowed for my bathroom to be relocated to a more accessible area. My family now has a larger kitchen, a separate laundry and new bathroom."

“ This could not have happened without this program. Thank you for the dramatic improvement your program has brought to our everyday life. ”

Diversification

Council approved two major amendments to the Zoning By-law

- + The first was **Housing and Rooming Rentals**, providing a streamlined approach to rental dwelling units from a zoning perspective.
- + The second was a **Comprehensive Amendment** that made a number of additional changes including permitting Secondary Dwellings (also known as secondary suites, basement apartments, accessory apartments, granny flats, in-law apartments, or nanny suites). These are now permitted as-of-right, subject to certain regulations.

Maintenance

Council adopted the final 2017 Asset Management Plan (AMP)

- + The corporate AMP includes social housing amongst all other municipal assets. Council adopted the recommendation to approve a 1% tax equivalent for lifecycle infrastructure funding, which council implemented in the 2018 budget approvals.



SECOND STRATEGY - HOUSING STABILITY

To promote housing stability by expanding access to emergency, transitional and financial supports within a Housing First Framework.

Expand Access and Availability to Emergency and Transitional Housing within a Housing First Framework

- + Implemented new and improved community outreach services and supports through Chatham-Kent Shelter Solutions to improve rapid rehousing efforts.
- + Increased intensive assistance and community outreach services to Homeless Response Line users to enable them to be rapidly rehoused and find permanent housing.
- + Completed implementation and planning efforts for April 2018 enumeration activities.

Implement Financial Supports to Promote Housing Security

- + Implemented 36 new Short-Term Housing Allowances to assist people experiencing temporary financial difficulties in maintaining shelter security. This included RGI waitlisted households expecting to be housed in the near future.
- + 1281 individuals and families received financial help through CK Shelter Solutions to stabilize and secure housing, with a total cost of \$596,220.
- + Issued \$356,788 to 23 community agencies to aid in the development and delivery of supportive housing programming.
- + Increased case-management support within CK Shelter Solutions to three full time Case Managers to increase capacity to assist with financial housing stability assistance and rapid re-housing provision.
- + Successfully applied for, and was awarded, Homes for Good Provincial program funding for a new Youth Intensive Case Management Supportive Housing program.

