

**COMMUNITY
PLAN
to Address Homelessness in
Guelph – Wellington
2003 Update**



Prepared by the Wellington and Guelph Housing Committee, March 2003

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2003 COMMUNITY PLAN to Address Homelessness in Guelph-Wellington

1.0 INTRODUCTION

The 2002 Community Plan to Address Homelessness in Guelph and Wellington was created through the Working Group on Homelessness and distributed in the spring of 2002. Upon the completion of the Community Plan the original working group disbanded and the Wellington and Guelph Housing Committee accepted the role of hosting, communicating, and updating the plan.

Purpose of the Community Plan Update

The purpose of the 2003 Update in the City of Guelph and the County of Wellington is as follows:

- 1) To communicate an on-going awareness of the assets and gaps in the continuum of community supports that are needed to assist a homeless person or someone at-risk of becoming homeless to become self-sufficient wherever possible;
- 2) To provide an update on the status of homelessness in the City of Guelph and the County of Wellington in order to build on the 2002 Community Plan: and
- 3) To reassess the Community Priorities in the City of Guelph and the County of Wellington.

Definition of Homelessness

The definition of Homelessness used in the Community Plan is

Anyone without a permanent address, or adequate and suitable shelter.

This definition was developed by the Working Group on Homelessness based on the understanding that homelessness includes a continuum of situations from being at-risk of homelessness as a result of a need for increased supported housing to absolute homelessness without a home or permanent address. The Universal Declaration of Human Rights that was adopted and proclaimed by the United Nations in 1948 was also reviewed as the definition was developed.

Based on this definition the *Continuum of Supports* service concept that was used in the 2002 Community Plan continues to be used in this update. Elements of this continuum are as follows:

Continuum of Supports	
Emergency Shelters	Transitional Housing
Co-operative Housing	Not-for-Profit Housing
Drop-In Centres	Access to Housing Services
Meal Programs	Nutrition Programs
Furniture/Appliance Banks and Sources	Food Banks
Outreach Services	Health Services
Educational Services	Employment & Pre employment Services
Life Skills Programs	Moving costs
Child Care Supports	Storage
Eviction Prevention	

Updating the Community Plan to Address Homelessness in Guelph-Wellington

The 2002 Community Plan outlined community assets and gaps as they related to the ability of the community to respond to homelessness. The information collected in the plan was gathered through existing community reports on homelessness and housing in the City of Guelph and the County of Wellington, focus groups, and contact with organizations providing service along the continuum of supports. The 2002 community priorities were established based on these assets and gaps.

This 2003 Update of the Community Plan includes information from the 2002 Community Plan, information gathered through funding announcements, and survey input received from organizations providing service along the continuum of supports to address the needs of the homeless and those who are at risk of becoming homeless. Surveys were distributed in the summer of 2002 to organizations that were contacted during the development of the 2002 Community Plan, and/or participated in and provided information to the development of the Community Plan. In total 123 surveys were distributed and 59 surveys were returned. A copy of the survey is provided in Appendix A.

Although the information collected through the survey does not provide a complete picture of the services available in the City of Guelph and the County of Wellington, the information does provide clear indications of changes in service delivery and service use since the 2002 Community Plan was created.

2.0 COMMUNITY PRIORITY REASSESSMENT

The Community Priorities have been updated from those listed in the 2002 Community Plan. The priority reassessment is based on a review of changes in service assets and gaps as outlined in section 3.0 *ASSETS & GAPS UPDATE*. The priorities are listed below:

2003 Community Priorities:

1. Social Housing (#5)
2. Long-term Affordable Rental Housing (#5)
3. County of Wellington Transportation Access to Emergency Shelters in City of Guelph (#2)
4. Transitional Housing – City of Guelph (#3)
5. Transitional Housing – County of Wellington (#4)
6. Temporary Housing (--)
7. Access to Housing Programs (#6)
8. Outreach & Advocacy Services for Individuals/Households (#6)
9. Emergency Shelters – City of Guelph (#1)
10. Advocacy Recommendations on Policy (#7)
11. Data Collection (#8)
12. Supportive Service (#9)

(#) = 2002 Community Plan Priorities

Advocacy for individuals and households has been captured as a priority area in response to homelessness. Advocacy is also an element of each of the priorities and is considered to be key in creating a voice to address each priority area.

National Housing Initiative Funding

Many of the growing assets that are noted in section 3.0 received funding through the Federal Government National Housing Initiative based on the service gaps communicated through the 2002 Community Plan.

The organizations listed below received National Housing Initiative grants in 2002 that enabled them to create new services, to expand existing services, and to continue to offer services that meet regulation standards.

