



**The Corporation of the City of Stratford  
Social Services Committee  
Open Session  
AGENDA**

**Date:** Monday, December 10, 2018

**Time:** 8:00 P.M.

**Location:** Council Chamber, City Hall

**Committee Present:** Councillor Henderson - Chair Presiding, Councillor Bunting - Vice Chair, Mayor Mathieson, Councillor Burbach, Councillor Clifford, Councillor Gaffney, Councillor Ingram, Councillor Ritsma, Councillor Sebben, Councillor Vassilakos

**Staff Present:** Rob Horne - Chief Administrative Officer, Carole Desmeules - Director of Social Services, Michael Humble - Director of Corporate Services, Ed Dujlovic - Director of Infrastructure and Development Services, Jacqueline Mockler - Director of Human Resources, John Paradis - Fire Chief, Jodi Akins - Council Clerk Secretary, Tatiana Dafoe - Deputy Clerk, Mike Beitz - Corporate Communications Lead

Pages

**1. Call to Order**

The Chair to call the Meeting to Order.

Councillor Beatty provided regrets for this meeting.

**2. Disclosure of Pecuniary Interest and the General Nature Thereof**

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the *Act*.

Name, Item and General Nature of Pecuniary Interest

### 3. Sub-committee Minutes

4 - 9

Sub-committee minutes are attached for background regarding the discussion held at the November 14, 2018 Sub-committee meeting.

### 4. Delegations

None scheduled.

### 5. Report of the Manager of Early Years and Child Care

#### 5.1 2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres (SOC18-012)

10 - 50

**Staff Recommendation:** THAT the report titled "2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres " be received for information.

Motion by \_\_\_\_\_

**Sub-committee Recommendation:** THAT the report titled "2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres " be received for information.

### 6. Report of the Manager of Housing

#### 6.1 Final Report from the 2018 Homeless Enumeration (SOC18-013)

51 - 78

**Staff Recommendation:** THAT the report entitled "Final Report from the 2018 Homeless Enumeration be received for information.

Motion by \_\_\_\_\_

**Sub-committee Recommendation:** THAT the report entitled "Final Report from the 2018 Homeless Enumeration be received for information.

#### 6.2 Update on the 100% Provincially Funded Home For Good Program, under the name of Supported Housing of Perth Program (SHOPP) (SOC18-014)

79 - 91

**Staff Recommendation:** THAT Council consider and accept the update on SHOPP, a 100% provincially funded program through the Ministry of Housing be received as information;

THAT the Director of Social Services be authorized to issue an RFP for on-site support services for the two SHOPP properties being constructed in the Town of Listowel by EvoGlobe Inc.;

AND THAT The Director of Social Services be authorized to enter into a purchase of service agreement with the selected proponent(s) as per the Home For Good Funding proposal and guidelines approved under the Transfer Payment Agreement with the Ontario Ministry of Municipal Affairs and Housing for the Home For Good Program in October 2017.

Motion by \_\_\_\_\_

**Sub-committee Recommendation:** THAT Council consider and accept the update on SHOPP, a 100% provincially funded program through the Ministry of Housing be received as information;

THAT the Director of Social Services be authorized to issue an RFP for on-site support services for the two SHOPP properties being constructed in the Town of Listowel by EvoGlobe Inc.;

AND THAT The Director of Social Services be authorized to enter into a purchase of service agreement with the selected proponent(s) as per the Home For Good Funding proposal and guidelines approved under the Transfer Payment Agreement with the Ontario Ministry of Municipal Affairs and Housing for the Home For Good Program in October 2017.

## 7. Adjournment

Meeting Start Time:

Meeting End Time:

Motion by \_\_\_\_\_

**Committee Decision:** THAT the Social Services Committee meeting adjourn.



## The Corporation of the City of Stratford Social Services Sub-committee MINUTES

Date: November 14, 2018

Time: 4:30 P.M.

Location: Council Chamber, City Hall

Sub-committee Present: Councillor Henderson - Chair Presiding, Councillor Vassilakos - Vice Chair, Councillor Bunting, Councillor Ritsma

Regrets: Councillor Clifford

Staff Present: Carole Desmeules - Director of Social Services, Barb Hobson - Manager of Child Care, Eden Grodzinski - Manager of Housing, Jodi Akins - Council Clerk Secretary, Mike Beitz - Corporate Communications Lead, Calvin Mackenzie - Research and Program Analyst

### 1. Call to Order

The Chair called the Meeting to Order and advised that Councillor Clifford provided regrets for this meeting.

### 2. Disclosure of Pecuniary Interest and the General Nature Thereof

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the *Act*.



### Name, Item and General Nature of Pecuniary Interest

No disclosures of pecuniary interest were made at the November 14, 2018 Sub-committee meeting.

The Chair introduced a student who was in attendance for Take Your Child to Work Day. His father was working from home so he attended the meeting with Councillor Bunting.

### **3. Delegations**

None scheduled.

### **4. Report of the Manager of Child Care**

#### **4.1 2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres (SOC18-012)**

**Staff Recommendation:** THAT the report titled "2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres" be received for information.

**Sub-committee Discussion:** The Director of Social Services advised that she had a comprehensive Powerpoint presentation including all items on the agenda and gave the presentation outline.

The Manager of Early Years and Child Care referred to the presentation and advised that they have purchased two systems from the company OneHSN, one being ERAM, an Event Registration and Attendance Management program.

The Research and Program Analyst gave a demonstration on how the program works and explained the process, noting that it was installed ahead of schedule and is working well. The program is intended to create efficiencies for both parents and program staff.

In response to questions, the Research and Program Analyst advised that he believes a "wallet" app should work for logging in instead of the provided card, staff can log someone in and add to tally anonymously if

they do not wish to provide their personal information, that less than 1% of people in Chatham who use this program did not wish to consent and that information from the current system was not able to be transferred.

The program is currently implemented in North Perth and Stratford and is being set up in Mitchell next week. Feedback from parents and staff has been positive.

The Director of Social Services stated that the system will provide good data on who is accessing services and where, which will allow them to tailor programs more effectively. In response to a question, she explained that families will have one card with multiple accounts for each child. Caregivers take consent forms to the parents for approval. She noted that in a previous report on Early Years, one of the recommendations to the Ministry was easier access.

The Manager of Housing introduced the new Social Services Housing Supervisor Angie Juarez and provided some of her background and experience.

## 5. Report of the Manager of Housing

### 5.1 Final Report from the 2018 Homeless Enumeration (SOC18-013)

**Staff Recommendation:** THAT the report entitled "Final Report from the 2018 Homeless Enumeration be received for information.

**Sub-committee Discussion:** The Director of Social Services referred to the PowerPoint presentation and explained the housing continuum and housing available for each level in Stratford.

Housing strategies from each level of government and the definition of social versus affordable housing were reviewed.

An update on the Britannia Street affordable housing project was provided, noting that construction was two weeks behind due to weather but they were expecting to make up the time during interior work. Staff are hoping to begin the selection process for tenants in February.

An update on the Housing First program was provided, noting that all

persons participating in the program are still housed. A brochure was handed out to Sub-committee for information. The Manager of Housing referred to the slides and provided details on the scattered site and fixed site components.

The Director referred to slides on the homeless enumeration, noting that 18% of respondents identified as indigenous which is disproportionately high in relation to census data. In response to whether staff felt that the numbers were accurate, the Director advised that staff work with agencies to see what services people are accessing or if they are observed living out of doors.

The Manager of Housing suggested that the enumeration is a snapshot in time and staff maintain a "By-Name" list of people experiencing homelessness. The numbers went up in this enumeration, which she suggested was a good thing as it indicates more people are being reached.

Discussion took place regarding highest users of services and how SHOPP is helping with supports.

## **5.2 Update on the 100% Provincially Funded Home For Good Program, under the name of Supported Housing of Perth Program (SHOPP) (SOC18-014)**

**Staff Recommendation:** THAT Council consider and accept the update on SHOPP, a 100% provincially funded program through the Ministry of Housing be received as information;

THAT the Director of Social Services be authorized to issue an RFP for on-site support services for the two SHOPP properties being constructed in the Town of Listowel by EvoGlobe Inc.;

AND THAT The Director of Social Services be authorized to enter into a purchase of service agreement with the selected proponent(s) as per the Home For Good Funding proposal and guidelines approved under the Transfer Payment Agreement with the Ontario Ministry of Municipal Affairs and Housing for the Home For Good Program in October 2017.

Motion by Councillor Bunting

**Sub-committee Recommendation: THAT the report titled "2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres " be received for information.**

**Carried**

Motion by Councillor Ritsma

**Sub-committee Recommendation: THAT the report entitled "Final Report from the 2018 Homeless Enumeration be received for information.**

**Carried**

Motion by Councillor Vassilakos

**Sub-committee Recommendation: THAT Council consider and accept the update on SHOPP, a 100% provincially funded program through the Ministry of Housing be received as information;**

**THAT the Director of Social Services be authorized to issue an RFP for on-site support services for the two SHOPP properties being constructed in the Town of Listowel by EvoGlobe Inc.;**

**AND THAT The Director of Social Services be authorized to enter into a purchase of service agreement with the selected proponent(s) as per the Home For Good Funding proposal and guidelines approved under the Transfer Payment Agreement with the Ontario Ministry of Municipal Affairs and Housing for the Home For Good Program in October 2017.**

**Carried**

## **6. Next Sub-committee Meeting**

The next Social Services Sub-committee meeting is December 12, 2018 at 4:30 p.m. in the Council Chamber, City Hall.

## 7. **Adjournment**

Motion by Councillor Ritsma

**Sub-committee Decision: THAT the Social Services Sub-committee meeting adjourn.**

**Carried**

Meeting Start Time: 4:30 pm

Meeting End Time: 5:28 pm



# MANAGEMENT REPORT

**Date:** November 14, 2018

**To:** Social Services Sub-committee

**From:** Calvin Mackenzie, Research and Program Analyst  
Barb Hobson, Manager of Early Years and Child Care  
Darren Barkhouse, Early Years Coordinator  
Carole Desmeules, Director of Social Services,  
CEO, Perth & Stratford Housing Corporation

**Report#:** SOC18-012

**Attachments:** None

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**Title:** 2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres

**Objective:** To provide the Social Services Sub-committee with information about the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres in the City of Stratford, the Town of St. Marys, and Perth County.

**Background:** The Ministry of Education requires all Consolidated Municipal Service Managers (CMSMs) to report data elements regarding the delivery of EarlyON Child and Family Centres in their Education Finance Information System (EFIS) interim report and financial statement submissions.<sup>1</sup> These data elements include:

1. Number of Child and Family Sites
2. Number of purchase of service agreements for Child and Family Centres
3. Number of children served
4. Number of visits made by children
5. Number of parents/caregivers served
6. Number of visits made by parents/caregivers

**Analysis:** Currently, EarlyON Centres in Perth County use the Early Years Services Information System (EYSIS) to record and report the required data elements to the Ministry of Education. The EYSIS system has many limitations, including duplicate data

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<sup>1</sup> Ministry of Education. Ontario Early Years Child and Family Centres (2018) Business Practices and Funding Guidelines for Service System Managers, July 2017.

entry, time consuming administration, and software applications that operate in isolation from each other. In order to effectively and efficiently report the required data elements, the Early Years and Child Care Division purchased the ERAM system for implementation in all EarlyON Child and Family Centres in Perth County. The ERAM system is a web-based system developed by OneHSN which uses an attendance module to electronically create and collect attendance for each event in an EarlyON Centre. The ERAM system is used and recommended by other CMSMs, including the Region of Waterloo and the Municipality of Chatham-Kent.

The ERAM system has a kiosk mode that allows parents/caregivers attending with their children to register and sign in to an event. Once an adult registers the first time, the parent/caregiver can use their phone, key tab, or name to sign in for each subsequent visit. The system is designed to work at the Perth County level, meaning that each adult registrant can sign into any centre or program offered within Perth County and the system will recognize who they are. The ERAM system has been customized for Perth County to collect not only pertinent information to report to the Ministry of Education, but statistics which will be used for planning, research, evaluation, and accountability.

The ERAM system is currently being implemented for EarlyON Programs within Perth County by the Early Years and Child Care Division. Implementation requires the training of staff, the assignment of user rights and accounts, and the registration of parents, caregivers, and children within the system. Implementation of EarlyON programs run by the Municipality of North Perth began on October 1<sup>st</sup>, 2018, with full integration of the ERAM system within North Perth EarlyON Child and Family Centre by October 19<sup>th</sup>, 2018. Implementation of EarlyON programs run by Perth Care for Kids (PCFK) will begin with the Stratford EarlyON Child and Family Centre on October 29<sup>th</sup>, 2018, moving to implementation in the West Perth EarlyON Child and Family Centre. Full integration of all EarlyON programs within Perth County will be complete by January 1<sup>st</sup>, 2019.

**Financial Impact:** There is no financial impact on the municipal budget as this program is 100% funded by the Ministry of Education.

**Staff Recommendation:** THAT the report titled "2018 Update of the OneHSN, Event Registration and Attendance Manager (ERAM) for EarlyON Child and Family Centres " be received for information.




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Calvin Mackenzie, Research and Program Analyst



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Barb Hobson, Manager of Early Years and Child Care



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Darren Barkhouse, Early Years Program Coordinator



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Carole Desmeules, Director, Social Services  
CEO, Perth & Stratford Housing Corporation



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Rob Horne, Chief Administrative Officer



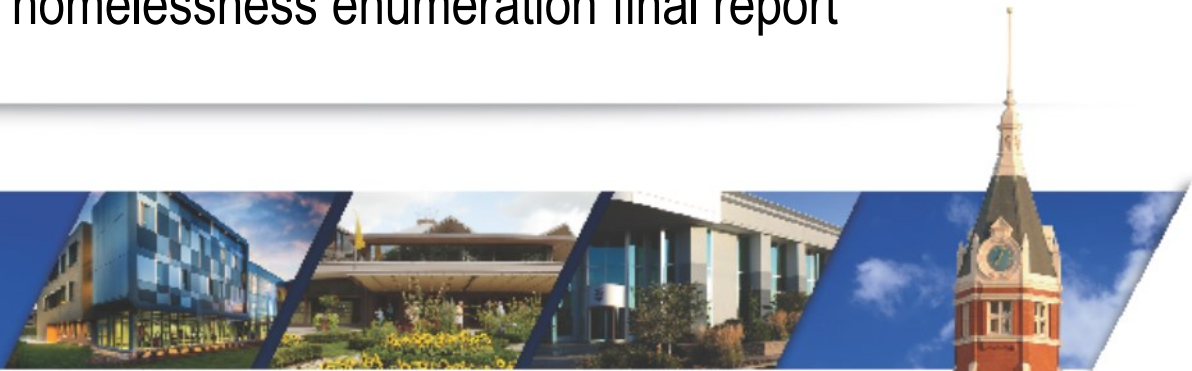


# Social Services

**Presentation to: Social Services Sub-Committee, November 14, 2018**  
**Presented by: Carole Desmeules M.Sc., MBA**  
**Director of Social Services & CEO, Perth and Stratford Housing Corporation**

# Presentation Outline

- Child Care and Early Years Division:
  - One Human Services Network (OneHSN)
  - Demonstration by Calvin Mackenzie, Research & Program Analyst
- Housing Division:
  - Britannia St. (Affordable housing development)
  - Supportive Housing of Perth Program (SHOPP); formerly known as the Home For Good
  - Increasing Partnerships in the Private market
  - Enumeration – 2018 homelessness enumeration final report



# One Human Services Network (OneHSN)

- One Human Services Network (OneHSN) builds and supports highly secure software systems for all levels of government and human service organizations.
- Over the past several years, investment and resources have been dedicated to serving the early learning system and the development of sustainable technology that is enabling the modernization of service delivery in the Early Years programs.
- There are two programs in particular that have been purchased by the Early Years and Child Care Division:
  - The ***Child Care Waitlist Registry*** and the;
  - ***Event Registration and Attendance Management*** (ERAM).

