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

Date: Monday, July 23, 2018

Time: 6:30 P.M.

Location: Council Chamber, City Hall

Committee Present: Councillor Henderson - Chair Presiding, Councillor Vassilakos - Vice Chair, Mayor Mathieson, Councillor Beatty, Councillor Brown, Councillor Bunting, Councillor Clifford, Councillor Ingram, Councillor Mark, Councillor McManus, Councillor Ritsma

Staff Present: Joan Thomson - City Clerk, Carole Desmeules - Director of Social Services, Michael Humble - Director of Corporate Services, Ed Dujlovic - Director of Infrastructure and Development Services, David St. Louis - Director of Community Services, Jacqueline Mockler - Director of Human Resources, Tatiana Dafoe - Deputy Clerk, Mike Beitz - Corporate Communications Lead

Pages

1. Call to Order

The Chair to call the Meeting to Order.

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. Delegations

None scheduled.

4. Report of the Director of Social Services

4.1 2017 Annual Progress Report on the 10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys (SOC18-011) 3 - 32

Motion by _____

Staff Recommendation: THAT the 2017 Annual Report on the 10-Year Housing and Homelessness Plan for Stratford, Perth County and St. Marys be received for information.

5. Adjournment

Motion by _____

Committee Decision: THAT the Social Services Committee meeting adjourn.

Social Services Department

MANAGEMENT REPORT

Date:	July 23, 2018
To:	Social Services Committee
From:	Eden Grodzinski, Interim Manager of Housing Carole Desmeules, Director of Social Services CEO, Perth & Stratford Housing Corporation
Report#:	SOC18-011
Attachments:	2017 Annual Report on the 10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys

---

Title: 2017 Annual Progress Report on the 10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys

Objective: To present the fourth Annual Progress Report for the 10-Year Housing and Homelessness Plan for Stratford, Perth County and St. Marys, which details the achievements and outcomes for 2017.

Background: The City of Stratford is the Consolidated Municipal Service Manager (CMSM) for Stratford, Perth County and St. Marys. As such, the City administers provincially mandated affordable and social housing, as well as homelessness and housing stability programs.

In September 2013, Stratford City Council approved a 10-year Housing and Homelessness Plan for Stratford, Perth County and St. Marys (the Plan). In accordance with ***Ontario Regulation 367/11 under the Housing Services Act, 2011*** (sections 8.1 and 9.1), the Service Manager is required to:

- Produce an annual report to the public, starting in 2015, based on the previous calendar year activities;
- Report to the public on measures taken by the Service Manager to meet the objectives and targets in the Plan; and
- Provide the Province with a copy of the annual report, and indicate how it was reported to the public, no later than June 30 of each year.

The original Plan, along with previous Annual Reports (2014-2016), are available on the City website at: https://www.stratfordcanada.ca/en/insidecityhall/housing.asp

Analysis: The attached Annual Report highlights the achievements made in the fourth year of the implementation of the 10-year Housing and Homelessness Plan. It captures achievements and outcomes, according to the five strategic priorities:

1. Coordination and Collaboration
2. Data Gathering & Sharing
3. Affordable Housing Options
4. Eviction and Homelessness Prevention
5. Homelessness Reduction

The report also highlights key activities for 2018, which staff and community partners have already begun to move forward.

In accordance with the provincial requirement, the Annual Report was submitted to the Ministry of Housing on June 29, 2017.

The Report will be posted on the City's website, and circulated to members of the *Stratford, Perth County and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions*.

Financial Impact: There is no new or additional financial impact for the City associated with this report.

Staff Recommendation: THAT the 2017 Annual Report on the 10-Year Housing and Homelessness Plan for Stratford, Perth County and St. Marys be received for information.



Eden Grodzinski, Interim Manager of Housing



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



Rob Horne, Chief Administrative Officer

2017 ANNUAL REPORT

YEAR 4



A 10-Year Housing and Homelessness Plan

STRATFORD, PERTH COUNTY, AND ST. MARYS • 2014-2024

Stratford
ONTARIO CANADA
Dramatically Different!

A Message from the Director of Social Services

I am delighted to share with you the 2017 Annual Progress Report on the *10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys*. Reflecting on the work accomplished in the past year, it is clear the community remains committed to our vision of ensuring that all people have access to safe, suitable and affordable housing.

In the fourth year of this Plan, we continued to implement initiatives under five key priority areas: coordination and collaboration; data gathering and sharing; affordable housing options; eviction and homelessness prevention; and homelessness reduction.

By leveraging federal, provincial and municipal funding, we were able to develop programs and invest in strategies that support people with finding and maintaining permanent housing. This past fall we were successful in securing provincial Home For Good funding for a program designed to provide local households with suitable housing coupled with appropriate supports based on their needs. Funding was also allocated to creating new affordable housing units across the county and repairing existing municipally-owned buildings. In spring of 2017, Stratford City Council approved the development of 55 affordable housing units on Britannia Street, with construction slated to begin in 2018.