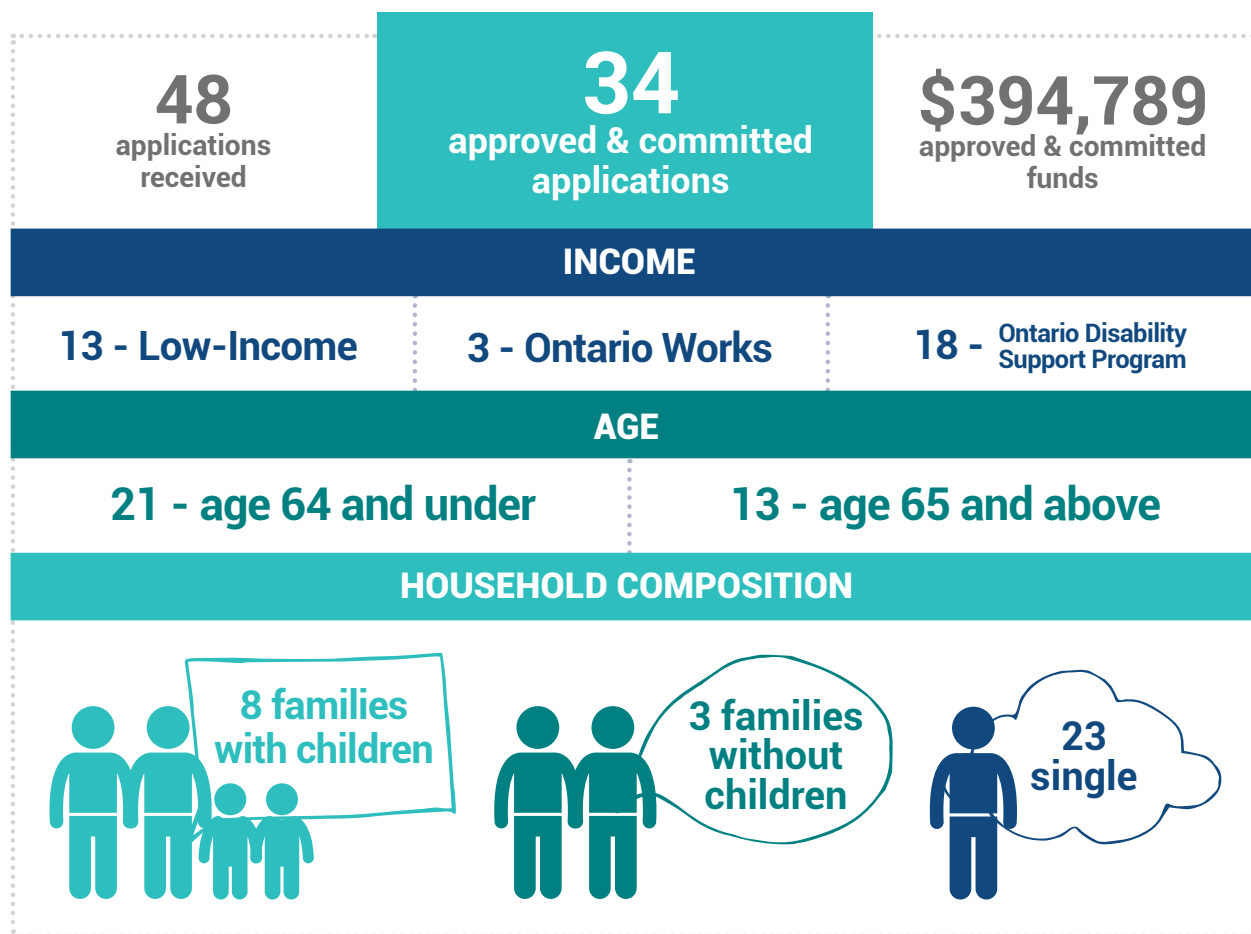
Promote Housing Stability

- + Implemented a Housing First Intensive Case Management program for chronically and episodic homeless individuals, including 22 rent supplements.
- + Implemented a Housing First Homes 4 Youth (Homes for Good) Intensive Case Management Supportive Housing program, including 48 Portable Housing Benefits.

- + Assisted 20 households flee domestic violence and become safely housed through the continued delivery of the Survivors of Domestic Violence Portable Housing Benefit pilot program.
- + Increased Homemakers Program enrollment by over 50% to enable people requiring low-level assistance with activities of daily living to remain in their home.
- + Progressively increased case-management support within the CK Shelter Solutions program to include rapid rehousing support.
- + Expanded the Community Relations Worker program to three full time staff to increase community based mid-acuity supports to low-income and seniors throughout Chatham-Kent.

CK Renovates Program

CK Renovates is a municipally funded homeless prevention program that helps low-income homeowners with urgent household repairs. This program keeps people securely and affordably housed in their own homes and communities. In 2017, 34 households were helped with \$394,789 in necessary home repairs.





Ingrid is a widow on a very limited budget. The CK Renovates Program was used to help Ingrid repair a crack in her foundation, remove the asbestos siding and replace it with new vinyl siding, replace galvanized pipes, install 5 new windows, soffit, fascia and eaves troughs.

“I feel very blessed and thrilled to receive funding. With all the wonderful improvements I am able to stay in my home.”

THIRD STRATEGY - ADVOCACY, PARTNERSHIPS AND SERVICE COORDINATION

3

To promote, advocate and create awareness of housing needs while strengthening partnerships and service coordination.

Promote and Foster Tenant and Landlord Relationships

- + Expanded efforts to promote and foster landlord positive and tenant relationships through CK Shelter Solutions staff, Rapid Re-Housing Case Managers, community presentations and the Community Relations Worker program.
- + Created and implemented a Housing Placement Case Manager position to be a liaison with landlords, recruit landlord participation in Supportive Housing programs, provide ongoing tenant and landlord homeless prevention and advocacy support.
- + Provided program and service information to Chatham-Kent Landlord Association members.

Tenant Support- General Support and Priority Populations

- + Realigned and expanded the Community Relations Worker program to include all tenants living in all communities of Chatham-Kent including all Chatham-Kent social housing providers.
- + Expanded the services of Case Managers in public housing to increase effectiveness and efficiency of assisting tenants across the Municipality in public housing with tenant relations, community referrals, advocacy and assistance in navigating systems.