- 1) *Wyndham House - \$14,000*
 - To bring the kitchen up to current health standards at the Suffolk Street Residence
- 2) *Chalmers United Church - \$9,690*
 - To offer new life skills training programs and to purchase new equipment
- 3) *Change Now Youth Drop In and Resource Centre - \$84,555*
 - To renovate the basement of Norfolk St. United Church, transforming it into an emergency shelter for 20 youth accommodations per night
- 4) *Matrix Affordable Homes for the Disadvantaged - \$75,000*
 - To create eight additional emergency shelter spaces for youth, adults, and families who are homeless.
- 5) *Distress Centre Wellington/Dufferin (Community Torchlight) - \$6,925*

- For 24-hour emergency housing referral to provide a single point of access for all emergency housing services in Guelph and Wellington County
- 6) *Canadian Mental Health Association (CMHA) - \$6,000*
 - To extend the hours of the CMHA Outreach Worker on a pilot basis through the winter months of January 2002 through April 2002.
- 7) *Family Counselling & Support Services of Guelph and Wellington - \$15,454*
 - To operate a limited trusteeship program whereby individuals in danger of eviction from their premises due to non-payment of rent could voluntarily agree to have the trustee make rent payments from the individual's income and forward the balance of income to the individual.

3.0 ASSETS & GAPS UPDATE

The identification of assets and gaps along the continuum of supports for homelessness provides an assessment of services in the community, service use, and what services are required. The information provided in this document highlights service improvements and service gaps based on the following headings:

Y Growing Assets = changes in the continuum of supports that have improved and/or expanded service in the priority area

B Gaps = areas in which service is still required in the priority area

As noted previously, this assessment is based upon the data that was provided through the response to the survey distribution during the summer of 2002. Although the information collected through the surveys does not provide a complete picture of the services available in the City of Guelph and the County of Wellington, the information does provide clear indications of changes in service delivery and service use since the 2002 Community Plan was created.

3.1 Emergency Shelters

Emergency shelters provide emergency housing for a period of time that is determined by funding sources.

Y Growing Assets

Youth:

- Change Now Youth Drop In and Resource Centre will be opening an Emergency Youth Shelter in 2003 that will provide a maximum of 20 shelter beds per night serving youth 16-21 years of age

*"Growing number of street-involved youth falling through social service gaps led us to create a new overnight program and renovate appropriate space"
(Change Now Youth Drop In and Resource Centre)*

Change Now received \$50,000 through the Provincial Homelessness Initiative Fund in 2002 to aid with the capital costs of this project.

Women, Youth, Families, Seniors:

- Elizabeth Place began operations in 2002 and provides 8 beds per night to women, youth, families, and seniors

Women and their Children seeking safety from abuse:

- Guelph-Wellington Women In Crisis will be expanding its existing shelter space in 2003 to provide an additional 10 beds per night

Men, Women, Families, & Youth:

- Matrix Affordable Homes for the Disadvantaged opened a facility to create 8 emergency shelter spaces for youth, adults, and families

All:

- Distress Centre Wellington/Dufferin will be activating an emergency housing referral service to provide a central point for emergency housing access

B Gaps

- Emergency beds are needed that are geographically accessible to homeless individuals living in Wellington County
- Funding to support shelter overflow costs

Table 1 provides a summary of existing emergency shelter services in Guelph and Wellington County.

Table 1: Summary of Existing Emergency Shelter Services

Population Served	Geographic Area Served	Facility	Number of Beds in 2002	Number of Persons Who Went Without Service	Gaps in Service
Youth (16-21)	City of Guelph and Wellington County	- Wyndham House -- Suffolk Residence (Female) & Bellevue Residence (Male)	4 Beds (2 week stay - Beds only available if not being used by long-term resident)	Unknown	Estimate of 11-15 beds for youth based on 150-200 homeless youth per month (Source: 2002 Community Plan)
Women Youth Families Seniors	All Areas	- Elizabeth Place	8 Beds	Unknown	Comment: overflow typically sent to Parkview Motel* for average 2-3 week stay for - 105 in year 2000 - 125 in year 2001 - 28 in January-June 2002
Men Youth Families Seniors	All Areas	- Stepping Stone	18-22 Beds (2 week stay)	Unknown	
Women and their Children Seeking safety from abuse	City of Guelph and Wellington County	- Marianne's Place	18 Beds (6 week stay)	12 / month during year 2000 & 2001	Estimate of 12-16 beds
*As noted above, the Parkview Motel is used as shelter overflow for Elizabeth Place and the Stepping Stone			5 – 10 Rooms		Public funding (\$28,000/year – Source: 2002 Community Plan)
Blue Horizon Motel is accessed on a short-term basis by service providers in Centre Wellington for individuals/families who are not able to access a shelter in the City of Guelph for various reasons that include a lack of transportation					

Source: Survey Responses unless otherwise indicated

Note: Family and Children's Services is required through legislated services to provide protection and housing to children aged 0-16.