In 2017, we built upon existing partnerships and developed new ones to better reflect the broad range of services necessary when working towards safe and suitable housing for vulnerable individuals. Through these strengthened relationships, we enhanced our community's capacity to coordinate services and supports through the use of shared screening, assessment and referral processes. We also undertook a number of data collection initiatives, such as the 20,000 Homes Campaign, that improved our understanding of the scope and nature of homelessness locally, allowing us to tailor programs and services more effectively and according to community needs.

Fundamental to our vision is the understanding that housing is a right. Safe, stable and affordable housing is one of the foundations of a strong and vibrant community. Moving forward we will undergo a 5-Year review of the *10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys*. We will continue to focus on a comprehensive and coordinated approach to preventing homelessness, promoting housing stability and fostering more housing solutions locally. In this way, we can create a community in which all residents have the ability to thrive.

Sincerely,



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

Table of Contents



Background & Purpose of this Report 3

Our Local Vision and Strategic Priorities 4

Housing & Homelessness at a Glance 5

2017 Objectives, Achievements, and Outcomes 8

- 1. Coordination & Collaboration 8
- 2. Data Gathering & Sharing 9
- 3. Affordable Housing Options 11
- 4. Eviction & Homelessness Prevention 15
- 5. Homelessness Reduction 17

Key Findings of the 2017 Registry Week 19

Moving our Priorities Forward in 2018 20

Acknowledgements 21

Glossary 23

Background & Purpose of this Report

As the Consolidated Municipal Service Manager for Stratford, Perth County and St. Marys, the City of Stratford administers provincially mandated public and social housing, as well as programs to prevent and address homelessness. In this role, the City of Stratford is responsible for developing, implementing and reporting on a 10-Year Housing and Homelessness Plan. This 2017 annual report highlights the achievements made in Year 4 of the *10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys (2014-2024)*. It captures our progress to date and identifies key activities that are underway for Year 5 (2018).



View them online at www.stratfordcanada.ca/en/insidecityhall/housing.asp

Our Local Vision and Strategic Priorities

The vision of the *10-Year Housing and Homelessness Plan for Stratford, Perth County, and St. Marys* is to ensure that:

All people will have access to housing that is safe and suitable for their needs, and will have supports that enable them to remain stable in their homes.

People may become homeless, or face the possibility of losing their homes, but supports will be in place to help them remain in their housing or to locate a permanent alternative as quickly as possible, in the community of their choice.

The plan is intended to guide the community towards its goal of preventing homelessness, promoting housing stability, and fostering more housing solutions within Stratford, Perth County and St. Marys. As such, the plan identifies five strategic priority areas:

1	Coordination and Collaboration
2	Data Gathering and Sharing
3	Affordable Housing Options
4	Eviction and Homelessness Prevention
5	Homelessness Reduction

Housing & Homelessness at a Glance

Housing in Stratford, Perth County & St. Marys[1]

Owner vs. Tenant Households

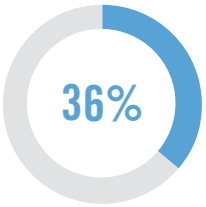
Local



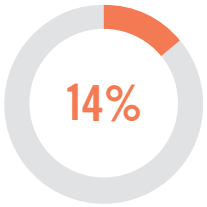
Provincial



Households that spent 30%+ of income on shelter[2]

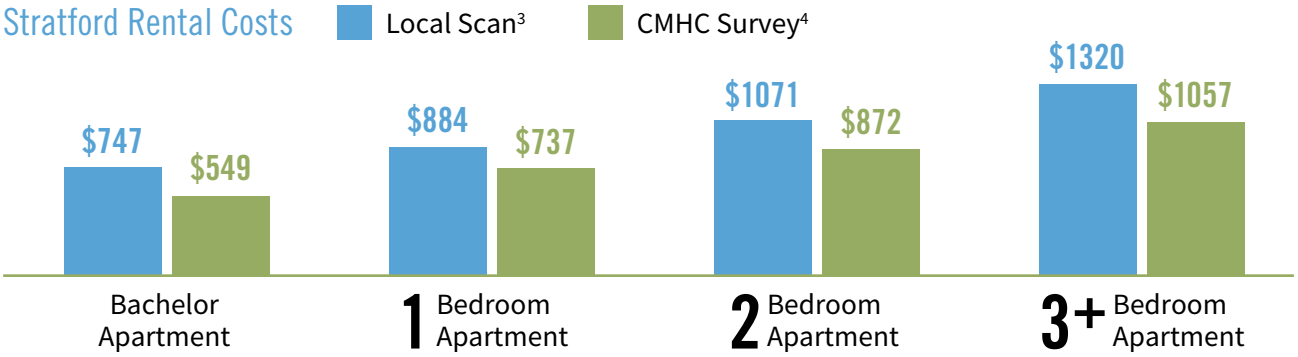


Tenants
(Ontario average
was 46%)