- + In 2017 Chatham-Kent Housing Services hosted 16 town hall meetings across the Municipality engaging tenants and conducting tenant satisfaction surveys. Research has indicated that physical, mental health and wellbeing is positively impacted by being socially connected. Tenant Engagement supports our municipal CK Plan 2035 with a focus on a healthy and safe community. Feedback provided by tenants resulted in four common themes: safety, accessibility, communication and maintenance of their units.
- + Increased Housing First case management supports and education throughout homelessness and housing programming.
- + Increased service integration between housing stability staff with other municipal divisions and created new service coordination plans with Fire and Library Services.
- + Expanded partnership with the Chatham-Kent Public Libraries to create Community Navigator positions to provide tenant education, referrals and support services to low-income households that use or attend library services and locations throughout Chatham-Kent.



Pam Cowley, Building Attendant, recently received her 10 year service recognition award. Pam lives on site and works collaboratively with Case Managers, tenants and other service providers.

Kristen Williams, Tenant Relations Manager, Housing Services presents Pam with her 10 year service award.



Chatham-Kent Housing Services staff Diane Brideau and Carole Crawford attending one of three annual Senior's Fairs.

Community Awareness and Promotion

- + Completed 23 educational and information presentations to municipal staff, community agencies and stakeholders.
- + Led the coordination of the Southwest Community Relations Worker Roundtable.
- + Presented at the National Homelessness Individuals and Families System Forum and the National Conference on Ending Homelessness on programs, challenges and implementation experiences in Chatham-Kent.
- + Shared and presented information on housing and homelessness issues to the Chatham-Kent Prosperity Roundtable, Community Leadership Cabinet, Public Health Board, Municipal Council, Housing Advisory Group of private non-profit, and non-profit co-operative housing providers.
- + TV Cogeco and YourTV interviews completed and aired advocating the need for more affordable housing and the various housing programs delivered by Chatham-Kent.



Helping Community to Sleep Well

In April, 2017 Sleep Country Canada, while partnering with Chatham-Kent's Housing Services, made a donation of beds and bedding to local families in need.

Shelley Wilkins, Director of Housing Services, welcomed the donation, saying it would help add comfort to people's homes. "A good night's sleep is extremely important to the health of a parent and child," she said. "And the quality of sleep can impact their participation at school, work, their mood, behaviour and a number of other correlated health factors."

Teresa, one of the recipients of the donations, lives with her teenage daughter and said they've had to sleep on sub-par mattresses until now.

From left are Shelley Wilkins, Chatham-Kent's Director of Housing Services, Christine Magee, Sleep Country Co-founder and Executive Co-chair, recipient Teresa Coleman, and Lynn Martel, Sleep Country Vice-President of Community Programs.

“ My daughter and I are very excited and grateful. We have been sleeping on second-hand beds for a number of years now. ”