# Continued...

- As of January 2018 the responsibility to provide EarlyON programs in Perth County was downloaded from the Province to the City of Stratford.

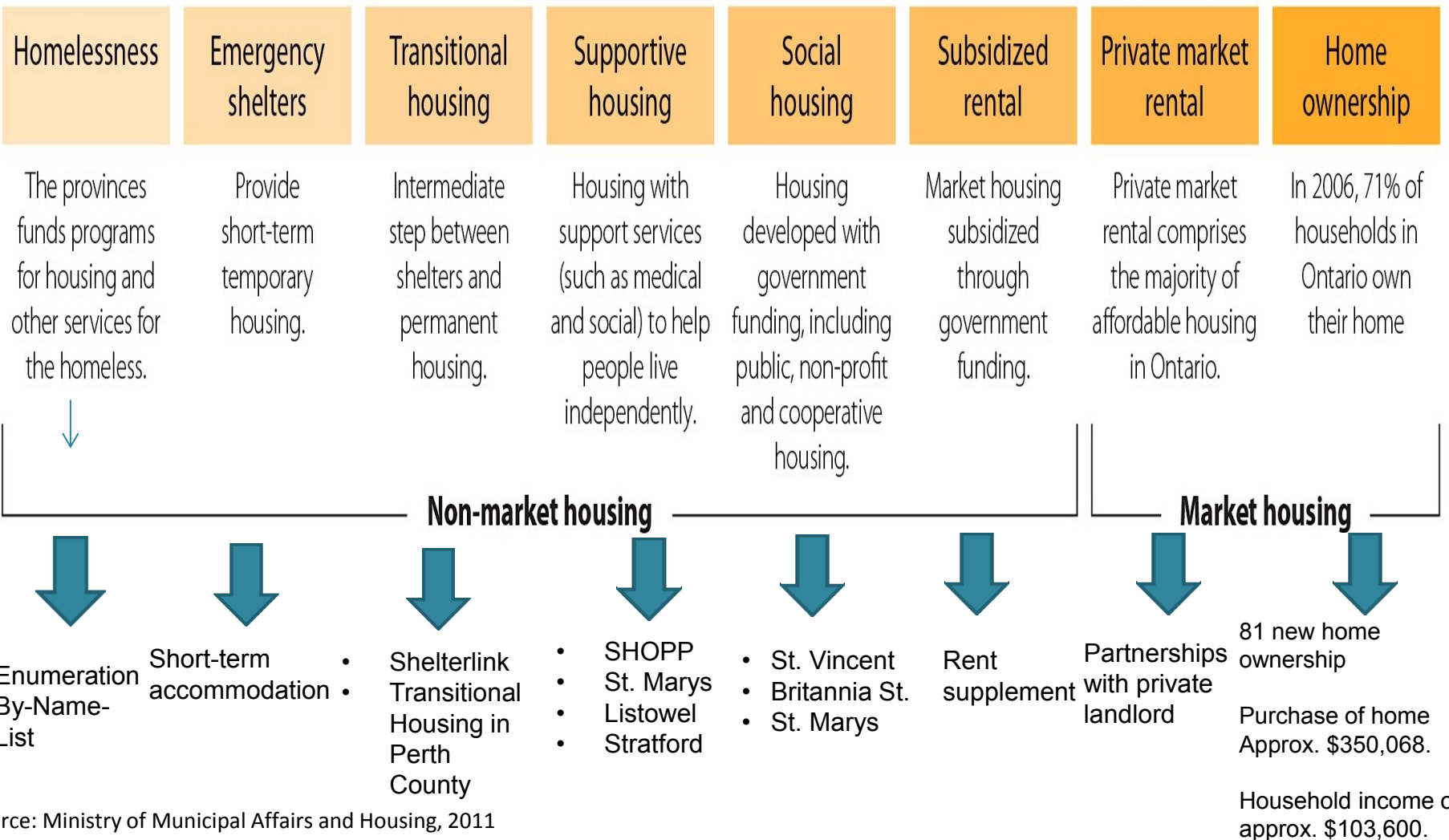
The ERAM serves many purposes:

- The program allows parents and caregivers to easily register for programs with their children in Perth County,
  - The collection of accurate data to meet Provincial requirements, and;
  - Provides information to evaluate and plan service delivery appropriately.
- 
- Demonstration





# The Housing Continuum



# Housing in Context

Nationally	Provincially	Locally
<ul style="list-style-type: none"> <li>National Housing Strategy released in 2017</li> <li>Related programs:               <ul style="list-style-type: none"> <li>→ New supply initiatives</li> <li>→ Sustaining social housing</li> <li>→ Household housing benefit</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Long-Term Affordable Housing Strategy (LTHAS), updated in 2016</li> <li>Housing Services Act, 2011</li> <li>Modernization of social housing</li> </ul>	<ul style="list-style-type: none"> <li><i>10-Year Housing &amp; Homelessness 2014-2024</i></li> <li>5-Year Plan, 2019-2024</li> <li>Municipal tools and incentives/innovation strategies to increase the development of affordable housing</li> </ul>



# Social vs. Affordable Housing

## Social Housing

- Permanent rental housing financed at least partly with government support
- For low to moderate income households (up to 30<sup>th</sup> income percentile)
- Portion of units are Rent-Geared-to-Income (RGI)

## Affordable Housing

- Income-based: cost of housing (owned or rented) does not exceed 30% of gross annual household income for low/moderate income households
- Market-based: housing for which the cost is at or below the average market price/rent in the regional market area
- For households at or below the 60<sup>th</sup> income percentile

# Housing Affordability in Stratford, Perth, St. Marys

Median Resale Home Price: **\$302,925**

Income Percentile	10th	20th	30th	40th	50th	60th	70th	80th	90th	100th
Annual Household Income	\$23,700	\$37,000	\$48,200	\$60,200	\$72,800	<b>\$86,400</b>	\$103,600	\$125,800	\$162,300	N/A
Affordable Unit Price	\$87,400	\$136,100	\$177,400	\$221,500	\$268,200	<b>\$318,100</b>	\$381,500	\$463,200	\$597,600	N/A





# Rental Affordability in Stratford, Perth, St. Marys

Median Market Rent: **\$800**

Income Percentile	10th	20th	30th	40th	50th	60th	70th	80th	90th	100th
Annual Household Income	\$14,500	\$21,100	\$28,200	<b>\$35,700</b>	\$43,600	\$52,000	\$61,300	\$73,400	\$95,500	N/A
Affordable Rents	\$360	\$530	\$710	<b>\$890</b>	\$1,090	\$1,300	\$1,530	\$1,840	\$2,390	N/A



# Britannia St.





# Britannia St.





# Britannia St.



# Britannia St. : Milestones

The following provides a summary of milestones completed and major project timeline to be completed.

## **Completed:**

Re-Zoning Approval	January 22, 2018
Site Plan Approval	September 14, 2018
Building Permit	September 14, 2018
Construction Start	September 10, 2018

## **Projected:**

Structural Framing, 50% completion	January 15, 2019
Substantial Completion	July 31, 2019
Lien Publication	August 10, 2019
Occupancy	September 30, 2019

- Communication & Selection process : Begin process in February 2019 and rolled out in May of 2019.



# Progress Photos



# Continued...



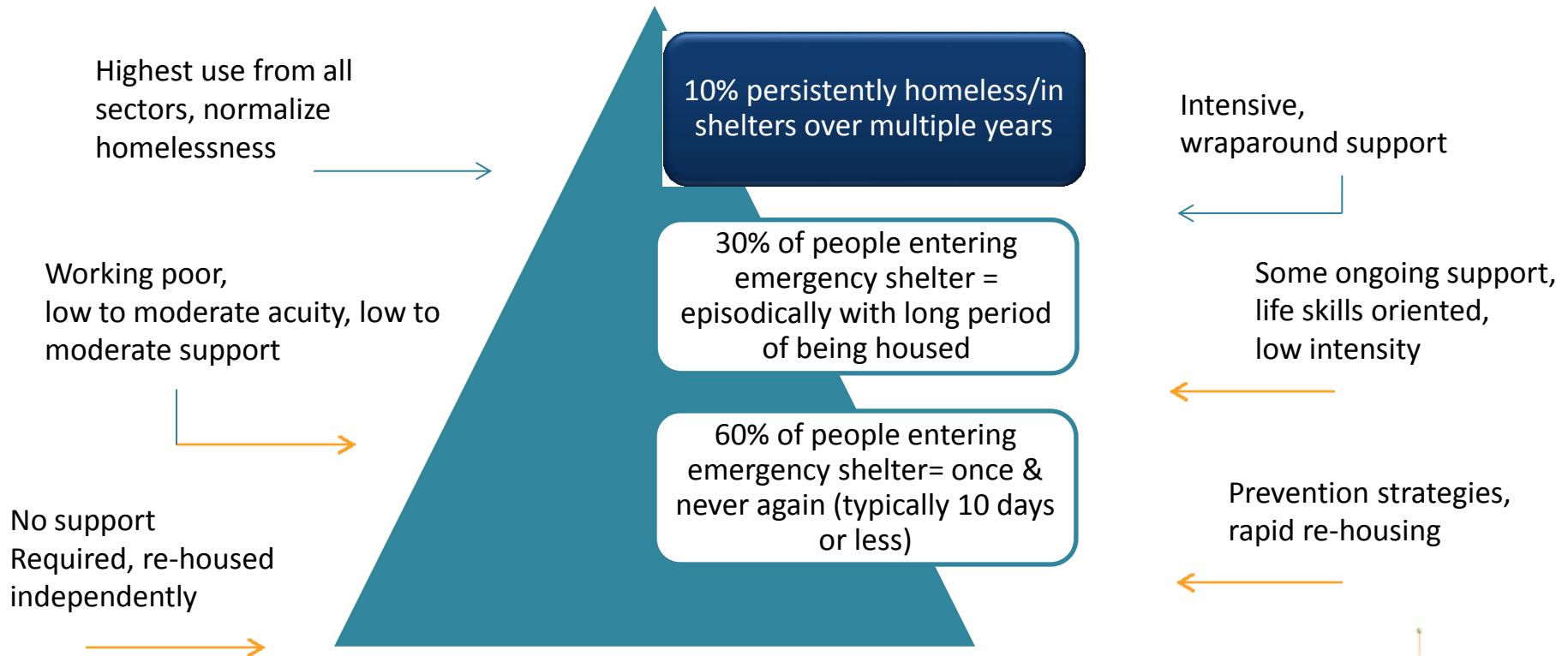




# Housing First



# People Experiencing Homelessness Are Not a Homogeneous Group



# Housing First Model

Vs.

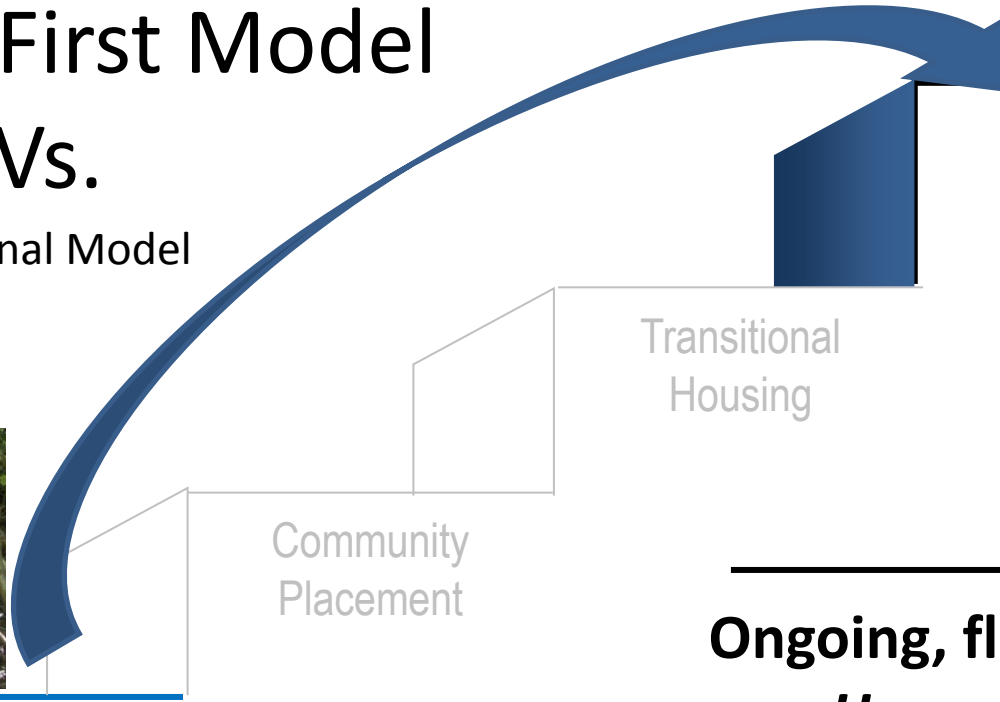
Traditional Model

Permanent  
housing

Transitional  
Housing

Community  
Placement

Ongoing, flexible support  
*Harm Reduction*



Street/shelter/hosp/jail

**Pathways** to Housing

# Key elements



# Does it work?

- Yes!! Lots of research.
  - The most complex clients will stay housed
  - It saves \$.
    - At Home/Chez Soi study demonstrated for every \$10 spent on housing first approach, \$21.72 in savings were realized from reduction of other services
  - Health status improves
  - Less involvement with criminal justice system



# SHOPP

Supported Housing of Perth Program

- NEW program for individuals & families with a history of homelessness
- Housing First approach
- 100% funded by Ministry of Housing, Home for Good



# SHOPP - 2 Components

- **Scattered Site**

- Up to 40 participants housed in a mix of social and private market housing throughout service area
- Operating since March 2018