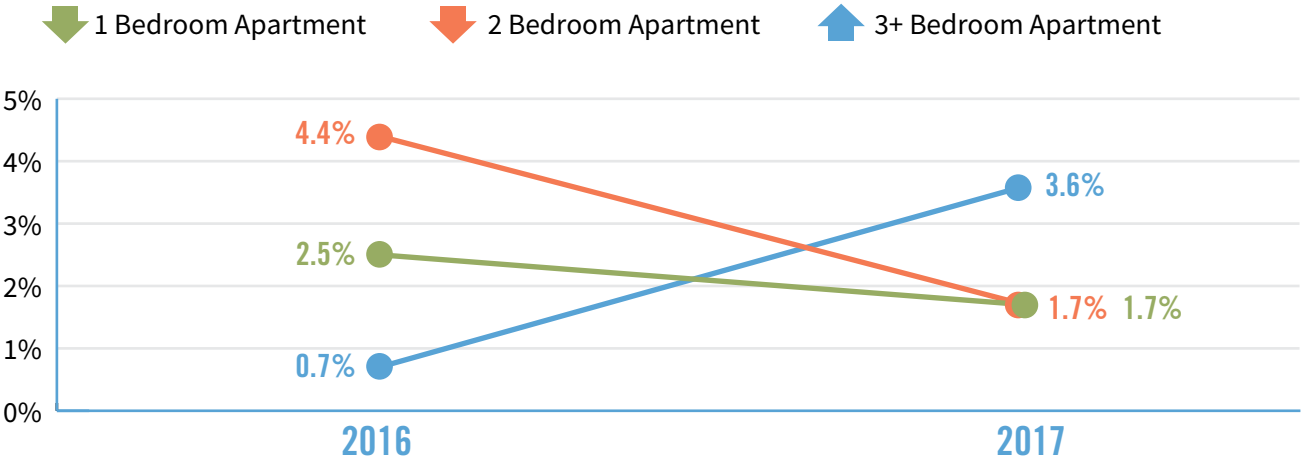


Owners
(Ontario average
was 20%)

Stratford Rental Costs

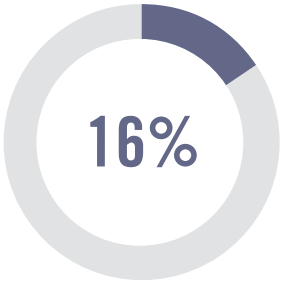


Vacancy Rates in Stratford[5]



(1) Data is from 2016 Census Profile and includes the following municipalities: City of Stratford, Township of Perth South, Town of St. Marys, Municipality of West Perth, Township of Perth East and the Municipality of North Perth. (2) Households that spend more than 30% of their income on housing are considered to be at risk of homelessness. (3) Local Scan amounts based on an examination of online rental advertisements between October 29 and December 31, 2017 intended to provide an accurate picture of the cost of rental housing locally. Numbers based on a total of 90 ads. (4) Canadian Mortgage and Housing Corporation amounts based on 2017 Rental Market Survey which targets privately initiated structures with at least three rental units that have been on the market for at least three months. (5) Canadian Mortgage and Housing Corporation, 2017.

Social Housing



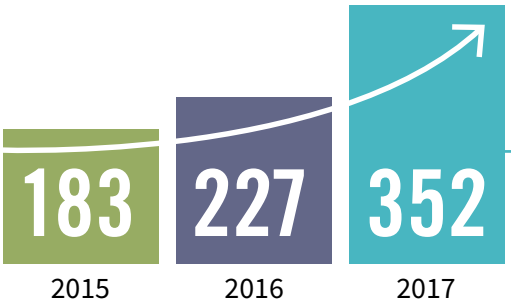
Tenant households living in subsidized housing (Ontario average was 15%[6])

14 **Households were supported through a portable housing benefit** to secure safe, suitable housing after fleeing domestic violence

7 Households with low-moderate incomes were able to access permanent affordable housing by **purchasing their first home with the help of the *Affordable Home Ownership Program***

11 **Households were supported in securing permanent housing** using federally-funded rent supplements

Number of households on the wait list as of December 31



4% had special priority status[7]

18% had urgent status[8]

130

APPLICANTS HOUSED FROM THE WAIT LIST IN 2017

Change in percentage of households by type, on the wait list (2016 vs. 2017)

Seniors **up** — 16% TO 14% FROM

Families **up** — 26% TO 21% FROM

Single Adults & Couples **down** — FROM 61% TO 58%

Average time spent on wait list

7 MONTHS

1 Bedroom 9 months

2 Bedrooms 6 months

3+ Bedrooms 5 months

(6) Data is from 2016 Census Profile and includes the following municipalities: City of Stratford, Township of Perth South, Town of St. Marys, Municipality of West Perth, Township of Perth East and the Municipality of North Perth. (7) Special priority status is assigned to a household where a member of that household is experiencing or has experienced abuse by a person with whom they live or have lived. As per the Housing Services Act, 2011, special priority status households are ranked highest on the wait list regardless of their date of application. (8) Households experiencing extenuating circumstances (including homelessness and medical issues) can be deemed urgent status, placing them higher on the wait list over other non-priority households.