3.2 Temporary Housing

Temporary Housing includes hostels and provides short-term independent living accommodations.

The category of Temporary Housing was not included as a service option on the survey that was distributed to service providers in 2002. This housing category was identified after becoming aware of short-term accommodations that are available through the University of Guelph during the summer months.

Table 2 provides an overview of the hostel accommodation that is available through the University of Guelph.

B Gaps

- Availability of temporary housing throughout the year

Table 2: Summary of Existing Temporary Housing

Population Served	Geographic Area Served	Facility	Number of Units in 2002	Service Description	Gaps in Service
Individuals and Families	City of Guelph and Wellington County	- Hostel Service through University of Guelph	East and North Residences - Availability Varies	<ul style="list-style-type: none"> - Service is available annually from May to mid-August - Single and double rooms are available with shared washroom and kitchen accommodations - Rooms are available on a weekly (approx. \$190/week) or monthly basis with use of on-campus athletic facilities 	

Source: University of Guelph Residence Administration

3.3 Transitional Housing

Transitional Housing is semi-permanent accommodation that provides a combination of housing and services intended to facilitate self-reliance and self-sufficiency and assist residents in preparing for a move to a permanent accommodation.

Transitional Housing with Support was described to survey respondents as “housing in which at least one member of staff is available to assist resident(s), facilitate a group, and/or is available in case of emergency.”

Table 3 provides a summary of existing Transitional Housing with Support.

B Gaps

Wellington County:

- Transitional housing facilities are not located outside of the City of Guelph

Youth:

- Service provision and / or funding is needed for youth who are in school part-time (rather than full-time) and therefore can not access funding through social services

Families:

- Facilities are needed that can accommodate a client’s family and/or children

People Living with a Mental Illness:

- Additional beds are needed to alleviate the waiting list time of 6-12 months for a supportive transitional bed for individuals living with a mental illness

Table 3: Summary of Existing Transitional Housing with Support

Population Served	Geographic Area Served	Facility	Number of Beds in 2002	Number of Persons Who Went Without Service	Gaps in Service
Youth (16-21)	City of Guelph and Wellington County	- Wyndham House -- Suffolk Residence (Female) & Bellevue Residence (Male)	14 Beds	Unknown	- Service provision and/or funding for youth who are in school part-time rather than full-time
Youth (Youth Mothers, 16-18)	Mount Forest and 5 surrounding Counties	- Ramoth House	10 beds	Unknown - Vacancies	- Youth mothers requiring specialized care (i.e. mental illness)
Men Women Youth (16+) who are living with a Mental Illness	City of Guelph and Wellington County	- Canadian Mental Health Association -- Discovery House	8 Beds	Unknown	- Facility to accommodate families/children - Additional beds to decrease waiting list time of 6-12 months
Men Women (18-65) who are living with a Mental Illness	City of Guelph, Wellington County, & Dufferin County	- Dunara	8 Beds	Unknown (waiting list average of 6-12 months in 2000, 2001, and Jan-June 2002; as a result, people find alternate arrangements)	

Source: Survey Responses unless otherwise indicated

3.4 Long-Term Affordable Rental Housing

Affordable housing refers to "housing that is generally accessible to a wide segment of lower income wage earners. The cost of housing does not exceed 30% of post tax income." (Human Resources Development Canada, 2000). This priority in the City of Guelph and County of Wellington is focused on Long-Term Affordable Rental Housing.

The availability of affordable rental housing can be linked to the vacancy rate and the cost of rent. The vacancy rate in Guelph has increased from 1.0% in October 2001 to 2.7% in October 2002 (Canada Mortgage and Housing Corporation, 2002). This change is attributed to several factors that include a trend towards home ownership due to low interest rates and high rents, and more 18-24 year olds continuing to live with parents due to a lack of employment opportunities. Overall the rents for 2-bedroom units rose 4.8% over the year. Rents for 3-bedroom units dropped due to a decreased need as a result of the move toward home ownership.

Table 4 provides a summary of Long-Term Affordable Rental Housing in the City of Guelph and Wellington County. This summary is distinct from Social Housing as described in section 3.5.

Y Growing Assets

People Living with a Mental Illness:

- Permanent housing service is under development. Eventually 36 units will be in operation in the City of Guelph and Wellington County in various locations depending on need and availability of development.

