

# opening the right door:

a ten-year plan to address housing and homelessness issues in Hastings county



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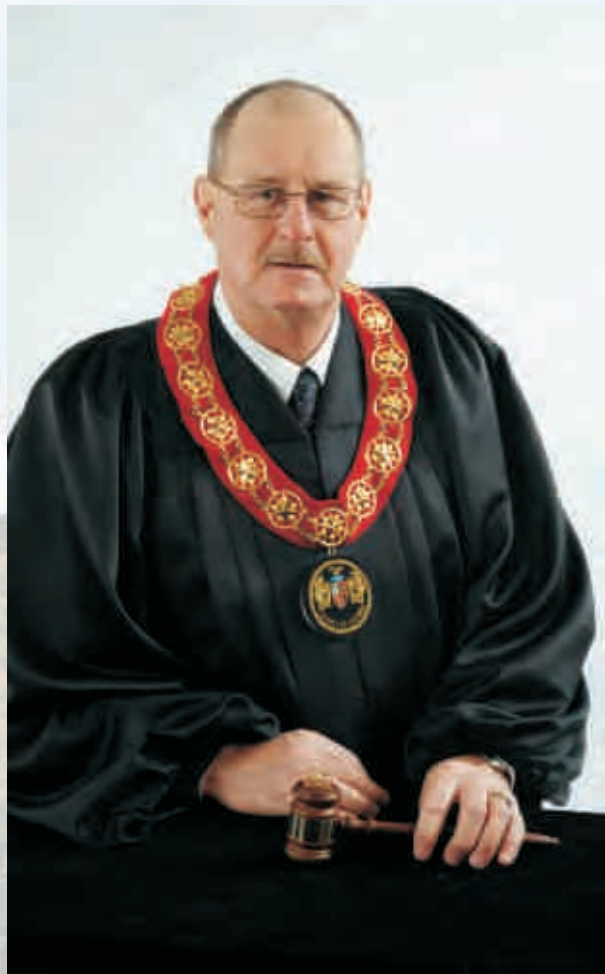
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## i. Message From the Warden



Under the Housing Services Act, 2011 (HSA), Hastings County is required to develop a 10 year Housing and Homelessness Plan in consultation with our many community stakeholders. Those discussions took place in the summer and fall of 2012 and into the winter of 2013.

This Plan will be our guiding document for years to come. We believe that by focusing on a 'Housing First' approach, Hastings County will ensure that people's immediate needs of being housed and remaining housed are met. Hastings County recognizes that government funding alone cannot solve the issues we continue to face as a municipality and we will continue to work with our community partners, new and old, to attain the ultimate goal of securing, maintaining and supporting those who require housing in our communities.

As noted in the plan, one of the major activities is to assess the community's current and future housing and homelessness needs which include:

- ♦ Homeless/emergency housing
- ♦ Transitional housing
- ♦ Permanent housing
- ♦ Supports for all three types of housing listed above
- ♦ Eviction prevention
- Special needs housing

Staff has made a commitment to report back to our community on a yearly basis with the outcomes and progress of the Housing and Homelessness Plan. This will be achieved through a variety of methods including: consultations with special groups like the Affordable Housing Action Network, the Poverty Roundtable and the Hastings/Quinte Joint Social Services Committee. The release of the Housing and Homelessness Plan comes at an exciting time with the recent announcement to move Social Services to a new integrated model of service delivery focusing on excellent quality services with customer care at the centre of our philosophy. Timing could not be better as we work towards this new model of service by November 2014 with a reorganized approach to service and a renamed department; 'Community and Human Services Department.'

Supporting People and Communities remains the focus of our work at Hastings County, and a Housing and Homelessness Plan helps set the focus for the next 10 years to ensure this important life support is available for our residents..

## ii. Executive Summary

The County of Hastings faces a growing challenge of making available affordable housing options universally to residents of the municipality. The reasons behind this increase are complex and many. Some households, whether comprising of one individual or several, face unique challenges to their housing stability. Finding and keeping an affordable home is becoming increasingly difficult for the most vulnerable in our community, particularly those suffering with mental illness, addictions, family breakdown or age related challenges.

Housing instability takes a toll on the economic, social and physical well-being of a community expending public resources with visits to emergency rooms, ambulance trips, unnecessary or longer hospital stays, police and court costs as well as emergency shelter and food costs. A 2007 report on homelessness in Canada estimates that homelessness costs Canadian taxpayers between \$4.5 and \$6 billion every year for 150,000 homeless Canadians.<sup>1</sup>

The ultimate purpose of this 10-year Housing and Homelessness Plan (hereafter, referred to as The Plan), is to adequately address the housing needs of low income residents. Despite the recent affordable housing programs implemented by local government in partnership with the upper levels of government, disadvantaged residents continue to experience housing instability. Social Housing waitlists continue to be long, with extended wait times. Government funding alone cannot address this challenge. Wherever possible, community partnerships need to be maximized to continue to work towards ending homelessness and creating permanent affordable housing using a 'housing first' approach. In order to gain greater self-sufficiency, residents first need to have the opportunity to be permanently housed, then they need to be given appropriate levels of support to address their challenges to enable them to live in a stable, sustainable environment.

Hastings County's Plan will build on the provincial government's Long Term Affordable Housing Strategy, which seeks to transform the housing system and put individuals and families first. 'Supporting People and Communities' is the theme of Hastings County's Strategic Plan which was revised in 2010. The priorities and strategies outlined in this Plan support and implement the County's Strategic Plan. Monitoring programs will be in place to assess the effectiveness of the programs and services in providing the appropriate support for people with affordable housing needs in the County and the implementation of this Plan.

Key Findings and Recommendations of this Plan which will guide the development of housing and homelessness related programs and services over the next 10 years include:

- There is a significant need for a variety of affordable housing options across the County and the Cities of Belleville and Quinte West.

*Recommendation: In order to create a climate conducive to the development of affordable housing options, support the inclusion of provisions for affordable housing development in municipal planning documents.*

- The need to promote the Principle of 'Housing First'. The 'Housing First' approach works. People remain housed longer or permanently and it makes better use of public dollars.
- Emergency Medical Services data indicates that there are significant numbers of occurrences in Hastings County's communities of substance abuse and behavioural issues relating to mental illness.

*Recommendations: Increase individual's and families' capacities to remain in their homes with support programs and services for non-senior people experiencing mental health, addictions and/or life skills issues; and Develop a realistic and outcomes-based eviction prevention program that will coordinate the provision of services by community agencies to preserve tenancies and assist tenants to appropriately maintain their housing.*

- The demand for affordable housing options is remaining constant as demonstrated by a substantial waitlist for social housing. The number of applications for social housing in all categories has increased. Key areas of need for family housing have been identified across the County as well as the Cities of Belleville and Quinte West.

*Recommendation: Increase Affordable Family Housing Options in Hastings County and the Cities of Belleville and Quinte West.*

- Hastings County's population is aging at a slightly higher rate than the rest of Ontario. By 2036, over half of the population will be 55 years of age or older.<sup>2</sup> As a result, the need will increase for health and personal support programs for seniors to enable them to live independently. Also, the average number of people living in a unit is on a general decline.

*Recommendation: Promote the development of affordable retirement living programs for low income seniors and plan for a greater percentage of one-bedroom units for future affordable housing construction projects.*

- Operating agreements are expiring for local Non-Profit and Cooperative Housing Providers.

*Recommendation: Address the expiring operating agreements and reduction of federal subsidies with local Non-Profit and Cooperative Housing Providers.*

- Former repair and retro-fit programs are needed (like the Residential/Rental Rehabilitation and Repair Programs or RRAP offered by the Canada-Mortgage and Housing Corporation). Housing Services received nearly 900 calls from families and individuals seeking financial assistance for home repairs.

*Recommendation: Advocate to the Provincial and Federal governments for rehabilitation and repair programs and services.*

- Housing and homelessness-related services vary across the municipality.

*Recommendation: Promote the development of consistent delivery across the municipality of housing and homelessness-related services.*

- Individuals and groups continue to identify the need for a designated 24-hour response shelter for the homeless.

*Recommendation: Support the creation of a designated 24-hour response shelter for the homeless.*

- The average age of social housing stock is 40 years or more.

*Recommendation: To continue to create, promote and participate in programs that:*

- *assist in the maintenance of social housing stock ;*
- *reduce the carbon footprint; and*
- *promote energy efficiency, water conservation and other green measures.*

## Section 1 Purpose of Plan

### 1.1 Provincial Housing Services Act, 2011(HSA)

The provincial Housing Services Act, 2011 (HSA) requires Ontario's Municipal Service Managers (SMs) to develop local housing and homelessness plans which are to be implemented in January of 2014. The Plan is to be consistent with legislation, Ontario Regulations and the provincial Housing Policy Statement and will be reviewed every five years, with annual progress reports to the public. Acknowledging the diversity of housing needs across the Province, the provincial Long-Term Affordable Housing Strategy (LTAHS) allows SMs the flexibility to customize their Plan respective in a manner that reflects regional needs and available/potential resources.

The Province will review the Plan and it must be approved by the Service Manager's Council prior to implementation. "The local Plan is to include the whole housing system; predominantly areas of municipal responsibility."<sup>3</sup>

The Ontario Housing Policy Statement provides additional provincial policy context necessitating the inclusion (in the Plan) of the following:

1. Accountability and Outcomes
2. Goal of Ending Homelessness
3. Non-Profit Housing Corporations and Non-Profit Housing Co-operatives
4. The Private Market
5. Co-ordination with Other Community Services
6. A Broad Range of Community Needs
7. Environmental Sustainability and Energy Conservation<sup>4</sup>

### 1.2 Definition of Homelessness

Homelessness is defined as the condition of being without long term housing.<sup>5</sup>

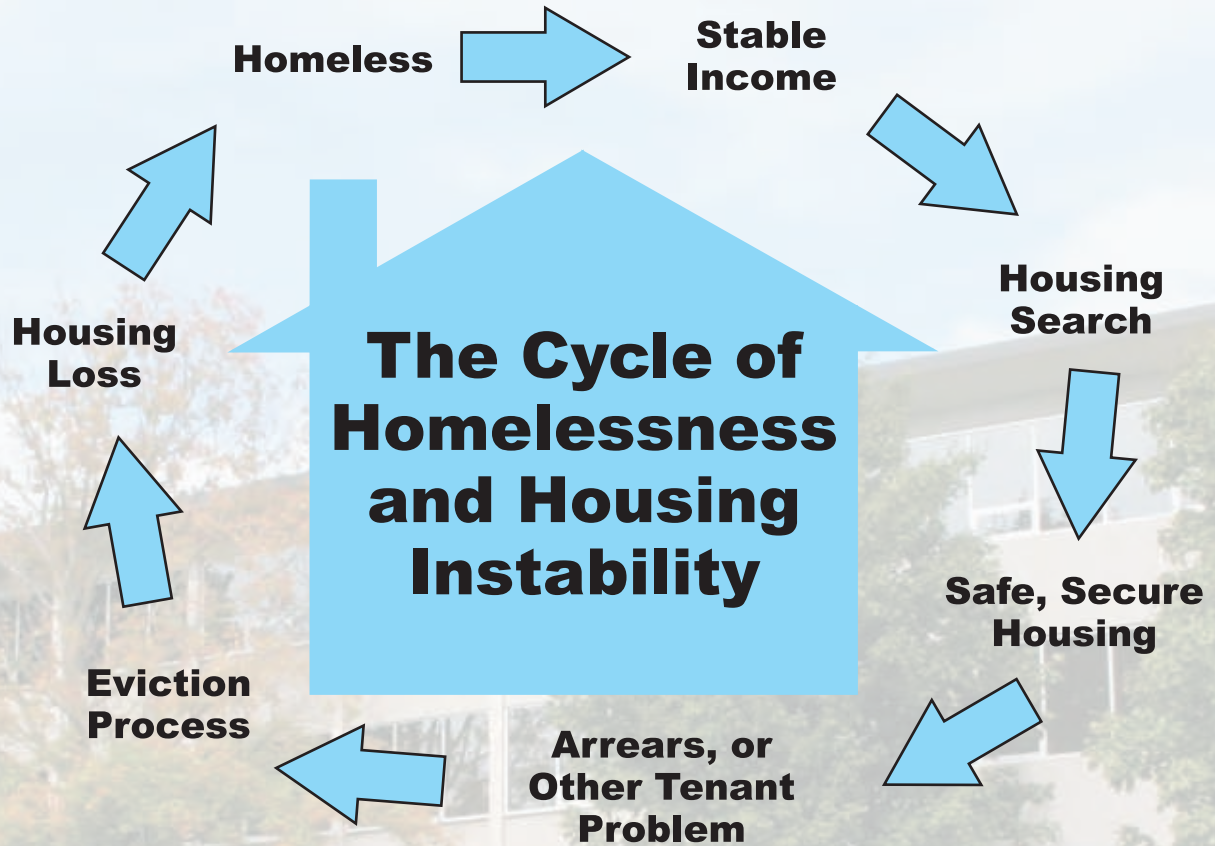
At risk of Homelessness is defined as households that have difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. A range of factors can put housing security at risk, including : low income, health issues/illness (including mental health issues) substance use, incarceration or other legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/or unsafe housing.<sup>6</sup>

**"Homelessness is a problem larger than the number of people counted on the streets or in shelters."<sup>7</sup>**

The face of homelessness can vary from one community to another. The homeless in Hastings County are often people who are temporarily staying with friends, family or others, or if it is summer, camping out in the local park until forced to move on. Like the people who are homeless in Hastings County, programs, services and resources vary in each municipality from the north to the south.

## Spinning in the Cycle of Homelessness

### Key Intervention Points to Prevent the Cycle of Homelessness<sup>8</sup>



### 1.3 'Housing First' Principle

The Plan, using the 'Housing First' principle focuses on these fundamental actions and desired outcomes:

- Moving the precariously housed and homeless into permanent housing;
- Providing client-centered support services to the re-housed to enable them to gain housing stability and appropriately maintain their housing;
- Preventing homelessness by providing universal and central access to emergency assistance programs and services as well as housing support services and;
- Encouraging the upper levels of government to continue, and increase, recent efforts to address the housing needs of the disadvantaged.

The Housing First approach recognizes that people need stable housing to allow them to deal with their aging, mental health or addiction issues, finding a job, or keeping their family together. The notion that people need to be prepared or transitioned into housing by first dealing with their issues has been proven to be ineffective and has not led to permanent housing for these at-risk people.



In their reports, *Beyond Housing: At Home/Chez Soi Early Findings Reports (2012)*, Paula Goering and associates provide “evidence for the following main findings:

- Housing First improves the lives of those who are homeless and have a mental illness.
- Housing First makes better use of public dollars, especially for those who are high service users.
- Housing First can be implemented across Canada.
- A cross ministry approach that combines health, housing, social services with Non-Profit and private sector partners is required to solve chronic homelessness.
- Solving chronic homelessness can create dramatic improvements for Canadian communities.”<sup>9</sup>

The reports (which follow one thousand homeless people living with mental health issues in five cities across Canada), also included a cost benefit analysis based on the type of service required. For example, “the average annual savings due to a reduction in inpatient stays were found to be \$2,184, and for high service users, the annualized savings were considerably greater, at \$25,899/person”. Goering and associates also point out that; “it must be kept in mind that some inpatient admissions are appropriate and what is desired is to reduce its use when other, equally effective, alternatives are available. Shorter lengths of stay are also possible when there is a fixed address”. Goering also found that there were fewer incidents of involvement with the police and the criminal justice system. “Overall, for high service users, the annual cost savings to all of these systems is \$9,390 per person, per year.”<sup>10</sup>

Preventing homelessness /eviction prevention is an important component of the Housing First approach. The success of a Housing First approach hinges on community partnerships and cooperation between funding agencies. Housing First is a method which can be applied to most, if not all, vulnerable people to assist them in acquiring and maintaining a better quality of life.

Seniors, especially those who may be suffering from dementia or physical limitations, can benefit from a Housing First approach. These same seniors may also be experiencing poverty which restricts their ability to pay their rent or bills on time resulting in eviction. The National Advisory Council on Aging report *Aging in Poverty in Canada*, states that “there has been a clear improvement in the economic situation of Canadian seniors since the 1980s, but a substantial number of seniors continue to live under very difficult economic conditions”.<sup>11</sup>

Poverty is most common among seniors living alone, women over the age of 80, visible minorities and immigrants. Dr. Samir Sinha (whose report, *Living Longer, Living Well* will be referenced further in this Plan), states that nearly “one in five older adults live near the poverty line. With poverty still an improving but ongoing concern for some older Ontarians, such programs that provide this type of financial assistance for older adults will continue to be needed so that if faced with such a situation, older Ontarians can receive the short-term support they need to stay at home and in their communities longer, rather than have to choose a crisis placement into a long-term care home or face homelessness.”<sup>12</sup>

It goes without saying, that a low income limits one's choices, creating barriers to proper nutrition, housing and other necessities of daily living. Mental or physical disabilities, addictions or age-related limitations serve to exacerbate the situation. The Housing First approach is pro-active by removing the barrier to stable housing and creating a supportive environment to enable individuals and families to cope better with the challenges of day-to-day living.

## 1.4 Supporting People and Communities

'Supporting People and Communities' is the focus of work at Hastings County. As such, this Plan, combining a 'Housing First' approach with strong partnerships, will ensure that people and communities are supported in one of the most basic of needs; stable, quality housing.

The 'Housing First' approach recognizes the social determinants of health and understands the need of individuals and families to be supported in their acquisition of permanent, stable housing. It is encouraging to know that organizations like the South East Local Health Integration Network acknowledges how essential having secure housing is to the overall health of people. Supportive housing programs and services assist seniors and people with disabilities and mental health and addiction issues to remain in their homes and enjoy a quality of life that they would otherwise not have.

Confirmed by Hastings County Council in 2010, the Hastings County Strategic Plan provides the following:

***Vision Statement: People and businesses thrive in Hastings County because of its support for individuals and families, strong communities, its natural beauty, and respect for its history and traditions.***

***Core Values of the Strategic Plan include: Caring for Individuals and Families, Strong Partnerships, Integrity, Fairness and Trust, Effective Leadership and Advocacy, Promote Community Growth and Wellness, Adaptability, Safety, Respecting Diversity, Accessible Services, Accountability, Delivering Innovative Solutions, Professional/Knowledgeable Staff.***

The recent move in 2013 to restructure the various programs within the Department of Social Services demonstrates the County's commitment to providing easy access to programs and services for individuals and families. The community's needs are always changing and with a growing demand for services, more people need to access essential services in more than one way.

With the recent move of the courts, the County's Belleville office has an opportunity to create a more open and collaborative space that could further support the Department's integration. The Department of Social Services will be renamed as the 'Community and Human Services Department' (as of November 2014) and will provide one window access to improve the quality and availability of client services. Services will be better integrated under one roof in Belleville, with continued easy access in Quinte West, Bancroft and Madoc.

The new structure will also centralize application processing and accounting functions to reduce duplication and improve efficiency and client service. For example, there are currently three different units that perform financial reporting and seven different areas to access services in Belleville. These changes will be made by reorganizing existing staff, and will be implemented gradually over the next two years.

The integration of services meets with and implements the core value statements and requirements of the County's Strategic Plan. The Strategic Plan includes several key core value statements. The County "will:

- continually promote the positive growth, wellness, adaptability and safety of our communities;
- strive to create a climate of trust and fairness in the workplace and with those we serve;
- do all that we can reasonably do to ensure that our services are accessible and available;
- continually search for new and innovative ways to deliver our services to people and communities."<sup>13</sup>

In addition, the Strategic Plan identifies the following Departmental strategic priorities as they relate to social/human services:

- Assist residents in financial need
- Provide safe and affordable housing
- Reduce homelessness and poverty
- Assist families with child care needs

These Departmental strategic priorities will be enhanced by the integration of services. As a result, the Department will adopt the model /concept of 'no wrong door' to ensure service continuity and good customer service practices.