Homelessness Response & Eviction Prevention Services

Households accessing emergency accommodation

Typically stays of less than 30 days

378 Households were provided **2,340 nights** in 2015

370 Households were provided **1,637 nights** in 2016

460 Households were provided **2,122 nights** in 2017

Financial Support

To prevent eviction and to rapidly rehouse those who have become homeless

97 Households were assisted with funds to pay **Moving Costs** in order to relocate to more affordable and appropriate housing

141 Households were assisted with funds to pay **Last Month's Rent Deposit** to secure housing

108 Households were assisted with funds from the rent bank to pay **Rent Arrears**

68 Households were assisted with funds to pay **Utility Arrears**

Transitional Housing

Temporary stays less than 12 consecutive months

4 HOUSEHOLDS

2 singles and 2 families were temporarily housed in City of Stratford transitional housing units[9]

4.6 MONTHS

Average length of stay

3 households moved into permanent housing

1 was provisionally accommodated

9 HOUSEHOLDS

were assisted in accessing temporary accommodations in transitional housing operated by other public and non-profit agencies

Social Services Outreach Worker Program

To support households in maintaining their housing

109 HOUSEHOLDS SERVED IN 2017

- 75 Singles
- 22 Families
- 2 Youth
- 10 Seniors



- **43** Tenants of the Perth and Stratford Housing Corporation
- **9** Referred from community partners
- **29** Individuals experiencing homelessness

(9) Data for April 1 – August 31, 2017

2017 Objectives, Achievements, and Outcomes

1 COORDINATION & COLLABORATION:

To improve coordination and collaboration in the delivery of housing services and supports, through systems orientation.



- ✓ Expanded the membership in the *Stratford, Perth County, and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions (Alliance)* to include representation from police services, the hospital and individuals with lived experience of homelessness in order to increase local capacity for multi-sector collaboration.
- ✓ Actively participated in the Huron Perth Situation Table with other human services organizations to ensure vulnerable households in the community received appropriate supports.
- ✓ Conducted a Registry Week as part of the 20,000 Homes Campaign in partnership with the Alliance membership and other organizations within the community. (*See page 19 for a summary of key findings)*.
- ✓ Developed a By-Name-List (a real-time list of individuals experiencing homelessness) to improve the community's ability to prioritize provision of housing and related supports by level of need rather than by chronology.
- ✓ Established a NEW Intensive Housing & Community Outreach Coordinator position in the City of Stratford's Social Services Department to support individuals with multiple and complex barriers experiencing homelessness in finding and maintaining housing.

2 DATA GATHERING & SHARING:

To enhance the capacity for gathering data and sharing information between service providers.



- ✓ Trained all service providers involved in the 20,000 Homes Campaign Registry Week to use the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT); a screening tool that assesses the health and social needs of individuals experiencing homelessness.
- ✓ Implemented the VI-SPDAT as part of the screening and assessment process for a new Housing First program made possible through provincial Home For Good funding. (*See Spotlight on page 18 for more information*).
- ✓ Supported the Social Research and Planning Council's development of an online repository of community data, including information on housing and homelessness. *(See Spotlight on the next page for more information.)*

ALLIANCE MEMBER SPOTLIGHT:

United Way of Perth-Huron

The Social Research and Planning Council (SRPC) of the United Way of Perth-Huron began development of a website, www.MyPerthHuron.ca, designed to house quantitative data related to social conditions and services provided by local agencies in Perth and Huron Counties, with the purpose of supporting community conversations, developing programs and measuring progress against indicators of community well-being. The SRPC engaged in discussions with the City of Stratford's Social Services Department to provide relevant data related to housing, homelessness, income and employment assistance, and children's services.

myPerthHuron

www.MyPerthHuron.ca is expected to launch Fall 2018



3 AFFORDABLE HOUSING OPTIONS:

To increase access to affordable housing options.



- ✓ Engaged project management consultants, architects and engineers to develop site plans and detailed costing estimates for the Britannia Street Affordable Housing project.
- ✓ Held a Public Open House on October 19, 2017 to review the plans for the Britannia Street Affordable Housing project.
- ✓ Ensured that the Building Condition Assessments of all properties within the Perth & Stratford Housing Corporation portfolio were up to date.
- ✓ Conducted an Energy Audit of the property eligible for Social Housing Apartment Improvement Program (SHAIP) funding in the Perth & Stratford Housing Corporation portfolio.
- ✓ Engaged a consultant to work with the Service Manager and Non-Profit Housing Corporations and Co-Operatives on planning for Operational Reviews and End of Operating Agreements.

PROJECT SPOTLIGHT:

Britannia Street Affordable Housing Build

On April 24, 2017, City Council approved a proposal for a new 55-unit affordable housing development on Britannia Street, on the former Fairgrounds land, which was divided into two phases:

PHASE 1	PHASE 2
35 units – construction to begin in 2018	20 units – construction to begin in 2020

The buildings will be 2-storey, designed to give the look of a townhouse but divided with separate apartments on the 1st and 2nd floors. Accessibility and environmental design considerations are being built into the project to reduce demands on heating and cooling systems. The plan includes green space and pedestrian access.