All:

- The Federal Government announced in December, 2002 that the City of Guelph and Wellington County has been allocated 100 affordable housing units as a result of being identified as 1 of 12 Ontario Municipalities with high need for affordable housing units
- A City of Guelph 2002 Social Housing surplus is available for reinvestment in social housing
- The City of Guelph will be providing tax exemptions over 4 years and other incentives to aid in the development of affordable housing units

B Gaps

Women and Their Children seeking safety from abuse:

- Guelph-Wellington Women In Crisis stated that

“service users stay longer because of lack of affordable housing”

Table 4: Summary of Long Term Affordable Rental Housing

Population Served	Geographic Area Served	Facility	Number of Units in 2001	Number of Persons / Families Who Went Without Service in 2001	Gaps in Service
Men Women Youth (16+) who are living with a Mental Illness	City of Guelph and Wellington County	- Facilities operated by CMHA	12 units	6	- Permanent housing service is under development. Eventually 36 units will be in operation in Guelph Wellington in various locations depending on need and availability of development
Families	City of Guelph and Wellington County	- Habitat for Humanity	2 homes built	Unknown	
Seniors Men Women	City of Guelph	- York Haven Non-Profit - Dwelling Place	29 units	Unknown	
Seniors (55+)	City of Guelph and County of Wellington	- Guelph and District Christian Homes	50 units		

Source: Survey Responses unless otherwise indicated

3.5 Social Housing

A household in which the cost of housing exceeds 30% of gross income from all sources may consider applying for accommodation with a Social Housing Provider.

Social Housing offers subsidies to households in order to make the cost of housing affordable. Households must apply for accommodation and provide documentation about their income, household composition, and citizenship. There are 4 main programs for Social Housing in the County of Wellington:

1. Municipally owned Projects
2. Rent Supplement
3. Non-Profit / Co-operatives
4. Federal Projects

Municipally owned Projects, Rent Supplement, and most Non-Profit / Cooperatives share a Centralized Waiting List for access to units that are Geared-to-Income. There are approximately 2,380 units that can be accessed through the Centralized Waiting List. Eligible applicants must be "able to live independently, with or without support services" where living independently is defined as being "able to perform the normal essential activities of day-to-day living; or... do this with the help of others" (Wellington and Guelph Housing Services, 2002) and meet all of the eligibility criteria for geared-to-income housing. Special needs and supportive housing that is Geared-to-Income can be applied for if the applicant requires "a home designed for a wheelchair, a home designed for other special needs, or... require outside support services" (Wellington and Guelph Housing Services, 2002).

Geared-to-income accommodation with Federal Non-Profit and Co-operative housing providers and market rent units (non-subsidized) are accessed by applying directly to the housing provider.

Table 5 provides a summary of the Centralized Waiting List as on December 31, 2002.

Table 6 provides a summary of the facilities that can be accessed through the Centralized Waiting List.

Municipally owned Projects

Municipally owned projects are 100% Geared-to-Income and are owned by the County of Wellington and governed by the Social Housing Reform Act, 2000.

Rent Supplement

Rent Supplement units exist in buildings owned by private sector landlords. The tenant pays rent that is Geared-to-Income and the County of Wellington provides a rent "supplement" directly to the landlord to make up the difference between the tenant's Geared-to-Income rent and the landlord's market rent. The County currently administers over 150 Rent Supplement Units. The Administration of the Rent Supplement Program is also subject to the Social Housing Reform Act.

Non-Profit / Co-operatives (other than Federal)

Non-Profit / Co-operative Housing Providers have a mixture of units that are market rent and subsidized. A minimum of 25% of the units are subsidized.

Co-operative Housing is a membership-based form of long-term affordable housing. Occupancy charges (rent) and municipal operating subsidies, based on a pre-approved budget, sustain the housing complex. Occupants must satisfy membership criteria before being accepted. Members are required to participate in the running of the Co-operative. The number of units where the housing charge is Geared-to-Income depends on the targeting plan set by the Province of Ontario.

Not-for-Profit housing is owned either privately or by a municipal corporation and is funded through subsidy based on a pre-approved operating budget.

The Consolidated Municipal Service Manager, CMSM (County of Wellington), monitors the delivery of these Non-Profit and Co-operative social housing programs in accordance with the Social Housing Reform Act, 2000 and related regulations.

Federal Projects

Federal Projects offer units that tend to be at the lower end of market rents. Applicants apply directly to the project for a unit. There are approximately 246 units. Some residents may receive Geared-to-Income subsidies. Federal Housing Providers are not legislated to operate within the Social Housing Reform Act, 2000. Their program delivery is monitored by the County of Wellington in accordance with the Operating Agreements that they have signed with the Federal Government. The County of Wellington also flows subsidies based on a pre-approved budget on behalf of the Federal and Provincial Governments.

B Gaps

All:

- There is a need for additional Social Housing units due to a low turnover in housing stock and an increase in the number of applicants

Table 5: Centralized Waiting List Summary as on December 31, 2002.

The number of applicants on the Centralized Waiting List changes each day. This table provides a snapshot of the number of applicants on the waiting list at a single point in time.