- **Fixed Site**

- Capital funding for 12 new affordable rental units
- 1 x 4-plex in St. Marys. On-site support to be provided by Little Lake Residential
- 2 x 4-plexes in Listowel. RFP for on-site supports to be released later this month.
- Slated for occupancy in January 2019



# Scattered Site Service Collaborative

Partners	Key Components	Priority Populations
<ul style="list-style-type: none"> <li>• City of Stratford</li> <li>• John Howard Society</li> <li>• Shelterlink</li> <li>• Optimism Place</li> <li>• Choices for Change</li> </ul>	<ul style="list-style-type: none"> <li>• Scattered site rental housing units</li> <li>• 40 portable housing benefits</li> <li>• 4 Intensive case management</li> <li>• Addictions Counsellor</li> <li>• Landlord liaison</li> <li>• After-hours telephone support</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals experiencing chronic homelessness</li> <li>• Adults leaving correctional facilities</li> <li>• Youth</li> <li>• Families with children</li> </ul>





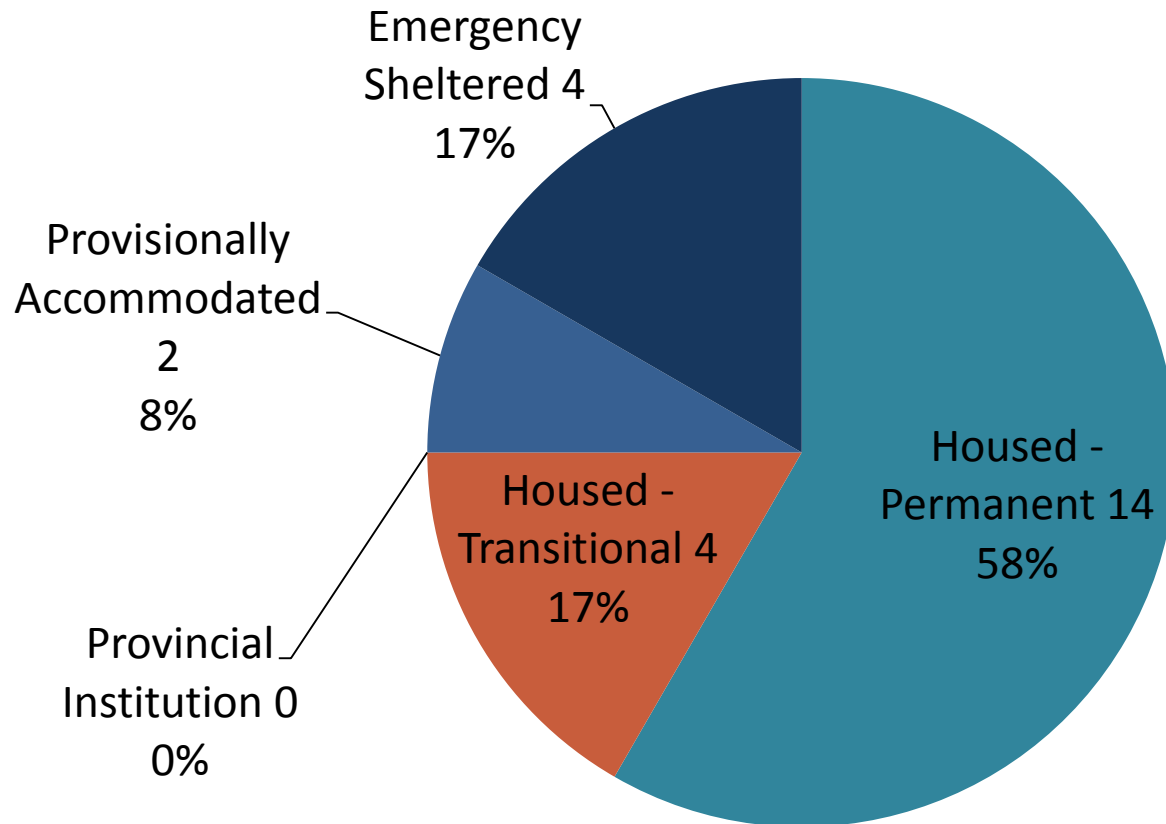
# Referrals to SHOPP

- The SHOPP intake process draws from the local By-Name-List (BNL)
- The BNL is a real-time, dynamic list of all people actively experiencing homelessness in the community.
- Rather than being chronological, the BNL orders individuals/families for services and supports based on level of acuity; those individuals with the highest needs are prioritized for services first.





# Housing Status of SHOPP Participants, October 2018



St. Marys Building Site  
As of mid-October 2018

Expected Completion Date  
December 2018



Listowel Building Site  
As of mid-October 2018

Expected Completion Date  
January 2019



# Increasing Partnership with the Private Market

## Ontario Works Recipient Survey:

- Survey was administered to individuals coming into Social Services Intake, participants were asked to provide contact information for private market
- A total of **13 surveys** were completed with contact information for
- **21 private market landlords.**

## Stratford and Perth Housing Corporation Landlord Survey:

- An anonymous survey was created using Survey Monkey to understand experiences of local landlords and to the rental market locally
- The survey asked questions pertaining to: building demographics, rental costs, geographical area of rentals, number of rental units, incentives and questions pertaining to tenants.
- The survey was posted to the City of Stratford's Facebook and Twitter Page and also to the City of Stratford's Housing Page.
- To date there has been **53 Respondents.**



# Homeless Enumeration

**WHAT?** A measurement of the number of individuals experiencing homelessness over a specific period of time. Includes counting and gathering information on individuals.

**WHY?** To provide:



A snapshot of homelessness locally



A way to track progress and trends



Information to drive change

**WHEN?** Tuesday, May 15 – Friday, May 18, 2018





# Homeless Enumeration

**WHERE?** Various locations in Stratford, St. Marys, Listowel & Mitchell

**WHO?** Individuals experiencing homelessness including those who were:

- **Unsheltered**

Outdoors; public spaces; makeshift shelters (e.g., tents); vehicles



- **Emergency sheltered**

Homeless shelters; domestic violence shelters



- **Provisionally accommodated**

“Couch surfing”; in institutions (e.g. jail, hospital); transitional housing



**HOW?** Demographic survey and screening tool conducted one-on-one with consenting individuals



# Homeless Enumeration

- **79** surveys were completed representing **101** individuals experiencing homelessness
- An additional **28** individuals were observed to be homeless\*
- **40+** volunteers and staff from **15** organizations conducted surveys

*\*Information captured on tally sheets at each location. Number does not indicate unique individuals.*



# <sup>44</sup>Homeless Enumeration

## Demographic Characteristics

- **76%** of respondents were single
- The average age of respondents was **33**
- Unaccompanied youth between the ages of 16 & 24 accounted for **28%** of survey respondents
- **58%** of respondents identified as male





# <sup>45</sup>Homeless Enumeration

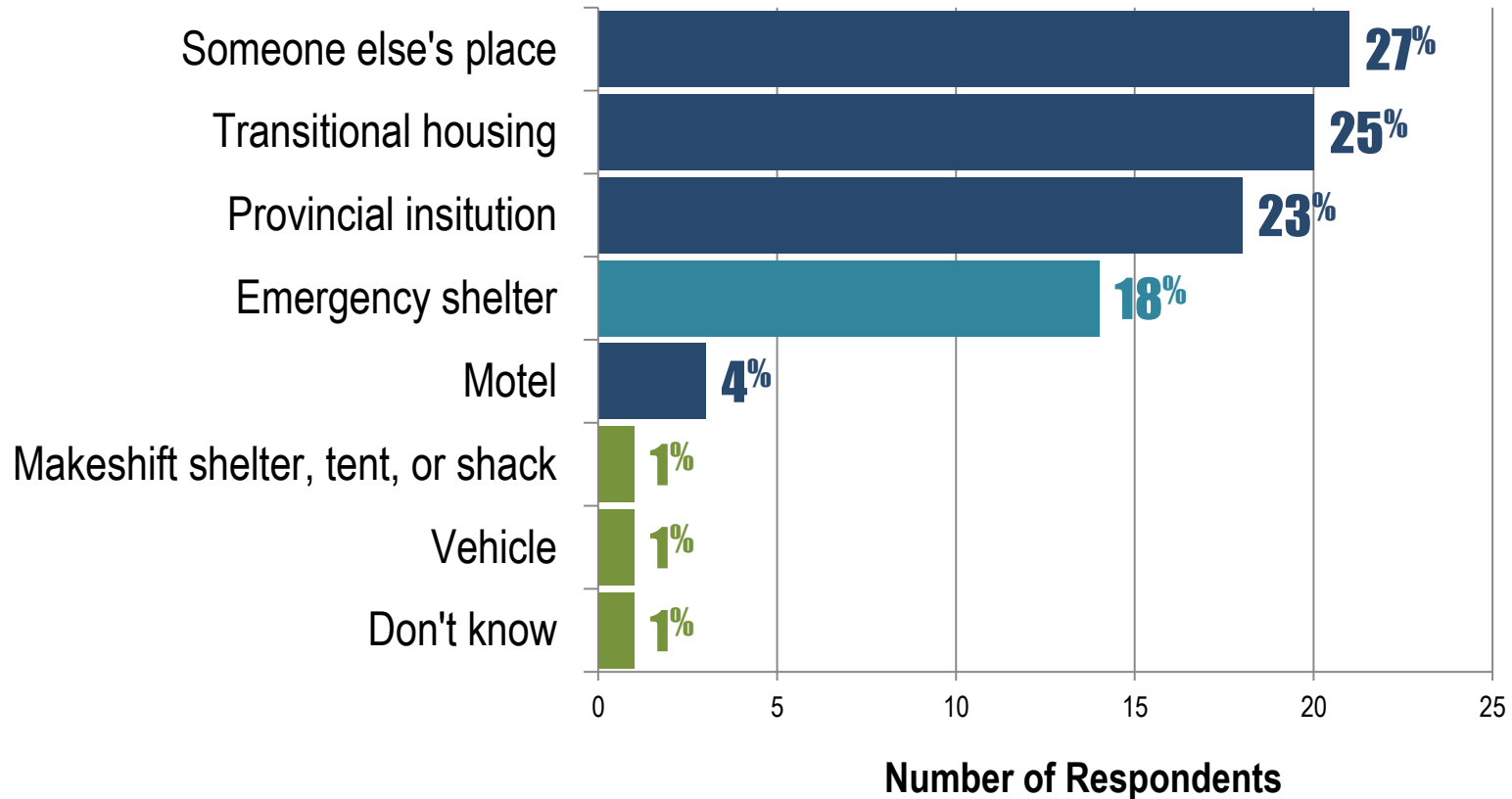
## Demographic Characteristics

- **18%** of respondents identified as Indigenous (including First Nations, Metis, Inuit, and as having Indigenous ancestry)
- **81%** of respondents were in receipt of either Ontario Works (OW) or Ontario Disability Support Program (ODSP)
- **86%** reported having one or more health issues (chronic or acute medical condition, physical disability, addiction, mental health)



# Homeless Enumeration

## Current Housing Status



# <sup>47</sup>Homeless Enumeration

## Experiences of Homelessness

Average **LENGTH OF TIME** respondents experienced homelessness in the past year



Average  
in the past year

respondents experienced homelessness

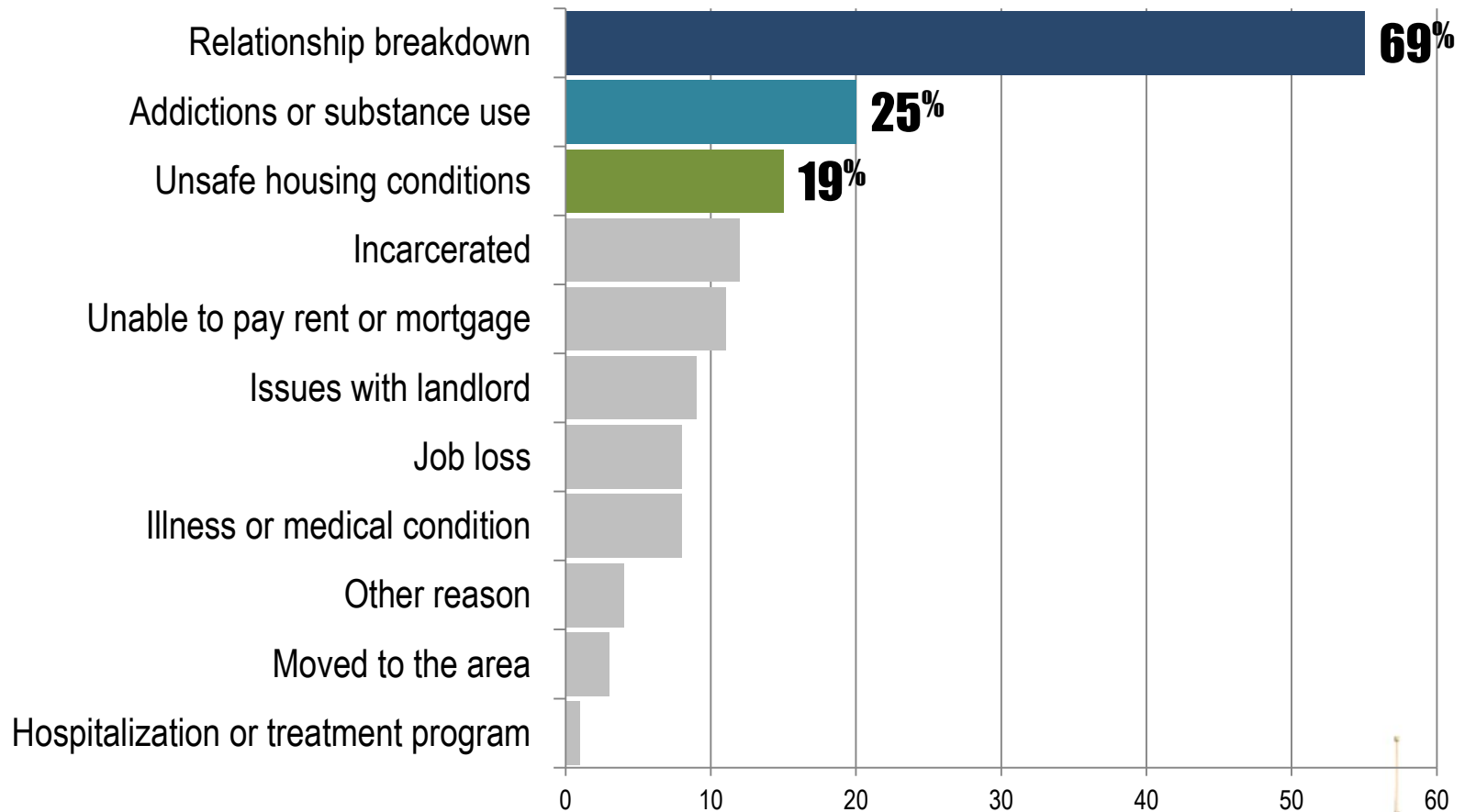
Percentage of respondents who

in the past year



# Homeless Enumeration

## Reasons for Homelessness



*\*Respondents checked all that applied*

**Number of Respondents**



# Homeless Enumeration<sup>49</sup>

## Sharing & Using Results

- Upload anonymized data to the Ministry of Housing
- Provide a full report with the public in the fall
- Update the local By-Name List (BNL), improving our ability to prioritize provision of housing and related supports by level of need
- Inform the 5-Year Review of the *Stratford, Perth County, and St. Marys 10-Year Housing & Homelessness Plan*
- Develop and/or enhance programming





# Questions






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**MANAGEMENT REPORT**

**Date:** November 14, 2018

**To:** Social Services Sub-Committee

**From:** Jeneane Fast, Housing Stability Policy & Program Coordinator  
Eden Grodzinski, Manager of Housing  
Carole Desmeules, Director of Social Services

**Report#:** SOC18-013

**Attachments:** Final Report from the 2018 Homeless Enumeration for City of Stratford, Town of St. Marys, and Perth County

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**Title:** Final Report from the 2018 Homeless Enumeration

**Objective:** To provide the Social Services Sub-committee with the final report from the 2018 homeless enumeration for the City of Stratford, the Town of St. Marys, and Perth County.