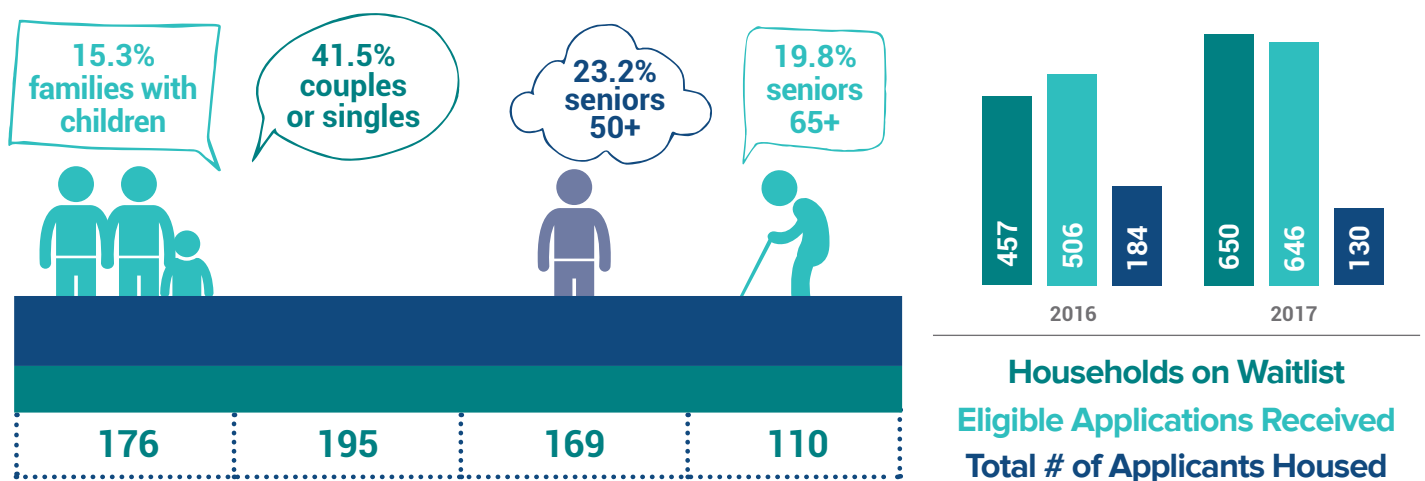
Service Coordination

- + Implemented a validated common assessment and triage tool across 5 key service partners.
- + The Homelessness Individuals and Families System, data tracking and data assessment tool was successfully implemented in Chatham-Kent. It's an open data homelessness serving system utilized by Community Homeless Prevention funded service agencies.
- + Updated participation in cross-sectoral service agreements with Indigenous and Non-Indigenous Violence Against Women service partners.
- + Municipal staff actively participate in knowledge transfer and exchange activities with other Service Managers, the provincial ministries with funding oversight of housing and homelessness programs, the Canada Mortgage and Housing Corporation, as well as related municipal associations.

Advocacy

- + Council established the 2017 municipal base budget of \$500,000 and added another \$300,000 in 2018 (total of \$800,000) for developing new affordable housing.
- + Secured \$200,000 in municipal funding (2018 budget) and approval for a Portable Housing Benefit Program to assist approximately 45 low to mid acuity households.
- + Housing stability staff attended weekly meal programs to provide service connections and referrals to attendees experiencing shelter insecurity or homelessness.
- + Attended community forums and advocated for changes and updates to rooming house and boarder municipal by-laws.
- + Participated in promotion and awareness video productions and community discussion forums.
- + Sought and obtained continued Council approval of the CK Renovates home repair program for 2017 and 2018 at \$300,000 per year.
- + Council Resolution to support municipal efforts to increase the amount of affordable housing available in the community and to eliminate chronic homelessness.

Who Lives in Social Housing in Chatham-Kent?



CHATHAM-KENT LAUNCHED NEW SUPPORTIVE HOUSING PROGRAMS IN 2017

Supportive housing is housing coupled with supportive services to help people live more stable, productive lives and is a key part of the Housing First philosophy of permanently housing homeless people immediately. Supportive housing is widely believed to work well for those who face the most complex challenges—individuals and families confronted with homelessness and who also may have low incomes and/or serious, persistent health issues.

Housing First Supportive Housing for Chronically Homeless Individuals

In partnership with Canadian Mental Health Lambton-Kent, 12 chronically homeless individuals were helped to find and establish long-term stable housing. They continue to receive help with mental health, addiction, life skills and community engagement supports.

**12 Homeless
Housed**

Homes 4 Youth (H4Y) - Supportive Housing Program

Employment and Social Services successfully applied for and was granted ongoing provincial funding to create and implement a Supportive Youth Housing program called "Homes 4 Youth". This program will prioritize youth that are homeless, transitioning from provincially funded institutions, or are at-risk because of mental health or addiction concerns. Having launched at the end of 2017, the program has already housed 9 youth successfully.

**9 Youth
Housed**

Portable Housing Benefit for Survivors of Domestic Violence

20 survivors of domestic violence were helped to find and maintain stable housing for themselves and their children through a Portable Housing Benefit that allows them to live affordably and safely in the Chatham-Kent community of their choice.

**20 Survivors of
Domestic Violence
Housed**

“Before the H4Y program I was bouncing from couch to couch because I couldn't afford a place of my own. Since being in the program I can afford rent and have a decent place to live. Jennifer, my worker, is helping me figure my life out. I don't have to worry about where I am going to sleep everynight and can start thinking about more than just surviving.”