	1 Bedroom Unit	2 Bedroom Unit	3 Bedroom Unit	4 Bedroom Unit	5 Bedroom Unit	TOTAL
Number of Applicants with Dependents	--	610	421	90	12	1133
Number of Applicants without Dependents (Non Senior)	983	218	--	--	--	1201
Number of Applicants who are Seniors	464	4	--	--	--	468
TOTAL	1447	832	421	90	12	2802

Table 6: Summary of Facilities Accessed through Centralized Waiting List

Population Served	Geographic Area Served	Facility	Number of Units in 2002	Number of Persons / Families Who Went Without Service in 2001	Gaps in Service as Identified by the Facility
Seniors (59+) Men Women Youth (16+) Families	City of Guelph and Wellington County	<ul style="list-style-type: none"> - Wellington and Guelph Housing Services (14 sites/areas in <i>City of Guelph</i>) (4 sites in <i>Centre Wellington</i>) (2 sites in <i>Erin</i>) (3 sites in <i>Minto</i>) (7 sites in <i>Wellington North</i>) 	1189 units		<ul style="list-style-type: none"> - Average wait for seniors is 6-12 months, for families/singles is 2+ years - Increase in the number applicants for subsidized housing - Low turnover in housing stock - No new additional units
Seniors Men Women Youth (16+) Families - 25% of units for persons with a physical disability	City of Guelph	<ul style="list-style-type: none"> - Apartment Complex operated by Guelph Services for Persons with a Disability 	83 units		<ul style="list-style-type: none"> - Refer to Centralized Waiting List
Women	City of Guelph	<ul style="list-style-type: none"> - Matrix Affordable Homes for the Disadvantaged, Inc. 	20 units through Centralized Waiting List		

Men Women Seniors (65+)	North Wellington	- Clifford Housing Corporation	22 units	2 for a 2-bedroom	- 2 bedroom units
Families	City of Guelph	- Cole Road Co-operative	82 units through Centralized Waiting List		
Families & Singles	City of Guelph	- Matrix Affordable Homes for the Disadvantaged, Inc. (3 sites)	144 units through Centralized Waiting List		
Families & Singles	City of Guelph	- Fife Road Co-operative Homes Inc.	113 units through Centralized Waiting List		
Families & Singles	City of Guelph	- Royal City Housing Co-operative	28 units through Centralized Waiting List		
Families	City of Guelph	- Wyndham Hill Co-operative Homes	41 units through Centralized Waiting List		- average wait is 2 years
Families & Singles	Mount Forest	- Mount Forest Non Profit Housing Corporation	35 units through Centralized Waiting List		
Seniors	City of Guelph	- Abbeyfield Houses Society of Guelph	6 units through Centralized Waiting List		
Seniors	Rockwood	- Eramosa Non-Profit Housing Corporation	26 units through Centralized Waiting List		- average wait is 1-2 years

Seniors	Centre Wellington	- Grand River Non Profit Housing Corporation	25 units through Centralized Waiting List		
Seniors	Erin	- Township of Erin Non Profit Housing Corporation	29 units through Centralized Waiting List		
Seniors	Drayton	- Gerousia Incorporated	36 units through Centralized Waiting List		
Seniors (60+)	West Wellington	- Maryborough Township Housing Corp.	15 units through Centralized Waiting List		
All	City of Guelph and Wellington County (located in Minto)	- New Hope Non-Profit Housing	25 units		- Wait can be 2 years
All	City of Guelph	- Upbuilding Non-Profit Homes (Guelph) Inc.	70 units		- 1000 families are still on waiting list
All	City of Guelph	- Victor Davis Memorial Non-Profit Homes Inc.	114 units		- 1-bedroom wait is estimated 10 years - 2 & 3 bedroom approximately 2.5-3 years

Source: Survey Responses and the Wellington and Guelph Housing Services Information Package for Geared-to-Income Housing

3.6 Access to Housing Programs

Access to Housing Programs includes services that provide housing listings and tenant assist/rent and utility banks.

Housing listings include services within the City of Guelph and Wellington County that offer housing listings that are not for Social Housing. As noted in Section 3.5, Social Housing, households seeking permanent Social Housing accommodation apply through the Centralized Waiting List.

Table 7 below identifies the organizations providing tenant assist/rent and utilities banks.

Table 8 below summarizes the housing listings that are available in the City of Guelph and the County of Wellington that are distinct from the waiting lists for Social Housing as defined in Section 3.5, Social Housing.