## Section 2 Characteristics of Hastings County's Population, Demographics and Housing Stock

### 2.1 Population and Demographic Forecasting

The County of Hastings Planning and Development Department released (July 15, 2013), a Demographic Forecasting and Land Demand Analysis completed by Watson and Associates Economists Ltd. The information outlined below was obtained from this report. *(Please note that in most cases data has been 'rounded up'.)*

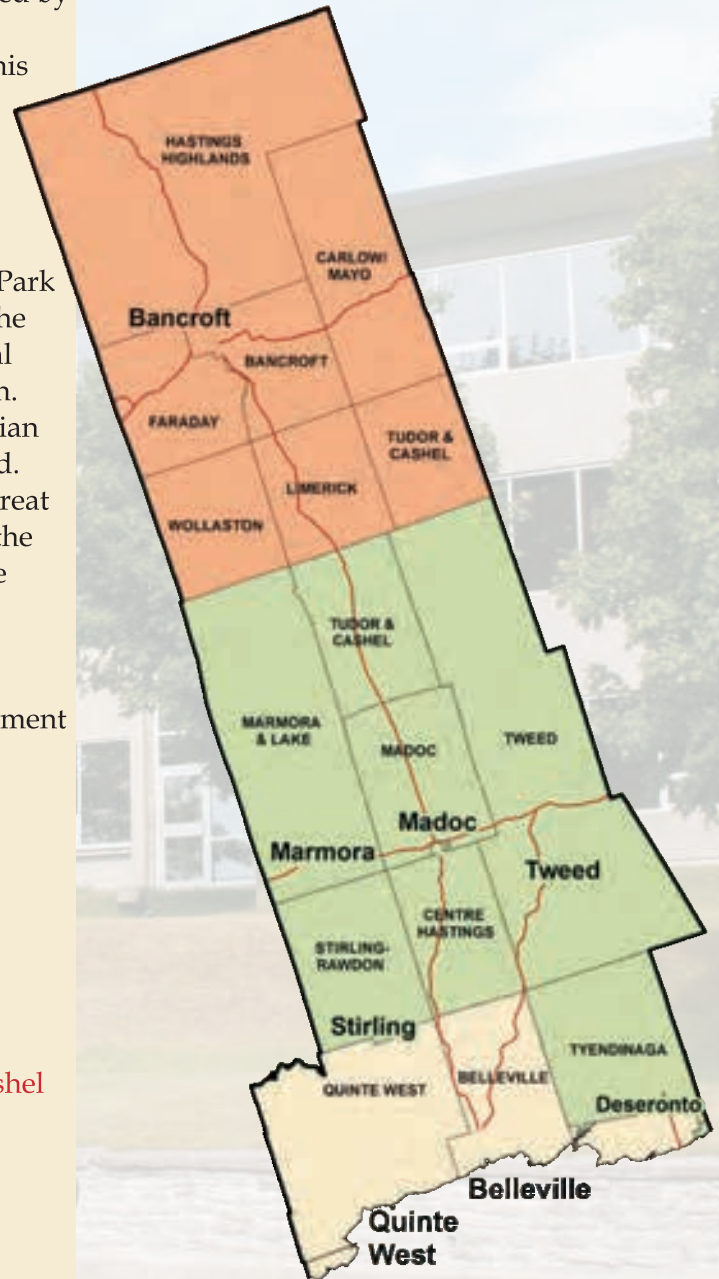
Geographically, Hastings County is the second largest county in Ontario, stretching almost 160 kilometers from the Bay of Quinte to Algonquin Park and is accessed by Highway 401 and Route 2 in the South, the TransCanada Highway 7 in the Central area and Highways 62 and 37 from north to south. The northern two-thirds is covered by the Canadian Shield and is heavily forested and sparsely settled. The southern one-third is located in part of the Great Lakes/St. Lawrence Lowlands. Most towns and the separated Cities of Belleville and Quinte West are located in the southern area. There are 14 municipalities within Hastings County and two distinct regional market areas that have been identified by the County's Planning and Development Department. These include:

**The North Hastings Market Area, consisting of:**

- Municipality of the Town of Bancroft
- Municipality of Hastings Highlands
- Township of Carlow/Mayo
- Township of Faraday
- Township of Wollaston
- Township of Limerick
- Cashel portion of the Township of Tudor & Cashel

**The South Hastings Market Area, consisting of:**

- Town of Deseronto
- Municipality of Centre Hastings
- Township of Madoc
- Township of Marmora & Lake
- Municipality of Stirling-Rawdon
- Municipality of Tweed
- Township of Tyendinaga
- Tudor portion of the Township of Tudor & Cashel<sup>14</sup>



Based on the 2011 Census, plus an estimated 4.7% adjustment for the net Census undercount, Watson and Associates Economists Ltd, in their report, *Hastings County Demographic Forecasting and Land Demand Analysis*, state the population of Hastings County as 138,600. This number includes the separated Cities of Belleville and Quinte West with Hastings County having a population of approximately 42,600.<sup>15</sup>

Hastings County's population experienced an annual growth rate of 0.28% between 1996 and 2011. The South Regional Market Area as listed above grew at a slightly higher rate than the County over all while the North Hastings market areas experienced a modest decline in population.<sup>16</sup>

In 2011, Hastings County population was comprised (approximately) of the following:

1. 22% youth (0-19 years)
2. 15% young adults (20-34 years)
3. 11% middle-aged adults (35-44 years)
4. 17% upper middle-aged adults (45-54 years)
5. 28% empty-nesters/young seniors (55-74 years)
6. 8% seniors (75 years and older)

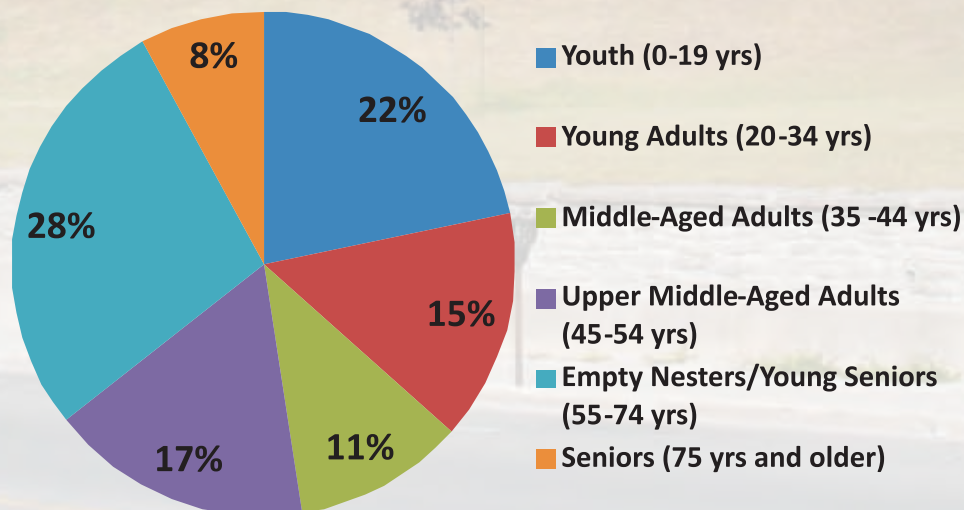
Seniors, 65 years of age and older account for 18% of the 2011 population, up from 15% in 1991.<sup>17</sup>

The population of Hastings County is aging at a slightly higher rate than the rest of the Province of Ontario. "From 2011 to 2036, the percentage of the Hastings County population aged 55+ will increase from 36% to 51%."<sup>18</sup> This means that over half of the population will be 55 years of age and older by 2036.

Another significant trend noted is a decrease in the average number of persons residing in a household (persons per housing/dwelling unit or PPU). In fact, in 2011 households without children (couples, married or common-law) was the largest household group in Hastings County at 30.7% of the total households. The largest household group in Belleville was one-person households at 30.4% and in Quinte West, 31.3% of all households contained a couple (married or common-law) without children.<sup>19</sup>

*These factors combined will contribute to the need for more seniors' housing, more affordable housing, and more one-bedroom units.*

### Population Breakdown

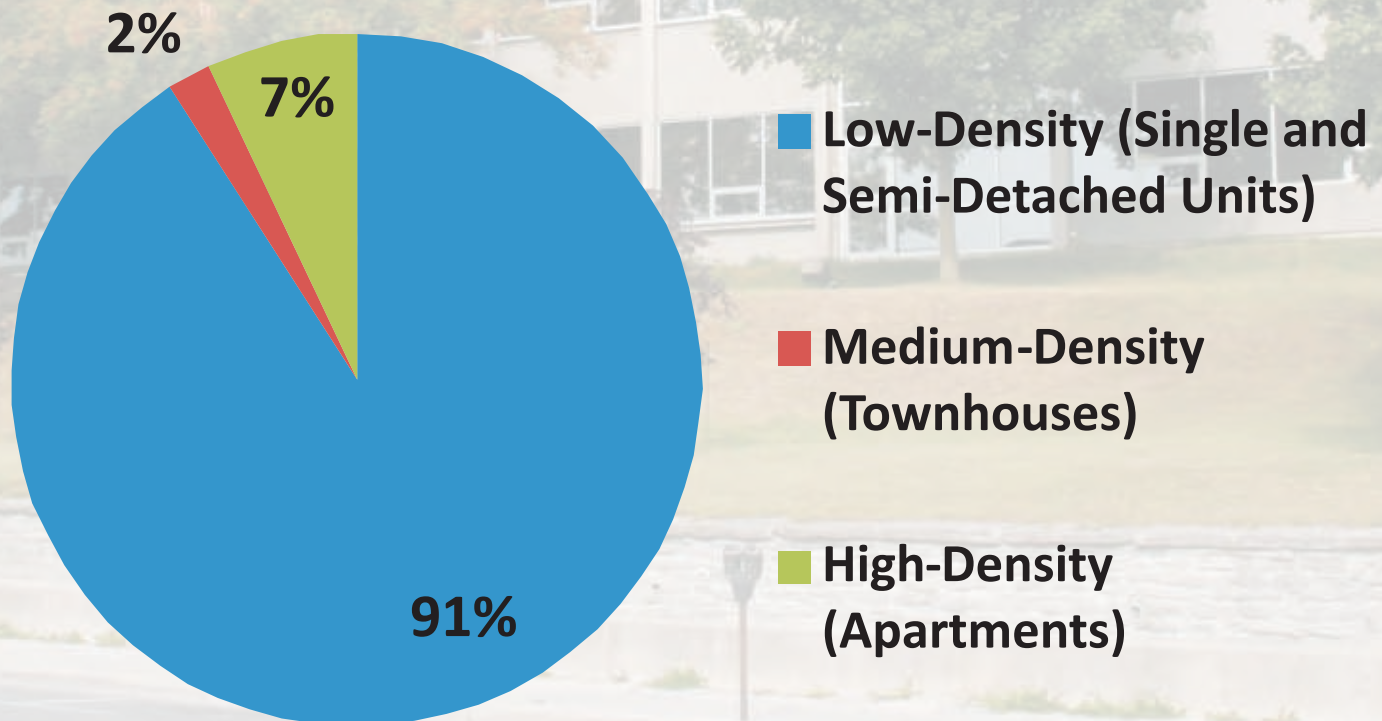


Hastings County's proportion of low-density housing is considerably higher than the provincial average. In 2011, housing stock in Hastings County was comprised of the following:

1. 91% Low-density (single and semi-detached units)
2. 2% medium-density (townhouses), and;
3. 7% high-density (apartments; 65% of these units are located in South Hastings with 35% being located in North Hastings<sup>20</sup>)

Housing occupancy varies based on housing type. Low-density housing which includes single and semi-detached homes generally accommodates larger households such as families. Medium-density housing, (townhouses or condominiums) usually houses smaller households. High-density housing or apartment buildings generally accommodate one or two person households. In 2011, the average PPU in Hastings County was 2.46 (lower than the Province at 2.63 PPU).<sup>21</sup>

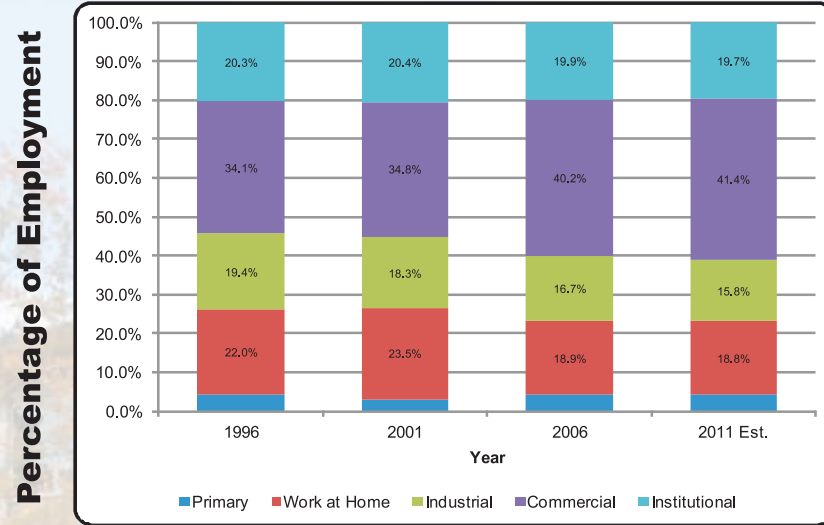
## All Housing Stock in Hastings County



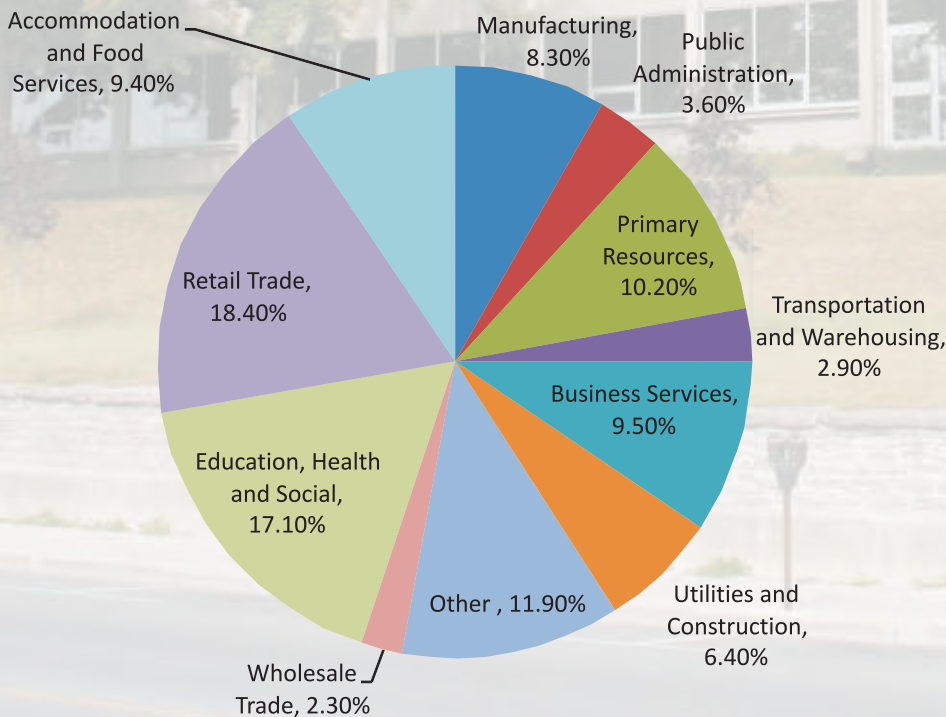
## 2.2 Employment and Income

Hastings County experienced a shift from the resource and goods sector to the service sector between 1996 and 2006. The chart below summarizes employment by sector for this period and provides an estimate for 2011<sup>22</sup>:

### Employment Trends by Major Sector, 1996-2011



### Employment By Sector, 2006<sup>23</sup>

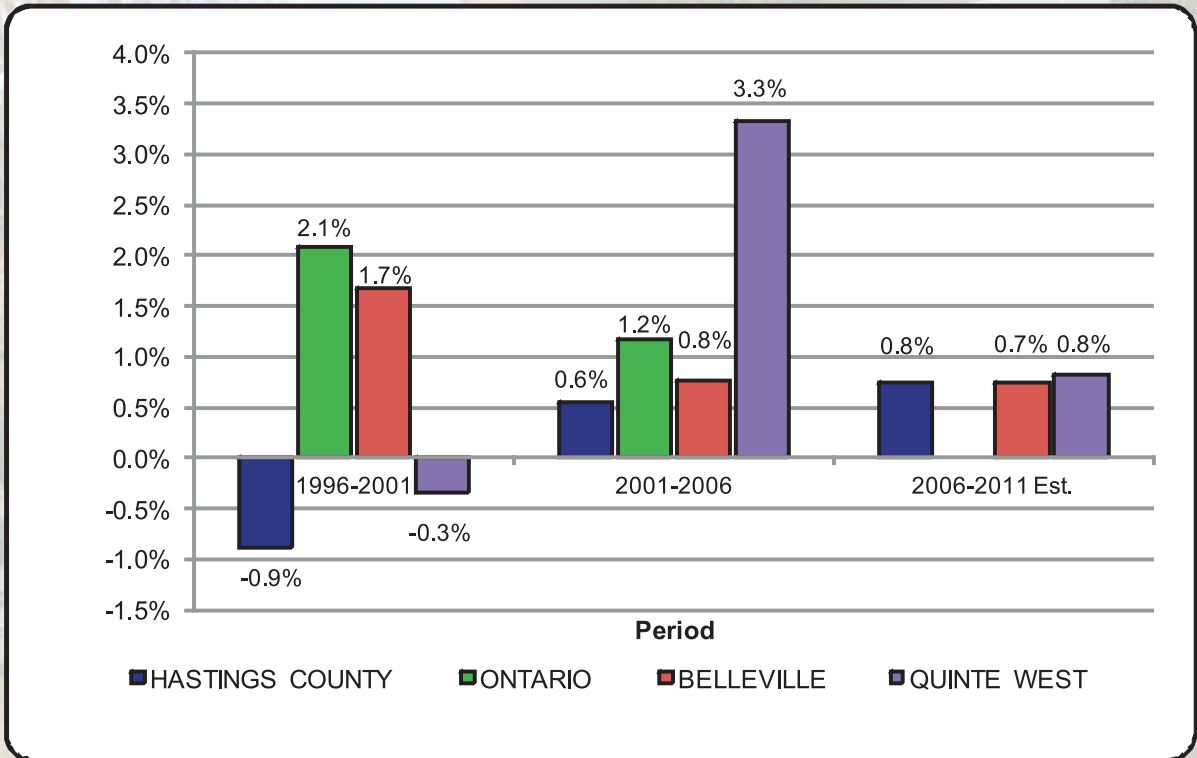


Hastings County's employment structure is dominated by the retail trade at 18.4% and education, health and social care at 17.1%. The primary resource sector is third at 10.2%. The Watson report notes that compared to the Province, Hastings County's proportionate share of employment in the primary resource sector (this includes agriculture, forestry and fishing, mining, and extraction of oil and gas), is significantly higher, however, historical employment trends indicate that this sector is on the decline. All other employment sectors as indicated in the chart below (business services, utilities and construction, public administration transportation and warehousing, whole sale trade and manufacturing), have a lower concentration when compared to the Province as a whole.

Hastings County's total employment increased from 9,840 in 1996 to an estimated 10,040 in 2011. The chart below summarizes the average annual employment growth for the County in comparison to Belleville, Quinte West and the Province from the 1996-2001 and 2001-2006 Census periods as well as an estimate for 2011<sup>24</sup>:

## Average Annual Employment Growth Rate, 1996-2011

Average Annual Growth Rate



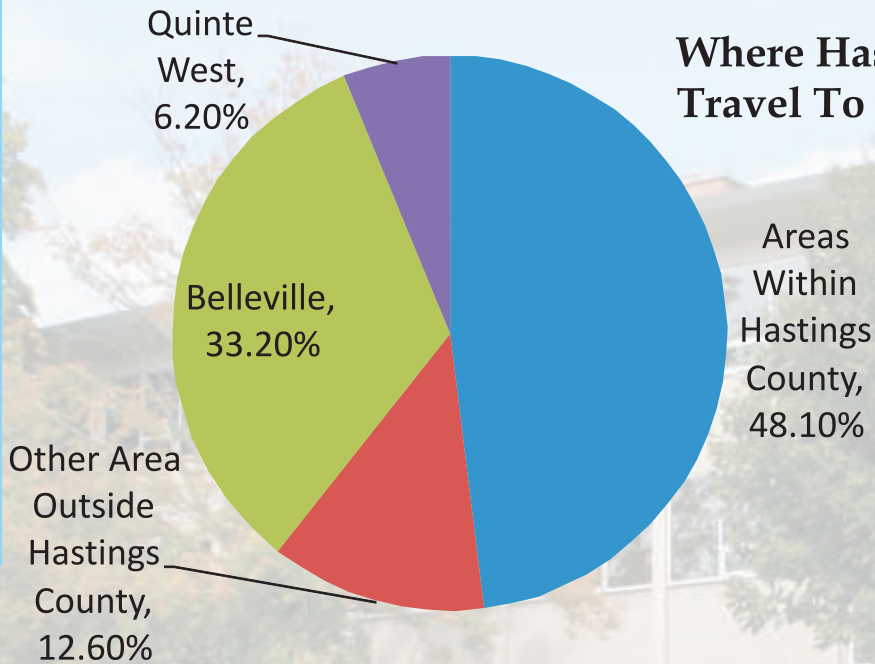
In 2007, the Department launched a new initiative called the *Employment Connections Program*. This program focuses on working intensely with the more highly employable clients in finding immediate and long term employment. Employment staff work individually with clients and focused on skill based referrals and follow up. Staff assists in providing job referrals, resume development, interview techniques and funding to assist with employment related items. The intensity of the one-to-one employment development has resulted in over 13,700 jobs been obtained in the past 6 years.

## Where Do Hastings County Residents Commute From and To For Work?

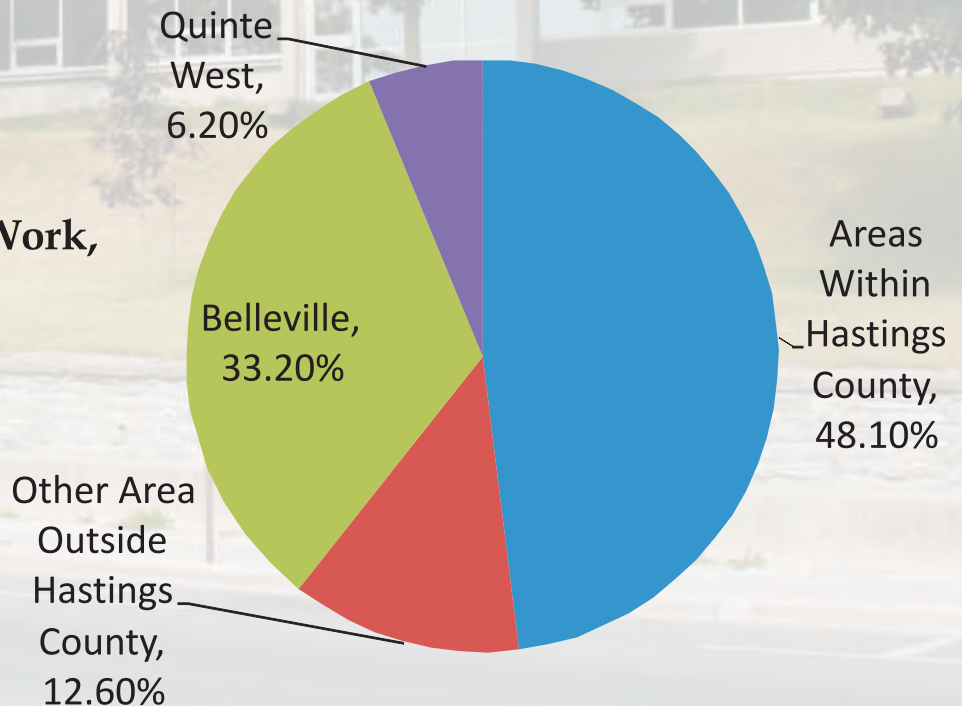
The 2013 Watson report indicates that for employed residents working in Hastings County in 2006:

- 48% work within the County
- 33% commute to Belleville for work
- 6% commute to Quinte West, and;
- 13% commute to areas outside of Hastings County for employment

## Where Hastings County Residents Travel To Work, 2006<sup>25</sup>



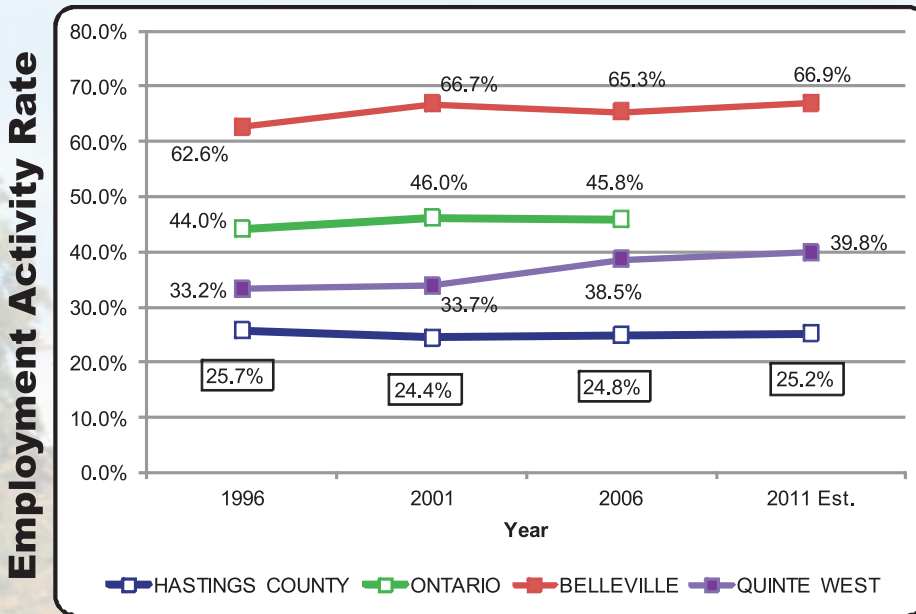
## Where Hastings County Residents Travel From For Work, 2006<sup>26</sup>