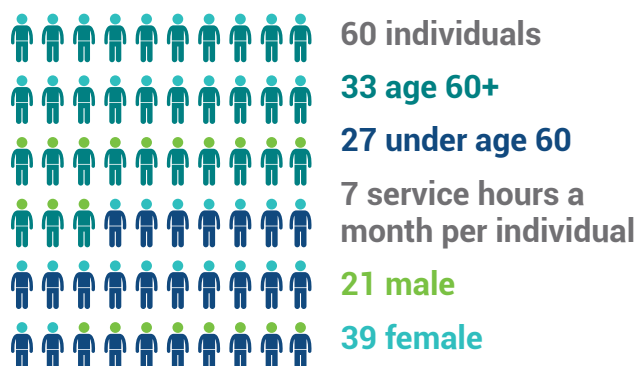
Jacob | Homes 4 Youth Program Participant



HOMEMAKERS PROGRAM - HELPING PEOPLE LIVE INDEPENDENTLY IN THE COMMUNITY

The **Homemakers Program** provides homemaking services such as light housekeeping, laundry, shopping, and meal preparation to individuals who require assistance with household activities of daily living, and have limited financial resources. This program enables low-income people who may be chronically ill, disabled and/or aged remain independently and affordably housed. In 2017, 60 individuals were assisted with over 3600 supportive homecare hours.

Who did this program help?



The CK Homelessness Response Line – a Community Collaboration

The **CK Homelessness Response Line (519-354-6628)** helps callers find safe immediate shelter and wraps the person with services and supports in order to find a safe, affordable, long-term housing unit. Our goal is to move people from homelessness by helping people find **Housing First!**



Community Partnerships – Creating a Healthier Chatham-Kent

Operating out of Chatham-Kent Public Libraries, **Community Navigators** connect people with the services they need at the place and the time of need! They are the first point of service for homelessness prevention, housing stability, resources and services. They are also taking the lead on delivery of the new “RentSmart” tenant and landlord education program.

Homeless Prevention at our Local Community Health Centres

The Community Relations Workers have developed a strong working relationship in partnership with the Community Health Centres in Chatham-Kent. People are at risk of poor health if they don't have stable housing. Community Relations Workers work on-site at Community Health Centres with bilateral referrals for housing and health care needs and ensure housing stability is part of a holistic health care plan. **"My Community Relations Worker and my doctor worked together to help me. Without help from both of them, I would still be homeless"**, said John, client of the Community Relations Program and Community Health Centre.

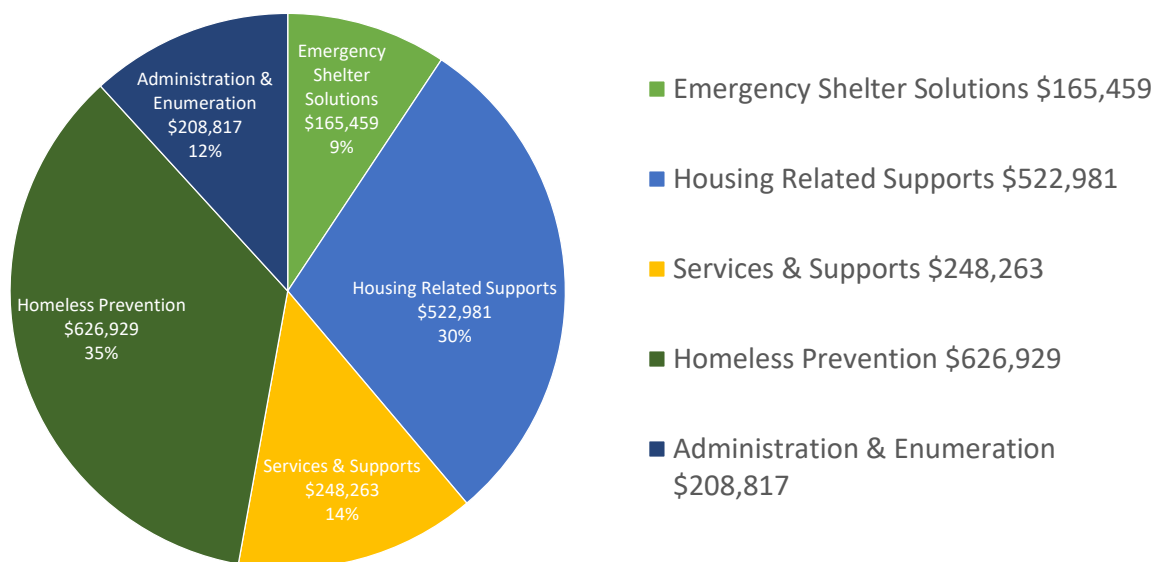
Chatham-Kent FIRST Strategy: Stabilizing Households One Family at a Time

Launched in 2016, Chatham-Kent's Fast Intervention Risk Specific Teams (FIRST) Strategy provides an opportunity for 26 human service providers to pro-actively engage and stabilize households before harm occurs. On an ad hoc basis, members of FIRST Strategy detect risk, share limited information, plan rapid interventions, and wrap services around households before emergencies happen. Each situation is assessed on 106 pre-defined risk categories that create increases in trauma, health issues, household instability and homelessness. In 2017, 21 situations were assessed. These 21 situations had a combined 210 risk factors.