B Gaps

Tenant Assist/Rent and Utilities Bank:

- Welcome In Drop-In Centre and the Salvation Army received \$25,000 through the Provincial Homelessness Initiative Fund in 2002 for the Last Month's Rent Trust Fund

Housing Listings:

- Limited hours of operation

Table 7: Summary of Tenant Assist/Rent and Utilities Bank

Population Served	Geographic Area Served	Facility	Gaps in Service
All	Wellington County	- Community Resource Centre	Unknown
All	City of Guelph	- Last Months Rent program -- Welcome In Drop-In Centre	Unknown

Source: Survey Responses unless otherwise indicated

Table 8: Summary of Housing Listings

Population Served	Geographic Area Served	Facility	Number of Individuals / Families Served in 2001	Gaps in Service
All	City of Guelph	- Fresh Start Housing	2,138 Individuals / Families	- limited hours of operation
University of Guelph Students	City of Guelph	- Off-Campus Housing, University of Guelph		
All	Centre Wellington and North Wellington	- Community Resource Centre	748 Individuals / Families	

Source: Survey Responses unless otherwise indicated

3.7 Outreach & Advocacy Services for Individuals/Households

Outreach services for individuals and households are those services that are brought to the consumer, rather than the consumer coming to a site where service is provided. Advocacy services for individuals and households are those services that provide support and argument for the individual/household's cause and may include speaking on behalf of the individual/household.

The organizations identifying themselves as offering outreach and advocacy services for individuals/households are summarized in Table 9 below.

Y Growing Assets

Outreach to People Living with a Mental Illness:

- The Canadian Mental Health Association was able to extend the hours of outreach on a pilot basis from January 2002 to April 2002 to

“seek out, identify, and connect people to needed resources and services.”

Table 9: Summary of Outreach & Advocacy Services for Individuals/Households

Population Served	Geographic Area Served	Services	Gaps in Service
Youth (13-24)	City of Guelph	- Advocacy --Change Now Youth Drop In and Resource Centre	
All	Wellington County	- Advocacy & Outreach -- Community Resource Centre	
Immigrants & Refugees: All	City of Guelph and Wellington County	- Outreach -- Guelph and District Multicultural Centre	
Aboriginal: All	City of Guelph and Surrounding Areas	- Anishnabeg Outreach	
Women and their Children seeking safety from Abuse	City of Guelph and Wellington County	- Advocacy – Guelph-Wellington Women In Crisis	Unknown
Mental Illness: All	City of Guelph and Wellington County	- Outreach -- Canadian Mental Health Association	
All	City of Guelph	- Nurse Practitioner Outreach Services -- Guelph Community Health Centre	Unknown

Source: Survey Responses unless otherwise indicated

3.8 Supportive Services

Supportive services are a range of services provided along a continuum of supports that are available to the homeless and/or those at risk of becoming homeless in the City of Guelph and the County of Wellington.

Figure 1 indicates additional services that are provided along the continuum of supports and the number of survey respondents providing these services.

Table 10 summarizes the meal and nutrition programs available.

Y Growing Assets

Life Skills Training:

- Chalmers United Church implemented a new life skills training program in 2002

Legal Services:

- A Legal Clinic has been set-up in the City of Guelph to deal with poverty law issues

Food and Nutrition Programs for Youth:

- Upon the opening of the Emergency Youth Shelter in 2003, Change Now Youth Drop In and Resource Centre will be offering a hot meal each night of the week to youth 13-24, and a breakfast and box lunch for anyone staying at the Emergency Youth Shelter

B Gaps

- Transportation to meal and nutrition programs
- Funds for financial assistance for living expenses and housing

Figure 1. Additional Services provided along the Continuum of Supports

- | | |
|--|---|
| 2 – Foot Care | 4 – Interim Financial Assistance for rent |
| 4 – Hair Care | 2 – Moving Costs |
| 3 – Personal Hygiene | 2 – Law Enforcement Liaison |
| 2 – Laundry | 1 – Legal Services |
| 6 – Health Services | 4 – Eviction Prevention |
| 3 – Needle Exchange / Condom Programs | 4 – Mail Forwarding |
| 18 – Counselling Services | 9 – Telephone Calls |
| 8 – Crisis Prevention | 7 – Childcare Supports |
| 6 – Mental Illness Supports | 4 – Recreation |
| 5 – Discharge Planning | 17 – Referrals |
| 14 – Life Skills Programs | 6 – Transportation |
| 9 – Educational Services | 2 – Clothing |
| 9 – Employment and Pre-Employment Services | 1 – Information Services |
| 5 – Furniture / Appliance Banks and Sources | 1 – Personal Disaster Assistance |
| 6 – Interim Financial Assistance for living expenses | 1 – Mediation and Community Conferencing |
| | 1 – Translators and Interpreters |