The City has been allocated capital funding for Phase 1 from the Federal and Provincial governments, through the Investment in Affordable Housing Program (IAH) and the Social Infrastructure Fund (SIF).

The new units will provide much needed affordable housing for low and moderate-income households and include a mixture of 1 and 2-bedroom apartments.

The development will be owned by the City of Stratford, and managed by the Housing Division.



Rendering of Britannia Street Housing Project

ALLIANCE MEMBER SPOTLIGHT:

Town of St. Marys

On January 24, 2017 the Town of St. Marys adopted the "St. Marys Strategic Plan Revision & Update" which set out to help shape the community's future, provide structure for the Town's goals, define the purpose of the community at large and balance community needs and objectives with realistic local resources. Housing was one of six pillars identified as key priorities for the Town. Given the acute local labour shortage, the Town recognized the need for affordable and attainable housing options that allow people who are employed locally to live locally. The Plan included promoting mixed-use housing and a flexible housing stock, exploring alternative forms of housing, seeking public-private partnerships, and prioritizing Town-owned assets for lease and sale.

> "St. Marys recognized the need for affordable housing options that allow people who are employed locally to live locally."

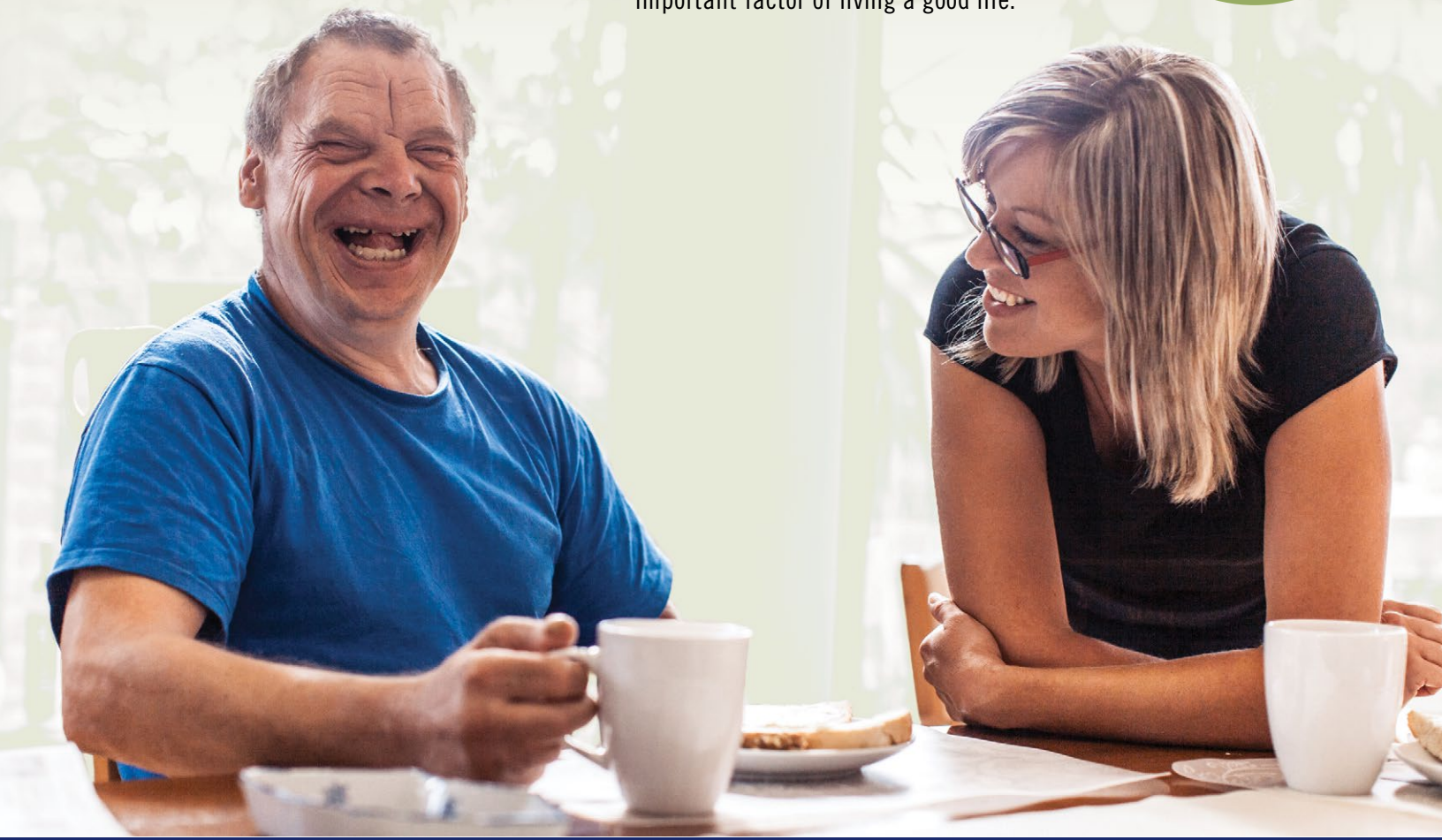
- ✓ Received provincial Home For Good funding, a portion of which has been earmarked for building 12 units for up to 23 individuals and families experiencing homelessness, construction of which will begin mid-2018 (*see Spotlight on page 18 for more information*).
- ✓ Rolled out additional rent supplements and assisted 11 individuals in securing housing.
- ✓ Supported 14 households under the Survivors of Domestic Violence – Portable Housing Benefit Pilot Program, 2 more households than anticipated.