**Background:** In November of 2016, the Ontario Ministry of Housing passed legislation, through an amendment to the *Housing Services Act, 2011* requiring for all Consolidated Municipal Service Managers (CMSMs) in Ontario to conduct a bi-annual homelessness enumeration beginning in 2018. From May 15 – 18, 2018, the City of Stratford – Housing Division, in partnership with the ***Stratford, Perth County, and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions***, conducted a homeless enumeration. The planning for the implementation of the enumeration was described in detail in the following previous Council reports: SOC16-003, SOC17-11, SOC18-006 and presentation ATT-18-2017.

**Analysis:** The attached document, 2018 Homeless Enumeration Final Report, provides information on the planning and implementation of the enumeration. It includes the methodology for the data collection initiative and an analysis of the findings. The report also outlines how the data would be used moving forward.

**Planning and Implementation:** The enumeration used a combination of Point-in-Time (PiT) Count and Registry Week methods. Individuals experiencing homelessness were asked to voluntarily complete a two-part survey at various locations throughout the community. In total, 24 access points were established in Stratford, St. Marys, Listowel, and Mitchell. Two events were also organized and a toll-free phone line was set up for the duration of the enumeration period.

Over 40 surveyors gathered information during the 4-day period and were comprised mainly of staff from participating organizations, as well as community volunteers. All surveyors were provided with



training prior to the enumeration and many also opted to participate in Indigenous Cultural Competency Training in early May of this year. This training session was intended to initiate conversations on how to engage Indigenous peoples in our communities.

**Enumeration Findings:** Over the course of the 4-day enumeration period, 101 individuals (adults, youth, and children) were identified as experiencing homelessness in Stratford, Perth County, and St. Marys. This is based on 79 completed surveys. In the case of families, one individual completed the survey on behalf of the family unit. In the case of couples, in some instances one individual completed a survey on behalf of their partner or spouse.

Of those 79 respondents:

- 78% were provisionally accommodated (e.g., staying at someone else's place, in transitional housing, in a provincial institution)
- 64% were experiencing chronic homelessness (i.e., experiencing homelessness for six or more months in the past year)
- 28% were unaccompanied youth between the ages of 16 and 24
- 58% were male
- 18% identified as Indigenous
- 81% were in receipt of either Ontario Works or Ontario Disability Support Program
- 86% reported having one or more health issues

**Moving Forward:** The Ontario Ministry of Housing (as per legislative requirement) was provided with anonymized data from the enumeration in August 2018. Locally, the data would be used to inform the *5-year update of the 10-Year Housing and Homelessness Plan for the City of Stratford, Perth County, and Town of St. Marys*. The information from this report would also be used to enhance and develop programs and services for individuals experiencing homelessness and would drive the current work being done to develop a Coordinated Access System for homelessness services.

**Financial Impact:** There is no financial impact for this report as this initiative falls under the 100% funded 2018 budget under the November of 2016, the Ontario Ministry of Housing passed legislation, through an amendment to the *Housing Services Act, 2011*.

**Staff Recommendation:** **THAT the report entitled "Final Report from the 2018 Homeless Enumeration be received for information.**




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Edén Grodzinski, Manager of Housing



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Jeneane Fast, Housing Stability Policy & Program Coordinator



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Carole Desmeules, Director of Social Services and  
CEO, Perth and Stratford Housing Corporation



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Rob Horne, Chief Administrative Officer

# 2018 Homeless Enumeration

City of Stratford, Town of St. Marys,  
& Perth County

## Final Report

October 2018



**The Stratford, Perth County, and St. Marys**  
Alliance to Prevent Homelessness & Enhance Housing Solutions



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## Introduction

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The City of Stratford, Town of St. Marys and Perth County Homeless Enumeration took place over 4 days in May 2018. It was a community-wide data collection initiative designed to count and gather information on individuals and families currently experiencing homelessness. The objectives of the enumeration were to:

- 1) Account for as many individuals experiencing homelessness as possible<sup>1</sup>; and
- 2) Understand the broader nature and scope of homelessness locally.

These objectives offer the community the opportunity to drive change on both an individual and a systems level. On an individual level, the information provided by the enumeration will help local community organizations connect with individuals and families and provide them with appropriate services and supports. On a systems level, the information will enable the community to plan coordinated responses to homelessness, better allocate resources, and enhance or develop more effective programming. This data collection initiative, therefore, was a key strategy in the community's goal to prevent, reduce, and ultimately end homelessness.

## Background

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In November of 2016, the Ontario Ministry of Housing passed legislation, through an amendment to the *Housing Services Act, 2011*, requiring that all Consolidated Municipal Service Managers (CMSM)<sup>2</sup>, or Service Managers, conduct homeless enumerations bi-annually beginning in 2018. This requirement was implemented to further the Ministry's goal of ending chronic homelessness by 2025 by providing a more comprehensive understanding of homelessness provincially and creating a mechanism for tracking trends and progress.

In early 2017, in preparation for the enumeration that would take place in 2018, the City of Stratford Social Services Department became a participating community in the Canadian Alliance to End Homelessness 20,000 Homes Campaign, a "national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada's most vulnerable homeless people by July 1, 2020."<sup>3</sup> As part of this campaign, the City of Stratford, in partnership with a community committee known as the *Stratford, Perth County and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions*,<sup>4</sup> conducted an enumeration in April 2017, which acted as a pilot for the data collection initiative the following year.<sup>5</sup> Although differing slightly, the planning and implementation of the 2018 Homeless Enumeration built upon the lessons learned from this earlier undertaking.

## Methodology

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The methodology used for the 2018 Homeless Enumeration was informed by provincial guidelines outlined in the Ministerial Directive on bi-annual enumerations as well as by the community's experiences during the 2017 20,000 Homes Campaign enumeration. In order to meet the initiative's objectives of gathering both individual and systems level information, the 2018 Homeless Enumeration combined Point-in-Time (PiT) Count and Registry Week methods.

**PiT Count:** this method gathers population-level information on individuals experiencing homelessness such as demographics (e.g., age, sex, gender, ethnic identity, source of income) and history of homelessness (e.g., length and frequency of homelessness). This data can then be compiled and analyzed to highlight local trends and priorities for service provision. PiT Counts generally take place over a 24-hour timeframe in order to provide a snapshot of homelessness. However, for local purposes, this information was collected over the 4-day enumeration period with the first day (May 15) being the reference date for the Count.

**Registry Week:** this method collects person-specific data, including name and contact information, which informs the local By-Name-List (BNL), a dynamic list of all people (individuals and families) experiencing homelessness prioritized based on level of acuity and vulnerability. This provides a mechanism to better match people experiencing homelessness with appropriate services and programs based on their depth of need.

### Enumeration Working Group

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Recognizing that a successful data collection initiative requires community involvement and input, an Enumeration Working Group, organized under the *Stratford, Perth County, and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions*, met regularly beginning in early January. This group was pivotal in both the planning and implementation of the enumeration.

## Implementation Framework

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In order to develop the implementation framework for the 2018 Homeless Enumeration, a number of factors were taken into consideration.

### Geographic Areas

The Service Manager area for which the City of Stratford Social Services Department is responsible encompasses a population of 76,769, spread out over 2,178 square kilometres and divided into 6 municipalities. The area consists of an urban/rural mix including the urban centre of Stratford, towns such as St. Marys and Listowel, small villages, and large tracts of rural land with low population density. Understanding the

depth and scope of homelessness within these different geographic contexts was identified as a priority for this enumeration.

### **Concentration of Services**

Services accessed by those experiencing homelessness can include emergency accommodations, domestic violence shelters, food banks, community meal programs, housing support programs, transitional housing programs, law enforcement and first responders, health services, and mental health service providers. While the majority of services are concentrated in Stratford, it was important during the planning phase to identify and engage a wide variety of community agencies, particularly in the rural parts of the Service Manager area.

### **Categories of Homelessness**

The Canadian Observatory on Homelessness categorizes homelessness into four typologies<sup>6</sup> (three of which are relevant to this initiative) including individuals and families who are:

- **Unsheltered**, or absolutely homeless and living on the streets or in places not intended for human habitation;
- **Emergency sheltered**, including those staying in overnight shelters for people who are experiencing homelessness, as well as shelters for those impacted by family violence; and
- **Provisionally accommodated**, referring to those whose accommodation is temporary or lacks security of tenure. This includes individuals who are staying temporarily with family and/or friends (i.e. “couch surfing”), living in temporary rental accommodations (i.e. motels), or those who are currently in an institution (e.g. jail, hospital, rehabilitation centre) and have no place to live upon their release.<sup>7</sup>

Recognizing that individuals experience homelessness in different ways, developing an implementation framework that took into account these three categories was vital in garnering a comprehensive understanding of homelessness locally.

## **Enumeration Components**

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Based on the considerations outlined above, the implementation framework relied heavily on building relationships with service providers and community agencies that work with and support individuals and families experiencing homelessness. The framework was also designed to promote data collection in rural as well as urban areas, and to gather information from individuals and families who were unsheltered, emergency sheltered and provisionally accommodated. The implementation framework, therefore, incorporated four related but distinct components.

### **Enumeration Sites**

Service provider locations were established as enumeration sites where individuals could provide information on their experiences of homelessness. Strong partnerships with community agencies resulted in the establishment of 20 sites. Thirteen sites were set up in Stratford, 4 in Listowel (North Perth), 2 in Mitchell (Perth East), and 1 in St. Marys. The majority of the data collection (94%) occurred at these locations.

### **Outreach Locations**

Results from the 2017 20,000 Homes Campaign enumeration indicated that the majority of individuals experiencing homelessness were provisionally accommodated. While a similar result was anticipated for 2018, 4 outdoor locations in Stratford were identified as places where individuals were known to sleep. Outreach teams canvassed these areas during the enumeration to connect with individuals.

### **Magnet Events**

Magnet Events are designed to encourage participation of individuals who may be missed by other methods of data collection. That is, individuals who do not access or seek out services and would not be accounted for at enumeration sites and individuals who do not sleep in outdoor locations. During the enumeration, 2 magnet events were organized; one in Stratford and one in Listowel. Both events provided a meal and information about services and supports.

### **Toll-Free Phone Line**

Due to the transportation challenges that can often arise in large rural areas, a toll-free phone line was set up for individuals to call in order to provide information on their experience of homelessness. This phone line could be accessed round the clock over the 4-day enumeration period.

## **Data Collection**

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Gathering information during the 2018 Homeless Enumeration was a coordinated community effort. Service providers and community agencies got involved in a number of ways:

- Offering their location as an enumeration site or the site of a magnet event;
- Providing staff and/or volunteers as surveyors; and/or
- Promoting the enumeration by displaying posters and distributing them through their networks.

## **Survey Tools**

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Information was gathered through surveys conducted one-on-one with people experiencing homelessness. There were two parts to this survey:



- 1) **Ontario Enumeration Survey:** a 15-question survey provided by the Government of Ontario. This survey collected anonymous information from respondents including demographic data and history of homelessness.
- 2) **Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT):** a scored, pre-screening tool that measured the health and social needs of individuals and families experiencing homelessness. This triage tool allows the community to effectively determine the appropriate level of intervention for individuals and prioritize those who are in the greatest need of those services.

Individuals were invited to complete one or both parts of the survey. A screening tool was administered to determine eligibility based on the categories of homelessness outlined above (e.g., unsheltered, emergency sheltered, and provisionally accommodated). Survey respondents were provided with an information sheet outlining how (and to whom) their information would be shared (stressing confidentiality and the voluntary nature of their participation). They were then asked to sign a consent form confirming their involvement in the enumeration. Respondents were provided with a \$25 gift card as an acknowledgement of their time and consideration.

## Surveyors & Training

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Over 40 surveyors gathered information over the 4-day period. Surveyors were comprised mainly of staff from participating organizations, as well as a small percentage of community volunteers not directly connected with an agency.

All surveyors were asked to participate in training the week prior to the enumeration. This training outlined the steps of engaging, informing, and surveying individuals and families experiencing homelessness as well as the process of submitting completed surveys to the City of Stratford Social Services Department. The training also highlighted the “do’s and don’ts” of conducting surveys along with health and safety precautions.

### Indigenous Cultural Competency Training

Evidence indicates that Indigenous communities are significantly over-represented in homeless populations nationally.<sup>8</sup> Although the closest First Nations community lies outside the Service Manager area and no Indigenous-specific agencies are based in Stratford, Perth County, and St. Marys, the results of the 2017 pilot enumeration showed a disproportionate percentage of Indigenous peoples experiencing homelessness locally.

In early May, surveyors were given the opportunity to participate in a training session facilitated by the Southwest Indigenous Justice Program. This training was held in response to the Province’s requirement to engage Indigenous communities in the planning and implementation of the homeless enumeration. The purpose of the training session was to initiate conversations about how to engage Indigenous peoples living in our communities and begin to build relationships with Indigenous communities and

service providers, to ensure individuals have access to appropriate supports and programming. Approximately 40 people attended the session, over 50% were surveyors during the enumeration.

## **Challenges & Limitations**

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### **Undercount of Individuals Experiencing Homelessness**

The majority of data collection occurred at the enumeration sites, meaning that the data predominantly represents individuals already connected with or seeking out services. Those who were not accessing services (whether deliberately or not) are not reflected in the results. Furthermore, although outreach teams came upon ample evidence of individuals sleeping rough in outdoor locations (e.g., makeshift shelters and tents in wooded areas), they were not able to connect directly with those individuals. This suggests that the final results may not reflect the experiences of those who were absolutely homeless or unsheltered during the time of the enumeration.