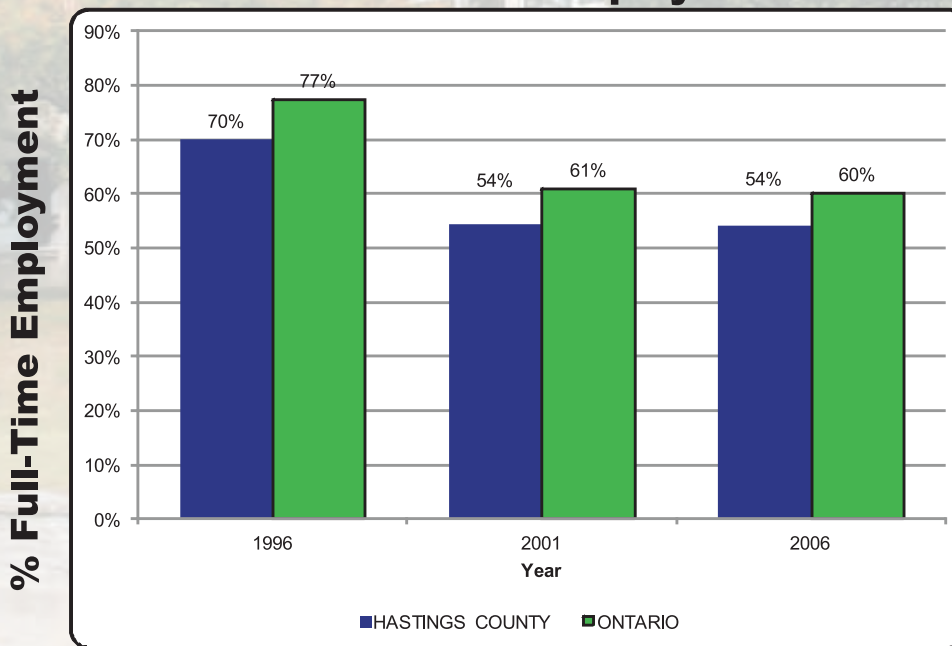
“An employment activity rate is defined as the number of jobs in a municipality divided by the resident population. An increasing employment activity rate indicates that the local employment base is increasing at a faster rate than the local population. A declining activity rate indicates the opposite trend.<sup>27</sup> The chart below summarizes Hastings County's as well as the Cities of Belleville and Quinte West's employment activity rates from 1996 to 2006 with an estimate for 2011:

### Employment Activity Rate



Full-time employment in Hastings County decreased from 70% to 54% between 1996 and 2001. In 2006, Hastings County's full-time employment share of total employment was 54% which was lower than the provincial average of 60%.<sup>28</sup>

### % of Full-Time Employment



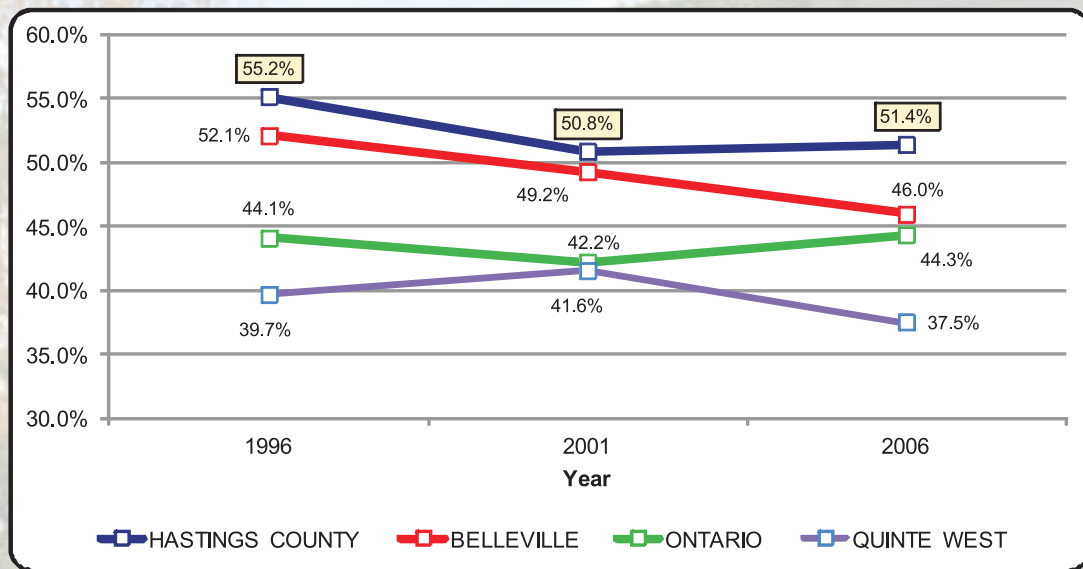
Available income statistics are based on the 2006 Census. The average household income for Hastings County was approximately \$53,253 in 2006. This figure is lower than in the City of Belleville which was \$59,385; Quinte West at \$61,582, and Ontario at \$77,967. Average household incomes in South Hastings are higher than in North Hastings.<sup>29</sup>

## 2.3 Housing Affordability

In 2006, home-owner household income for Hastings County was reported as \$68,943 and renter income was reported as \$36,296. This significant difference in home-owner versus renter income underlines how home ownership is outside the reach of low income households. Housing affordability is generally measured using a shelter cost-to-income ratio. Households in 'core housing' need spend 30% or more of their income on shelter costs. Deep or severe 'core housing' need households spend 50% or more of their income on housing costs. Statistics obtained from the Watson report indicated that in 2006, 51% of Hastings County's tenant-occupied households spent 30% or more of their household income on shelter costs. The Cities of Belleville and Quinte West and the provincial average were lower at 46%, 38% and 44% respectively. In addition, 19% of Hastings County's owner-occupied households spent 30% or more of their household income on housing costs in 2006, which was higher than in Belleville at 18% and Quinte West at 16% but lower than the provincial average of 21%.<sup>30</sup>

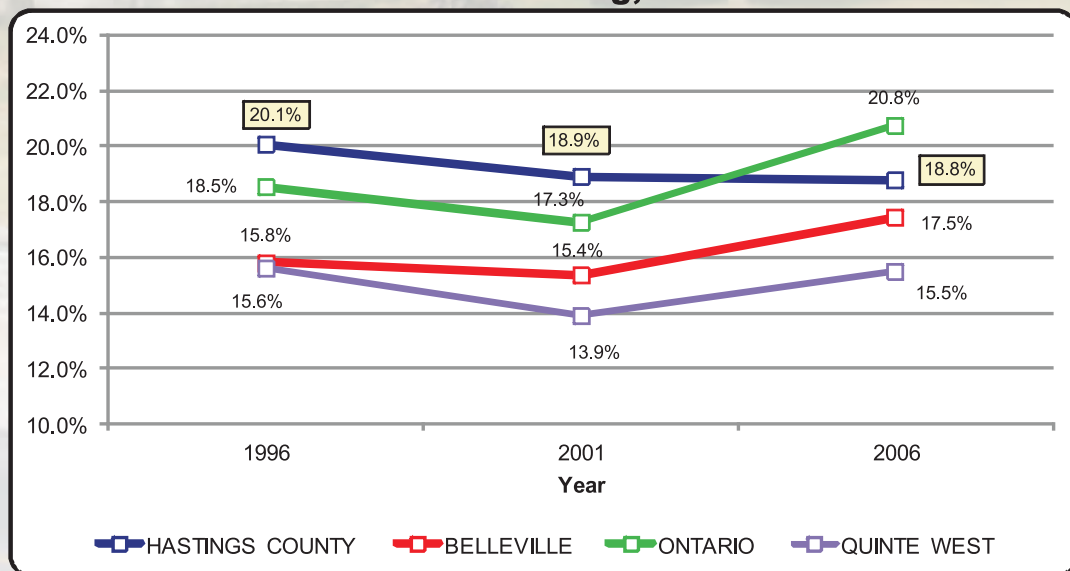
**% of Tenant Occupied Households Spending 30% or More of Income on Housing, 1996-2011**

% of Tenant Occupied Households Spending 30% or More of Income on Housing



**% of Owner Occupied Households Spending 30% or More of Income on Housing, 1996-2011**

% of Owner Occupied Households Spending 30% or More of Income on Housing



The two tables below provide a further breakdown of the “Core Housing Need” and “Deep Core Housing Need” by household type and tenure.<sup>31</sup>

### Household in Core Housing Need by Type and Tenure

(Households spending more than 30% of before-tax household income on shelter)

Household Type	Core Housing Need					
	2001			2006		
	In Core Need	Not in Core Need	Total	In Core Need	Not in Core Need	Total
All Households	6,775	40,525	47,300	6,525	44,020	50,545
Owners	2,150	31,460	33,610	2,160	34,770	36,930
Renters	4,625	9,065	13,690	4,365	9,250	13,615
Seniors	N/A	N/A	N/A	N/A	N/A	N/A
Aboriginal	410	1295	1705	420	2,165	2,585

### Household in Severe Core Housing Need by Type and Tenure

(Households spending more than 50% of before-tax household income on shelter)

Household Type	Deep Core Housing Need					
	2001			2006		
	In Core Need	Not in Core Need	Total	In Core Need	Not in Core Need	Total
All Households	2,650	470	3,120	2,680	650	3,330
Owners	870	365	1,235	995	520	1,515
Renters	1,780	110	1,890	1,685	130	1,815
Seniors	N/A	N/A	N/A	N/A	N/A	N/A
Aboriginal	160	0	160	155	25	180

Source: CMHC based on Statistics Canada Census data.2006

The Watson report also provided a comparative sampling of housing affordability for North and South Hastings, as well as for Belleville and Quinte West for 2012. “In South Hastings, it is estimated that housing costs represented approximately 28% of total household income in 2012. This figure is slightly lower than the provincial affordability threshold of 30%. In North Hastings, it is estimated that housing costs represented approximately 35% of total household income in 2012; and it is estimated that residents of both Belleville and Quinte West spend slightly more on housing costs as compared to residents of South Hastings.”

In 2006, approximately 85% of all homes in Hastings County were owner occupied which is considerably higher than the provincial average of 71%. The Watson report proposes that this is due to the fact that there is limited supply of rental units and a limited preference to offer rental housing in rural areas rather than less demand for rental housing.<sup>32</sup>

## 2.4 Inventory of Housing Stock

### 2.4.1 Housing Stock

The data from the 2006 Statistics Canada Census indicated that there were approximately 52,645 homes in Hastings County. The chart below indicates when these homes were built and their condition in 2006.

<b>Period of Construction by Condition of Dwelling - Total</b>				
<b>Period of Construction</b>	<b>Condition of Dwelling</b>			
	Total	Regular Maintenance only	Minor repairs	Major repairs
1920 or before	7,145	3,010	2,755	1,380
1921 -1945	3,880	1,745	1,450	685
1946 -1960	8,410	4,635	3,015	760
1961-1970	7,405	4,690	2,120	595
1971-1980	9,795	6,485	2,810	500
1981-1985	3,355	2,380	800	175
1986-1990	4,435	3,165	1,130	140
1991-1995	3,005	2,340	620	45
1996-2000	2,345	2,020	300	25
2001-2006	2,860	2,675	185	0
<b>TOTAL</b>	<b>52,645</b>	<b>33,145</b>	<b>15,185</b>	<b>4,310</b>

Source: Statistics Canada, Census series.

### 2.4.2 Home Ownership

Of the homes indicated above, approximately 38,380 were owned in Hastings County in 2006. The chart below outlines the timeframe of when these owned homes were built and their condition as of the 2006 Statistics Canada Census data.

<b>Period of Construction by Condition of Dwelling - Owned</b>				
<b>Period of Construction</b>	<b>Condition of Dwelling</b>			
	Total	Regular Maintenance only	Minor repairs	Major repairs
1920 or before	5,560	2,410	2,250	900
1921 -1945	2,635	1,210	1,005	420
1946 -1960	6,010	3,455	2,075	485
1961-1970	4,855	3,060	1,465	330
1971-1980	6,870	4,375	2,205	285
1981-1985	2,005	1,380	535	90
1986-1990	3,300	2,340	875	85
1991-1995	2,360	1,795	535	35
1996-2000	2,075	1,785	265	25
2001-2006	2,695	2,540	155	0
<b>TOTAL</b>	<b>38,380</b>	<b>24,350</b>	<b>11,360</b>	<b>2,670</b>

Source: Statistics Canada, Census series.

### 2.4.3 Rental Housing Stock

Approximately 14,265 units were rented in Hastings County in 2006. The chart below outlines the timeframe of when these rented units were built and their condition as of the 2006 Statistics Canada Census data.

<b>Period of Construction by Condition of Dwelling - Rented</b>				
<b>Period of Construction</b>	<b>Condition of Dwelling</b>			
	Total	Regular Maintenance only	Minor repairs	Major repairs
1920 or before	1,585	600	505	480
1921 -1945	1,245	535	445	265
1946 -1960	2,400	1,180	940	275
1961-1970	2,550	1,630	655	265
1971-1980	2,925	2,110	605	215
1981-1985	1,350	1,000	265	85
1986-1990	1,135	825	255	55
1991-1995	645	545	85	10
1996-2000	270	235	35	0
2001-2006	165	135	30	0
<b>TOTAL</b>	<b>14,265</b>	<b>8,795</b>	<b>3,825</b>	<b>1,640</b>

Source: Statistics Canada, Census series.

### 2.4.4 Public and Non-Profit Housing Stock

According to the Service Manager Annual Information Return (SMAIR) submitted by Hastings County to the Ministry of Municipal Affairs and Housing (MMAH), the chart below indicates the number of units of public and non-profit housing in Hastings County (funded by several different programs) from 2007 to 2011.

<b>Social Housing Stock</b>					
<b>Social Housing Units by Type</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
- Public Housing	1243	1375	1375	1375	1331
- Rent Supplement	145	142	149	153	153
- Section 95 – PNP	162	162	243	162	162
- Section 95 – MNP	21	21	21	21	21
- Provincial Reformed	628	624	586	624	624
- Others	32	32	32	32	32
<b>TOTAL</b>	<b>2231</b>	<b>2356</b>	<b>2406</b>	<b>2367</b>	<b>2323</b>

Source: Service Manager Annual Information Returns (SMAIR)

### 2.4.5 New Housing Stock 2007-2011

Canada Mortgage and Housing Corporation (CMHC) data from the period 2007 to 2011, indicates a variety of new housing was developed along the following timelines:

<b>Housing Starts by Type</b>					
<b>Housing Starts by Intended Market</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Freehold	477	346	259	344	325
Condominium	0	0	5	3	0
Rental	10	27	125	45	8
<b>Total</b>	<b>487</b>	<b>373</b>	<b>389</b>	<b>392</b>	<b>333</b>
<b>Housing Starts by Dwelling Type</b>					
Single	426	315	218	291	279
Multiple	61	58	171	101	54
Semi-detached	12	0	2	8	6
Row	43	31	42	49	44
Apartment	6	27	127	44	4
<b>TOTAL</b>	<b>487</b>	<b>373</b>	<b>389</b>	<b>392</b>	<b>333</b>

Source: CMHC custom run data

<b>Housing Completions by Type</b>					
<b>Housing Starts by Intended Market</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Freehold	463	338	255	319	283
Condominium	0	0	0	13	3
Rental	6	4	6	148	44
<b>Total</b>	<b>469</b>	<b>342</b>	<b>261</b>	<b>480</b>	<b>330</b>
<b>Housing Starts by Dwelling Type</b>					
Single	417	298	240	282	246
Multiple	52	44	21	198	84
Semi-detached	8	6	0	4	2
Row	38	28	15	47	42
Apartment	6	10	6	147	40
<b>TOTAL</b>	<b>469</b>	<b>342</b>	<b>261</b>	<b>480</b>	<b>330</b>

Source: CMHC custom run data

### 2.4.6 Average Market Value of Resale and New Homes

The next two charts below indicate the quantity and average market value of resale and new homes (and number of units sold) for the period from 2007 to 2011

<b>Existing Home Market</b>					
<b>Existing Home (Resale) Market</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
No. of Units Sold	3055	2559	2524	2538	2464
MLS Average Price (\$)	\$199,019	\$199,020	\$197,205	\$206,561	\$216,155
New Listings	5224	5983	5224	5696	5632
Average Value of Owned Dwellings (2006 census)	\$181,719	\$181,719	\$181,719	\$181,719	\$181,719

Source: Canadian Real Estate Association (CREA) / CMHC Custom run data

### New Home Market

<b>New Home Sales and Prices</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
No of New Home Sales	313	322	208	432	226
Average New Home price (\$)	\$232,470	\$242,276	\$245,645	\$294,135	\$298,900
Median New Home price (\$)	\$225,000	\$239,900	\$250,000	\$305,252	\$319,900
<b>New Home Sales by Price Range</b>					
Less than \$175,000	28	11	10	1	1
\$175,000 – \$199,999	50	19	11	3	1
\$200,000 - \$299,999	221	213	127	87	59
\$300,000 - \$399,999	45	36	18	83	75
\$400,000 - \$499,999	17	4	2	2	8
\$500,000+	16	0	0	0	0

Source: CMHC custom run data

### 2.4.7 Rental Market Rates

For rental market units in Hastings County, the vacancy and availability rates, as well as the average market rents for the period 2007 to 2011 are indicated below:

<b>Rental Market Indicators</b>					
<b>Vacancy and Availability Rate</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Vacancy Rate	3.8%	3.7%	5.6%	4.4%	3.5%
Availability Rate	5.2%	5.9%	6.9%	6.9%	5.6%
<b>Average Monthly Rent (\$)</b>					
All Bedroom Types	\$744	\$765	\$781	\$779	\$807
Bachelor	\$529	\$561	\$549	\$590	\$599
1 Bedroom	\$678	\$693	\$714	\$704	\$735
2 Bedroom	\$772	\$795	\$811	\$810	\$840
3 Bedroom	\$893	\$911	\$919	\$912	\$949

Source: CMHC custom run data

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## **Section 3 Historical Context of Social Housing and Related Assisted Living Services in Hastings County**

### **3.1 History of Social Housing in Hastings County**

The first subsidized housing was built in Hastings County in 1967 on Turnbull Street in Belleville. Governed by the Local Housing Authority, the majority of housing built was in the form of apartments for seniors and houses for families. In the mid to late 1970s, due to rising costs and needs, family townhouses were built. These units were readily visible from the street, had limited parking and limited accessibility features. All supports came from community agencies. The intent was designed to house families for a period of 3 to 5 years. To 'help families get on their feet', after which time they would then move into the private rental market or affordable home ownership.

From 1978 to 1985, the Federal government built several thousand units across Canada. Again, these units were mostly seniors' housing. Many units were connected to faith groups and predominantly served their respective faith communities.

Another wave of construction took place between 1986 and 1995. The Ontario government created 37,844 units across the Province. Many new Non-Profit housing corporations were created that owned and operated these new units. New designs were incorporated where complexes tended to be more out of sight from the streets, were not easily recognizable as 'low-income housing' and provided limited green space for children to play.

Social housing was devolved to the municipalities in 2001 (the Province maintained the responsibility for 'supportive housing'). As a result, the Hastings Local Housing Authority was 'downloaded' from the Province to Hastings County. At that time, Hastings County became directly responsible for managing 1,115 housing units and 185 rent supplement units for a total of 1,300 units. On June 11, 2001, the Housing Programs Branch was formed as part of the Department of Social Services. Hastings County was one of only 12 Service Managers (SMs) that operated the Local Housing Corporation as an 'in-house' operation (others operated similar to Non-Profit or Co-operative housing providers). The new corporation was called the Hastings Local Housing Corporation (HLHC).

Former federal and provincial housing was downloaded to the municipalities in 2003. In addition, the Housing Programs Branch assumed responsibility for the management of the waiting list for most social housing in Hastings County. Around the same time, the Belleville and Deseronto Non-Profit Housing Corporations were absorbed into the HLHC. By this time, Hastings County was responsible for 1,380 social housing units, approximately 200 rent supplement units and administered funding for 15 different Non-Profit and Co-operative housing corporations (see Appendix 'A' for a list of Non-Profit and Co-operative housing providers in Hastings County). The Social Housing Reform Act (2000) provided legislative authority for all of these changes (to devolve and reform Social Housing Programs in accordance with the key policy directions of the government of the day).



The Housing Services Act, 2011, replaced the Social Housing Reform Act, 2000. This new legislation is intended to preserve the administrative and funding responsibility for housing with Service Managers within a more flexible framework.

In the first ten years of administering social housing in Hastings County, over \$11.5 million has been invested in the housing stock originally downloaded from the Province. This amount includes \$8,306,552 from Hastings County and \$3,294,560 from federal and provincial grants through the Social Housing Renovation and Retrofit Program (SHRRP) and the One-Time Capital Repair Program. These funds were used to maintain the buildings appropriately and conduct capital repairs as needed. In addition, over \$3 million has been invested in green initiatives. These latest incentives have:

- helped to limit utility cost increases with newer and more efficient equipment
- resulted in a decrease in annual utility charges; and
- generated revenue from the installation of solar panels in some locations

Since the devolution of social housing to the municipality, the Province of Ontario, in partnership with the Federal government has delivered several affordable housing programs to the Province's 47 Municipal Service Managers in an effort to address the need for more affordable housing options across Ontario.

Through the Canada-Ontario Affordable Housing Program, the AHP Program Extension 2009, and the recent Investment in Affordable Housing for Ontario Program, the County of Hastings has received approximately \$11 million to create new affordable housing in the County, including the Cities of Belleville and Quinte West. This investment equates to 280 new units of affordable rental housing and 80 units of home ownership. Hastings County has provided an enhancement to these latest affordable housing programs by offering the (HLHC) units as rent-geared-to-income units which exceeds the requirements of the programs (rents are to be set at 80% of the average market rent for the region as established by Canada Mortgage and Housing Corporation [CMHC]).

(For more details about the evolution of social housing in Ontario, see the link to ONPHA's *Timeline: A History of Social Housing in Ontario*.)<sup>34</sup>

## 3.2 Wait List - Ongoing Demand for Social Housing

At the time of this document's release, the HLHC's stock has grown to 1,433 social housing units, approximately 270 rent supplement units (the number of rent supplement units fluctuates) under 4 different programs and 851 funded units owned by 15 different Non-Profit and Co-operative housing corporations (which includes approximately 325 market rent units-the number of units fluctuate).