ALLIANCE MEMBER SPOTLIGHT:

Facile Perth

Facile Perth provides independent facilitation and planning for people who have a developmental disability and who want to fully participate in their community. Facile works with each person to facilitate change and customize the supports in collaboration with other social service providers including the City of Stratford Social Services Department. Through their work, Facile has been able help people find and secure stable and safe housing. Once housing is stabilized the work doesn't stop. An independent facilitator continues to work closely with the person to ensure a sense of belonging and community is felt and experienced. Having a valued voice about where and how to live in community is an important factor of living a good life.

Facile Perth assisted **33 people** with their housing needs in 2017



4 EVICTION & HOMELESSNESS PREVENTION:

To focus homelessness prevention on the individuals and families who are at greatest risk.



- ✓ Successfully applied for federal Homelessness Partnering Strategy (HPS) for Rural and Remote Communities funding to create a Housing Help & Voluntary Trusteeship Program.
- ✓ Supported 109 households in maintaining their housing through the City of Stratford Social Services Outreach Program. Clients included tenants in public housing and private market rentals as well as individuals experiencing homelessness.
- ✓ Partnered with regional hoarding response services that specialized in combined counselling and supportive clean-up services in order to support individuals at risk of losing their tenancy due to hoarding behaviours.
- ✓ Provided training sessions in early 2018 on the key pieces of legislation that direct social and public housing in Ontario - the *Residential Tenancies Act, 2006 (RTA)* and the *Housing Services Act, 2011 (HSA)* - in order to enhance the capacity of the local social housing sector to support successful tenancies. Twenty-two participants, including Service Manager staff, social housing providers and their board members, attended each session.

PROJECT SPOTLIGHT:

Salvation Army Housing Help & Voluntary Trusteeship Program

Through a combination of federal Homelessness Partnering Strategy funding and provincial Community Homelessness Prevention Initiative (CHPI) funds, the City of Stratford and Salvation Army Stratford and Area developed a Housing Help & Voluntary Trusteeship Program. The program is designed to offer both drop-in and scheduled support services for individuals experiencing homelessness or at risk of homelessness.

Participants have access to a resource centre equipped with computers, telephones, and internet access. This resource centre will also host group workshops on topics related to tenant rights and responsibilities, financial literacy, and money management.



5 HOMELESSNESS REDUCTION:

To transform the provision of emergency accommodation in Stratford, Perth County and St. Marys to focus on helping individuals and families return to permanent housing.



- ✓ Conducted a Registry Week, as part of the 20,000 Homes Campaign, from April 10-12, 2017 in order to: 1) understand the nature and scope of homelessness locally; 2) enhance programming that addresses our local need; and 3) connect individuals experiencing homelessness with services and supports. *(See Key Findings on page 19).*

- ✓ Initiated Supported Housing of Perth Program (SHOPP), a Housing First program to assist up to 52 individuals and families experiencing homelessness. SHOPP is funded through the provincial Home For Good Program.

- ✓ Initiated planning for the May 2018 Homeless Enumeration based on the same methods and data collection tools used during the 2017 Registry Week. A full report is anticipated for November 2018.

PROJECT SPOTLIGHT:

Housing First in Stratford, Perth County and St. Marys

SHOPP
Supported Housing of Perth Program

The City of Stratford was one of 21 out of 47 Service Managers in 2017 to receive provincial Home For Good funding to develop a Housing First program. The program is a collaboration between the City's Social Services Department and five community agencies: Optimism Place Women's Shelter and Support Services, Stratford Perth Shelterlink, Community Mental Health Association (CMHA) Huron Perth, Choices for Change Alcohol, Drug & Gambling Counselling Centre, and John Howard Society of London and District. It aims to provide local households (individuals and families) with safe and suitable housing of their choice, in the community of their choice, with the appropriate level of support services based on each household's unique needs.

THE PROGRAM INCLUDES TWO COMPONENTS:

1. **Fixed-site:** 12 new units, with onsite supports, in Perth County (Listowel) and the town of St. Marys, accommodating up to 23 individuals and families. The building of these units is expected to begin in 2018.