### **Enumerating Rural Areas**

A concerted effort was made during the planning and implementation to include strategies to connect with individuals in rural areas. Seven of the 20 enumeration sites were located in smaller communities, a toll free phone line was set up to address potential transportation and mobility issues, and one magnet event took place outside of Stratford. Despite these efforts, the majority of surveys (89%) were completed in the city. It is likely, therefore, that the results do not reflect the true state of homelessness in the rural areas of Perth County.

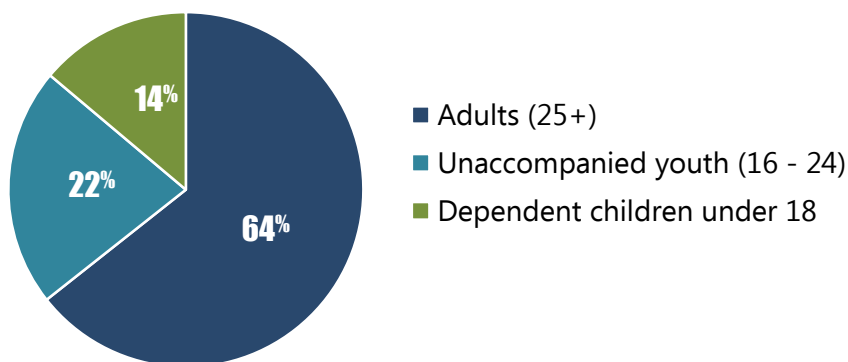
### **Survey Duplication**

As part of the process of gathering information, surveyors were required to create a unique identifier for each survey respondent based on their date of birth. This allowed for the de-duplication of completed surveys. However, staff and volunteers stationed at enumeration sites and magnet events as well as those canvassing outdoor locations were also asked to document individuals who were observed to be homeless or who were known to be experiencing homelessness but who declined or were unavailable to complete a survey. There is no way of knowing whether these individuals completed surveys elsewhere. The general information that was gathered about them (approximate age, gender, and current housing situation) was not included in the final results.

## 2018 Homeless Enumeration Results

Over the enumeration period, from May 15 – 18, 2018, 101 individuals (adults, youth, and children) were identified as experiencing homelessness in Stratford, Perth County, and St. Marys. This number is based on the 79 Ontario Enumeration Surveys that were completed. In the case of families, one individual completed the survey on behalf of the family unit. In the case of couples, in some instances one individual completed a survey on behalf of their partner or spouse.

**Figure 1: Total Individuals Experiencing Homelessness**

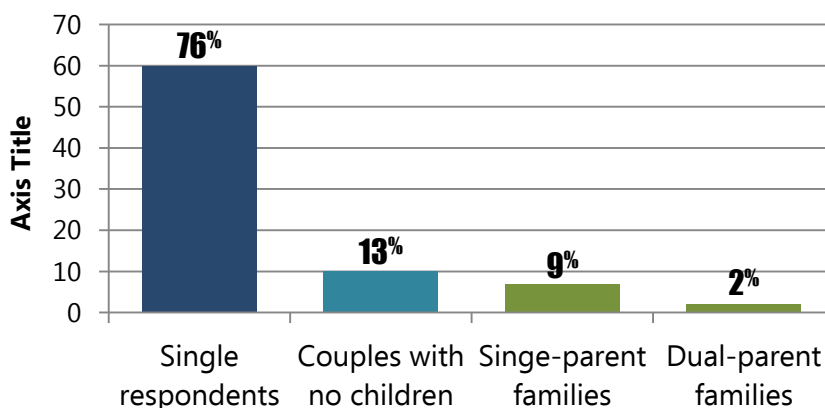


Unless otherwise indicated, the following results are based on the 79 respondents who completed surveys during the enumeration.

### Household Makeup

The majority of survey respondents were single, although 9 family households were also experiencing homelessness during the enumeration period. These households included at least one parent or guardian and one or more dependent child under the age of 18. The remainder of the households were couples with no dependent children.

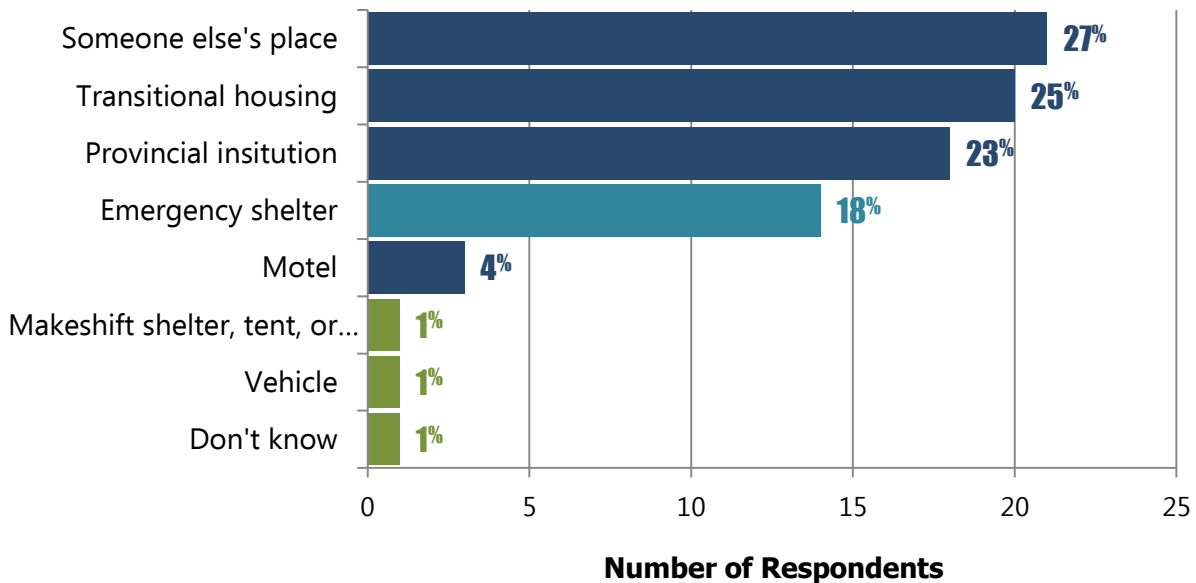
**Figure 2: Household Makeup of Survey Respondents**



## Current Housing Situation

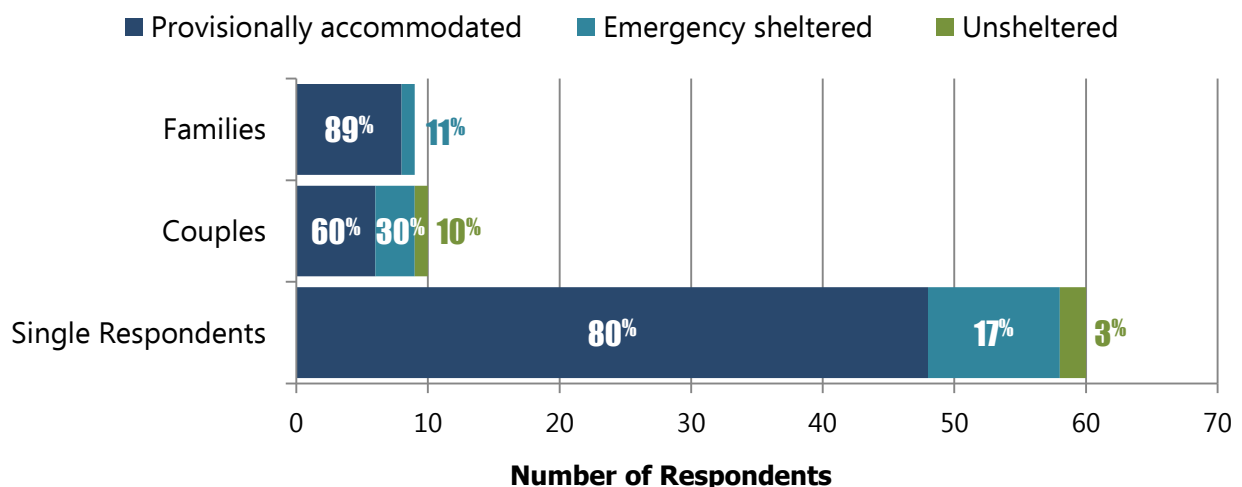
The majority of survey respondents (78%) were **provisionally accommodated**. Respondents were either staying at someone else's place, living in transitional housing, in a provincial institution (predominately in Stratford Jail), or staying in a motel.<sup>9</sup> 18% of respondents were **emergency sheltered** and 3% were **unsheltered**.

**Figure 3: Current Housing Situation**



When tabulated by household makeup, all groups were primarily provisionally accommodated. No families were unsheltered and a larger proportion of couples were staying in an emergency or domestic violence shelter when compared to families or single respondents.

**Figure 4: Current Housing Situation by Household Makeup**

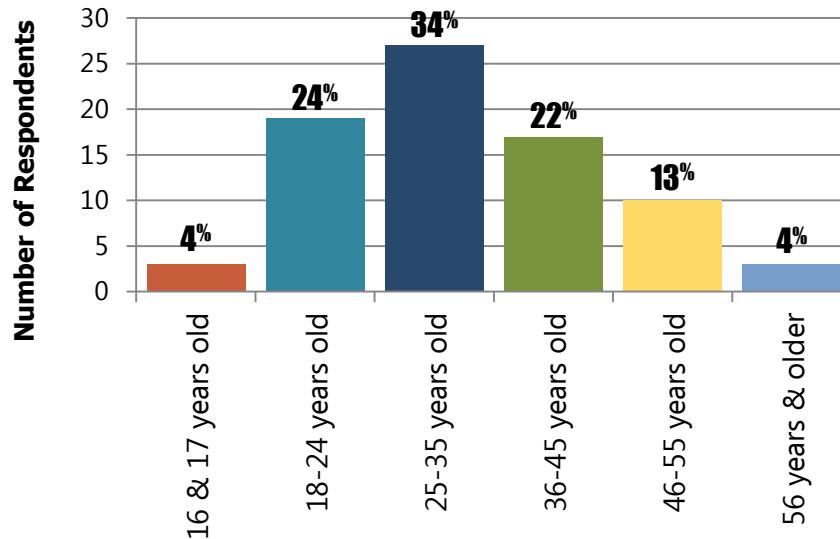


## Demographic Characteristics of Survey Respondents

### Age

The majority of survey respondents were between the ages of 25 and 35 years old. Unaccompanied youth between the ages of 16 and 24 accounted for 28% of survey respondents. Only 4% of respondents were over the age of 55.

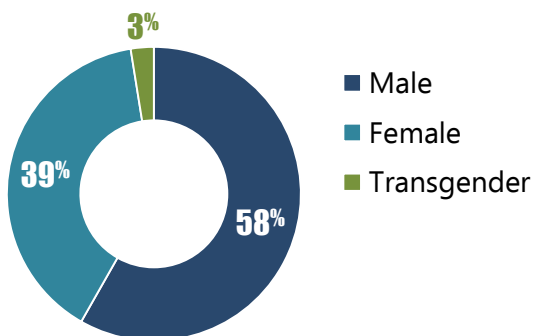
**Figure 5: Age of Survey Respondents**



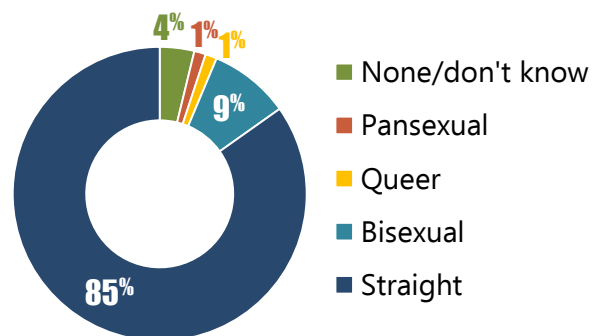
### Gender & Sexual Orientation

Over half of the survey respondents (58%) identified as male and over three-quarters (85%) identified as straight.

**Figure 6: Gender**



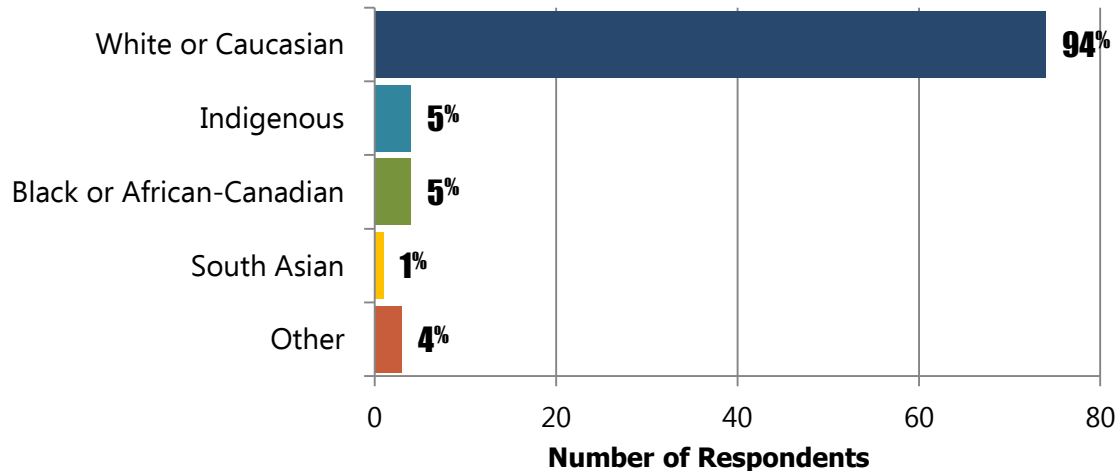
**Figure 7: Sexual Orientation**



## Ethnic & Indigenous Identity

Survey respondents were asked if they identified with any racialized groups. The majority identified as white or Caucasian.

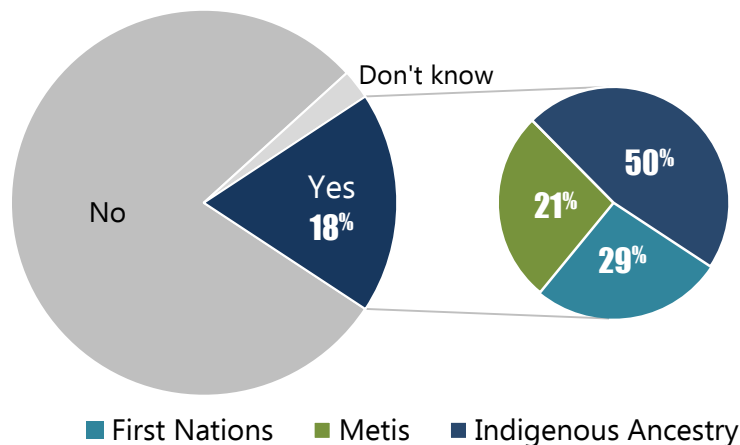
**Figure 8: Ethnic Identity**



*\*Multiple response question. Percentages do not add up to 100%.*

Although only 5% of respondents identified as Indigenous to the ethnic identity question, the survey also included a separate question that asked about Indigenous identity (First Nations, Métis, Inuit, or as having Indigenous ancestry). For that question, 18% of respondents answered yes. The discrepancy in the data could indicate that some respondents with Indigenous ethnicity or ancestry identify primarily as white or Caucasian.