Through a review of data collected for the purposes of establishing the wait list from 2008 up to and including 2012, statistics reveal that there was a:

- 1.6% increase in applicants applying for social housing with Ontario Works (OW) income; from 20.8% in 2008 with a steady climb to 22.4% in 2012
- 1.1% decrease in applicants applying for social housing with Ontario Disability Support Program (ODSP) income; from 19.6% in 2008 to 18.5% in 2012
- Applicants applying with full-time employment decreased from 6.8% in 2008 to 5.3% in 2012
- Applicants applying with part-time employment increased from 5.7% in 2008 to 6.5% in 2012
- Senior applications increased from 34% in 2008 to 39% in 2012
- Single non-senior applications decreased from 26% in 2008 to 21% in 2012
- Applicants requiring 2-bedroom accommodation increased from 19% in 2008 to 21% in 2012
- The percentage of applicants requiring all other bedroom sizes remain constant

**These statistics are evidence of the continued need for more affordable housing for those at the lowest income levels as well as for seniors and families.**

The newly restructured Hastings County Housing Services division continues to administer the Social Housing Registry. This list provides one, centralized waiting list for social housing in Hastings County. Of the 2,229 rent-geared-to-income (RGI) housing units:

- 1,273 are for seniors (50+ years)
- 690 are for families
- 266 are for non-senior singles, or childless couples

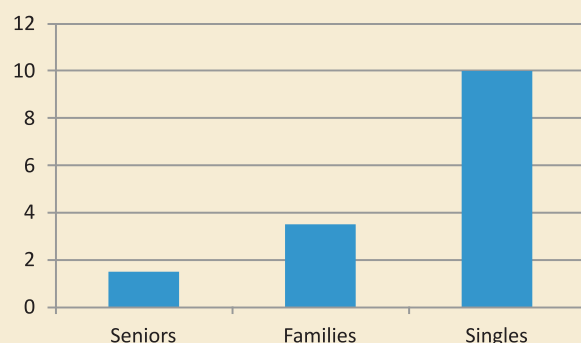
The waiting list as of December 2012 for RGI housing was 1,270 households. All three applicant groups as identified above represent a total of 2,434 people waiting for subsidized housing. The wait times are as follows:

- 1 to 2 years for senior applicants
- 2 to 5 years for family households; and
- up to 10 years or longer for single individuals or childless couples

*"The increase in the social housing waitlist, one indicator of the need for more affordable housing options in Hastings County, demonstrates that no matter what type of affordable housing is built in Hastings County, a need will be filled."  
Michelle Ogden, Affordable Housing Program Supervisor*

It is essential to understand the make-up of the list for potential recommendations on the future activities of social housing in the County. Hastings County has the second highest wait list of the Eastern Ontario Warden's Caucus member municipalities with Peterborough being the highest at approximately 1,679 households. On average, there are 400 move-in and move-out of tenants each year.<sup>35</sup>

Average Wait Time (Years)



### 3.3 Building Condition Assessment (BCA) of Social Housing Stock

As mentioned previously in this document, most social housing in Hastings County was built between the mid-1960s and the mid-1990s through a combination of federal, provincial and joint federal-provincial cost-shared programs. Some community groups also built Non-Profit and Co-operative housing during the 1980s and 1990s. This means that the average age of social housing stock is 40 years or more, with Non-Profit/co-operative housing being somewhat younger. Several features of these buildings do not meet today's standards of efficiency as it relates to energy, water conservation and other utilities.

To ensure that social housing stock is safe, of acceptable quality, and water, heating and energy efficient, Building Condition Assessments (BCAs) have been and will continue to be carried out as part of the social housing capital plan. Major capital considerations include the installation of new roofs, windows and doors, heating and cooling systems, fire systems, and plumbing and electrical upgrades. Minor capital items include repairs to flashing, painting and cosmetic adjustments.

The Hastings County Housing Services Division was the first social housing provider in Ontario to install safety elements in all seniors' buildings. Stoves with safety elements were installed in new affordable housing program buildings and safety elements were retrofitted to existing appliances in all other seniors' buildings. In addition, walk-in or roll-in showers were placed in all new affordable housing program buildings. As the population continues to age at a high rate, the requirements for accessible features such as roll-in showers will increase in social housing.

As the housing stock continues to age, access to suitable financing to help pay for maintenance and repairs will continue to be a concern. The previous One-Time Capital Repair funding and the Social Housing Renovation and Retrofit Programs certainly helped defray some capital costs in recent years but a more permanent solution needs to be sought.



## 3.4 Accessibility

### The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

“Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,  
(a) developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and  
(b) providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.”<sup>36</sup>

The Ministry of Economic Development, Trade and Employment reports that one in seven people in Ontario have a disability. Over the next 20 years, that number will rise as the population ages.<sup>37</sup>

Since 2004 the Ontarians with Disabilities Committee of Council meets regularly to discuss ways to implement change that will make Hastings County's facilities and operations accessible to all Ontarians. The committee is comprised of the Warden, 3 members of County Council and 3 citizen appointees.

The County of Hastings Strategic Plan (2010) identified the provision of Accessible Service as a strategic priority.

Hastings County respects the diversity of individuals and provides accessible service to all. To ensure this outcome is achieved, the County has:

- Developed policies and procedures that are consistent with the principles of independence, dignity, integration and equality of opportunity
- Continued to train and raise awareness of accessibility issues to ensure legislative compliance

The County of Hastings Housing Services Division has 30 accessible housing units that allow persons with physical disabilities to live independently. These units are available in adult and seniors buildings as well as family neighbourhoods. Many units are fully accessible with accessible bathrooms and appliances. Some are partially accessible with wider doors and hallways. Two new seniors' buildings; Fry Residence in Belleville, and Riverview Residence in Quinte West, Trenton Ward have visitability features which provides appropriate access from the parking lots, sidewalks and common areas and also includes a fully accessible washroom for staff. In addition, the local Non-Profit and Co-operative Housing Providers have 40 accessible units for adults, families and seniors.

### 3.5 Non-Profit and Co-operative Housing

Non-Profit/Co-operative Housing is owned and operated on a not for profit basis by community based Non-Profit corporations which are governed by a Board of Directors. Non-Profit/Co-operative Housing communities are mixed income; about 58% pay rent-geared-to-income; 42% are tenants who pay market rent.

The Board of Directors sets policies, including human resource policies for their staff as well as maintenance policies and procedures. Hastings County provides funding to the Non-Profit/ Co-operative Housing providers so they can provide subsidized rental housing to low income seniors and families. Hastings County oversees this operation, but the ownership and day-to-day operations are the responsibility of the Board of Directors.

Hastings County and the Non-Profit Housing Providers have established and maintained a positive ongoing working relationship. Housing Providers share best practices with each other and the Hastings Local Housing Corporation. These best practices enable housing providers to see cost reductions on energy savings, time management, establishing tenant relations, good governance for boards, and financial stability. Like the properties owned and operated by the Hastings Local Housing Corporation, several Non-Profit and Co-operative Housing Providers benefitted from provincial and federal grants like the One-Time Capital Program and the SHRRP (Social Housing Renovation and Retrofit Program). Approximately \$3.6 million from these programs was used by eligible Housing Providers). Some providers were able to augment their regular maintenance and capital plans to improve energy efficiency, overall utility costs, as well as accessibility features.

#### Summary of the 15 Housing Providers:

- 14 Non-Profit Housing Providers in Hastings County
- 1 Co-operative Housing Provider in Hastings County
- 9 are *Act, 2011 Part VII Prescribed Housing Programs* (formerly Federal/Provincial Non-Profit/Co-op Housing Providers)
- The Social Housing Reform Act, 2000 terminated their operating agreements
- A new Service Agreement was signed by the Housing Provider and Hastings County
- 5 are former federal programs; of these 5 there are 3 different Operating Agreements and 1 Housing Provider had a former Tripartite Agreement
- Total of 6 different agreements with 15 Housing Providers



### 3.5.1 Non-Profit and Co-operative Housing and Expiring Operating Agreements

Commencing in 2017 and running through to 2029, operating agreements for all 15 Non-Profit and Co-operative Housing Providers located in Belleville, Hastings County and Quinte West will expire. Of these 15 providers, 4 have agreements that expire during the life of this Plan.

There are 15 corporations with whom the County has an agreement with to provide 526 rent-geared-to-income units. Each of the corporations also receives financial assistance from the federal government flowed through the County annually to help pay down their mortgages. The County, through its levy, also supports the pay down of these mortgages through an annual subsidy. Without this subsidy the corporations would have to examine their alternatives which could negatively affect the supply of social housing units.

In 2012, the total paid to the 15 Non-Profit Housing corporations was \$3,444,200, of which the Federal government contributed 38% to the subsidies with the County contributing the remaining 62%. Once a mortgage is retired federal, subsidy ends.

There are 4 corporations with a total of 57 units that have an 'operating' agreement tied to their mortgages that will release the corporations once their mortgages are paid off from any obligation to participate in the social housing program.

	No. of RGI units	Debt Retirement
Quinte Living Centre	30	2017
York River Heights Senior Citizens Corp.	10	2018
Quinte Senior Citizens Homes	7	2019
Thurlow Non-Profit Housing Corporation	10	2021
Trenton Memorial Lodge	60	2023
Bancroft Bible Chapel Non-Profit Housing Corp	28	2024
Belleville Emmanuel Residences for Senior Citizens	45	2024
Marmora District Housing Commission	16	2024

Two significant issues resulting from these arrangements will face the County in the coming years:

- Commencing in 2017 and running through 2029 all of the mortgages will be retired for the Non-Profit Housing Providers.

Subsidies are used for funding the difference between the benchmark rent for market tenants and the rent paid by RGI tenants (Housing Services Act, 2011 Part VII, Prescribed Housing Programs), paying 100% of the property taxes and providing an operating subsidy which is benchmark revenue – benchmarked costs (i.e. administration, maintenance, utilities, insurance for bad debts, contribution to capital reserves and mortgage payments).

- The operating agreements with the four (former federal programs) corporations providing 57 units today are under no obligation to the County to continue to offer these units to eligible social housing tenants. In the end this could result in a net reduction of 57 affordable units.

There are two different types; former federal subsidy and any subsidy funds that flow via the Service Manager will terminate at the end of operating agreements. The Service Manager and the Housing Provider may investigate opportunities to continue with rent geared to income subsidy. For example: Rent Supplement Units. The concept of operating agreements do not exist for Housing Providers in receipt of subsidy under a federal provincial cost shared or provincial unilateral program. A Housing Provider will continue to have recourse to the municipal Service Manager (Hastings County) whom is obligated to maintain some level of subsidy to designated RGI units.

## 3.6 Other Agencies and Assisted Living Programs

**3.6.1 The Annual Provincial Rent Bank Report** for Hastings County for the period January 1st, 2012 to December 31st, 2012 reported that 60 households were assisted with Rent Bank funding (household is defined as a family or individual). Money spent on rent assistance during 2012 totaled \$57,562.49. The Stability Report for the Provincial Rent Bank Program which records follow-up information (follow-up, up to 12 months), notes that of the 60 households assisted, 45 (or 75%) remain in their same home.<sup>38</sup>

**3.6.2 The Canadian Mental Health Association (CMHA)** reports that approximately 409 individuals are turned away each year. CMHA operates three transitional units in Belleville both with family and single options and one emergency bed. Referrals are accepted from anywhere in the County. There is no designated shelter in Hastings County and the transitional units are a desirable option for service providers working with homeless individuals and families as well as the homeless who are actively seeking shelter.

**3.6.3 All Together Affordable Housing Corporation (ATAHC)** opened its first home in 2009 in Belleville. The Supportive House provides common space and kitchen but all rooms are individual. A recent grant under the Homelessness Partnering Strategy (HPS) has provided support dollars to CMHA to provide staffing supports for ATAHC and has been a model partnership between these two non-profit organizations.

**3.6.4 Mental Health Services Hastings Prince Edward Corporation** is a community-based mental health agency providing a range of client-centered services and supports throughout Hastings and Prince Edward Counties.

The Corporation provides services and support to individuals sixteen and older who are affected by severe and persistent mental illness. Services are provided in the client's home environment, in an office setting, and within the community.

A variety of options are available to support people with mental health issues in securing and maintaining appropriate housing. Some of these options include permanent supportive co-operative living (group home), permanent supportive independent living, housing resources, homelessness prevention and intervention, linkage to services and resources, and advocacy.

Local housing coordination as of December 31<sup>st</sup>, 2012 includes the following information:

<b>Wait List</b>	<b>2</b>
<b>Active Caseload</b>	<b>7</b>
<b>Total Individuals Served January 1, 2012 to December 31, 2012</b>	<b>83</b>
<b>Number of Trusteeships on Average</b>	<b>31</b>
<b>Agency Active Client Total at December 31, 2012</b>	<b>601</b>
<b>Mental Health Services - Subsidized Housing Participants at December 31, 2012</b>	<b>60</b>
<b>Rent-Geared-To-Income (RGI) Group Home Beds at December 31, 2012</b>	<b>10</b>
<b>King George Sqaure - Clients are Housed at This Location With the Maximum ODSP Shelter Benefit Being Equal to the Rent</b>	<b>4 Beds</b>

39

**3.6.5 Pathways to Independence** is a not-for-profit agency which supports people with developmental challenges, acquired brain injury, and those who may be dually-diagnosed, with residential options as well as day and vocational programs and services in Hastings and Prince Edward Counties, and across Eastern Ontario .

In Hastings County, Pathways provides Supportive Housing (24/7 support) and semi independent living apartment housing (where support is provided as needed). Currently, Pathways provides supportive housing to 69 persons in 13 residences. In addition, Pathways provides support services, as needed, to 14 persons residing in 5 apartment buildings (15 units are dedicated to semi independent living).

Pathways does not maintain wait lists for the Developmental Services Supportive Housing as this information is kept regionally by Developmental Services of Ontario and referrals to Pathways comes from that process.

Pathways' Acquired Brain Injuries Services presently has a waitlist of 15 individuals for supportive housing in Hastings County.<sup>40</sup>

*Pathways offers apartment housing opportunities (Semi Independent Living ), to individuals that are already supported by Pathways who are ready to move into a more independent living environment. Pathways reports that the turnover rate for the apartment housing is almost zero. The support services provided by Pathways enables their clients to maintain their housing appropriately. This fact is a testament to the 'housing first' model.*

**3.6.6** Located in Belleville, **Community Visions and Networking** supports individuals who are disabled, deaf, hard of hearing or have a communication difficulty. Community Visions and Networking advocates for their supported individuals, helping them to find employment and access programs and services with local social service, housing and health care agencies. Community Visions and Networking also educates their clients to improve their life skills and ability to live independently.

Presently, clients of Community Visions and Networking are able to take advantage of several housing programs. Pathways to Independence assists 5 supported individuals of Community Visions and Networking with rent-geared-to-income housing. Several private landlords receive rent supplement funding on behalf of 6 tenants who receive supports from Community Visions and Networking. Married and single clients who are supported by Community Visions and Networking also live in social and Non-Profit housing.

A unique partnership was also created with a private proponent of the Canada-Ontario Affordable Housing Program (AHP), Rental and Supportive Component and Community Visions and Networking. A newly constructed building houses 5 people from Community Visions and Networking. This landlord reports that the support services provided by Community Visions and Networking is key to helping these 5 tenants maintain their housing appropriately.



**3.6.7 Three Oaks** provides the following programs and services for women and children who are victims of domestic violence:

- Safe Shelter
- Children’s Shelter Service
- Outreach Services
- Children’s Counselling
- Transitional Support Program
- Training and Educational Program
- Family Court Support Program

Three Oaks reported the following statistics for the past two years:

<b>Service Provided</b>	<b>2011-2012</b>	<b>2012 - 2013</b>
Crisis calls taken	1,403	1,242
Women Served in the Shelter	144	135
Children Served in the Shelter	46	66
Occupancy Rate	69.03%	61.08%
Average Length of Stay	12.59 days	26.87 days
Turned Away	34	53

<sup>41</sup>

**3.6.8 Maggie’s Resource Centre of North Hastings** services Bancroft and the North Hastings area with support services for women and children who are victims of domestic violence. Services offered include crisis intervention, safety planning, transitional housing support, counseling, safe placement and transportation for women and their children leaving abusive relationships, as well as advocacy, and referrals to health, legal and income support resource centres and advocacy with legal and social services. Clients of Maggie’s are supported, where possible with rent supplement programs offered by Hastings County Housing Services to bridge the gap between actual market rent and what they can afford.<sup>42</sup>

**3.6.9 The Hastings Housing Resource Centre (HHRC)** provides assistance to the general public locating and securing immediate, temporary and permanent housing in Hastings County and the Cities of Belleville and Quinte West. Information is available on HHRC's website and at offices located in Bancroft, Belleville, Madoc and Quinte West. Annually, the HHRC provides 1,400 plus clients with one to one services and over 3,000 clients register on the HHRC website to find housing. Thirty percent of clients are homeless and 69% of clients are at risk of homelessness. The HHRC identified that 72% of their clients found housing.

In 2012 the HHRC:

- Provided service to 4,708 clients through office, phone and website contacts to find housing in Hastings County; 1,495 of those clients were one-to-one assistance in their offices.
- 470 were homeless and 1,483 were at risk of homelessness and in critical need of housing; therefore 99% of the clients provided one- to-one housing assistance required immediate assistance with their housing search.
- Seniors are the fastest growing segment of the population using the HHRC (55+), last year HHRC saw a 50% increase in seniors and the first two months of this year a 75% increase over the same time last year.
- Yearly, well over 300 landlords register their housing units free of charge.
- Of the clients that HHRC was able to remain in contact with (most have cell phones which time runs out or contracts get cancelled or no phones) 72% secured and remained housed for at least three months.
- Over 3,000 clients registered on the HHRC interactive website, this allows clients the option to access housing listings 24/7 without coming to the office.

Recently, the HHRC has launched a program called 'Intensive Case Management'. The project is defined as a “collaborative process that assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet the client's health and human service needs”. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes. Intensive Case Management for this project will include the following tasks: identification, assessment, planning, resource acquisition, stabilization and support. Some examples of the duties related to that of the Intensive Case Manager include:

- Assess needs of the chronically homeless to determine immediate housing needs and assist clients in obtaining housing which meets their needs.
- Develop an individual case management plan per client.
- Assist clients in obtaining/maintaining housing that meets their needs.

Another example of the Housing First approach, this program recognizes that the key to success is providing intense supports to those who are chronically homeless or have difficulty maintaining housing to ensure that their other basic needs are met. Outcomes and data from this program have not been identified since the program launch in June 2013.<sup>43</sup>

**3.6.10 Hastings-Quinte Emergency Medical Services (EMS)** has been the provider of all pre-hospital emergency medical service (paramedic services) since January 1st, 2003. There are 5 separate base locations placed throughout Hastings County in Bancroft, Madoc, Quinte West (Trenton), and 2 stations are in Belleville. A post operated in Tweed is also staffed 12 hours per day. Since January 1st 2004, Hastings-Quinte EMS was also selected to provide all paramedic services for Prince Edward County to the south, and has a station in Picton.

Mutually cooperative agreements also exist with EMS agencies in neighboring Counties. Hastings-Quinte Emergency Medical Services is comprised of a team of approximately 150 professionals. Although data is not kept regarding people who claim to be homeless, a snapshot of 2012 statistics from the Hastings-Quinte EMS provide interesting details on ambulance responses for the following reasons:

Reason for Emergency Response	Alcohol Intoxication	Drug Overdose	Behavioral or Psychiatric	Failure to Thrive	Lift Assist Required	Total Responses
<b>Municipality</b>						
<b>Hastings County *</b>	17	25	67	24	39	172*
<b>Belleville</b>	54	69	174	51	75	423
<b>Quinte West</b>	35	46	111	23	50	265
<b>Total</b>	106	140	352	98	164	860
*not all municipalities in Hastings County required ambulance service in all categories; data reflects those areas that required service						

Due to confidentiality, specific addresses cannot be revealed for this data. It is interesting to note that when combined as ‘substance abuse’, the calls for alcohol intoxication and drug overdose total 246. Caution should be used when interpreting this data where specific details about the nature of the person affected is not known. Having stated this however, one can conclude certain presumptions regarding the potential need for addiction services (for instance) when looking at this figure.

‘Behavioural or Psychiatric’ problems require the highest number of ambulance responses in all areas noted in the chart. This troubling statistic indicates a need for more preventative measures to assist people with mental health issues. Housing with support services, supportive housing, and, specifically, the provision of support services in the home area of the sufferer would result in a decrease in emergency response services for these reasons.

‘Failure to thrive’ and ‘Lift Assist Required’ are generally calls where seniors require assistance. ‘Failure to thrive’ calls usually involve people who are frail and elderly, who do not have the resources to properly care for themselves, who may not get regular baths or be able to regularly clean their home. They often do not eat properly or have any food in the house. Approximately 76% of the calls relating to ‘failure to thrive’ are for persons age 70 years or older. Hastings-Quinte EMS works closely with the Community Care Access Centre (CCAC) by providing referrals to those patients giving consent.

‘Assisted living’ programs, such as those now being promoted by the South East Local Health Integration Network (LHIN) would result in a decrease in emergency calls for seniors who require assistance after falling or who are experiencing health issues relating to their inability to live without supports.<sup>44</sup>

### 3.6.11 Good Neighbour/Home Visitor Program

Funded by the Ministry of Health and Long-Term Care (MHLTC) and unique to Hastings County, the Good Neighbour/Home Visitor Program which is administered by the Department of Social Services, is designed to assist individuals and/or families who are at risk of being homeless due to circumstances such as hoarding, budgeting and the need for life skills training in order to contribute to their independence. The focus of the program is to offer clients support in specifically identified areas through a case plan. The program is offered to individuals and families who live in rent-geared-to-income housing.

The Good Neighbour/Home Visitor Program provides supports based on specific need that will encourage clients to appropriately maintain permanent accommodation. Short term support is provided to both the tenant and the Property Supervisor to address specific housing issues such as: neighbourhood conflict, excessive garbage, lack of budgeting, and providing paperwork to maintain residency.

The Good Neighbour/Home Visitor clients are often the most vulnerable, and many clients have been refused service elsewhere as a result of demanding and difficult behaviours. For these clients, trust must be secured over time and then a routine and case plan put in place to move the client forward. It is difficult to quantify the results of the Good Neighbour and Home Visitor program; however, housing permanence, increased independence, keeping families intact, the prevention of hospital stays, and reductions in incarceration can be attributed directly to this work. The duration a Home Visitor works with a client depends largely on the situation; however, there is a case plan and exit strategy. Success is seen often after a period of time when a trusting relationship facilitates the movement to willingness of the client to move forward into a healthier more independent way of living. independent way of living.

### 3.6.12 Food Security

There is a food security network made up of individuals and representatives from agencies that support the goal of working toward food security for all residents of Hastings and Prince Edward Counties. This network has identified that food security exists when “all people, at all times, have physical and economic access to sufficient, safe, and nutritious food to meet their dietary needs and food preferences for an active and healthy life”.<sup>45</sup> The Food Security Network of Hastings and Prince Edward Counties provides a forum for information sharing and collaboration on actions that will contribute to food security and support a sustainable local food system.

The Hastings and Prince Edward Children and Youth Services Network released their 2013 report card which outlines areas of success that can be celebrated as well as identifies trends and issues causing concern. Flags were developed where 'green' represents indicators where Hastings and Prince Edward Counties are doing better than the provincial average and 'red' flags indicate strategic interventions are required which represent 10% worse than the provincial average. Food insecurity has been identified as a red flag. It is noted by this group that HPE counties consistently have the highest level of food insecurity in Ontario. “Food insecurity is the inability to obtain sufficient, nutritious, personally acceptable food or the uncertainty that one will be able to do so. With moderate food insecurity, the quality and/or quantity of food is compromised. For those who experience severe food insecurity, food intake is reduced and eating patterns are disrupted”.<sup>46</sup>

The Salvation Army food bank served a total of 3,410 families of which 412 were new families. It was reported that 286 homeless people were helped at the food bank in 2012. The lunch program has seen dramatic increases in their numbers over this past year. Approximately 15,759 meals were served in 190 days. This is an approximate of 83 lunches served daily. In 2011, the Lunch Room served a total of 13,600 meals and was open for 191 days in 2011 from January to December.