Table 10: Summary of Meal and Nutrition Programs

Service Offered	Population Served	Geographic Area Served	Program	Number of People Served in 2001	Gaps in Service
Meals, Food Goods, and Food Vouchers	All	City of Guelph	- Welcome In Drop-In Centre	Thousands	
Meals	All – based on health & ability	City of Guelph and South Wellington	- Meals on Wheels – Canadian Red Cross Society	350 individuals through 32,000 meals	No individual went without service
	Residents of Facility	City of Guelph and Wellington County	- Guelph-Wellington Women In Crisis	133 residents through \$12,000 budget	
	Residents of Facility	City of Guelph and Wellington County	- Wyndham House		
School Breakfast Programs	Children and Youth	City of Guelph and Wellington County	- 27 programs offered (admin. Through Canadian Red Cross Society)	5,000 individuals through 230,800 meals/snacks	No individual went without service
Food Bank	All	East Wellington	- Erin Food Bank (EWAG) - Rockwood Food Bank (EWAG)	570 Individual and 227 Families through 15,476 lbs of food	No individual went without service

Food Bank & Biweekly Soup Day	All	Centre Wellington (Fergus, Elora, Grand Valley, and Rural areas)	- Fergus / Elora Community Pantry	1063 Families (3007 Individuals)	
Food Cupboard	Youth (13-24)	City of Guelph	- Change Now Youth Drop In and Resource Centre	Accessed 300/year	
Meal, Food Vouchers, & Food Bank / Groceries	All	City of Guelph	- Saturday Night Suppers & Friday Food Shelf at Chalmers United Church	120-180 Individuals / Families per week	Transportation to Program
Food Vouchers &/or Food Bank/ Groceries	Seniors Men Women Youth Families	City of Guelph	- Food Box Program at Royal City Church	9 Individuals / Families through 12 food boxes	
	All	Centre Wellington	- St. John's Anglican Church	Unknown	
	All	City of Guelph & Surrounding Area	- The Salvation Army	2500+ Individuals / Families	

Food Vouchers &/or Food Bank/ Groceries	All	City of Guelph	- Word of Life Regional Church	60-80 Individuals through 20-30 Food boxes/Meals	
Food Vouchers & Collective Kitchen		City of Guelph	- New Life Church	60 Individuals with food vouchers 20 Families / Month through Collective Kitchen	
Food Vouchers	Families	City of Guelph and Wellington County	- Family and Children's Services of Guelph and Wellington County	\$1,200	Unknown
	All	City of Guelph	- St. Vincent de Paul Society	800-1000 Individuals / Families through \$50-\$100 Vouchers	
Other	- Financial Assistance for food, vitamins & supplements – AIDS Committee of Guelph/Wellington				

Source: Survey Responses unless otherwise indicated

3.9 Advocacy Recommendations on Policy

Advocacy Recommendations on Policy include supporting or arguing for policy development and changes.

Actions Taken

Affordable Housing:

- The Wellington and Guelph Housing Committee has initiated the practice of commenting on all planning applications which have positive or negative implications for the affordable housing supply in Guelph.
- The Wellington and Guelph Housing Committee has requested further information from the Guelph and District Home Builders regarding impediments caused by zoning regulations to the production of affordable housing. This information will be presented to City Council with a request that the issues be examined to determine if the impediments can be removed, for some types of units and/or some specific areas of the City.
- With recognition that social housing has become a local responsibility, the Wellington and Guelph Housing Committee has requested that both the County of Wellington and the City of Guelph, in their respective review of lot levies, consider allocating a portion of the levy for maintenance of existing and production of future social housing.
- The Wellington and Guelph Housing Committee has supported the City of Guelph's initiative to find funds to match Federal and Provincial funds in the new social housing initiative.
- The Wellington and Guelph Housing Committee has formed a sub-committee to consider the options for lobbying for increases to the shelter component of Ontario Works (OW) and Ontario Disability Support Program (ODSP). The OW shelter component was lowered in 1995 and has not been increased since despite dramatic rent increases since that time. The ODSP shelter component has not increased since the early 1990s.

Municipal Share of National Child Benefit Distribution Directly to Individuals/Families:

The Federal Government provides a National Child Tax Benefit to low-income families in Canada. In Ontario, social assistance payments to families receiving Ontario Works (OW) and Ontario Disability Support Program (ODSP) are reduced by the amount equivalent to the Tax Benefit. The Provincial Government retains 80% of the reduction to spend on programming for children and families and redistributes 20% of the reduction to municipalities.

- The Wellington and Guelph Housing Committee has formed a sub-committee that is considering the ways in which this municipality can work with other municipalities to lobby for changes to the municipal share of the National Child Benefit so that the benefit can be distributed directly to individuals and families

Areas for Action

The following is a list of areas for action in advocacy that were described in the 2002 Community Plan and have not yet been acted upon:

- Development of a National Housing Policy
- Assurance that the Municipal Housing Statement will be updated and revised regularly
- Establishment of a Housing First Policy
- Establishment of a Housing Reserve Fund for the City of Guelph and the County of Wellington
- Creation of a Third Party Organization to Monitor Landlords on behalf of tenants
- Appointment of a Neutral Ombudsman to assist tenants and the homeless in the provision of focus and resources to individuals who may not have the means to do so themselves
- Establishment of a Tenant Support Worker and Eviction Prevention to facilitate landlord / tenant interactions
- Coordination of Discharge Planning for Hospitals, Correctional Facilities, Medical Facilities, etc.