**Figure 9: Indigenous Identity**



By comparison, people with Indigenous identities account for 1.4% of the population in Perth County.<sup>10</sup> This census data only includes those who are First Nation, Inuit and Métis. However, even when those with Indigenous ancestry are not taken into

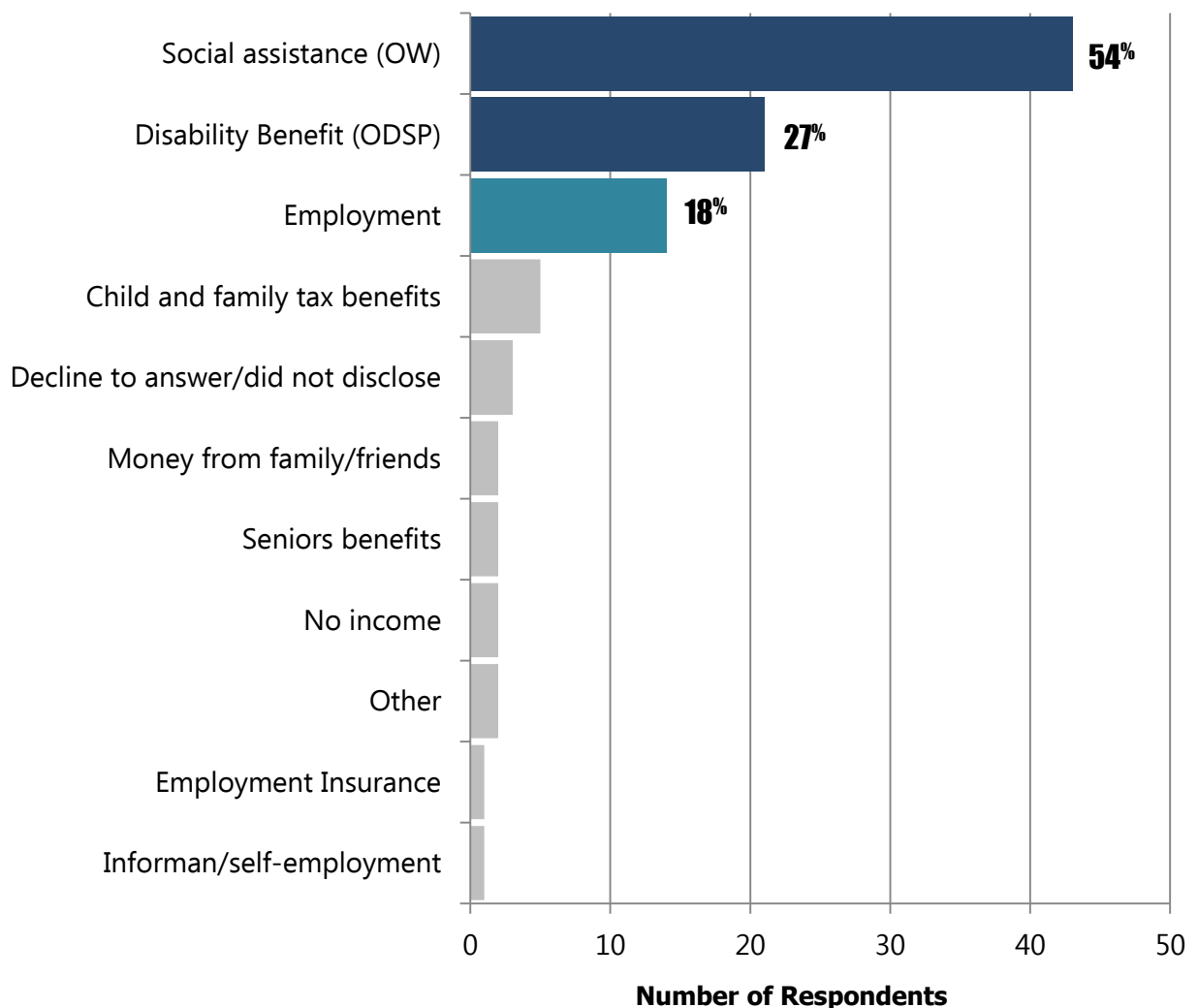


consideration, the enumeration results still indicate that a significantly higher proportion of Indigenous people were experiencing homelessness than is represented in the overall population (9% compared to 1.4%). As was already mentioned, this over-representation is consistent with communities across Canada.

## Income Sources

Over 80% of survey respondents were in receipt of government assistance in the form of Ontario Works (OW) or the Ontario Disability Support Program (ODSP), and 18% were employed.

**Figure 10: Sources of Income**

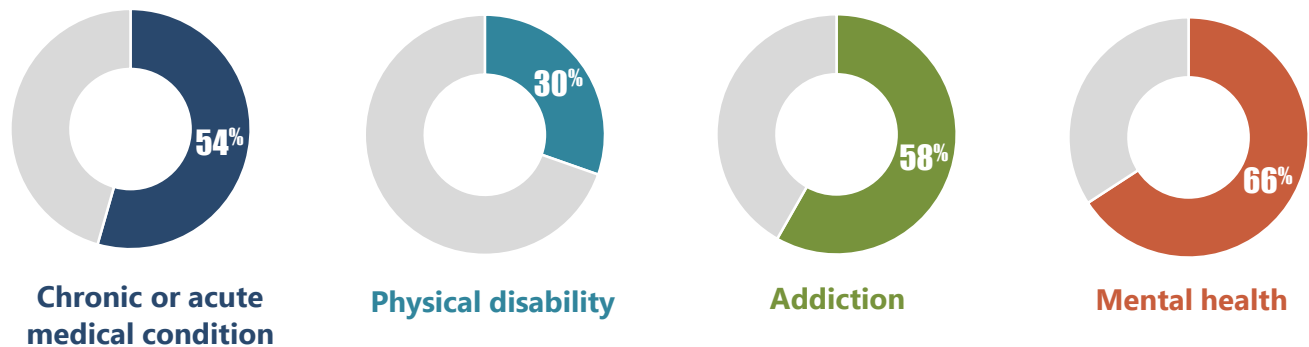


*\*Multiple response question. Percentages do not add up to 100%.*

## Health Conditions

The majority of respondents (86%) reported having one or more health issues.

**Figure 11: Health Issues**



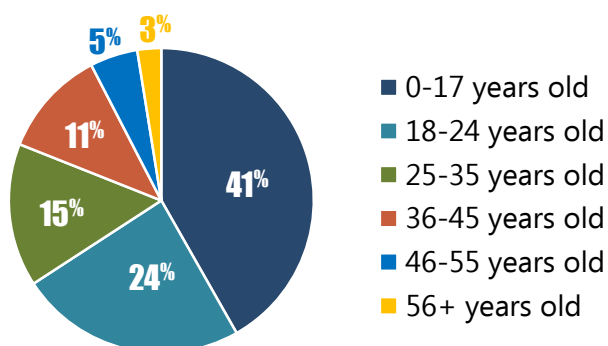
Ten% of respondents reported having all four health issues and 10% reported having none.

## History of Homelessness

### Age at First Experience of Homelessness

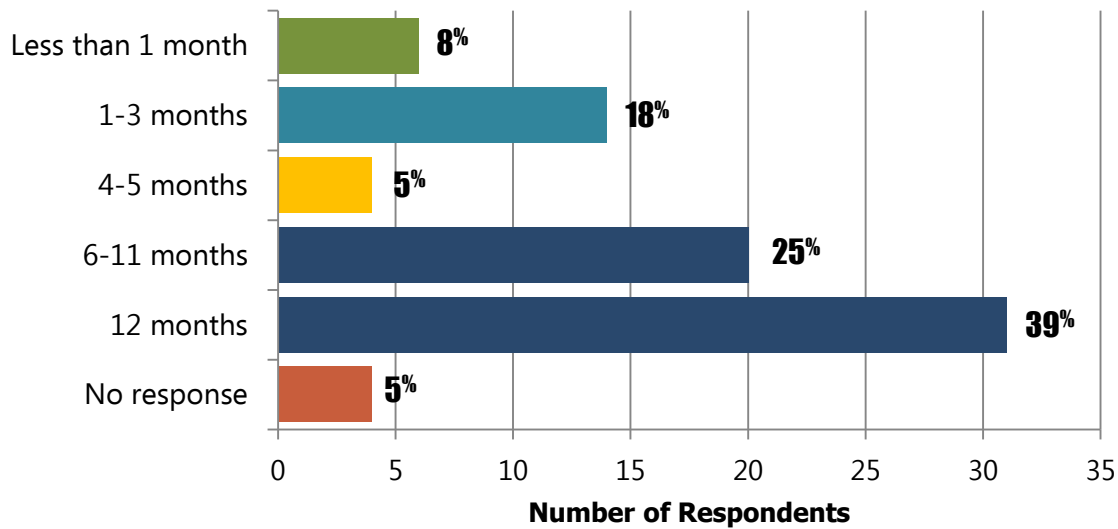
Although the average age of respondents was 33, the **average age respondents first experienced homelessness was 24**. The majority of respondents (41%) first experienced homelessness as a child under the age of 18. In addition, 37% of respondents had been involved in the foster care or group home system at some point during their lives.

**Figure 12: Age at First Experience of Homelessness**



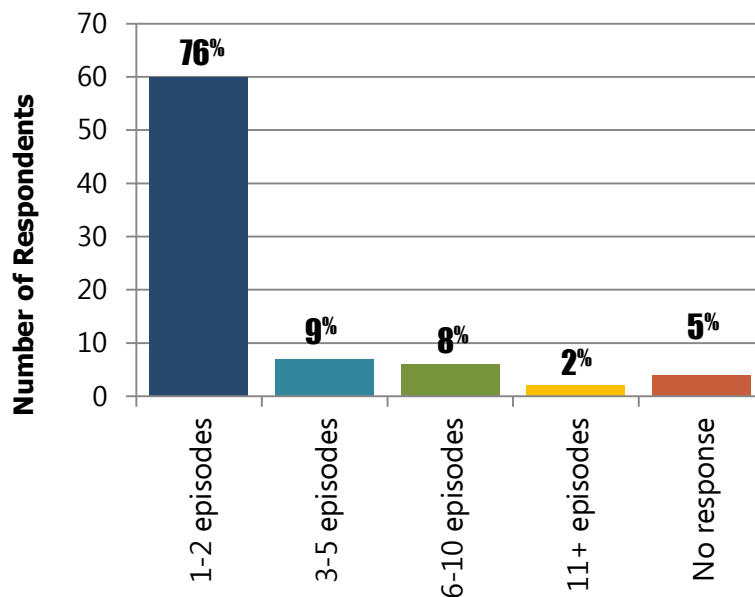
## Chronic Homelessness

Chronic homelessness refers to individuals who are currently experiencing homelessness and have been homeless for six months or more in the past year.<sup>11</sup> **Nearly two-thirds (64%) of respondents were experiencing chronic homelessness** during the enumeration period. The average length of time experiencing homelessness was 8 months.

**Figure 13: Length of Homelessness in Past Year**

## Episodic Homelessness

Episodic homelessness refers to individuals who are currently experiencing homelessness and who have experienced three or more episodes of homelessness in the past year.<sup>12</sup> **One in five respondents (9%) were experiencing episodic homelessness** during the enumeration.

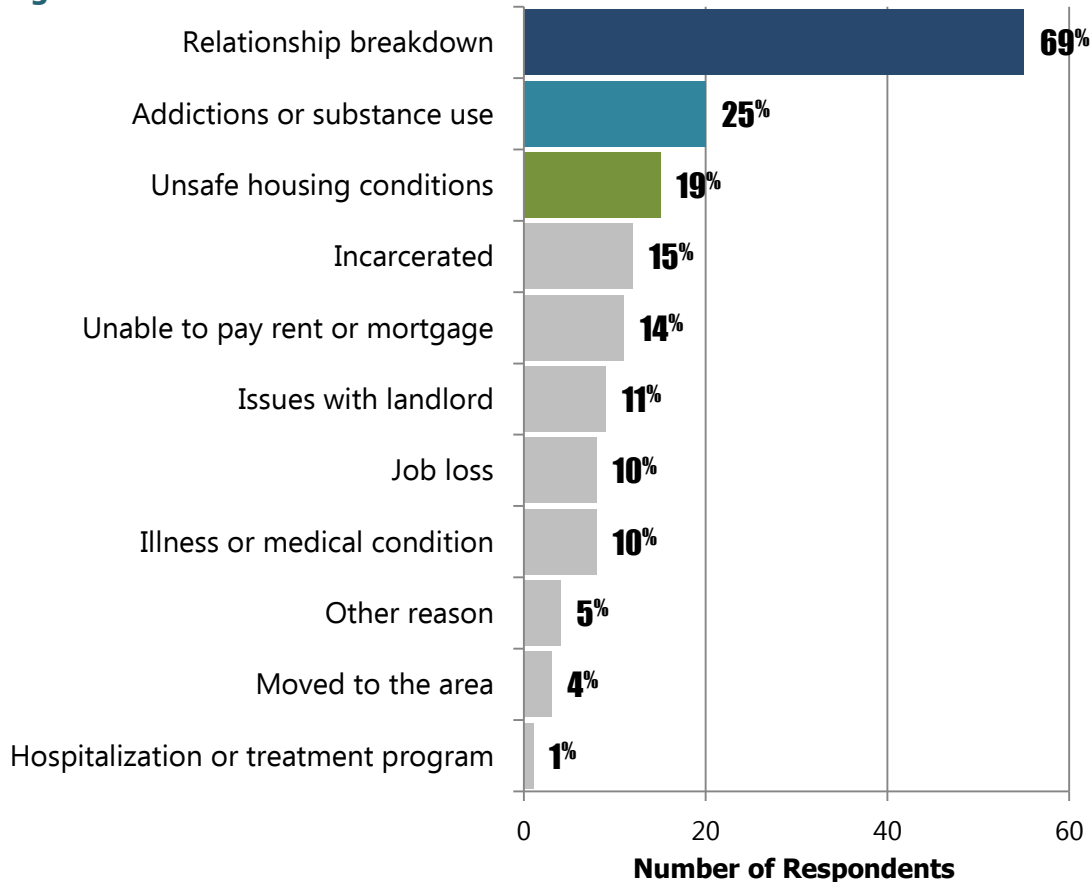
**Figure 14: Frequency of Homelessness in Past Year**

## Reasons for Homelessness

Respondents identified a number of reasons for their homelessness. **Sixty-nine percent of respondents identified conflict and abuse as a significant reason for their loss of housing.** This was predominantly conflict with or abuse by a partner or spouse (35%), followed by conflict with or abuse by a parent or guardian (25%). Nine percent of respondents also indicated that conflict with or abuse by others such as family members, friends and neighbours had caused them to lose their housing most recently.