Bridge Street Church also reports an increase in service over the past five years. The number of frozen meals prepared more than doubled from 2007 with approximately 3,000 frozen meals distributed to an increase of 7,400 meals in 2012. This program is offered every Friday to everyone in the community wishing for a frozen meal on Fridays.

The Madoc Helping Hands Food Bank report statistical data that has doubled in the past two years and the Bancroft Community Cupboard has also reported a significant increase in demand.

There is much information surrounding food security/insecurity. The purpose of this section is to identify that food insecurity is a threat to many residents in Hastings County. It is also identified that there are many programs in Hastings County that provide food security to individuals and families, and program data indicates that they are well used in our communities.

One of the challenges faced by many low income families is to provide consistent nutritional snacks and/or meals for their children. During the school year, these children benefit from the Hastings and Prince Edward Learning Foundation's Food for Learning Program. The 'Food to Go' Program aids these families to continue to provide nutritional snacks to their children in the summer months, a unique partnership was created between the Hastings County Department of Social Services, Housing Services division and the Hastings and Prince Edward Learning Foundation.

The 'Food to Go' Program administered by Housing Services in partnership with the Food for Learning Program helps families residing in social housing to provide a healthy snack throughout the summer months. In 2013, 21,356 snacks were provided to 13 neighborhoods in Belleville and Quinte West and to social housing neighbourhoods in Deseronto and Bancroft - 2,000 more than in 2012!<sup>48</sup>



**In 2013, 21,356 snacks were provided to 13 neighbourhoods in Belleville & Quinte West and to social housing neighbourhoods in Deseronto and Bancroft.**

### **3.6.13 Homelessness Partnering Strategy**

The Homelessness Partnering Strategy (HPS) is aimed at the prevention and the reduction of homelessness in Canada. Supporting a 'housing first' approach, the HPS seeks to prevent and reduce homelessness by helping to establish the movement of homeless individuals and at risk individuals towards self-sufficiency. Funds have been designated in the City of Belleville under HPS for 2011-2014 in the amount of \$355,662.

Two successful organizations received funds in order to provide supports to transitional units scattered in the City of Belleville and the development of second stage 8-unit transitional home for women who are victims of domestic violence. The development of the 8-unit transitional unit is expected to be completed by 2014.

Previous rounds of HPS funding included funds being distributed to All Together Affordable Housing to purchase and renovate a house for the homeless in the City of Belleville and the operation of three transitional homes that are operated and maintained by Canadian Mental Health Association in the City of Belleville.

The Homelessness Partnering Secretariat has announced a renewal of funding of \$119 million under the HPS program to be used across Canada beyond March 2014. Although it has not been announced, it is expected that the Community Plan for the City of Belleville will need to be updated to determine funding priorities for the City.

### **3.6.14 Rural and Remote Homelessness Partnering Strategy**

Hastings County is eligible to apply for funding under the Rural & Remote Homelessness Program and has been successful in obtaining funds to develop two transitional units in Quinte West in partnership with Ontario Works and Hastings Housing Services. Funds were received to purchase supplies and furnishings and complete minor repairs to the building. The program remains sustainable through the rents paid by Ontario Works or Ontario Disability Support Program and access to other sources of funding through Ontario Works. The County continues to partner with organizations in making applications for funding when it is available.

### 3.6.15 Community Homelessness Prevention Initiative (CHPI)

As of January 1, 2013, the Ministry of Municipal Affairs and Housing (MMAH) has assumed financial and administrative responsibility for the new Community Homelessness Prevention Initiative (CHPI) program. This program is a 100% provincially-funded program that consolidated the five previous housing and homelessness programs, and includes fifty percent (50%) of the provincial expenditures and scheduled upload costs from the former Community Start-Up and Maintenance Benefit (CSUMB). The programs which were consolidated were the:

1. Emergency Energy Fund;
2. Emergency Hostels;
3. Domiciliary Hostels;
4. Rent Bank; and
5. Consolidated Homelessness Prevention Program.

The vision for the new program is a better coordinated and integrated service delivery system that is people-centered and outcome focused. It is anticipated that this approach will shift the focus of services from reactive responses to homelessness to more proactive and permanent solutions, measuring two key outcomes:

1. People experiencing homelessness obtain and retain housing;
2. People at risk of homelessness remain housed.

Under CHPI, Service Managers will have increased flexibility to use the consolidated funding to address local homelessness-related priorities in any of the following service categories:

- Emergency Shelter Solutions (e.g. emergency shelter and/or safe bed);
- Housing and related supports (e.g. permanent housing, rental allowance);
- Services and Supports (e.g. street and housing outreach, food banks, housing search); and
- Homelessness Prevention (e.g. rent support/eviction prevention)

Services that will not be eligible under CHPI are:

- Capital expenditures which include, new construction and/or
- Conversions of building, repairs and renovations, retrofits, buying land, purchasing buildings
- The construction, repair and renovations of new and existing social and affordable housing.
- Services that do not directly support people who are homeless or at-risk of homelessness.

Hastings County Social Services has allocated CHPI funding to a new program called the 'Housing and Homelessness Fund' (HHF). The HHF encourages a solutions based approach, (and similar to the 'Housing First' Principle, upon which this Plan is built), that maintains housing through the provision of services and supports to prevent homelessness, including emergency and after hours' services and focuses on permanent housing solutions. Examples of items considered are:

- Rent Deposit to secure permanent accommodations
- Rent Arrears to maintain current residency, priority given to people in social housing to prevent homelessness and;
- Heat/Hydro to pay a deposit to secure accommodations or to avoid disconnection.

In addition, after hours emergency services will be maintained under the HHF and a review of funded organizations is taking place. The funds can be accessed through the Intake Access Centre which is the direct point of access for individuals applying for financial assistance in Hastings County. Individuals who may need assistance with any urgent requests may be assessed for alternate funding sources as well (i.e Ontario Works, Emergency Assistance).



### **3.6.16 Aboriginal People Living Off Reserve**

As part of the Investment in Affordable Housing Program announced in November 2011, \$26.4 million over 3 years was committed to supporting Aboriginal families living off-reserve. The Province has been working in partnership with two Aboriginal organizations to administer the funding. Ontario Aboriginal Housing Services (OAHS) is delivering the program outside of the Greater Toronto Area (GTA) and the Miziwe Biik Development Corporation (MBDC) in the GTA. This housing component builds on the success of the \$80 million Off-Reserve Aboriginal Housing Trust 2009 program for Aboriginal families living off-reserve. The program was established after Aboriginal organizations conducted community consultations on off-reserve housing needs and provided the Ontario Government with recommendations. Aboriginal peoples and organizations continue to have the key role in determining how best to provide affordable housing in their off-reserve communities.<sup>49</sup>

The Ontario Aboriginal Housing Services (OAHS) is responsible for the administration of housing and housing-related programs and services to Aboriginal people living off-reserve. The OAHS offers programs related to rental housing, home ownership and home repairs.

### **3.6.17 Victims of Violence**

The Hastings County Housing Services is responsible for the administration and management of the Social Housing Registry which is the centralized waitlist for all rent-g geared-to-income (RGI) and housing allowance programs in Hastings County. Under the requirements of the Housing Services Act, 2011, Housing Services must give Special Priority Status (SPP) to applicants and their families who are victims of domestic violence. The first wave of the Canada-Ontario Affordable Housing Program (AHP), Rental and Supportive Component required that 10% of all new units built under the program were designated for victims of abuse or people with mental health issues. Hastings County has exceeded this requirement with the assistance of 4 private for-profit proponents who house people from both target groups.

All applicants for social housing are placed on the waitlist in chronological order, but individuals and their families who are fleeing domestic violence situations, are placed at the top of the waitlist. Tenant Placement staff work with local shelters to place victims in permanent affordable housing. These include: Three Oaks in Belleville; Maggie's Resource Centre of North Hastings in Bancroft; and Red Cedars located in Tyendinaga Mohawk Territory. All three shelters provide temporary accommodation to victims of domestic violence. In addition, they offer a variety of 'in-house' and outreach services to support the women and children who need help. Red Cedars provides service to Aboriginal women and their children who are victims of abuse.

### 3.6.18 Assisted Living for Seniors

In January of 2012, the Province launched a new direction for the provincial health care system called *Ontario's Action Plan for Health Care*. The purpose of this was to ensure that Ontarians receive proper care, in the appropriate place and in a timely manner. The Action Plan highlighted the development of a Seniors' Strategy as a means to determine sustainable best practices and policies at a provincial level that could in turn support local delivery of health, social, and community care services with a focus on helping older Ontarians stay healthy and at home longer. Dr. Samir Sinha was appointed the lead in the development and implementation of the Senior Strategy which comprised of a comprehensive consultation process that included questionnaires to the public and caregiver interviews (*Living Longer, Living Well, Highlights and Key Recommendations*, Dr. Sinha, MD, DPhil, FRCPC, Provincial Lead, Ontario's Senior Strategy). One of the key recommendations from this report states, "The Ministry of Health and Long-Term Care, in partnership with the Ministry of Municipal Affairs and Housing, should encourage the development of more Assisted Living and Supportive Housing Units as alternatives to long-term care home placement for those who would benefit most from these environments. This could be accomplished by: exploring the feasibility of re-purposing older long-term care homes identified for redevelopment into supportive housing units in accordance with Local Health Integration Network (LHIN) plans to create such local alternatives." (Report Submitted to the Minister of Health and Long-Term Care and the Minister Responsible for Seniors on recommendations to Inform a Seniors Strategy for Ontario, Dr. Samir K. Sinha, MD, DPhil, FRCPC, Provincial Lead, Ontario's Seniors Strategy).

The idea of 'Assisted Living' is similar to that of supportive living and is not a new idea. However, with this concept now being a key recommendation from the above mentioned report, significant funds may be allocated through to the LHIN to provide this type of care to the elderly, but also noted especially to lower income adults aged 65 years and older with the goal of delaying the elderly from entering into long term care facilities. The South East LHIN currently does not have the 'Assisted Living' program in place whereas other LHINs in the Province do.

In general, 'Assisted Living' is provided to those elderly who can maintain their independence but require some supports such as homemaking services or personal supports with personal support staff.

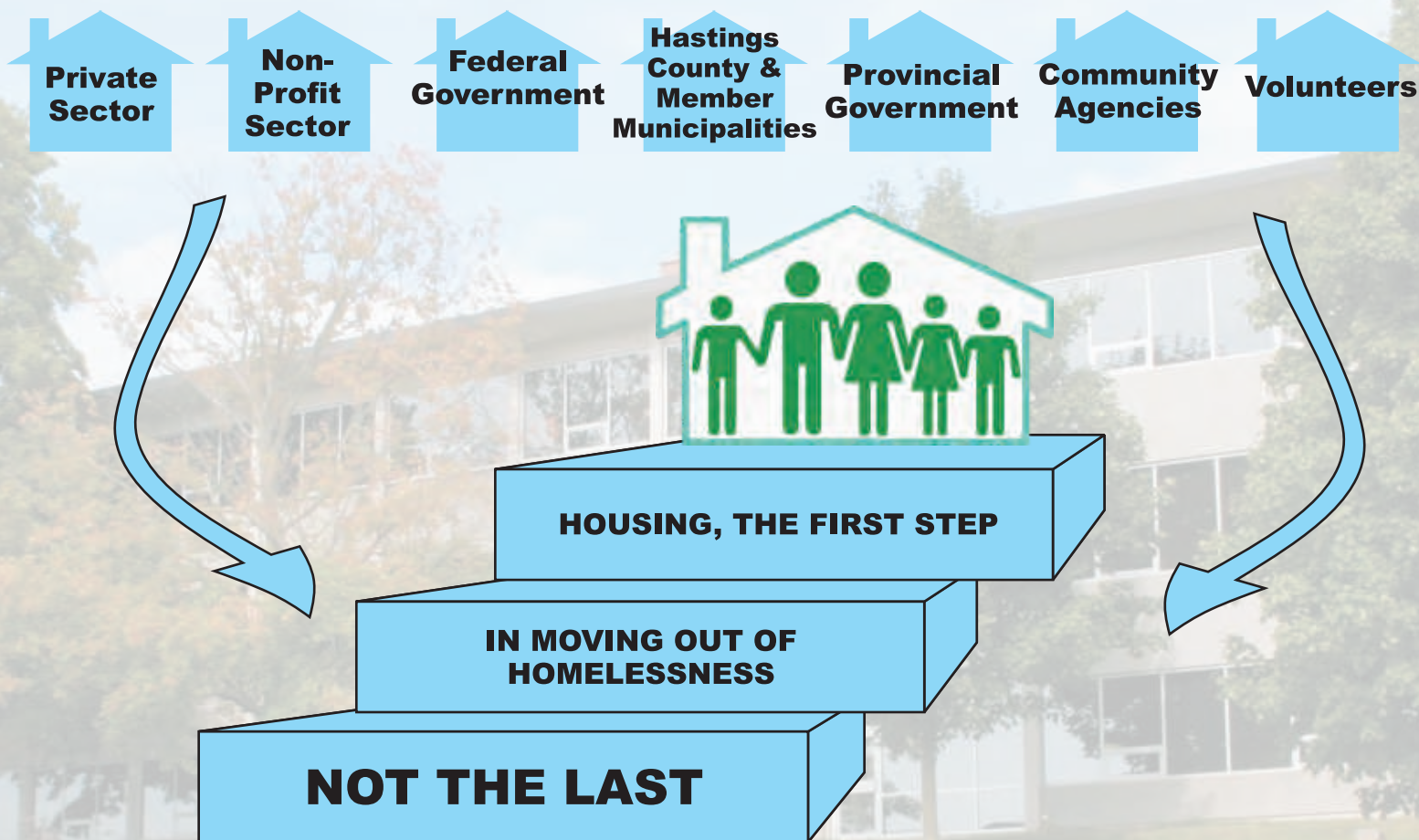
This concept works well in what is termed 'clustered' environments, whereby individuals receiving services "can be clustered within a small geographic area, making these services practical and efficient to deliver. Given that the taxpayer cost to build a new long-term care bed sits at around \$150,000 and the annual average cost to provide the care to a single resident is \$47,940 or \$131.34 per day, the cost implications of the associated changing demands for long-term care will be significant."<sup>50</sup>

In 2012 and 2013, the Hastings County Department of Social Services staff has met regularly with the South East Local Health Integration Network staff to discuss the need for 'Assisted Living' programs in Hastings County and the Cities of Belleville and Quinte West.

## Best Practices/Community Partnerships

Below are descriptions of local best practices that demonstrate community partnerships with a focus on sharing resources, networking, creating supports for individuals and families, and housing stability with a focus on housing and homelessness as a key priority in our communities.

### Community Partnerships: Key to a Successful Housing First Approach



#### North Hastings Transitional Units

North Hastings Non-Profit Housing Corporation (NHNPHC) and Ontario Works worked together on the opening of a transitional unit in Bancroft. The Board of Directors for NHNPHC partnered with staff at the Bancroft Ontario Works office to take one housing unit and slightly modify it for use as a 30-day transitional home.

#### North Hastings Non-Profit Housing Corporation and Hastings Housing Services

Hastings County Housing Services and the North Hastings Non-Profit Housing Corporation have partnered to build five new units of family and non-senior housing at Woodview Lane in Bancroft under the Rental Component of the Investment in Affordable Housing for Ontario Program (IAH). Hastings County has committed to providing 25% and the Federal and Provincial governments will fund 75% of the cost of construction. In addition, Hastings County has committed to providing subsidy to the Housing Provider to ensure the units are offered at rent-geared-to-income (RGI) rates. Construction is scheduled to start in the first quarter of 2014 with completion later in the year.

### **Quinte West Transitional Units**

Hastings County Housing Services and Ontario Works partnered in the development of two family transitional units. Funds were successfully received from Rural Outreach –Homelessness Partnering Strategy in 2008 to purchase initial start up supplies and furnishings for the two units. Any homeless family in Hastings County can access one of these units for up to 30 days. This partnership between Hastings County Housing Services and Ontario Works served as a model for the development of the North Hastings transitional unit.

### **LEEDS Gold Certification Buildings**

Fry Residence in Belleville and Riverview Residence in Trenton are the first new multi residential construction projects completed which received LEED Gold certification by the Canada Green Building Council. The buildings feature innovative technologies that save energy, reduce long-term operating costs and increase occupant comfort (CMHC project profile).<sup>51</sup>

### **Three Oaks/Hastings County Social Services Rent Supplement Program**

Three Oaks has actively and successfully pursued the development of 2<sup>nd</sup> stage housing in Belleville. Hastings County has committed to providing subsidized rent to Three Oaks for their eight residential units that are in the early stages of construction and will be available upon the opening of the building. Given the precarious financial status of households fleeing domestic abuse, this partnership will contribute to the sustainability of the project.

### **Affordable Housing Action Network (AHAN)**

The Affordable Housing Action Network (AHAN) is a group of individuals and organizations in Hastings County who want to make a difference in relation to housing and poverty issues. The AHAN's mission is: To create more affordable housing options for people who are precariously housed or homeless using a variety of approaches including collaborative networking, housing development, capacity building and advocacy. This network recognizes National Housing Strategy Day every year in November and continues to partner with agencies on longer term solutions to homelessness.

## Salvation Army/Canadian Mental Health Association and Hastings County Social Services Department

The after-hours emergency homeless program is operated by Salvation Army and Canadian Mental Health Association. The program is funded in partnership with the Hastings County Social Services Department with funds from the 'Community Homelessness Prevention Initiative' or CHPI. Hotels are used for shelter purposes and homeless individuals are asked to report to Ontario Works the next business day for assistance. Many individuals are passing through and need to get back to their original destination. Canadian Mental Health Association also works in conjunction with Salvation Army in providing after-hours services to Centre and North Hastings. One central telephone line is used and promoted throughout Hastings County for consistency purposes, which provides non-life-threatening access to fire, police and emergency medical services and agencies.

The after-hours program remains a priority for Hastings County and in the summer of 2013, the Social Services Department issued a Request for Proposal (RFP) in order to receive proposals on how this service can be delivered throughout Hastings County in the most cost effective and client-centered manner.

## Canadian Mental Health Association(CMHA)/All Together Affordable Housing)

Funds were secured under the Homelessness Partnering Strategy (HPS) by Canadian Mental Health Association to work in partnership with All Together Affordable Housing Corporation (ATAHC), to provide supports in ATAHC's first supportive housing unit in Belleville. Funds go directly to support staff to ensure tenants are moving towards long term housing. This partnership has continued to work well and both organizations work together for new opportunities.

“The house gave me stability, a safe dwelling a place to work on my own issues. I got counselors and friends. A place I could get help to help myself.” *from a resident of CMHA shelter.*

## **Mental Health Services - Hastings/Prince Edward, and Hastings County Housing Services, 24 Creswell Drive, Trenton**

A partnership was formed in 2008 at 24 Creswell Drive, Trenton with Hastings County Housing Services and Mental Health Services – Hastings Prince Edward in order to provide additional supports to people living there. The building is a 2-story walk-up which initially had 11 units. One unit was designated as an office for one staff member from Mental Health Services to provide on-site support to tenants. The partnership serves as a model within the mental health and housing sector and provides tenants with some of the following: permanence (less relocation of tenants), a feeling of belonging and acceptance, opportunities to improve social skills, consistency of a staff person and quick assessment of warning signs of distress resulting in less contact with crisis or the emergency room. From an agency perspective, this partnership provides a creative option to increase dedicated housing stock for individuals with mental illness, a safe work space and the opportunity to strategize with other housing professionals to minimize the impact that certain behaviours may have on tenancies i.e. hoarding, outbursts as well as options for individuals who no longer require intensive case management but do still have some support requirements. In addition, Housing Services staff has noticed a decrease in the move-out costs for the units at the building (i.e. repairs to units after a tenant vacates). Nan Hastings, Assistant Manager of Housing Operations reports that from 2008 to 2013, over \$30,000 in savings were experienced directly related to decreased move-out costs.

## **North Hastings Community Integration Association & Hastings Housing Services**

North Hastings Community Integration Association (NHCIA) and Hastings Housing Services work closely together to house people in Bancroft and North Hastings through rent supplement program assistance. NHCIA offers daily living supports, life planning, community access, dual diagnosis supports, respite services, assistance with funding, and resource referral information. Housing Services offers rent supplement funding to assist NHCIA clients lessen the 'affordability gap' between market rents and what they can actually afford to pay for rent.

“Affordable three-bedroom homes are not possible anymore unless people look outside of Bancroft.”

“Young families paying more in rent than they would for mortgage and unable to enter housing market.”

## **Community Advocacy and Legal Centre (CALC) and the Vital Services By-Law**

Since 2008, the Social Services Department has been working with the Community Advocacy and Legal Centre (CALC), utility companies, tenants, and landlords to ensure that vital services such as electricity and heat remain on in cold weather and in some cases during exceptionally hot temperatures. The Vital Services by-law was adopted in 2008 by the City of Belleville, Town of Deseronto, Town of Bancroft, Municipality of Centre Hastings and the Township of Marmora and Lake. Hastings County Social Services administers the by-law on behalf of the above municipalities/townships.

The by-law provides the department an opportunity to notify property owners when there is a disconnect notice. This pertains to property owners who are responsible to pay for the utility and not the tenant. The support and expertise that CALC provided during the implementation phase of this project and the cooperation between staff was instrumental in the development of this by-law.

## **Help With Heat and Utilities: Winter Warmth and LEAP Emergency Financial Assistance**

### Winter Warmth

The Winter Warmth program provides grants to low-income residents who have Union Gas accounts in arrears or are faced with the threat of disconnection because of special circumstances that have led to their arrears. The program is delivered through Hastings County Social Services (who screen and assess applicants) with overall funding oversight by the United Way. Eligible low-income natural gas customers are residential customers who have a pre-tax household income at or below Statistics Canada's most recent pre-tax Low Income Cut-off plus 15% taking into account family and community size.

### LEAP Emergency Financial Assistance (EFA)

LEAP EFA is a grant program intended to provide emergency relief to low-income customers of utilities who may be experiencing difficulty paying current arrears. LEAP EFA is funded by all utility ratepayers. Hastings County Social Services delivers this program on behalf of the United Way -Toronto. Eligibility for low-income electricity residential customers is based on household income that is below Statistics Canada's most recent pre-tax Low Income Cut-off plus 15%, taking into account family and community size.

## Section 4 Public Input

### 4.1 Public Consultation Process

Consultations have taken place using the following media:

- Large and small group meetings and presentations
- Web-Based Survey Website called 'Survey Monkey'; and
- Questionnaire distributed via email

Hastings County held its first Community Consultation in relation to the development of the plan on June 27, 2012 at the Eldorado Community Centre. This location was identified as being central to all municipalities including Belleville and Quinte West and it was determined that more participation from the northern and central municipalities would result from this location. People who attended this event were grouped previously into service sectors outlined below:

- Housing and Homelessness
- Children, Family Services & Youth
- Consumer and Advocacy
- Health and Seniors
- Victims of Abuse

Based on consultation feedback, it was noted that the education sector was missing and this was included in the online Survey Monkey questionnaire that was distributed to several networks including Brown Bag and Networking group meetings and the Affordable Housing Action Network (AHAN).