Community Homelessness Prevention Initiative

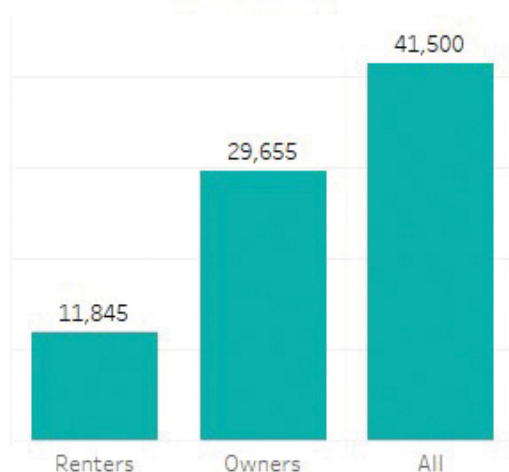
Homelessness and shelter insecurity programming in Chatham-Kent is funded provincially by the Ministry of Housing through the Community Homelessness Prevention Initiative. Programs and services must help people experiencing homelessness find and maintain housing or help people who are at-risk of homelessness remain housed. There are five service categories within the Community Homelessness Prevention Initiative along with staff related expenses under program administration.

2017-2018 Community Homelessness Prevention Funding Expenditures \$1,772,449

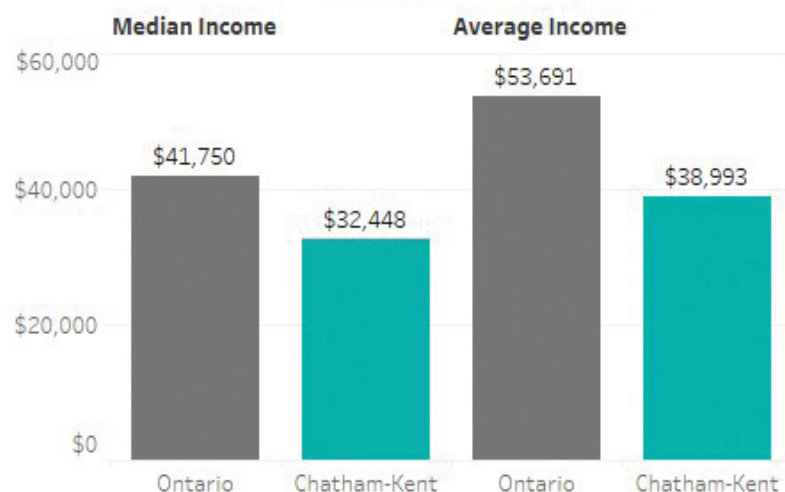


A Snapshot of Renters in Chatham-Kent & Ontario

HOUSEHOLDS



AVERAGE & MEDIAN INCOMES



AVERAGE PROPORTION OF INCOME SPENT ON RENT & UTILITIES

Ontario	Chatham-Kent
25%	23%

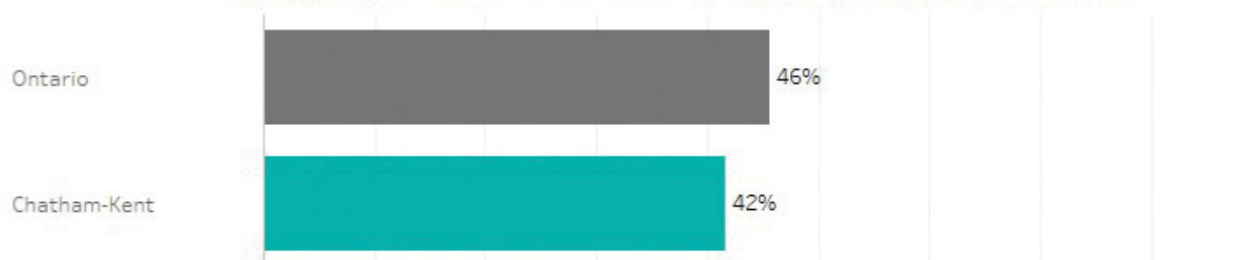
AVERAGE MONTHLY RENT & UTILITIES

Ontario	Chatham-Kent
\$1,109	\$744

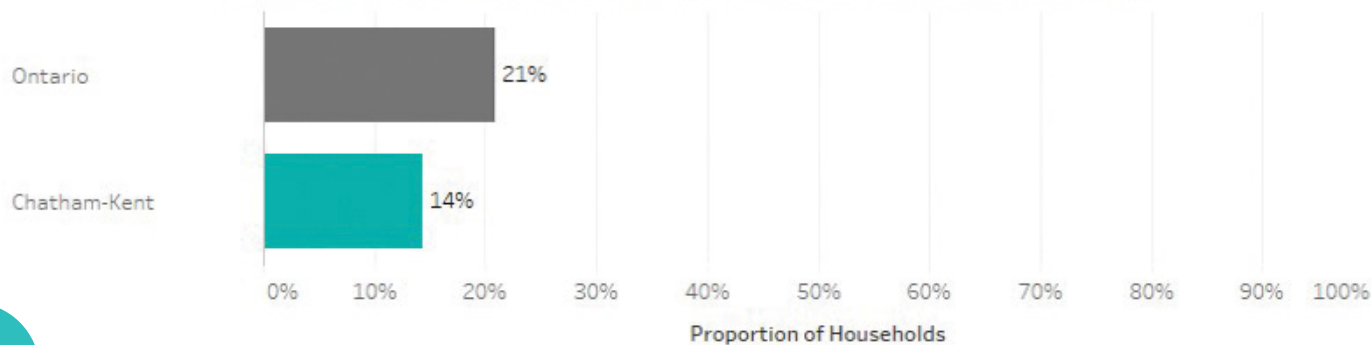
HOUSEHOLDS LIVING IN OVERCROWDED CONDITIONS

Ontario	Chatham-Kent
12%	5%

HOUSEHOLDS SPENDING OVER 30% OF INCOME ON RENT AND UTILITIES



HOUSEHOLDS SPENDING OVER 50% OF INCOME ON RENT AND UTILITIES



Homeless Prevention Programs and Services



519 people moved from experiencing absolute homelessness to transitional housing



222 people moved from transitional housing into long-term stable housing



795 people experiencing absolute homelessness received supports leading to more stable housing



1,018 people were provided urgent housing loss prevention services to ensure they were able to stay in their existing housing



290 telephone calls were placed to the Chatham-Kent Homeless Response Line from 198 individuals who were experiencing absolute homelessness