2. **Scattered-site:** a mix of social and private market housing options coupled with intensive wraparound support services for up to 40 participants in the following priority populations:
    a. Youth 16-24 years of age
    b. Adults transitioning from institutions (e.g., hospitals and prisons)
    c. Families with dependent children who face multiple barriers to housing stability
    d. Individuals experiencing chronic homelessness

The program team was hired and consists of a team lead, four housing stability workers, a housing locator/landlord liaison, an addictions counsellor, and administrative and financial support. An initial intake process using a By-Name-List was developed and the first cohort of participants was identified for an April 1, 2018 move-in.

Key Findings of the 2017 Registry Week

57 COMPLETED SURVEYS:

- 29 Single Adults
- 14 Youth (16-24)
- 14 Families

21%

of respondents identified as First Nations, Inuit, Métis or other indigenous identity

Sleeping locations:

- 40% Couch surfing with family/friends
- 40% Transitional/Provisional Accommodations
- 15% Emergency Shelter
- 3% Outdoors

Over **50%** of respondents were men

Adults **aged 25-49** were the largest demographic group

MORE THAN 50%

experienced homelessness of 6 months or more

Key risk factors contributing to high risk of homelessness:

- 72% Physical Health Concerns
- 37% Substance Use Concerns
- 30% Mental Health Concerns
- 58% History of abuse/trauma

Key recommendations for implementing future Registry Weeks:

- Increase the number of access points where individuals complete surveys.
- Promote and communicate information about the initiative earlier.
- Include a toll-free line individuals can use to call in and complete surveys.

Moving our Priorities Forward in 2018

	Conduct the 2018 Homeless Enumeration.
	Initiate the 5-Year review of the 10-Year Housing & Homelessness Plan.
	Plan for the introduction of HIFIS 4, a homelessness management information system.
	Open 12 Supported Housing of Perth Program (SHOPP) housing units that are being constructed with funding from the provincial Home For Good Program.
	Begin construction of the Britannia Street Affordable Housing project.
	Develop a Housing Stability Framework.
	Review and update the operational policies for the Perth & Stratford Housing Corporation to ensure they reflect best practices.
	Implement a new Operational Review process with the local non-profit housing providers and co-operatives.
	Work with federally funded Non-Profit Housing Corporations and Co-Operatives to plan for operations after End of Operating Agreements.
	Explore opportunities to leverage new federal-provincial funding opportunities to make repairs and energy retrofits to the current supply of social housing units (e.g., SHAIP).

Acknowledgements

The achievements and outcomes highlighted in this 2017 Annual Report are the result of new and existing community partnerships that were both developed and strengthened over the past year. Without the commitment and passion of local service providers, community members, and the Warden, Mayors and Municipal Councillors, the fourth year of the implementation of the *10-Year Housing and Homelessness Plan for Stratford, Perth County and St. Marys* would not have been such a success.

In particular, the City of Stratford would like to thank the following community partners for their involvement in the *Stratford, Perth County and St. Marys Alliance to Prevent Homelessness and Enhance Housing Solutions*, as Steering Committee and Working Group members.



STEERING COMMITTEE & WORKING GROUP MEMBERS

Alicia Houston	Optimism Place Women's Shelter and Support Services
Ann Vaters	Stratford Perth Shelterlink
Anne McDonnell	Optimism Place Women's Shelter and Support Services
Aron Van de Kleut	Huron Perth Community Legal Clinic
Barry Clarke	Salvation Army of Stratford
Betsy-Anne Barton	Community Member
Bev Hagedorn	Stratford Perth Shelterlink
Catherine Hardman	Choices for Change Alcohol, Drug & Gambling Counselling Centre
Cynthia Miller	Canadian Mental Health Association Huron Perth
Cst. Dave Stewart	Stratford Police Services
Debra Swan	The Local Community Food Centre
Jamie Hildebrand	Huron Perth Community Legal Clinic
Janette Lyoness	Community Member
Jasmine Clark	Optimism Place Women's Shelter and Support Services
Joanna Parker	Emily Murphy Centre
John Robertson	Canadian Mental Health Association Huron Perth
Kelly Gordon	Huron Perth Healthcare Alliance
Kerrylou Dickson	The Local Community Food Centre
Cst. Laura Lee Brown	Perth County OPP
Lauren Gienow	Canadian Mental Health Association Huron Perth
Malibe Campantero	Community Living St. Marys and Area
Megan Partridge	United Way of Perth-Huron
Mirjam Schut	Facile Perth
Molly MacDonald	Stratford House of Blessing
Monica Crowley	John Howard Society of London and District
Ryan Erb	United Way of Perth-Huron
Susan Luckhardt	Town of St. Marys
Tahgrid Hussain	John Howard Society of London and District
Theresa McMurray	Stratford House of Blessing
Tracy Allan-Koester	Perth District Health Unit

Additionally, we would like to acknowledge all of the City of Stratford staff who invested their time and energy to make the activities and initiatives outlined in this report a success.

Glossary

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.

AFFORDABLE HOME OWNERSHIP PROGRAM: The Affordable Home Ownership Program aims to assist low-to-moderate-income renter households to purchase affordable homes by providing down payment assistance in the form of a forgivable loan.