Since the Community Consultation held in Eldorado, Hastings County staff has held many other meetings and group discussions regarding the development of the Housing and Homelessness Plan. Some examples of the groups who participated includes: Community Health Care (Belleville and Trenton), Gateway (Tweed), The Salvation Army, Hastings Housing Resource Centre, Community Advocacy & Legal Centre (CALC), Canadian Mental Health Association (CMHA), Trenton Allied Professionals' Brown Bag, Madoc Brown Bag, Local Health Integration Network (LHIN), Non Profit and Co-operative Housing Providers, and Hastings County Social Services staff.





## 4.2 Community Consultations - Key Priorities By Area

Below is a summary of 5 key needs/ issues identified at Community Consultations in each area of Hastings County.

### NORTH HASTINGS

1. Unaffordable homes/lack of rentals
2. Not in my backyard (NIMBY)
3. High heat and hydro costs
4. Budgeting programs and access to them
5. Increased home repairs and lack of funding for them

### CENTRAL HASTINGS

1. Family Housing
2. Transitional Housing
3. Additional supports for people with mental health issues
4. Increased home repairs and lack of funding for them
5. More supports for aging population on fixed incomes

### QUINTE WEST

1. More transitional and supportive housing including staffing supports (for those with mental health and addiction issues, people of domestic violence)
2. Provide longer term supports to enable clients to live independently
3. More senior housing
4. Educate the community/public awareness of the issues of homelessness
5. More supports for aging population on fixed incomes

### BELLEVILLE

1. Shelter
2. More transitional and supportive housing including staffing supports (for those with mental health and addiction issues, victims of domestic violence)
3. More single, non-senior housing
4. Budgeting and life skills for lower functioning adults
5. Greater focus on social determinants of health

### NON-PROFIT HOUSING PROVIDERS

1. Wait list/wait times
2. Arrears/rent collection
3. Damages to the units
4. Aging population (mobility issues, modifications, health issues)
5. Social problems/issues with neighbours

## Section 5 Priority Identification, Recommendations and Strategies to Address Priorities

### 5.1 Promote the Principle of 'Housing First'

This Housing and Homelessness Plan's focus is on better outcomes for people - that means putting people first. The 'Housing First' Principle's primary focus is on helping people who are homeless, or at-risk of homelessness, to quickly access safe, affordable and stable housing. A 'Housing First' approach means that people are provided with a variety of flexible supports based on their needs that can assist them in maintaining their housing, or allow them to be re-housed when necessary. A 'Housing First' approach allows people to address other challenges and needs by ensuring that they get connected to community supports. 'Housing First' encourages and improves social inclusion.

### 5.2 Support the Development of Affordable Housing in Municipal Planning Documents

The Provincial Policy Statement requires municipalities to provide an appropriate range and mix of housing types and densities to meet the requirements of current and future residents. As a result, municipal Planning Departments are required to include specific directions about housing in their Official Plans. A climate conducive to housing affordability will be established as a result of these directions.

The Provincial Policy Statement calls for municipalities to establish and implement minimum targets for the provision of housing which is affordable to low and moderate income households.

The Hastings Housing Services Division will strive to provide eligible clients living in the County with access to affordable and well-maintained housing by developing multi-year capital plans for social housing and working with Non-Profit housing groups.

#### ***Recommendations:***

*The Hastings County Planning and Development Department is currently in the process of updating the 2002 Official Plan to reflect the requirements of the Provincial Policy Statement. Housing Services Division recommends to the Planning and Development Department policies that:*

- i. Encourage the provision of adequate affordable housing for persons of low, moderate and middle income across the County. Social Housing projects shall generally be directed to designated Urban and Hamlet areas. The County and member municipalities may utilize alternative development standards where deemed appropriate for the provision of affordable housing.*
- ii. Provide for an appropriate range of housing types, densities and affordability to meet projected requirements of current and future residents, regardless of their abilities.*
- iii. The portion of affordable housing in new residential construction or redevelopment projects be determined on a site-by-site basis and calculated as part of the planning approval process for the County and/or the affected member municipality. As a general rule, the County and its member municipalities will target a minimum of 25% of all new housing in excess of 25 units to be in forms that would be affordable to low and moderate income households.*

*This minimum of 25% affordable housing may be achieved through:*

- *The construction of new units, including accessory dwelling units;*
  - *An option to purchase by the County or other housing agency;*
  - *A joint venture with the County or other housing agency; and,*
  - *Utilizing any other arrangement which may be available.*
- iv. Promote working co-operatively with the private sector and the non-profit sector as the principal agents in the supply of affordable housing.*
- v. Encourage member Municipal Councils to have regard for deterioration due to age or condition and deficiencies of housing, including seniors and affordable housing.*
- vi. Make Hastings County a comfortable and affordable place for healthy seniors and people with disabilities to live, work and visit.*

### **5.3 Increase Affordable Family Housing Options in Hastings County and the Cities of Belleville and Quinte West**

In February of 2013, the Hastings/Quinte Joint Social Services Committee agreed to “reassess the current emphasis on senior housing to reflect the growing needs of family and non-senior segments of the Wait List”.<sup>52</sup>

- i. Be 'shovel ready' with new project proposals for future upper level of government funding opportunities. These proposals could be developed by private non-profit housing providers/developers (new or existing), a combination of non-profit and market, and/or municipally owned and operated. Past affordable housing program announcements have sometimes been made with short turn-around times. Being ready with projects to submit would provide an advantage to the County of Hastings as Service Manager for the administration of funding from these programs.*
- ii. Support Quinte West Non-Profit Housing Corporation (QWNPHC) with their intention to expand their family portfolio at their existing property or with the acquisition of additional property. See Appendix C for expression of interest letter from QWNPHC.*

- iii. *Leverage an existing County of Hastings asset which includes the potential sale of all, or some of 48 single, detached houses in Belleville (32) and Quinte West (16 in Trenton Ward) to build newer, higher density family housing, incorporating energy efficiencies and conservation measures. A local realtor was retained to complete an appraisal of the homes and their market value was determined to be approximately \$7.6 million. Accompanying the appraisal was a proposed marketing plan for their potential sale so as not to flood the market. The funds realized from the sale of the houses could be maximized if used in combination with funding from other sources (i.e. senior levels of government). The Hastings/Quinte Social Services Committee made the following recommendations at the February 2013 meeting:*
- *“THAT the Joint Social Services Committee gives consideration to proposing a policy whereby single family detached (scattered) units that are paying market rents would be offered for sale, at market rates, first to the existing tenants and then generally should the tenants not wish to purchase the property.*
  - *THAT any funds obtained by the sale of these properties be retained in reserve for future capital housing needs, AND*
  - *THAT staff be directed to prepare a comprehensive implementation plan for the Joint Committee's review and consideration at a future date.”<sup>53</sup>*
- iv. *Hastings County's Housing Services' Division will explore a potential partnership with Habitat for Humanity Hastings and Prince Edward for the provision of down-payment assistance from the revolving 'Home Ownership Assistance Program' fund.*
- v. *The County of Hastings, as Service Manager will advocate to senior levels of government for funding commitments related to the development of new affordable housing options. This could include programs like the Canada-Ontario Affordable Housing Program, the Investment in Affordable Housing for Ontario Program and Canada Mortgage and Housing Corporation's previous Residential Rehabilitation Assistance Programs. In the February 2013 Hastings/Quinte Social Services Committee meeting, the Joint Social Services Committee recommended to County Council that “it search for opportunities to encourage the federal and provincial governments to financially support the construction of new affordable housing units”.<sup>54</sup>*

## 5.4 To Promote the Development of Affordable Retirement Living Programs for Low Income Seniors

Currently there are no affordable retirement living residences or programs for low income seniors in Hastings County or the Cities of Belleville and Quinte West. The need for additional supports to seniors in social housing was identified as a key area of need in the community consultation process. In addition, many Non-Profit Housing Providers have indicated that they require additional health and personal supports for their tenants due to the continued aging population that they are serving. During the consultation process, staff met with several Non-Profit Housing Providers and obtained feedback from a break-out session questionnaire. A summary of the challenges identified include:

- Need to access services in order for tenants to remain independent in their unit;
- Not able to live independently without supports and yet are not ready for a nursing home;
- Tenants who are seniors cannot afford private retirement home living;
- There are long wait lists for programs offered for seniors, (for example, the Seniors Managing Independent Living Easily Program-SMILE, offered by the Victorian Order of Nurses--VON). In addition there continues to be ongoing wait times for long term care beds in Hastings County with the average number of days waiting ranging from 334 to 628 days for particular facilities.
- Increased hospital visits due to the need for more in-home supportive services;
- Insufficient funding to provide support services;
- Seniors need help accessing services; simply letting them know about the service is not enough;
- No one stop resource for seniors.

Hastings County encourages and supports services and alternate housing forms to meet the needs of senior citizens who wish to live with as much autonomy as possible, reducing the number seeking institutional care and the costs associated with the provision of long-term care.

*Recommendations: The Housing Services Division recommends to the Planning and Development Department policies that, subject to proper approvals, allow for:*

- i. The temporary placement of a garden suite;*
- ii. A renovation or addition to an existing dwelling to either house the family member requiring care and supervision, or to house the family member providing the care and supervision, subject to the proper approvals for servicing; and*
- iii. The conversion of a portion of an existing detached house, semi-detached house or row house, or a building or structure ancillary thereto into a second dwelling unit.*
- iv. In addition to the above, a network of apartment housing for senior citizens, nursing homes and homes for the aged will provide a variety of levels of care and service for its residents. Housing projects for seniors will be located primarily in the urban and hamlet designations close to amenities and services required by seniors.*

*The Housing Services Division and the South East Local Health Integration Network met several times to discuss the concept of 'Assisted Living'. As a result of these meetings, the following recommendations have been developed:*

- i. That the County of Hastings work with the South East LHIN to support the key recommendation in the development of 'Assisted Living and Supportive Housing' units as alternatives to long-term care home tenancies whether it be through existing buildings or new builds in the future.*
- ii. A partnership with the South East LHIN and Hastings County is a key recommendation that can be piloted in several identified Non-Profit Housing Providers and Hastings Local Housing Corporation-owned properties for seniors where a clustered living environment is already in place.*
- iii. Support Aldersgate Village's proposed affordable, 'Assisted Living' (supportive) housing development. Aldersgate Village's proposal fits well with the 'Assisted Living' concept supported by the South East LHIN. See Appendix E.*
- iv. Consider 'expressions of interest' from Non-Profit Housing Providers like Quinte Seniors Citizens Homes. See Appendix D.*

## **5.5 Address the Expiring Operating Agreements with Local Non-Profit and Co-operative Housing Providers**

*Recommendations: The Hastings/Quinte Social Services Committee met in February, 2013 and made the following recommendations:*

- i. That staff be directed to commence discussions with each Non-Profit corporation, at least three years before the retirement of their mortgage, in order to determine the most cost-effective approach to maintaining the number of units available for social housing purposes.*
- ii. That staff be directed to prepare, at the appropriate time, a report on the results of those discussions for consideration by the Joint Social Services Committee outlining any arrangements for continuing to participate with the Non-Profit corporation or any alternatives that may be beneficial in meeting the needs for affordable housing.<sup>55</sup>*

## 5.6 Increase Affordable Housing with Support Programs and Services for Non-Senior People Experiencing Mental Health, Addictions' and/or Life Skills Issues

Community stakeholders across Hastings County repeatedly raised the issue of the need for more support programs and services for people experiencing mental health, addictions', or life skills issues. These types of programs and services are key to helping people (suffering from these issues) appropriately maintain their housing and health. It is encouraging to know that the South East LHIN is currently leading the redesign of mental health and addictions services in their catchment area and is looking to work collaboratively with service providers and community partners to best serve 'shared' clients.

On June 17<sup>th</sup>, 2013, the South East LHIN hosted a 'Visioning Session' and invited community partners and service providers to offer their experience and knowledge to assist the LHIN in developing improvements to the delivery of programs and services for people with mental health and addictions' issues. Housing was a recurring theme for the Visioning Day. The South East LHIN reiterated their vision which is to:

“Ensure patients receive the right care, at the right time, in the right place, enhance capacity of the providers and the system, and reduce stigma.”<sup>56</sup>

“Home, a friend and a job.”<sup>57</sup> --this statement was recorded in the Visioning Day Summary Report as being the major theme from the participants of the day's session. The 'Housing First' approach was raised repeatedly through-out the day. Appendix F includes an overview about the proposed transformation of the Mental Health and Addictions Sector in the South East Region and a copy of the final and executive summary report from the Visioning Session.

### **Recommendations:**

- i. That a partnership between the South East LHIN and Hastings County Housing Services Division be piloted in Non-Profit Housing Providers' and Hastings Local Housing Corporation-owned properties for tenants who suffer from mental health and/or addictions' issues.*
- ii. That the Good Neighbour/Home Visitor Program staff work with tenants of the Hastings Housing Services Division, (which include rent supplement properties; and Non-Profit and Co-operative Housing Providers) to assist them in appropriately maintaining their housing. The Good Neighbour/Home Visitor Program staff will work collaboratively with the Housing Services, Ontario Works and Ontario Disability Support Program staff to assist shared clients. This work could include regular, short-term support from the Good Neighbour/Home Visitor Program staff; referrals to community service providers.*
- iii. The Community Homelessness Prevention Initiative Program funding (CHPI) has been used to create a local Housing and Homelessness Fund (HHF) in Hastings County. It is recommended that the fund will support the 'Housing First' approach adopted in this Plan. The HHF uses a 'solutions based' formula to assist individuals and families in maintaining their housing. HHF funding alone will not be used to assist 'at-risk' tenancies. Support services will be accessed to prevent homelessness with a focus on permanent housing solutions. These support services may be used in conjunction with the HHF. The HHF could be used for the payment of a rent deposit to secure permanent accommodations, payment of rental arrears to help tenants maintain their current residency, as well as, payment of heat and/or hydro deposit to secure accommodations, or to avoid displacement. Priority will be given to people residing in social housing to prevent homelessness or disconnection. Measures will be put in place to prevent future risk to tenancies assisted through the HHF, (i.e. monitoring tenancy).*

## 5.7 Develop a Realistic and Outcomes-Based Eviction Prevention Program

### *Recommendations:*

- i. In partnership with local service providers, develop an 'eviction prevention protocol' that requires 'buy-in' by all agencies (i.e. Community Advocacy and Legal Centre, Canadian Mental Health Association and the Good Neighbour/Home Visitor Program) that work with housing and homelessness related programs and services so that tenants never feel they are going to 'the wrong door'.*
- ii. Develop prevention strategies relating to early intervention, communication, and individual plans to help tenants stay housed.*
- iii. Target specific strategies to address the reasons for eviction.*
- iv. Develop education programs to educate landlords about eviction prevention and available resources in the community.*
- v. Establish a timeline for the development of the eviction prevention protocol to ensure efficient and appropriate implementation.*

## 5.8 Advocate to the Provincial and Federal Governments for Emergency Repair Programs for Home Owners, and Funding for Private Landlords to Incorporate Accessible, Energy Efficient and Other Green Features Into Rental Units that are Committed to Providing Affordable Rents.

Since the elimination of Canada Mortgage and Housing Corporation's Residential Rehabilitation Programs (March 31<sup>st</sup>, 2012), and the Ontario Works and Ontario Disability Support Program Community Start-Up Maintenance Benefit (CSUMB) (December 31<sup>st</sup>, 2012), Hastings County Housing Services Belleville office has received over 900 calls from families and individuals seeking financial assistance for home repairs and/or accessibility renovations.

### *Recommendations:*

- i. That, the County of Hastings, as Service Manager, advocate to senior levels of government for funding commitments related to residential rehabilitation programs, such as CMHC's former RRAP programs, to address the need to assist low to moderate income home owners maintain their homes as it relates to energy efficiency, health and safety, water conservation and accessibility. The age and condition of housing previously noted in this document (See the Chart in Section 2.4.3 on page 16 entitled Period of Construction by Condition of Dwelling - Rented), indicates the need for such programs. In addition, Hastings Housing Services has received over 900 telephone inquiries about programs for emergency repair, retro-fitting for accessibility and heating.*
- ii. Investigate the development of incentive programs to assist landlords willing to rent their units at affordable rates. These incentives could include funding to retrofit these units for accessibility, energy efficiency, health and safety and other green initiatives.*



## 5.9 Promote the Development of Consistent Delivery of Housing and Homelessness-Related Programs and Services across the Municipality

People requiring housing and housing/homelessness-related programs and services currently are required to go to several different agencies and locations to obtain assistance.

The restructuring of the Hastings County Department of Social services will be completed in approximately November of 2014. The Department will be renamed as the 'Community and Human Services Department'. As noted earlier in this Plan, the new set-up will provide one window access to client services. Services will be better integrated under one roof in Belleville, with continued easy access in Quinte West, Bancroft and Madoc. A new centralized application process will reduce duplication which will result in improved client service.

The move to integration will include:

- the reorganization of some existing staff
- identification of gaps in service
- attention to barriers in rural areas
- a review of housing and homelessness related services in the community

### *Recommendations:*

- That in coordination with the development of an eviction prevention protocol (as noted above), local service providers will be approached about working toward improving:*
  - *service overall,*
  - *universal access; and*
  - *consistency of program and service delivery.*
- That the new process will be regularly monitored to ensure expected outcomes.*

## 5.10 To Support the Creation of A 24-hour Response Shelter That:

- Offers a supportive and seamless process for the homeless, or at risk of homelessness; and
- Will further support sustainability to move to newly built or renovated second stage/transitional or permanent housing.

(This recommendation was made as part of the community plan update in January 2011 for Belleville by the Affordable Housing Action Network (AHAN).

Currently, there is no 'designated' 24-hour response shelter facility for homeless people in Hastings County or in the Cities of Belleville and Quinte West.

The use of hotels/motels has been the only available option with the after-hours services operated by Salvation Army and Canadian Mental Health Association. In 2012, 243 people were helped with accommodations and 15 people with transportation under the emergency after-hours program operated by Salvation Army. In addition, the Warm Room which is open from November to March of every year served a total of 7,118 meals and was open for 121 days.

Through the consultation process, individuals and groups continue to identify the need for a men's shelter in Belleville specifically.<sup>58</sup>

In August 2009, the County of Hastings Social Services Department issued a Request for Proposals in efforts to facilitate the operation of an emergency shelter for vulnerable people. Based on feedback from interested parties, the lack of capital dollars was the most prescient barrier to the shelter creation and therefore, no applications were received.

### **Recommendations:**

- I. *Improve public awareness about the 'face of homelessness' across Hastings County, including the Cities of Belleville and Quinte West by taking advantage of available free resources with local media providers, on-line and so on.*
- ii. *Advocate with local partner agencies to encourage in-kind support from local corporations, landlords and the like to obtain their support for the creation of a shelter.*

*Quinte Region and Community Housing was incorporated, applied for, and was successful in receiving a SEED grant from Canada Mortgage and Housing Corporation (CMHC). As a result, Quinte Region and Community Housing submitted a business plan to CMHC. CMHC provides funds to assist with conversions and renovations for transitional housing. In 2011 and 2012, this group was actively looking for physical space that would be suitable for either emergency or transitional housing, or for some combination of both. At the time there was no identified space available for this purpose or enough funds for purchase or lease. The group continues to work toward achieving their mandate of creating supportive housing for the chronically homeless.*

## 5.11 Recognize the Need to Promote the Development of Affordable Housing which is Respectful of the Environment.

Hastings County is dedicated to encouraging the development of sustainable and energy efficient housing.

### *Recommendations:*

- i. Create and promote programs and services that reduce the carbon footprint of public and Non-Profit housing. All new affordable housing development will be encouraged, where possible, to attain Leadership in Energy and Environmental Design (LEED) Gold (and possibly Platinum) certification. LEED which is a third-party certification program, provides a benchmark for the design, construction and operation of high performance green buildings. Fry Residence in Belleville, and Riverview Residence in Quinte West, Trenton Ward, were the first residential buildings constructed in Hastings County that received LEED Gold Certification. These buildings have a healthier, cleaner environment, with lower operating costs because they use less, energy, water and other resources which reduces their carbon footprint.*
- ii. Hastings County will continue to properly maintain, to the highest standards possible, all social housing properties across the County. In addition, the County will, in partnership with the Ministry of Municipal Affairs and Housing, deliver programs such as the Social Housing Renovation and Retrofit Program (SHRRP) to ensure that funding dollars are maximized for capital expenditures that not only extend the life of social housing properties, but also incorporate conservation and efficiency measures to reduce operating costs and the carbon footprint.*
- iii. Create and promote energy efficiency, water conservation and other green programs in public, Non-Profit and private sector housing, rent supplement properties, and proponents of new and existing affordable housing development. Hastings County, as Municipal Service Manager, will continue to take advantage of programs and services which promote energy efficiency, water conservation and other green features in social housing and will ensure that this information is available to Non-Profit housing providers, rent supplement landlords and proponents of new and existing affordable housing development. This includes such programs as the Home Assistance Program funded by Ontario Power Authority, energy efficiency upgrade program offered through Union Gas and so on; and*
- iv. Provide educational opportunities regarding the aforementioned programs to tenants of public, Non-Profit and private sector housing as well as landlords and private proponents of new and existing affordable housing development.*

## Section 6 Monitoring the Plan

### 6.1 Progress/Outcomes - Measurements of the Plan

The County of Hastings Strategic Plan of 2010 reinforces the municipality's commitment to continue to build strong communities by supporting individuals and families. County Council, as the governing body for the municipality promotes the core values of the Strategic Plan: Caring for Individuals and Families, Strong Partnerships, Integrity, Fairness and Trust, Effective Leadership and Advocacy, Promote Community Growth & Wellness, Professional and Knowledgeable Staff, Adaptability, Respecting Diversity, Accessible Services, Accountability, and Delivering Innovative Solutions.

From the Planning and Development Department to Social Services to Long-Term Care, Hastings County is committed to achieving the outcomes identified in the Strategic Plan. Each of the strategic priorities of the Social Services Department listed below is supported by partner departments such as Planning and Development and Long-Term Care Services.

County of Hastings Strategic Plan 2010 Department of Social Services		
Strategic Priority	County Outcomes	Community Outcomes
Assisting Residents in Financial Need	Hastings County will provide caring and responsive support to residents in need	Appropriate Support is Provided
Provide Safe and Affordable Housing	Hastings County will increase the availability of affordable housing	Residents in need are provided with affordable, suitable housing
Reduce Homelessness and Poverty	Hastings County will commit to implement poverty reduction and homelessness strategies (CHPI & HH)	Less Homelessness and Poverty
Ensure Access to Affordable Quality Child Care	Hastings County recognizes the importance of subsidized fee/wage subsidy and employment for families	Families with Child-Care Needs are assisted

The County recognizes the need to track the progress and success of this plan over the next 10 years.

The Plan must be reviewed every five years, with annual progress reports to the public.

The Long-Term Affordable Housing Strategy adopted by the province committed to a series of performance measures, including the Ontario Housing Measure (reported on by the Province) and Canada Mortgage and Housing Corporations (CMHC)'s Rental Affordability Indicator.