The next reason most often cited by respondents was related to addiction. **One-quarter (25%) of respondents reported that addiction or substance use** was a factor in their current situation. The third most often reported reason for respondents' homelessness was **unsafe housing conditions at 19%**.

**Figure 15: Reasons for Homelessness**



*\*Multiple response question. Percentages do not add up to 100%.*

## Vulnerability & Level of Need

The vulnerability and level of need of survey respondents was determined through the Vulnerability Index – Service Prioritization Decision Assistance Tool, or VI-SPDAT. The results in this section of the report are based on the 70 respondents who completed this second component of the enumeration survey.

### Level of Acuity

The VI-SPDAT is used to screen for common risk factors or barriers that can contribute to homelessness and jeopardize housing stability. It relies on a scoring system to determine respondents' depth of need or acuity, which helps to determine the most appropriate level of supports or housing interventions required to assist individuals and families in finding and maintaining housing.

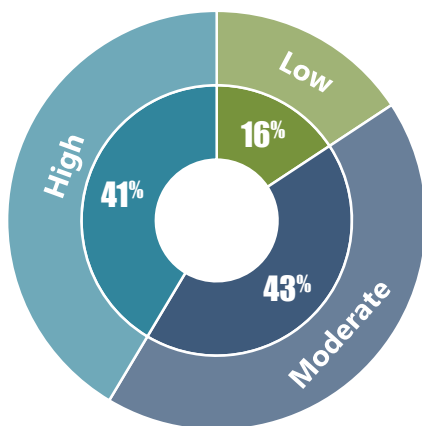
**Low acuity score (1-3):** indicates that the individuals or family will likely be able to resolve their homelessness independently, or with only minimal support.

**Moderate acuity score (4-7 for singles & youth; 4-8 for families):** indicates the need for short- to medium-term case management support to find and secure stable housing.

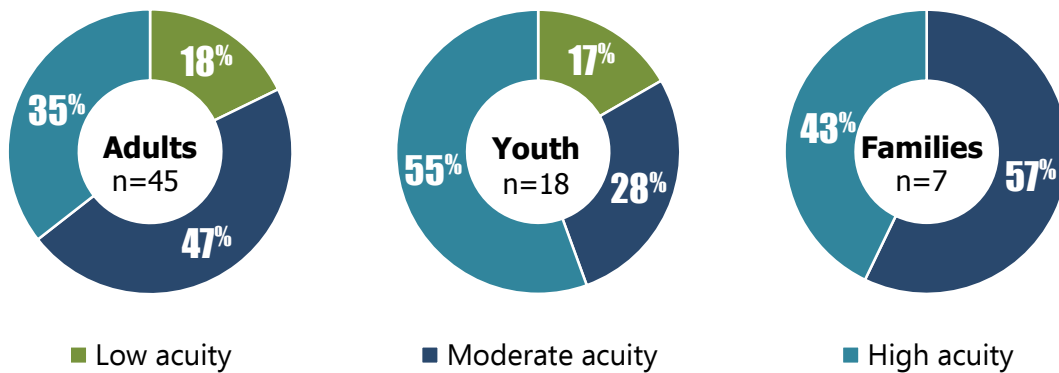
**High acuity score (8+ for singles & youth; 9+ for families):** indicates the need for longer-term intensive case management support to find and maintain stable housing.

Overall, respondents were almost evenly split between moderate (43%) and high (41%) acuity scores, with only 16% having a low acuity score.

**Figure 16: Overall Level of Acuity**



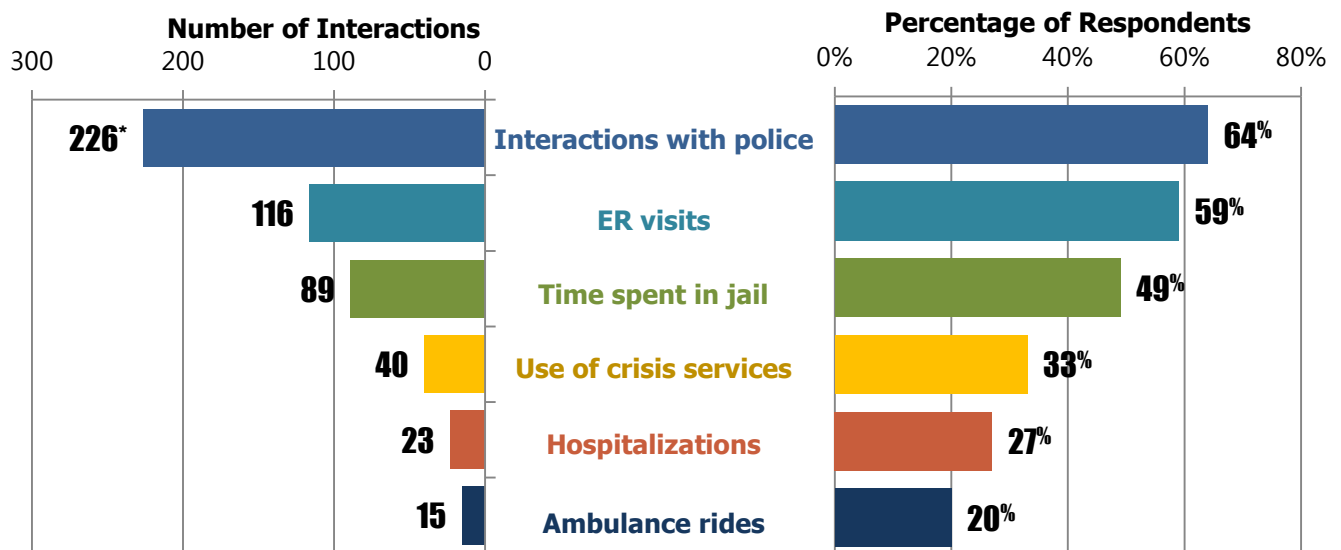
When separated into type of respondent (i.e. single adult, youth or family), youth had the highest percentage of high acuity scores at 55%, while families had the highest percentage of moderate acuity scores at 57%.

**Figure 17: Level of Acuity by Type of Respondent**

## Services & System Interactions

Survey respondents were asked to estimate the number of times they used or interacted with a variety of services and systems in the previous six months in order to help identify risk factors that contribute to or exacerbate experiences of homelessness and housing instability.

The majority of respondents reported at least one of the following systems interactions: emergency room visits; interactions with police including contact as a witness, complainant, or accused; and time spent in holding cells, jails or prisons. Smaller percentages also reported accessing EMS/ambulance services, hospitalizations, and use of crisis services including for sexual assault, mental health, family/intimate violence, as well as distress centres and suicide prevention hotlines.

**Figure 18: Number of Systems Interactions by Type & Percentage of Respondents**

\*2 respondents reported 50 interactions each with police, accounting for almost half (44%) of total interactions.



## Local Priority Populations

There are a number of populations that have been prioritized locally as groups that are particularly vulnerable to experiencing homelessness. These groups were identified based on *Ontario's Long-Term Affordable Housing Strategy*<sup>13</sup> as well as on the 2017 enumeration results in Stratford, Perth County, and St. Marys and include:

- Youth
- Individuals experiencing chronic homelessness
- Families
- Individuals exiting provincial institutions
- Indigenous peoples

The following chart provides information on the characteristics of these priority populations in comparison to total respondents.

**Figure 19: Comparison of Local Priority Populations**

	Youth <i>N=22</i>	Chronic <i>N=51</i>	Families <i>N=9</i>	Exiting Institutions <i>N=18</i>	Indigenous <i>N=14</i>	Total Respondents <i>N=79</i>
Current Housing Situation						
◦ Unsheltered	0%	4%	0%		0%	3%
◦ Emergency sheltered	0%	10%	11%		29%	18%
◦ Provisionally accommodated	100%	86%	89%	100%	71%	78%
History of Homelessness						
◦ Experiencing chronic homelessness	63%		56%	78%	50%	64%
◦ Experiencing episodic homelessness	23%	22%	22%	11%	14%	19%
◦ Involvement in child welfare system	36%	33%	44%	88%	36%	37%
Reasons for Homelessness						
◦ Relationship breakdown	59%	51%	67%	44%	36%	69%
◦ Struggles with addiction	32%	25%	11%	50%	29%	25%
◦ Unsafe housing conditions	23%	16%	44%	0%	7%	19%

Health Issues						
◦ Chronic or acute medical condition	<b>45%</b>	<b>51%</b>	<b>55%</b>	<b>56%</b>	<b>79%</b>	<b>54%</b>
◦ Physical disability	<b>18%</b>	<b>31%</b>	<b>22%</b>	<b>22%</b>	<b>36%</b>	<b>30%</b>
◦ Addiction	<b>50%</b>	<b>63%</b>	<b>11%</b>	<b>100%</b>	<b>50%</b>	<b>58%</b>
◦ Mental health	<b>64%</b>	<b>63%</b>	<b>44%</b>	<b>83%</b>	<b>86%</b>	<b>66%</b>

*\*N – the number of respondents for each priority area is not mutually exclusive. Percentages do not add up to 100%.*

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## Moving Forward

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The 2018 Homeless Enumeration provided the community with data that can be used to effect change locally on both a systems and an individual level. The findings offer a more comprehensive understanding of the nature and scope of homelessness locally and will be used to inform the 5-year update of the *10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys*.

The community will continue to build on existing programs, such as the Supported Housing of Perth Program (SHOPP), which embraces a Housing First approach to provide supported housing to the local priority populations (youth, families, individuals exiting institutions and individuals experiencing chronic homelessness). Engaging and strengthening relationships with health, mental health and addictions services will also be prioritized, considering the high proportion of individuals experiencing homelessness living with these challenges.

Furthermore, given the number of respondents who identified as Indigenous locally, strategies to engage and build relationships with local and regional Indigenous communities and service providers will be developed. This is to ensure that services and supports are offered in appropriate and respectful ways and in keeping with the Truth and Reconciliation Commission of Canada's Calls to Action.<sup>14</sup>

Finally, the results of the enumeration will help to inform the development of a community-wide Coordinated Access System which will create a more effective and efficient process by which individuals experiencing homelessness access housing and services. Individuals who completed a VI-SPDAT during the enumeration were added to the local By-Name-List (BNL), a dynamic and real-time list of all people (individuals and families) experiencing homelessness. These individuals (70% of whom were new to the BNL) will be prioritized for service based on their level of need.

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## Acknowledgements

The City of Stratford Social Services Department would like to thank the following individuals and organizations for their time, energy and dedication during the planning and implementation of the 2018 Homeless Enumeration.

### Homeless Enumeration Working Group Members:

Alicia Houston	Optimism Place
Ann Vaters	Stratford Perth Shelterlink
Betsy-Anne Barton	Community Member
Joanna Parker	Emily Murphy Centre
Kerrylou Dickson	The Local Community Food Centre
Lauren Gienow	Canadian Mental Health Association Huron Perth
Molly MacDonald	Stratford House of Blessing
Monica Crowley	John Howard Society of London & Area

Additionally, we would like to thank the following organizations for participating as enumeration sites:

Canadian Mental Health Association Huron Perth
Choices for Change
Emily Murphy Centre
It Takes a Village Thrift Store, Listowel
The Local Community Food Centre, Stratford
Optimism Place
Partners in Employment, Listowel
Salvation Army Housing Help Centre, Stratford
Salvation Army Listowel
Salvation Army Mitchell
Salvation Army St. Marys
Stratford Housing of Blessing
Stratford Jail
Stratford Perth Shelterlink
West End Pharmacy, Stratford
West Perth Youth Centre, Mitchell

Finally, we would like to acknowledge City of Stratford staff who invested their time and energy to make the 2018 Homeless Enumeration a success:

Jeneane Fast	Colton Dodsley	John Ritz	Carole Desmeules
Grant Martin	Alex Burgess	Betty Pickett	Eden Grodzinski
Kelly Stone	Maggie Clayton	Calvin Mackenzie	Kim McElroy

## End Notes

<sup>1</sup> A homeless enumeration is not a census and is generally understood to be an undercount of individuals/families experiencing homelessness. Although connecting with every individual/family experiencing homelessness in the community was the ideal, we acknowledge that this was likely not the case.

<sup>2</sup> CMSMs or Service Managers are provincially mandated to administer social services in their designated catchment areas. The City of Stratford Social Services Department is the CMSM for all of Perth County, including the Town of St. Marys, the City of Stratford, and the municipalities of North Perth, West Perth, Perth East and Perth South.

<sup>3</sup> [www.20khomes.ca](http://www.20khomes.ca), retrieved August 22, 2018.

<sup>4</sup> The *Stratford, St. Marys and Perth County Alliance to Prevent Homelessness and Enhance Housing Solutions* (known as the "Alliance") is a multi-stakeholder group that has existed to provide strategic advice to the City of Stratford Social Services Department with respect to the implementation of the *10-Year Housing & Homelessness Plan for Stratford, Perth County & St. Marys*. The group currently includes representation from 15+ community agencies that have a stake in addressing homelessness and improving housing stability for local residents.

<sup>5</sup> Results of the 2017 20,000 Homes Campaign enumeration can be found in both the 2016 and 2017 Annual Reports for the *10-Year Housing & Homelessness Plan for Stratford, St. Marys and Perth County*. The Plan and the Annual Reports can be found at the following link: <https://www.stratfordcanada.ca/en/insidecityhall/housing.asp>.

<sup>6</sup> Gaetz, S.; Barr, C.; Friesen, A.; Harris, B.; Hill, C.; Kovacs-Burns, K.; Pauly, B.; Pearce, B.; Turner, A.; Marsolais, A. (2012) *Canadian Definition of Homelessness*. Toronto: Canadian Observatory on Homelessness Press.

<sup>7</sup> The fourth typology outlined in the *Canadian Definition of Homelessness* is 'at risk of homelessness'. This refers to people who are not currently experiencing homelessness, but whose current economic and/or housing situation is precarious. However, because the 2018 Homeless Enumeration was intended to gather information on individuals and families experiencing homelessness at a specific moment in time, this category was not considered in the development of the implementation framework.

<sup>8</sup> Nationally, 37% of participants in the 2016 coordinated Point-in-Time Count identified as Indigenous. Government of Canada. (2017). *2016 Coordinated Point-in-Time Count of Homelessness in Canadian Communities*.

<sup>9</sup> This number includes only those individuals who were paying for their own motel accommodations. Individuals who were accessing motels through the City of Stratford's CHPI (Community Homelessness Prevention Initiative) Emergency Housing program were counted as 'emergency sheltered'.



<sup>10</sup> Statistics Canada, 2016 Census.

<sup>11</sup> Government of Canada (2014). *Homelessness Partnering Strategy Directives 2014-2019*. <https://www.canada.ca/en/employment-social-development/services/funding/homeless/homeless-directives.html>. Retrieved September 6, 2018.