\$50,000 was the cost of providing beds and necessary household furniture to 183 low-income children and adults



29,097 visits were made to food banks (*Outreach for Hunger 4,591; Salvation Army 21,506*)



1281 households received help to stabilize and secure housing, with a total cost of \$596,220 (*utility arrears, housing arrears, rent deposits, moving costs/household needs*)



56,651 is the number of meals provided by community meal programs, that allowed people to stretch their food budget and afford shelter costs



80 tenants in public housing were assisted by the Chatham-Kent Housing Services Tenant Relations Staff to develop a re-payment plan to avoid eviction.



\$356,788 was issued to 23 community agencies to aid in the development and delivery of supportive housing and homelessness programming



86,192 is the total number of times households were assisted with Community Homelessness Prevention funded supports and services that supported positive housing outcomes



HOMELESSNESS RESPONSE LINE: 519-354-6628

For more information contact:

Community Human Services

Employment & Social Services

435 Grand Ave. E., P.O. Box 1230
Chatham, ON N7M 5L8
tel 519-351-8573
CKess@chatham-kent.ca

toll-free **1.800.382.4940**

www.chatham-kent.ca

Twitter: @CKEandSS

Facebook: Chatham-Kent Employment Social Services

The Community Homelessness Prevention Initiative has received funding support from the Ontario Ministry of Housing.

Housing Services

435 Grand Ave. E., P.O. Box 1296
Chatham, ON N7M 5L9
tel 519-351-8573
ckhousing@chatham-kent.ca

May 2018

For more information or
alternate formats of this document,
please e-mail CKess@chatham-kent.ca