As indicated previously in this document, the Ontario Housing Policy Statement provides direction for housing and housing related services which necessitate the inclusion (in the Plan) of the following:

1. Accountability and Outcomes
2. Goal of Ending Homelessness
3. Non-Profit Housing Corporations and Non-Profit Housing Co-operatives
4. The Private Market
5. Co-ordination with Other Community Services
6. A Broad Range of Community Needs
7. Environmental Sustainability & Energy Conservation<sup>59</sup>

The Ontario Housing Policy Statement provides policy direction and anticipated results for each of these categories. As a result, this Plan has adopted the Ontario Housing Policy Statement framework for each category's anticipated results. The chart below forms part of the outcomes measurement piece of the Plan.

	Policy Direction	Anticipated Results	Method & Measurement
1.	<b>Accountability and Outcomes</b>	<p><b>Accountability:</b> Service Managers will:</p> <ul style="list-style-type: none"> <li>• Demonstrate accountability for achieving these results in a fiscally responsible manner.</li> <li>• Make public an annual progress report</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Increased access to locally relevant programs, services, and supports that are coordinated &amp; address identified needs for individuals and families</li> </ul>	<p>Appropriate level of dedicated funding and meeting municipal/provincial budgetary requirements</p> <p>Ministry of Municipal Affairs and Housing reporting</p> <p>Annual progress report made available to the public and through the Affordable Housing Action Network (AHAN), the Poverty Round Table and related stakeholder groups and websites.</p> <p>Quality of Life Indicator Outcomes</p> <p>Client/tenant satisfaction survey and results (See Appendix G)</p> <p>Consumer usage data collection</p>
2.	<b>Goal of Ending Homelessness</b>	<ul style="list-style-type: none"> <li>• Prevent homelessness</li> <li>• Reduce homelessness</li> </ul>	<p>Eviction Prevention Protocol/Program with appropriate tracking mechanism to measure success of program:</p> <ul style="list-style-type: none"> <li>▶ the program will include the creation of an agreed-upon protocol developed in partnership with community stakeholders and service agencies</li> <li>▶ the Community Homelessness Prevention Initiative (CHPI), the Housing and Homeless Fund (HHF); and ;</li> <li>▶ the Good Neighbour/Home Visitor Program</li> </ul> <p>Enhance existing community partnerships and create new partnerships.</p> <p>Create an inventory of housing and homelessness related services</p> <p>Tracking will include data about:</p> <ul style="list-style-type: none"> <li>• at-risk individuals and families who are supported to stay in their homes</li> <li>• homeless individuals and families who are permanently housed</li> <li>• new and existing community partnerships and their success rate</li> </ul> <p>A cost measurement process will be developed to allow for comparative analysis over time.</p>

3.	<p><b>Non-Profit Housing Corporations and Non-Profit Housing Co-operatives</b></p>	<ul style="list-style-type: none"> <li>• Engagement of Non-Profit and Cooperative Housing Providers in current and future affordable housing planning</li> <li>• The completion of Building Condition Assessments and determination of necessary minor and major capital repairs and/or upgrades</li> <li>• The creation of 'shovel ready' projects in anticipation of future funding opportunities</li> <li>• Renewal of some expiring operating agreements with existing Non-Profit and Cooperative Housing Providers</li> <li>• Creation of a municipal rent supplement program for housing providers where operating agreements are not renewed</li> </ul>	<p>Hastings County and local housing providers met initially as part of the larger community consultation process relating to the development of the Housing and Homelessness Plans. This meeting was followed up by meetings with individual housing providers who demonstrated an interest in enhancing their existing provision of services and/or adding to their existing housing stock, programs and services. Ensure that funding opportunities as they become available are shared with providers to allow them to continue to maintain their properties at the highest standard possible.</p> <p>Hastings County will continue to meet with housing providers in anticipation of expiring operating agreements.</p> <p>Measurement will include:</p> <ul style="list-style-type: none"> <li>• data collection about new and existing programs, services and housing stock which could include a municipal rent supplement program directed at previous Non-Profit and Cooperative Housing Providers</li> <li>• 'shovel ready' projects available for future funding announcements</li> </ul> <p>Through the Operational Review process, Hastings County will continue to monitor and assess providers to ensure compliance and provide assistance when appropriate.</p>
4.	<p><b>The Private Market</b></p>	<p>Identification of private market capacity, through affordable home ownership and private market rental</p>	<p>As funding becomes available, the provision of down payment assistance funding will be made available to assist people in affordable home ownership.</p> <p>With available and new funding, Housing Services will continue to provide rent supplement funding through the Investment in Affordable Housing in Ontario (IAH) Rent Supplement or Rent-Geared-To-Income rent supplement programs. Housing Services will also strive to increase the number of rent supplement units as funding becomes available from the senior levels of government.</p> <p>Hastings County will provide rent support funding through the Housing and Homelessness Fund (CHPI) when possible.</p> <p>Measurement will include:</p> <ul style="list-style-type: none"> <li>• Tracking of participants of the down payment assistance program as it relates to the retention, sale or loss of the home (for various reasons) over a 20 year period (period of grant)</li> <li>• Data collection regarding the addition of new units under the rent supplement programs; number of tenants housed and tenure</li> <li>• Data collection around the use of the Housing and Homelessness Fund (CHPI ) in the private sector</li> </ul>

5.	<p><b>Co-ordination with Other Community Services</b></p>	<p>Increased integration of housing and homelessness programs and services will result in better outcomes for people accessing these programs and services</p>	<p>Integration of Hastings County Social Services Department programs; Housing Programs Branch, Ontario Works and Childcare, which will result in a new name for the Department. As of November, 2014, the department will be called 'The Community and Human Services Department.' Also in November of 2014, the programs will be brought under one roof in the County Administration Building. Housing Programs Branch has also been renamed. Effective immediately, the Branch is known as 'Housing Services.'</p> <p>Eviction Prevention Program/Protocol will be developed.</p> <p>Housing and Homelessness Fund will be used to assist individuals and families maintain their housing.</p> <p>The Ontario Works, Ontario Disability Support Program and Housing Services Protocols will be revised to include information from this Plan.</p> <p>Housing Services staff will continue to work with local police services to incorporate 'Crime Prevention through Environmental Design' (CPTED) features in new and existing social housing buildings as well as Non-Profit and Co-operative Housing Providers to address the health and safety concerns of all tenants.</p> <p>Measurement will include data about:</p> <ul style="list-style-type: none"> <li>• at-risk individuals and families who are supported to stay in their homes</li> <li>• homeless individuals and families who are permanently housed</li> <li>• new and existing community partnerships and their success rate</li> </ul>
6.	<p><b>A Broad Range of Community Needs</b></p>	<p>The needs of people with disabilities, victims of domestic violence and other locally defined groups are met.</p>	<p>Integration of the Department of Social Services (will result in a better experience for people who require assistance)</p> <p>The assessment of available services to meet the needs of people with accessibility/disability issues will be reviewed, and methods to address identified gaps will be developed.</p> <p>Housing Services will continue to provide specialized services to victims of domestic violence through the Special Priority Policy.</p> <p>The upcoming partnership between Three Oaks and Housing Services through the provision of rent supplement funding for the new transitional housing project will enhance existing services to this group.</p> <p>A determination of other locally defined groups' needs will take place; such as seniors, youth, women, immigrants, people under court supervision, and others as identified.</p>

7.	<b>Environmental Sustainability and Energy Conservation</b>	<ul style="list-style-type: none"> <li>• Improvement of the energy efficiency of existing publicly funded housing stock</li> <li>• Future publicly funded housing stock will incorporate energy conservation and efficiency measures as well as steps to minimize the environmental footprint</li> </ul>	<p>Existing publicly funded housing will continue to be retrofitted to improve energy efficiency</p> <p>New construction of publicly funded housing will aspire to Leadership in Energy and Environmental Design (LEED) 'Gold' Certification which currently exists at Fry Residence located at 185 Cannifton Road in Belleville, and at Riverview Residence located at 139 Ontario Street in Trenton</p> <p>Newly constructed publicly funded housing will include individual metering for utility services to increase tenants' awareness of the importance of energy and water conservation</p> <p>Newly constructed publicly funded housing will strive to be located near public transit, schools, health services and centres of employment</p> <p>Measurement will include:</p> <ul style="list-style-type: none"> <li>• Comparisons between existing and upgraded service costs</li> <li>• Tracking of utility costs (particularly heating and energy)</li> <li>• Audits of newly constructed public housing to ensure adherence to the Plan as it relates to the incorporation of 'utility' efficient measures</li> </ul>
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## 6.2 Approval, Implementation and Review

Approval Process	Date	Implementation
Hastings/Quinte Joint Social Services Committee	September 10 <sup>th</sup> , 2013	January 1 <sup>st</sup> , 2014
Hastings County Council	September 26 <sup>th</sup> , 2013	
Ministry of Municipal Affairs and Housing	September 30 <sup>th</sup> , 2013	
Ongoing Review and Reporting	Once every 5 years as required by MMAH;	

The final approved Plan must be in place no later than January 1st, 2014. As required, the County will undertake a full review of the progress of the Plan and report back to the Ministry of Municipal Affairs and Housing to ensure compliance. In addition, the County commits to releasing an annual progress report to the general public.



## Section 7 Acknowledgments

### THIS PLAN WAS PREPARED BY:

*Michelle Ogden, Affordable Housing Program Supervisor, Hastings County Social Services*  
and  
*Carmela Ruberto, Policy & Planning Coordinator, Hastings County Social Services*

### GRAPHIC AND LAYOUT DESIGN COMPLETED BY:

*John Nicholas, Communications Coordinator, Hastings County*

*Opening the Right Door* could not have been developed without the input of our community partners. Appreciation is extended to all who provided advice and guidance in the development of this Plan. The list below is by no means exhaustive and everyone's contribution, whether affiliated with an organization or not, is very much appreciated. A special thanks to local networking groups for allowing us to present information about the Plan and to facility providers who allowed the use of their space for community consultations.

Affordable Housing Action Network  
All Together Affordable Housing Corporation  
Belleville and Quinte West Community Health Centre  
Canada Mortgage and Housing Corporation  
Canadian Mental Health Association  
Children and Youth Services Network  
Community Advocacy and Legal Centre  
Community Development Council  
Community Visions and Networking (Quinte)  
County of Hastings Member Municipalities  
County of Hastings Planning and Development Department  
County of Hastings Social Services Department  
Gateway Community Health Centre  
Hastings and Prince Edward Learning Foundation, Food for Learning Program  
Mental Health Services Hastings Prince Edward Corporation  
Ministry of Municipal Affairs and Housing

### Non-Profit and Co-operative Housing Providers of Hastings County and the Cities of Belleville and Quinte West

Aldersgate Homes Inc.	Quinte West Non-Profit Housing Corporation
Belleville Emmanuel Residence	R. J. Brooks Living Centre
Cheshire Homes	Thurlow Housing Non-Profit
Marmorata District Housing Commission	Trent-Moira Cooperative Estates Inc.
North Hastings Non-Profit Housing Corporation	Trenton Memorial Lodge
Ontario East Triangle Court	Trenton Ontario Branch 110 Legion Non-Profit
Parkside Village	York River Heights
Quinte Living Centre	
North Hastings Community Integration Association	North Hastings Inter-Agency Network
Ontario Municipal Social Services Association and the Housing and Homelessness Resource Centre	
Ontario Non-Profit Housing Association	
Ontario Works/Ontario Disability Support Program/Housing Services Protocol Group	
Pathways to Independence	Salvation Army
South East Local Health Integration Network	Trenton Allied Professionals Network

**Hastings County 10-Year Housing and Homelessness Plan**

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## LIST OF APPENDICES

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**Appendix A**

**Non-Profit & Cooperative Housing Providers of Hastings County**

	<b>Location</b>	<b>Name</b>	<b>Address</b>	<b>Tenant Target Group</b>
1.	Bancroft	North Hastings Non-Profit Housing Corporation	1 Woodview Lane, Bancroft KOL 1C0	Families & non-senior singles & childless couples
2.	Bancroft	R. J. Brooks Living Centre	1 Alice Street, Bancroft KOL 1C0	Applicants 65 years of age & older
3.	Bancroft	York River Heights	303 Hastings Street, Bancroft KOL 1C0	Applicants 65 years of age & older
4.	Belleville	Aldersgate Homes Inc.	7 Aldersgate Drive, Belleville K8P 4W9	Applicants 65 years of age & older
5.	Belleville	Belleville Emmanuel Residence	50 Rollins Drive, Belleville K8N 5P8	Applicants 65 years of age & older
6.	Belleville	Cheshire Homes	41 Pinnacle Street, Belleville K8N 3A1	Special Needs; only those with physical disabilities will be considered
7.	Belleville	Parkside Village	193 North Park Street, Belleville K8P 4P1	Applicants 65 years of age & older
8.	Belleville	Quinte Living Centre	370 Front Street Belleville K8N 5L9	Applicants 55 years of age & older
9.	Belleville	Thurlow Housing Non-Profit	2 York Drive, Foxboro K0K 2B0	Applicants 55 years of age & older
10.	Belleville	Trent-Moira Cooperative	173 Cannifton Road, Belleville K8N 4V5	Families & non-senior singles & childless couples
11.	Marmora	Marmora District Housing Corporation	2 Madoc Street, Marmora K0K 2M0	Applicants 65 years of age & older
12.	Quinte West	Ontario East Triangle Court	135 March Drive, Frankford K0K 2C0	Applicants 65 years of age & older
13.	Quinte West	Quinte West Non-Profit Housing Corporation	29 Adrian Court, Trenton K8V 6N7	Families

14.	Quinte West		30 Annwood Court, Trenton K8V 6P8	Families & non-senior singles & childless couples
15.	Quinte West		32 Flindall Street, Trenton K8V 6S8	Families & non-senior singles & childless couples
16.	Quinte West	Trenton Memorial Lodge	80 Catherine Street, Trenton K8N 6N8	Applicants 65 years of age & older
17.	Quinte West	Trenton Ontario Branch 110 Legion Non-Profit Housing Inc.	120 George Street, Trenton K8V 6S5	Applicants 65 years of age & older

## **Appendix B**

### **THE CORPORATION OF THE COUNTY OF HASTINGS HASTINGS/QUINTE SOCIAL SERVICES COMMITTEE**

County Administration Building  
Belleville, Ontario,  
February 13, 2013

A meeting of the Hastings/Quinte Social Services Committee was held with the following members present: Warden Rick Phillips, Councillor Carl Tinney (County of Hastings), Councillors Jodie Jenkins, Garnet Thompson, Pat Culhane, and Egerton Boyce (City of Belleville), Councillors Keith Reid, Terry Cassidy and Bob Wannamaker (City of Quinte West). Regrets were received from Councillor Jo-Anne Albert. Also in attendance were Consultant, Michael Rowland, Change Focus, Pam Murphy, Non-Profit Housing Supervisor, Scott Robertson, Housing Programs Manager, Tracey Logan, Intake Access Centre Manager, Lauren Tremblay, Human Resources Manager, Susan Bell, Financial Analyst, Steve Gatward, Director of Social Services, Anne-Marie Murphy, Executive Assistant to the Director of Social Services, Sue Horwood, Director of Finance, Shaune Lightfoot, Director of Human Resources, Jim Pine, CAO, Jim Duffin, Deputy Clerk, Cathy Monzon-Bradley, Executive Assistant to the CAO and Patricia Sherwin, Administrative Assistant.

#### **Call to Order**

#### **Disclosure of Interest**

- (a) Disclosure of Interest at the February 13th, 2013 meeting  
Councillor Terry Cassidy declared pecuniary interest on any matter relating to any program or funding related matter pertaining to the service provider, Community Partners for Success. There were no further disclosures of interest at the February 13th, 2013 meeting.

#### **Review of Minutes**

- (a) Review of the Minutes of the January 9th, 2013 meeting.

Moved by Councillor Bob Wannamaker;  
Seconded by Councillor Pat Culhane;  
THAT the Minutes of the January 9th, 2013 meeting be approved.  
CARRIED

#### **Business Arising from the Minutes**

#### **Account Vouchers and Year to Date Expenditure Report**

- (a) Cheque Register Summary Report dated February 2013.

Moved by Councillor Carl Tinney;  
Seconded by Warden Rick Phillips;

THAT the Cheque Register Summary Report dated February 2013 be approved.  
CARRIED

## **Communications**

### **1. Information Correspondence**

- (a) Employment Connection Report (*on-desk*)
- (b) Jo Cassan, Chair, Board of Directors Youthab re: service contract with Hastings County for Hastings Housing Resource Centre - January 21, 2013

Moved by Councillor Terry Cassidy;  
Seconded by Councillor Pat Culhane;  
THAT Information Correspondence items a) through b) be received unless otherwise dealt with.

CARRIED

### **2. Action Correspondence and Recommendation to County Council**

- (a) Housing Sub-Committee Interim Report (*on-desk*)

Moved by Councillor Terry Cassidy;  
Seconded by Councillor Pat Culhane;  
THAT the Joint Social Services Committee reassess the current emphasis on senior housing to reflect the growing needs of family and non-senior segments of the Wait List.

THAT the Joint Social Services Committee recommend to County Council that it search for opportunities to encourage the federal and provincial governments to financially support the construction of new affordable housing units.

CARRIED

Moved by Councillor Pat Culhane;  
Seconded by Councillor Egerton Boyce;  
THAT staff be directed to commence discussions with each Non-Profit corporation, at least three years before the retirement of their mortgage, in order to determine the most cost effective approach to maintaining the number of units available for social housing purposes.

THAT staff be directed to prepare, at the appropriate time, a report on the results of those discussions for consideration by the Joint Social Services Committee outlining any arrangements for continuing to participate with the non-profit corporation or any alternatives that may be beneficial in meeting the needs for affordable housing.

CARRIED

Moved by Councillor Jodie Jenkins;  
Seconded by Councillor Terry Cassidy;

THAT staff prepare an annual monitoring report on the status of the County's Service Level Standard and that it inform, in a timely manner, the Joint Committee of any changes, proposed or otherwise, that the Province may be considering to the Standard.

CARRIED

Moved by Councillor Carl Tinney;  
Seconded by Councillor Terry Cassidy;

THAT the Joint Social Services Committee give consideration to proposing a policy whereby single family detached (scattered) units that are paying market rents would be offered for sale, at market rates, first to the existing tenants and then generally should the tenants not wish to purchase the property.

THAT any funds obtained by the sale of these properties be retained in reserve for future capital housing needs.

THAT staff be directed to prepare a comprehensive implementation plan for the Joint Committee's review and consideration at a future date.

CARRIED

Moved by Warden Rick Phillips;  
Seconded by Councillor Terry Cassidy;

THAT the Interim Report be received.

CARRIED

## **Health and Safety**

## **Other Business**

### **Closed Session**

- (a) Closed Session pursuant to Section 239 (2)(b) of the Municipal Act being, "personal matters about an identifiable individual" being a matter of Social Services Integration with the following staff remaining: Michael Rowland, Consultant with Change Focus, Lauren Tremblay, Human Resources Manager, Shaune Lightfoot, Director of Human Resources, Steve Gatward, Director of Social Services, Sue Horwood, Director of Finance, Jim Pine, CAO, Jim Duffin, Deputy Clerk, and Cathy Monzon-Bradley, Executive Assistant to the CAO.

Moved by Councillor Jodie Jenkins;  
Seconded by Councillor Pat Culhane;

THAT Committee move into Closed Session pursuant to Section 239 (2)(b) of the Municipal Act being, "personal matters about an identifiable individual" being a matter of Social Services Integration.

CARRIED

Moved by Councillor Terry Cassidy;  
Seconded by Councillor Carl Tinney;

THAT Committee move out of Closed Session.



CARRIED

**Next Meeting**

- (a) Date of next meeting - March 13th, 2013 at 9:00am (*Budget to be presented*)

**Adjournment**

- (a) Adjournment of the February 13th, 2013 meeting.

Moved by Warden Rick Phillips;

Seconded by Councillor Terry Cassidy;

THAT the meeting of February 13th, 2013 be adjourned.

CARRIED

---

Chair

---

Date

Appendix C



RECEIVED  
JUL 05 2013

April 16, 2013

County of Hastings  
Housing Program Branch  
25 Victoria Ave.  
Belleville, Ontario  
ATTENTION: MICHELLE OGDEN

Dear Michelle:

You had asked that if Quinte West Non Profit Housing Corporations's Board had any interest in building that we draft you a letter. Our Board has gone through many changes but has always been interested in expanding what we have or getting more units.

We have written the County regarding this on two separate occasions and applied for Seed funding once which we did not receive.

We would someday like to expand but we don't have a Board Member willing to take the lead on this matter at this time. We do have a property that we have enquired about several times which we hope to acquire someday.

Sincerely Yours,

Ann Bowen  
Chairman

**29 ADRIAN COURT  
TRENTON, ON K8V 6N7  
TELEPHONE: 613-392-0062**

**32 FLINDALL PLACE  
TRENTON, ON K8V 6S8  
TELEPHONE: 613-965-6394**

**30 ANNWOOD COURT  
TRENTON, ON K8V 6P8  
TELEPHONE: 613-392-2784**

**Appendix D**

March 10, 2013

John Kempenaar  
President  
Quinte Seniors Citizens Homes  
193 North Park Street  
Belleville, Ontario  
K8P 4P1

Michelle Ogden  
Affordable Housing Program Supervisor  
Housing Program Branch  
Hastings County  
15 Victoria Avenue  
Second Floor, Box 7  
Belleville, Ontario  
K8N 1Z4

Dear Ms Ogden:

Thank you for your presentation on the Hastings County Housing's "Housing and Homelessness Plan" to our Board at Parkside Village during our meeting on February 26, 2013.

The Board agrees in principle, to work with the County, to supply affordable assisted living senior's housing. A committee has been formed to investigate the possibility of expanding the facilities at Parkside Village and we will keep the County Housing Branch apprized of any progress made in our expansion plans.

Please keep us informed on the County "Housing and Homelessness Plan" as it evolves.

Sincerely,



John Kempenaar

CC: Scott Robertson

# PLANNING REPORT

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## **PROPOSED AFFORDABLE, ASSISTED LIVING (SUPPORTIVE), HOUSING DEVELOPMENT**

Building Information Gathering Committee

June 2013

### 1. INTRODUCTION

Aldersgate Village is comprised of Aldersgate Homes Inc. and Aldersgate Garden Homes Inc. Aldersgate Homes Inc. currently operates an 87 unit apartment building for seniors aged 65 and over. The apartment building was built in two phases in 1981 under a federal agreement and 1991 under the federal/provincial agreement, now amalgamated under the Provincially Reformed social housing agreement administered by Hastings Housing Programs Branch. A third phase consisting of 24 life lease townhouse units was constructed in 2000-2004 for seniors aged 55 plus. In 2007 Aldersgate Village applied to the Ministry of Health and Long Term Care for an allocation of 128 beds as a long term care facility. However, the allocation was awarded to Tweed. It has always been the intention of the Aldersgate Board of Directors to construct a supportive housing development which will provide some nursing assistance to residents along with housekeeping and meal services. The existing units are independent living units with limited support services.

### 2. PURPOSE

To be included in the Hastings County Housing and Homelessness Plan by developing additional affordable housing units for seniors with an assistive living component in partnership with the Housing Programs Branch. The mandate of Aldersgate Homes Inc. is to provide safe, affordable housing for seniors aged 65 and over.