<sup>12</sup> Government of Canada (2014).

<sup>13</sup> Government of Ontario. (2016). Ontario's Long-Term Affordable Housing Strategy Update. <http://www.mah.gov.on.ca/AssetFactory.aspx?did=13683>. Retrieved September 25, 2018.

<sup>14</sup> Truth and Reconciliation Commission of Canada. (2015). *Final Report of the Truth and Reconciliation Commission of Canada Volume One: Summary*. Toronto: James Lorimer & Company, Inc., pp. 319-337.



## MANAGEMENT REPORT

**Date:** November 14, 2018

**To:** Social Services Sub-Committee

**From:** Grant Martin, Housing Stability Policy & Program Coordinator  
Eden Grodzinski, Manager of Housing  
Carole Desmeules, Director of Social Services  
And CEO of Perth and Stratford Housing Corporation

**Report#:** SOC18-014

**Attachments:**

1. Supported Housing of Perth Program (SHOPP) brochure
2. Photographs of the SHOPP building sites in the Town of St. Marys and in Listowel

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**Title:** Update on the 100% Provincially Funded Home For Good Program, under the name of Supported Housing of Perth Program (SHOPP)

**Objective:** To provide the Social Services Sub-Committee with an update on implementation of the 100% provincially funded Home For Good Program.

**Background:** In October 2017, the City of Stratford Social Services Department, as the Consolidated Municipal Service Manager for the City of Stratford, Perth County and the town of St. Marys, entered into a Transfer Payment Agreement with the Ontario Ministry of Housing for the Home For Good Program.

As mentioned in previous Social Services Sub-Committee report SOC17-019 (October 11, 2017), the Province of Ontario approved \$1,407,263 in capital funding to be amortized over a 20-year period to build 12 new supportive housing units in the Service Manager area. As well as \$1,619,896 in annual operating funding for three years (2017-2020) to provide rental subsidies and wraparound support services to people experiencing homelessness from the following priority groups:

- Youth 16-24 years of age;
- Adults transitioning from provincial institutions;
- Families with dependent children who face multiple barriers to housing stability; and
- Individuals experiencing chronic homelessness (including those who self-identify as Indigenous).

As mentioned in the previous Council report (COU18-003) approved on January 22, 2018, the Contribution Agreement for the Supportive Housing Investment Initiative (Home For Good) capital component/affordable payment funding was signed by the Corporation of the City of Stratford with a builder/owner in the Town of St. Marys (2398315 Ontario Limited) and in Listowel (EVO Globe Inc.).

**Analysis:** The Home For Good Program has been re-branded in the CMSM service area for Perth County as the **Supported Housing of Perth Program (SHOPP)**. Based on a Housing First approach, the goal of SHOPP is to support individuals and families who have experienced persistent homelessness with achieving housing stability. The program is designed to further the Province's goal of ending chronic homelessness by 2025, and the Service Manager's 10-Year Housing and Homelessness Plan.

#### What is Housing First?

Housing First is an approach to ending homelessness that centres on quickly moving people to experiencing homelessness into permanent housing and then providing additional supports and services, as required and tailored to the unique needs of that individual.

The underlying principle of Housing First is that people are better able to move forward with their lives if they are first housed. It is internationally recognized as a best practice in ending homelessness.

#### How does someone become a program participant?

The SHOPP intake process draws from the local By-Name-List (BNL) and offers program enrollment to those in situations of greatest urgency. This ensures that those with the highest need receive the appropriate level of support as soon as possible.

#### What is a By-Name-List (BNL)?

The BNL is a real-time, dynamic list of all people actively experiencing homelessness in the community. Rather than being chronological, a BNL orders individuals/families for services and supports based on level of acuity; those individuals with the highest needs are prioritized for services first.

In accordance with the Home For Good Program Guidelines and deliverables, the following is a summary of activities with respect to the Scattered Site and Fixed Site components of the SHOPP to date:

#### A. Scattered Site Component

In coordination with the City of Stratford Social Services Department, SHOPP's scattered site services are being delivered in partnership with four community agencies:

- Choices for Change
- John Howard Society of London & District

- Optimism Place Women's Shelter and Support Services
- Stratford/Perth Shelterlink

Each of these agencies is responsible for hiring and supervising a qualified Housing Stability Worker, who provides intensive case management supports and services to participants of the Program.

Originally identified as a partner in the collaborative, CMHA Huron Perth has since withdrawn from participation. As a result, funding for one of the Housing Stability Worker positions has been re-allocated to Choices for Change.

Choices for Change also oversees a dedicated Addiction Counselling Services position, who offers free, practical and confidential counselling services to anyone participating in the program who have concerns about their own alcohol or drug use.

In addition, Shelterlink Perth/Stratford has been contracted to provide an After-Hours Telephone service for participants and landlords of the Program.

As a member of the collaborative, each Partner Agency participates on a Leadership Committee, which meets monthly. The front-line staff meets weekly. A community-based office has been established at 61 Cawston for the front-line staff.

According to Iain DeJong of Org Code Consulting (SHOPP Leadership Training, February 2018), it is important for Housing First programs to ramp up slowly, and it can take up to 18 months to reach full capacity. The scattered site component of SHOPP began accepting participants in March 2018. As of October 2018, there were 24 households actively participating in the scattered site component of the Program. At full capacity, the SHOPP scattered-site team will be able to serve approximately 40 households.

An evaluation plan is underway, and indicators regarding housing outcomes, such as retention rates (e.g., number of households who have remained housed at 6 months) are being tracked and will be included in future reports. To date, 75% of the scattered-site SHOPP participants (18) have secured housing – 14 in permanent accommodations, and 4 in transitional units. Five of these tenants have secured housing in the private market. Efforts are underway to recruit more private landlords to participate in the program, including a landlord survey which has received more than 50 responses.

As per ministry guidelines, SHOPP participants in addition to receiving intensive case management services are eligible for a housing allowance (i.e., rent subsidy paid directly to recipients). The average housing allowance for current participants is \$381 per month.

#### B. Fixed Site Component

There are 12 supported housing units being constructed with the capital funding allocated for SHOPP. As per the photos provided in the attachment, this includes:

- A four-plex in St. Marys which is being developed by KLM Properties; and
- Two four-plexes in Listowel which are being developed by EvoGlobe Inc.

The construction of these properties is well underway. It is anticipated that the Town of St. Marys units would be completed by December, 2018, and the Listowel units by January, 2019.

The rental rates for these units will be set at 80% of the Alternate Average Market Rents (AMRs) approved by the Ministry of Housing on March 7, 2018. In addition, SHOPP tenants will be eligible for a rent supplement (i.e., rent subsidies tied to the rental units and paid directly to landlords on behalf of recipients).

On-site support services for the St. Marys site will be delivered by Little Lake Residential, as per the original funding proposal approved by the Ministry of Housing. A Request for Proposal (RFP) for a provider(s) to deliver on-site support services for the Listowel sites has been drafted, and will be issued later this month.

**Financial Impact:** There is no financial impact on the municipal tax levy as SHOPP is 100% provincially funded through the Ministry of Housing's Home For Good Program.

The Service Manager does not own the buildings being constructed with SHOPP capital funds. The Service Manager is responsible for the delivery and administration of programs and funds in the City of Stratford, County of Perth and the Town of St. Marys. Therefore, the City has entered into agreements with each of the builders/owners and is responsible for the delivery and administration of funding to each proponent for the full duration of the affordability payment period of 20 years, under the Supportive Housing Investment Initiative (Home For Good) capital component/affordable payment funding.

**Staff Recommendation:**

**THAT Council consider and accept the update on SHOPP, a 100% provincially funded program through the Ministry of Housing be received as information;**

**THAT the Director of Social Services be authorized to issue an RFP for on-site support services for the two SHOPP properties being constructed in the Town of Listowel by EvoGlobe Inc.;**

**AND THAT The Director of Social Services be authorized to enter into a purchase of service agreement with the selected proponent(s) as per the Home For Good Funding proposal and guidelines approved under the Transfer Payment Agreement with the Ontario Ministry of Municipal Affairs and Housing for the Home For Good Program in October 2017.**



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Grant Martin, Housing Stability Policy & Program Coordinator



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Edén Grodzinski, Manager of Housing



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Carole Desmeules, Director of Social Services



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Rob Horne, Chief Administrative Officer



St. Marys Building Site  
October 2018

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Listowel Building Site  
October 2018

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## Addiction Counselling Services

Through a designated addiction counselling position, SHOPP offers free, practical and confidential counselling services to anyone participating in the program who has concerns about their own alcohol use and drug use.

### Services offered include, but are not limited to:

- Assessment
- Information and support
- Individual and family counselling (in-office, in-home or community-based)
- Referral to treatment services
- Referral to gambling and other behavioural addiction services
- Referrals to community services



## After Hours Telephone Support

SHOPP offers a dedicated phone line in order to support tenants and housing providers connected to the program. The line is answered from 4:30pm to 8:30am daily and 24 hours on weekends/holidays.

The After Hours Telephone Support is committed to providing a consistent live answer.

Office: 519-272-2294

Know someone experiencing homelessness in Perth County?  
Call the Emergency Community Placement phone line:  
■ Weekdays (Mon-Fri, 8:30am-4:30pm): 519-271-3773 ext. 200  
■ After Hours/Holidays/Weekends: 519-272-2294



## About Us

**Supported Housing of Perth Program (SHOPP)** is a highly collaborative Housing First program serving the City of Stratford, Perth County, and St. Marys. The program provides housing assistance and wrap around support services to people who are experiencing homelessness from the following priority groups:

- Youth 16-24 years of age;
- Adults transitioning from provincial institutions;
- Families with dependent children who face multiple barriers to housing stability; and
- Individuals experiencing chronic homelessness (including those who self-identify as Indigenous).

In coordination with the City of Stratford Social Services Department, SHOPP services are delivered in partnership with four agencies:

- Choices for Change
- John Howard Society of London & District
- Optimism Place Women's Shelter and Support Services
- Stratford/Perth Shelterlink

## Housing Stability Services

SHOPP Housing Stability Workers provide intensive case management support to individuals and families that have experienced persistent homelessness but are now housed.

The goal is to support individuals and families in achieving stability in their housing by assisting with the transition into a new home, neighbourhood and community.

## Housing Liaison Services

The SHOPP Housing Liaison Worker supports social and private market housing providers interested in making apartments available to individuals and families experiencing homelessness.

By participating in this program, housing providers will be supported by the Housing Liaison Worker during weekdays and a dedicated after-hours telephone response for evenings, weekends and holidays.



## **Who funds the Supported Housing of Perth Program (SHOPP)?**

SHOPP is a Housing First initiative that is provincially funded by the Ontario Ministry of Housing's Home For Good Program.

Delivered by the City of Stratford and local partnering agencies, the program is designed to further the Province's goal of ending chronic homelessness by 2025.

## **What is Housing First?**

'Housing First' is an approach to ending homelessness that centres on quickly moving people experiencing homelessness into permanent housing and then providing additional supports and services, as required and tailored to the unique needs of that individual.

The underlying principle of Housing First is that people are better able to move forward with their lives if they are first housed. It is internationally recognized as a best practice in ending homelessness.

## **How does someone become a program participant?**

The SHOPP intake process draws from the local By-Name List and offers program enrollment to those in situations of greatest urgency. This ensures those with the highest need receive the appropriate level of support as soon as possible.

## **What is a By-Name List (BNL)?**

A By-Name List (BNL) is a real-time, dynamic list of all people actively experiencing homelessness in the community. Rather than being chronological, a BNL orders individuals/families for services and supports based on level of acuity; those individuals with the highest needs are prioritized for services first.

It is considered to be an essential tool in ending homelessness.

### **What is a VI-SPDAT?**

The VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance Tool) is a pre-screening tool used to quickly determine if an individual or family experiencing homelessness has high, low or moderate acuity (i.e. level of need). The use of this tool helps determine prioritization of services and responses to homelessness that best support those who are most vulnerable.

A VI-SPDAT should be completed with an individual or family experiencing homelessness so that they can be added to our local BNL.

### **What about privacy and confidentiality?**

Privacy and confidentiality are of the utmost importance. Identifying information is never added to a BNL without a person's consent. People are asked to share their name, basic information about their homeless experience, and their pre-screening score (VI-SPDAT). This information is shared (with the person's consent) with identified service providers (on a need-to-know basis only) in order to facilitate prioritized access to housing support options.

If you know someone who is experiencing homelessness in Perth County, please call the Emergency Community Placement phone line:

**Weekdays (Mon-Fri, 8:30am-4:30pm):**

519-271-3773 ext. 200

**After Hours/Holidays/Weekends:**

519-272-2294



## **Will rent be paid in full and on time?**

Yes. The tenant will be encouraged to set up direct payment to their landlord. If the tenant chooses not to do this, together with their Housing Stability Worker a plan will be created to make sure rent is paid consistently each month.

## **How will the tenant be able to afford to live in the private market?**

Through this program, tenants receive a Housing Allowance to assist with the cost of private market rent.

## **What about noise levels/guests?**

Within the SHOPP program the Housing Stability Worker works with the tenant to define expectations of living in a rental unit, including; relationships with neighbours, noise issues and visitors.

## **If there is an issue, how many people will I need to go through to solve the issue?**

SHOPP has one designated point of contact for landlords to address any issues or concerns, this being the Housing Liaison Worker.

**Office:** 519-271-3773 Ext. 279

**Cell:** 519-949-4722

## **If something happens after regular business hours (4:30pm-8:30am, Monday to Friday and on weekends and holidays), is there anyone I can call for support?**

Yes. SHOPP offers a dedicated phone line to support tenants and landlords connected to the program. The phone line is committed to providing a consistent live answer.

**Office:** 519-272-2294

## **Will I have choice in tenant selection?**

Yes. The Landlord will be given the opportunity to meet with different prospective tenants and make the decision on who they wish to rent to, in accordance with applicable legislation.

## **If damages occur, is there any assistance with covering the costs of repairs?**

Financial and other supports to the tenant will be considered on a case-by-case basis, and in accordance with the *Residential Tenancies Act (RTA) 2006* Ref. 516/06 when determining remuneration.

## **Am I still the Landlord? Is this a standard lease?**

Yes. Households participating in this program will have a normal landlord/tenant relationship as defined in the *Residential Tenancies Act 2006*.

## **Will the tenant be in their unit 24/7?**

The tenant alongside their Housing Stability Worker, will explore opportunities for social and cultural engagement through employment, vocational and recreational activities.

## **Can I withdraw from the program?**

Participation in this program is voluntary. The landlord can choose to withdraw from the program upon termination of the lease agreement.

**If you have a program issue or concern, please call:**

**Weekdays (Mon-Fri, 8:30am-4:30pm):**

Office: 519-271-3773 ext. 279

Cell: 519-949-4722

**After Hours/Holidays/Weekends:**

Office: 519-272-2294