AFFORDABLE HOUSING: Dwelling costs that do not exceed 30% of total before-tax household income.

COMMUNITY HOMELESSNESS PREVENTION INITIATIVE (CHPI): A consolidation of former provincial housing and homelessness programs into a single funding envelope under the Ministry of Housing (MHO). Funding can be used by Consolidated Municipal Service Managers (CMSMs) to address local priorities that meet the needs of individuals and families who are homeless or at risk of becoming homeless in their communities.

CONSOLIDATED MUNICIPAL SERVICE MANAGER (CMSM): A municipal government responsible for carrying out the funding and administrative responsibilities of the Housing Services Act, 2011. A CMSM could be a regional government, a county or a separated city, depending on the local circumstances.

CORE HOUSING NEED: Housing that does not meet one or more of the following standards: adequacy, suitability, affordability.

HOME FOR GOOD PROGRAM: A provincial program that provides funding for housing assistance and support services to individuals within the four priority homelessness areas of chronic homelessness, youth homelessness, Indigenous homelessness, and homelessness following transitions from provincially-funded institutions and service systems (e.g., hospitals and prisons). Locally, this program funds the Supported Housing of Perth Program (SHOPP).

HOMELESSNESS: An individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. Homelessness is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/racism and discrimination.

HOMELESS ENUMERATION: A data collection initiative that counts and gathers information on individuals experiencing homelessness during a specific period of time in order to understand the nature and scope of homelessness in communities. It is not a census and is considered an undercount of the number of individuals experiencing homelessness.

HOUSING FIRST: An approach rooted in the philosophy that housing is a right and that people are better able to move forward with their lives if they are first housed. This approach aims to assist individuals experiencing homelessness obtain and maintain permanent, affordable housing and help those at risk of homelessness remain housed. Housing is linked to flexible, appropriate support services using a people-centred approach according to individuals' needs.

INVESTMENT IN AFFORDABLE HOUSING (IAH) FOR ONTARIO PROGRAMS:
A program funded by the provincial and federal governments that supports new rental construction, home repair, housing allowances, rent supplements or home ownership.

PUBLIC HOUSING: Housing developed predominantly by the Ontario Housing Corporation (OHC) in the 1960s after the Canada Mortgage and Housing Corporation's mandate broadened to include housing for low-income families. Downloaded from the Province to Consolidated Municipal Service Managers (CMSMs) in 2001, these are now called Ontario's Local Housing Corporations. Locally it is known as the Perth and Stratford Housing Corporation.

REGISTRY WEEK: A homeless enumeration method that collects person-specific information in order to know people experiencing homelessness by name and better understand their level of vulnerability and acuity (depth of need). The information is used to provide appropriate services to individuals experiencing homelessness and assist them in finding and maintaining affordable and suitable homes.

RENT-GEARED-TO-INCOME (RGI) RENT SUBSIDY: A subsidy paid to a social housing provider and guaranteed for the life of the mortgage. In Ontario, the RGI Rent Subsidy equals the difference between the actual rent paid by a low-income tenant and the government approved market rent of a unit.

SOCIAL HOUSING APARTMENT IMPROVEMENT PROGRAM (SHAIP): A capital funding program for eligible retrofits that utilize the latest low-carbon and carbon-free energy technologies/systems in social housing apartment buildings to reduce greenhouse gas emissions.

SITUATION TABLES: A situation table is a strategic alliance of human services (including police, and various health and social services) guided by common principles and processes in order to mitigate risk situations in a timely manner, usually within 24-48 hours.

STRATFORD, PERTH COUNTY, AND ST. MARYS ALLIANCE TO PREVENT HOMELESSNESS AND ENHANCE HOUSING SOLUTIONS: A multi-stakeholder, community-based group that exists to provide strategic advice to the City of Stratford, Housing Division, with respect to the implementation of the *10-Year Housing & Homelessness Plan for Stratford, Perth County and St. Marys*.

SOCIAL HOUSING: Housing built with the financial assistance of governments to provide assistance to low and moderate income households. It includes public housing, non-profit and co-operative housing and rent supplements.

SOCIAL RESEARCH AND PLANNING COUNCIL: A division of United Way Huron-Perth comprised of community representatives dedicated to the collection, analysis, and distribution of information relating to social trends and issues in Perth and Huron Counties.

SUBSIDIZED RENTAL HOUSING: Financial subsidies provided to offset rental rates in market rental units for low-income households (e.g. rent supplements, housing allowances, portable housing benefits, etc.)







Stratford
ONTARIO CANADA
Dramatically Different!

City of Stratford
Social Services Department – Housing Division
82 Erie Street, Stratford, ON N5A 2M4
Phone: 519-271-3773 ext. 200 Toll-Free: 1-800-669-2948
Fax: 519-273-7191

Please visit our website at www.stratfordcanada.ca/en/insidecityhall/housing.asp
to review or download past reports.