### 3. SITE DESCRIPTION

The subject lands are located at 7 Aldersgate Drive as illustrated on the attached *Figure 1*, location map. Aldersgate Drive is a local road maintained by the Municipality accessed via Avondale Road.

Currently, the site is developed with one residential apartment complex (two wings) and six townhouse buildings each containing four units. The property was severed into two parcels prior to the construction of the townhouse units. The severance was necessary to accommodate financing requirements. Additional severances were required for the life

lease units. The apartment buildings were funded by CMHC while the townhouse units were financed privately. The financing organizations required separate deeds for mortgage purposes.

*Figure 2* is a Property Index Map illustrating the current ownership. Aldersgate Homes Inc. is a non-profit organization with charitable status and operates under the direction of a Board of Directors. The mandate of Aldersgate Homes Inc. is the provision of affordable Seniors' housing. This mandate began as the development of an independent living senior's apartment complex and eventually the provision of residential and nursing care phases as the needs of residents changed. The proposed expansion of the facility is consistent with the original intent of the organization and a logical extension of the existing development.

#### 4. PROPOSAL

To develop additional affordable housing units for seniors in a three-five storey building with recreational, community and commercial space available. The final design will be confirmed following a full market study and needs assessment.

#### 5. REVIEW OF PLANNING DOCUMENTS

##### *Official Plan*

The subject lands are designated Residential Land Use in the City of Belleville Official Plan. Section 3.10 of the Official Plan contains the policies for the Residential designation. Permitted uses in the residential designation include: low, medium and high density residential with forms ranging from single family detached dwellings to various types of attached and multiple dwellings, under various forms of tenure. Specialized housing for groups such as the elderly and the physically and mentally challenged are permitted.

The proposed affordable, assisted living (supportive), housing facility would be permitted in the Residential designation. It is anticipated that the new facility would be in the medium density range of residential development. The Official Plan contains specific policies regarding the location of medium density residential developments. Such developments should have direct frontage on, or immediate access to, arterial or major collector roads. Developments with access only to collector streets should generally be smaller scale.

*Figure 3* is an excerpt from Schedule "C" of the Official Plan of the City of Belleville, illustrating the road hierarchy. Avondale Road is designated as an "Existing Collector" and Aldersgate Drive is shown as a "Proposed Collector". Thus, the Aldersgate Village site and the proposed new housing development meet these criteria.

In addition a second entrance to the Aldersgate Village site has been negotiated with the neighbouring Potter's Creek development. As shown in *Figure 4*, the future second entrance located in the south west corner of Aldersgate Village would connect to the future collector street "H", which terminates at Dundas St. (Hwy. # 2), thus providing a second

transportation corridor to the subject lands to ease traffic flow and improved access for emergency vehicles to the property.

### *Zoning Designation*

The subject lands are zoned R4-4 and R4-5 in City of Belleville Zoning By-law. The R4-4 zone permits a maximum of 87 dwelling units. This zone is applied to the Phases I and II of the apartment building. The R4-5 zone is applied to the remainder of the property. The R4-5 zone permits the development of:

- 25 apartment units
- 24 townhouse units
- 100 bed nursing home.

A portion of the site is zoned R4-5-H. The holding can only be removed once a detailed site servicing report has been submitted for the 100 bed nursing home.

Aldersgate Village is proposing to remove the 100 bed nursing home from the site plan in favour of more affordable, apartment units with an assisted living component. Thus, zoning changes may be required.

### *Site Plan Approval*

Aldersgate Homes Inc. entered into a Site Plan Agreement with the City of Belleville as part of the life lease project approval. This agreement showed a 100 bed long term care facility in the approximate location of the proposed new development. A new Site Plan Agreement will be required to address the detailed engineering and design of the proposed new development.

### *Severance*

The subject property was severed into two parcels prior to the construction of the townhouse units. The severance was necessary to accommodate financing requirements. Additional severances were required for the life lease units. The apartment buildings were funded by CMHC while the townhouse units were financed privately. The financing organizations required separate deeds for mortgage purposes. Further severances may be required to accommodate the financing of the proposed development.

## **6. NEED/DEMAND**

### *Wait Lists*

The current seniors' housing on the subject property has been established for more than 30 years and currently has a waiting list with low turnover rates. The anticipated wait for a one bedroom unit is estimated at 2-3 years, while the estimated wait for a two bedroom unit is 4-5 years. Since Hastings County does not presently have any assisted living (supportive) housing units for seniors, it is difficult to assess the demand for this type of affordable accommodation. However, presently the wait time for nursing home accommodation in the city of Belleville is one year or longer and for those with limited incomes, 70-77% of applicants who only qualify for basic accommodation, it can be longer since the new build nursing homes only have 40% of their rooms designated as basic.

## *7. SERVICING*

### *Water Supply*

The existing site is served by municipal water which can be extended to the proposed new development.

### *Sewage Disposal*

The current site is approved for development and capacity calculations for the sewage system include and allowance of capacity sufficient for the earlier proposed 128 bed Long Term Care Facility. An Engineering Evaluation of the sanitary sewer capacity was conducted in June, 2010 by G.D.Jewell Engineering for the purpose of determining if additional flows from the Potter's Creek development could be accommodated within the system. It was confirmed that the existing sewers have sufficient capacity to accept peak flows from the existing Aldersgate Village and the proposed Potter's Creek development Phase 1 (approximately 129 homes), which was granted as a temporary easement. Once the Potter's Creek development easement has been discharged, not later than January 31, 2016, the calculated reserve capacity of the sewer system, as indicated in the report by G.D. Jewell would be more than adequate to service the proposed new development by Aldersgate Village.

### *Storm water Management*

The current site has a large storm water facility which has functioned during the past 25 years.

### *Solid Waste Collection*

The current apartment complex is served by a private contractor. The townhouses receive municipal pickup.

### *Fire Protection*

There are fire halls within easy access of the site.

## 8. CONCEPT PLANS

While definite concept plans have yet to be developed, the Building and Information Gathering Committee of the Board of Directors for Aldersgate Homes Inc. have considered several draft concept plans developed by RFA Planning Consultants and reported by G.D. Jewell Engineering in a report on December 23, 2010. From this report the committee has further recommended to the Board of Directors that plans for the Long Term Care Facility is removed from the subject property due to space constraints and in favour of the current demand for and feasibility of an affordable, assisted living (supportive), housing project. However, future plans for a LTC facility may yet be considered should suitable property be procured. To this end, the Board is investigating the availability of surplus lands owned by Hastings County directly south of the subject property. A meeting was held with Jim Pine, CAO Hastings County, to discuss this option and further planning will need to take place to pursue further.

The currently preferred concept includes a second entrance at the southwest corner of the Garden Homes property leading to two (and perhaps three), three-storey buildings containing approximately 48 units each, for a total of 96 dwelling units. The proposal indicates there would be approximately 28, one bedroom apartments and 20 two bedroom apartments in each building. Two thirds of the apartments would be considered market rent and one third geared-to-income rentals. While the original concept included two additional blocks of townhomes, the committee is not recommending that this option is pursued and a third apartment building may be considered.

### *Severance and Land Issues*

In June 2012 Stanley T. Reid and Associates were contracted to conduct a market value appraisal report on the subject property. The purpose of the report was to determine the value to mortgage ratio of the lands under the title of Aldersgate Homes Inc. thereby, providing evidence to support the application of severance of the surplus lands to the south of the existing apartment complex, approximately 2.89 acres in size on Part 3, Plan 21R-20777, for further development.

The report concluded the final estimated of value of the subject property is \$6,000,000.00. As at December 31, 2012 the outstanding mortgage for both phases of the apartment building totaled \$2,578,971.94. Therefore, it is the opinion of the Committee that the 2.89 acres of surplus lands on the subject property are of no value to the apartment building and should therefore, be severed from this property and utilized for the purpose of developing the proposed affordable, assisted living(supportive), housing project for seniors. Land Title will need to be determined at the time of severance.

### *Site Plan*



The approved site plan includes a proposed 100 Bed Long Term Care Facility, 24 Unit two storey Apartment Building and Future Recreational Building.

A new Site Plan will need to be developed and approved to include plans for the affordable, assisted living (supportive), housing project currently under investigation.

### *Process*

There are many steps currently in progress including but not limited to: applying for SEED funding from CMHC; hiring a development consultant; property severance; market study/needs assessment; pursuing approval from Hastings County to sever our lands to promote our future development plans and approval for funding for the future affordable or rent geared-to-income units for seniors; pursuing funding for assisted living with LHIN; obtaining the necessary zoning changes, site plan approvals and permits from the City of Belleville; creating partnerships with other organizations as is beneficial to our development; pursuing funding and financing for the development, including public, private and denominational support; initiating a marketing campaign; pursuing the purchase of additional lands as deemed prudent to our future development plans.

### *Brief Summary of Assisted Living for Seniors*

The Ministry of Health and Long Term Care updated the *Assisted Living Services in Supportive Housing, 1994* policy in January 2011 to provide sufficient guidance to ensure a coherent province-wide approach to supporting high-risk seniors in the community. The intent was to:

- Create improved community alternatives to institutional care for frail and cognitively impaired seniors;
- Reduce the incidences of unnecessary and/or avoidable Emergency Room visits among this population;
- Reduce the length of stay for high risk seniors in hospital after Alternative Level of Care designation; and,
- Achieve a more functional continuum of care for Ontario's frail seniors.

The new policy establishes explicit requirements for LHINs to use in the development of assisted living programs for high risk seniors. Assisted living services include:

- Personal Support: dressing, personal hygiene, assisting with mobility, assisting and monitoring medication use and other routine activities of living.
- Homemaking: shopping, house cleaning, and meal preparation, which are necessary to maintain people in their own residences but that they are unable to perform safely for themselves.
- Security Checks or Reassurance Services: visits to ensure client health or safety on a 24 hour, 7 days per week basis, according to the individual's needs.

- Care Coordination: coordinating all elements of client care to ensure greater integration of services and may involve planning for future health care requirements, establishing linkages to other community and health services to help ensure continuity of care.

The new policy targets those seniors whose needs cannot be met in a cost-effective manner through home and community care services that are provided solely on a visitation basis, but who also do not require admission to a long-term care home.

Aldersgate Village would like to pursue designation as a service area “hub” for these services with the LIHN. It is our belief that Aldersgate Village in its present composition and with the proposed addition of future affordable housing units for seniors, meets the criteria for this designation. If approved as a hub, Aldersgate would contract with an approved agency for the delivery of assisted living services to our tenants.

- To begin this process a letter of intent should be directed to Paul Huras, CEO of the South East LHIN and would be best if it could be a joint letter with the support of the Hastings Housing Programs Branch.

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## Appendix F

South East LHIN  
RLISS du Sud-Est



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Belleville, ON K8N 5K3  
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June 28, 2013

### Visioning Session Summary

On June 17, 2013, more than 180 Mental Health and Addictions (MHA) service and community providers – including judicial, municipal, first response workers, and clients – joined together at the Ambassador Conference Centre in Kingston to discuss the South East Local Health Integration Network's (LHIN) vision for transforming MHA services to better serve its residents:

*“Ensure patients receive the right care at the right time in the right place, enhance capacity of the providers and the system, and reduce stigma”*

The day focused on developing the building blocks required to achieve this vision and discussing what the future of MHA will look like in the South East LHIN. Overall, the objective for the Visioning Day was to allow all in attendance an opportunity to discuss and influence the future state of MHA in the South East.

This summary document presents the key highlights and outcomes from the session. A detailed report is attached.

#### Opening Remarks, Donna Segal, Board Chair

Donna Segal welcomed participants to the session and provided an introduction of the Redesign Task Force (RTF). The RTF was selected in June of 2013 and represents the diversity of clients and organizations in the South East LHIN. The RTF will be responsible for ensuring the feedback and messages shared by those at the Visioning Session are carried forward into the redesign process.

Donna also highlighted the visions of the Province and the South East LHIN for MHA. Each vision emphasizes delivery of care in the right setting and supports the need to reduce stigma.

#### Need for Change: A Snapshot of Our Sector, Paul Huras, LHIN CEO

Paul Huras focused on the gaps in the existing MHA system, and a system that reflects the needs of the population it serves. By drawing the connection between MHA and overall quality of life, he explained the need for bold change in this sector. Paul confirmed the need for a collaborative Visioning Session and referenced how such an approach has been beneficial across Canada and throughout the world.

Paul confirmed the LHIN's commitment to action, stating that the purpose of the redesign initiative is to take action and *make a difference* in the lives of people in the South East.



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Two Working Sessions were held, in which participant discussions focused on the needs of MHA clients and what the future journey for MHA clients could look like in 2020.

### **Working Session #1: Understanding the needs of mental health and addictions clients**

During this first Working Session participants were asked to discuss what supports and services clients need to get through the day, as well as to what extent these supports and services are available. The key discussion points are summarized below.

#### ***What supports and services do clients need to get through the day?***

“Home, a friend and a job.” This simple statement from one of the discussion tables describes the major themes from the participants at the Visioning Session. Groups discussed various elements of this simple statement, including: food, shelter, safety, and a sense of belonging and purpose.

There were various other supports and services noted by some participants. Some examples include: residential treatment for addictions, specialized services in long-term care home, alternative therapies, to name a few.

#### ***To what extent are these supports and services available?***

Generally, most supports and services are available in the South East LHIN; however, there are capacity issues. Timely and easy access is not consistently available. Wait lists are inequitable and barriers to accessing services exist between and within communities, including urban/rural areas.

Some notable gaps highlighted include: primary care, service availability outside business hours, support to navigate services, transitional aged youth services, transportation services, and ongoing supportive care (versus services that tend to be crisis driven).

### **Working Session #2: South East LHIN mental health and addictions system in 2020**

During the second Working Session, participants were asked to reflect on the South East LHIN vision to create a system to “ensure patients receive the right care at the right time in the right place, enhance capacity of providers and the system, and reduce stigma”. Using this vision, participants were asked to describe the “building blocks” for what the future MHA system could like in 2020, from the perspective of: clients, family and friends, service providers, and community.

Across each of the perspectives there were key themes which are summarized below.

- **General Features:** care is easy to access, transitions across the continuum are seamless, care is client-centred and integrated
- **Values/Beliefs:** client-centred, holistic approach, welcoming, no barriers to access, no stigma
- **Access/Intake:** single entry point into the system (no “wrong door”), 24/7 access to appropriate care, no wait lists
- **Services Supports:** close to home, support to navigate services, services are geared to individual needs and are age appropriate, support in crisis situations, housing options and support, peer support, support for families
- **Communication/Technology:** shared electronic medical record (tell the story once), common assessment tool, innovation



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- **Providers:** linguistic and cultural competency, family/friends are part of the care team, collaborative approach, supports for providers
- **Community Education:** focus on prevention and early intervention, community awareness of MHA through outreach, advocacy
- **Governance/Funding:** system and organizational accountability, adequate funding for resources, sustainability

### Conclusion

Dr. Ken Le Clair provided closing remarks to the session, thanking participants for their active involvement – specifically, for being bold, building on gains and developing a new way of thinking, doing, and supporting a growing healthcare population together. He reiterated that *“this is an initiative at which we can’t afford to fail”*.

The South East LHIN is committed to active communication and collaboration throughout the redesign process. As such, stakeholders are encouraged to communicate and collaborate through the various communication avenues: connecting with a Redesign Task Force member, email ([MHA.Redesign@LHINS.ON.CA](mailto:MHA.Redesign@LHINS.ON.CA)), [LHIN website](#), [Facebook](#) and [Twitter](#).

**Appendix G**

COUNTY OF HASTINGS  
SOCIAL SERVICES  
DEPARTMENT  
HOUSING PROGRAMS  
BRANCH



15 VICTORIA AVENUE  
2<sup>ND</sup> FLOOR, BOX 7  
BELLEVILLE, ONTARIO  
K8N 1Z5  
613-968-3465  
Fax 613-968-3197

**Hastings County Housing Services Tenant Survey**

All responses are confidential

**General Information**

Please select one response from each category

Age	<input type="checkbox"/> 16 – 25	<input type="checkbox"/> 26 – 45	<input type="checkbox"/> 46 – 64	<input type="checkbox"/> 65+
Years in Housing	<input type="checkbox"/> 0 – 1	<input type="checkbox"/> 1 – 5	<input type="checkbox"/> 5 – 10	<input type="checkbox"/> 10+
Household Type	<input type="checkbox"/> Single (under 50)	<input type="checkbox"/> Family	<input type="checkbox"/> Senior (50+)	
Unit Type	<input type="checkbox"/> Apartment	<input type="checkbox"/> Townhouse	<input type="checkbox"/> House	

**Maintenance, Administration and Safety**

Please select one response for each statement

	Not Applicable	Strongly Disagree	Disagree	Agree	Strongly Agree
1. My apartment building facilities are kept clean					
2. My apartment building's yard is well maintained (grass/snow)					
3. I get friendly and helpful service when I call or visit my Hastings County Housing Services office					
4. My building's parking lot and outdoor facilities are well lit					
5. I feel safe in my housing community					
6. Any correspondence that I get from Hastings County Housing Services is easy to understand					
7. My concerns are answered in a reasonable amount of time					
8. I am satisfied with the time it takes to get repairs done to my unit					
9. I am satisfied with the quality of the repairs done to my unit					
10. Overall, I am satisfied with services provided by Hastings County Housing Services					

**Please add any additional comments or suggestions here**

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**Please return by \_\_\_\_\_ in the dropbox in the seniors building. For families please put in the \_\_\_\_\_**

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## Section 11 Glossary of Terms

Term	Explanation
Affordability	Housing affordability is measured through the shelter cost-to-income ratio (housing expenditures relative to household income). Statistics Canada and the Ontario Provincial Policy Statement define households spending 30% or more of household income on housing costs as possibly facing housing affordability problems.
At risk of homelessness	Households that have difficulty maintaining appropriate housing that is safe, adequate, affordable and secure. A range of factors can put housing security at risk, including: low income, health issues/illness (including mental health issues), substance use, incarceration or other legal issues, hospitalization, family breakdown, violence, discrimination, inadequate and/unsafe housing.
Consolidated Municipal Service Manager (CMSM)	A municipal government responsible for carrying out the funding and administrative responsibilities of the <u>Housing Services Act</u> . A CMSM could be a regional government, a county or a separated city, depending on the local circumstances. The CMSM is also responsible for administering other social service programs such as Ontario Works and child-care (see also Service Manager).
Core Need	Households that spend more than 30% of before-tax household income on shelter
Deep/Severe core need	Households that spend more than 50% of before-tax household income on shelter
Emergency Shelter	Short-term accommodation intended for 30 days or less for individuals experiencing homelessness. Emergency shelters provide sleeping arrangements with varying levels of support to individuals.
Homelessness	The condition of being without long term accommodation.
Homelessness Partnership Strategy	Federal strategy that replaced the National Housing Initiative, including Supporting Community Partnerships Initiative (SCPI) in 2007. Initiatives include access to multi-year matching funds to designated communities, funding to support single projects in Outreach Communities, including smaller cities, rural and outlying areas, including the North, and partnerships with Aboriginal communities.

Household	Applies to a person or group of persons who occupy the same dwelling and do not have a usual place of residence elsewhere in Canada or abroad. The dwelling may be either a collective dwelling or a private dwelling. The household may consist of a family group such as a census family, of two or more families sharing a dwelling or of a person living alone.
Housing First	Approaches are based on the concept that a homeless individual or household's first and primary need is to obtain stable housing, and that other issues that may affect the household can and should be addressed once housing is obtained.
<u>Housing Services Act, 2011</u> (HSA)	This legislation replaced the <u>Social Housing Reform Act, 2000</u> on January 1, 2012. It preserves the administrative and funding responsibility for housing with Service Managers within a more flexible framework.
Imminent risk	Risk of losing housing within the month.
Local Health Integration Network (LHIN)	Organizations created by the Provincial government to facilitate effective and efficient integration of health care services. LHINs possess significant decision-making power at the community level including the funding of support services to transferred housing providers providing supports to people with mental illness and the frail elderly.
Long-term housing	Housing that is available in the longer term; e.g. houses, apartments, boarding and lodging, housing with supports. Does not include transitional housing.
Ontario Housing Measure	The percentage of households with children under 18 that have incomes below 40% of the median household income and spend more than 40% of their income on housing.
Operating Agreement	A contract signed between a government agency and a social housing provider that sets out funding, operating, and other responsibilities of the parties. Providers with federal unilateral funding and providers administered by the Ministry of Health/Long-Term Care or the Ministry of Community and Social Services have operating agreements; the operating agreements for all other providers (unless they were specifically excluded from the legislation) have been replaced by the HSA and regulations.

Operating Subsidy	Government subsidy under the HSA paid to social housing providers and guaranteed for the life of the mortgage (usually 25 years) to bridge the gap between revenue from market rents and the total cost of mortgage and operations. Over the next 20 years, the obligations of government to fund operating subsidies will gradually expire, housing provider by housing provider, as mortgages are paid off.
Rental Affordability Indicator	Canada Mortgage & Housing Corporation (CMHC)'s indicator measures changes in the affordability of Ontario's ten largest rental market areas over time.
Rent-Geared-to-Income (RGI) or Rent Subsidy	The subsidy paid to a social housing provider named under the <i>Housing Services Act</i> to allow a defined number of units to be rented to low-income tenants on a rent-geared-to-income basis. The RGI or Rent Subsidy equals the difference between the actual rent paid by the qualifying tenant (paying approximately 30% of their income), and the government-approved market rent of a unit.
Rent Supplements	Paid to a landlord to bridge the gap between a tenant's rent-geared-to-income and the market rent ceiling set by the municipality, for units rented to applicants from the social housing waiting list.
<u>Residential Tenancies Act</u> (RTA)	The provincial legislation that replaced the <u>Tenant Protection Act</u> and governs the relationship between landlords and residential tenants in Ontario. Social housing is exempt from a few of its provisions (including the guideline for rent increases) but not others (including the processes for evictions.)
Service Manager	Term used to describe Service Managers as designated under the <u>Housing Services Act, 2011</u> .
Social Determinants of Health	In Canada, the generally accepted 'social determinants of health' are: Aboriginal status, gender, disability, housing, early life, income and income distribution, education, race, employment and working conditions, social exclusion, food insecurity, social safety net, health services, unemployment and job security.
Special Priority	Status granted through an approval process by Service Managers to applicants or in-situ tenants who have experienced domestic violence giving them higher priority on a centralized waiting list for rent-geared-to-income housing.
Street Homelessness	People living in public or private spaces without the consent or contract and places not intended for habitation.
Support Services	Services provided to tenants to enable them to live independently in the community. Supportive Housing providers receive support-service funding through the Ministry of Health/Long-Term Care or the Ministry of Community and Social Services.



Supportive Housing	<p>Non-profit housing for people who need support to live independently e.g. the frail elderly, people with mental health problems, addictions or developmental disabilities.</p> <p>Administration and funding of supportive housing providers were not downloaded to the Municipal Service Managers in 2001; rather, the responsibilities were transferred to the provincial ministry that funded the support services, either the Ministry of Health/Long-Term Care or the Ministry of Community and Social Services.</p>
Transitional Housing	<p>Housing that is provided for less than one year, which includes the provision of on-or off-site support services to help individuals move towards independence and self-sufficiency.</p>