3.10 Data Collection

Data collection refers to the compilation of information related to the homeless in an organized and coordinated manner.

The number of organizations in the community providing service along the continuum of supports for homeless individuals and those at risk of becoming homeless leads to challenges in data collection and coordination in the community.

Y Growing Assets

Interagency Data Collection and Compilation:

- The activation of the emergency housing referral service through Distress Centre Wellington/Dufferin will provide a data collection focal point for emergency housing use and service coordination

B Gaps

Estimation of the Number of Homeless & At-Risk People:

- Resources continue to be required to gather accurate information about the homeless population and those at-risk of becoming homeless. The most recent community study completed on this issue contains 1999 data.
- There is a need to track the number of people who are turned away from services due to a lack of service resources. Through the survey responses received for this report it is clear that the question of how many people went without service is difficult to answer with the most common response being "unknown". In addition, many services do not maintain waiting lists that would aid in estimating the number of people who are homeless or at-risk of becoming homeless.

Inter-Agency Data Compilation:

- The Homeless Individuals and Families Information Systems (HIFIS) software that is being implemented on a national level continues to be a system that would aid in the collection of local information about the homeless population by identifying population characteristics, service use, situations leading to homelessness, etc. Locally, resources would need to be put in place to support the collection of information through the database.

GLOSSARY OF TERMS

Access to Housing Programs: services that provide housing listings and tenant assist/rent and utility banks

Advocacy Recommendations on Policy: supporting or arguing for policy development and changes

Advocacy Services for Individuals and Households: services that provide support and argument for the individual/household's cause and may include speaking on behalf of the individual/household

Affordable housing: "housing that is generally accessible to a wide segment of lower income wage earners. The cost of housing does not exceed 30% of post tax income." (Human Resources Development Canada, 2000)

Asset: a service provided along the continuum of supports that meets the needs of individuals who are homeless or at-risk of becoming homeless

Centralized Waiting List: waiting list for accommodation in units that are Geared-to-Income in the City of Guelph and the County of Wellington

Community Plan: document that outlines community assets and gaps as they relate to the ability of the community to respond to homelessness

Continuum of Supports: range of services available for individuals who are homeless or at-risk of becoming homeless

Co-operative Housing: a membership-based form of long-term affordable housing. Occupancy charges (rent) and municipal operating subsidies, based on a pre-approved budget, sustain the housing complex. Occupants must satisfy membership criteria before being accepted

Data collection: compilation of information related to the homeless in an organized and coordinated manner

Emergency shelters: provide emergency housing for a period of time that is determined by funding sources

Federal Projects: housing units that tend to be at the lower end of market rents. Some residents may received Geared-to-Income subsidies

Gap: service is still required to meet needs of individuals who are homeless or at-risk of becoming homeless

Geared to Income: rent or housing charge that is based on 30% of gross monthly household income

Growing Assets: changes in the continuum of supports that have improved and/or expanded service in the category that meet the needs of individuals who are homeless or at-risk of becoming homeless

Homelessness: Anyone without a permanent address, or adequate and suitable shelter

Market Rent: non-subsidized rent

Municipally Owned Projects: 100% geared-to-Income housing that is owned by the County of Wellington and governed by the Social Housing Reform Act, 2000.

Not-for-Profit Housing: housing owned either privately or by a municipal corporation and is funded through subsidy based on a pre-approved operating budget

Occupancy Charges: rent

Outreach services for individuals and households: services that are brought to the consumer, rather than the consumer coming to a site where service is provided. Advocacy services for individuals and households are those services that provide support and argument for the individual/household's cause and may include speaking on behalf of the individual/household

Rent Supplement Units: these units exist in buildings owned by private sector landlords. The tenant pays rent that is Geared-to-Income and County of Wellington provides a rent "supplement" directly to the landlord to make up the difference between the tenant's Geared-to-Income rent and the landlord's market rent.

Social Housing: offers subsidies to households in order to make the cost of housing affordable. Households must apply for accommodation and provide documentation about their income, household composition, and citizenship.

Subsidized: Geared to Income rent or housing charge

Supportive services: a range of services provided along a continuum of supports that are available to the homeless and/or those at risk of becoming homeless in the City of Guelph and the County of Wellington

Temporary Housing: includes hostels and provides short-term independent living accommodations

Transitional Housing: is semi-permanent accommodation that provides a combination of housing and services intended to facilitate self-reliance and self-sufficiency and assist residents in preparing for a move to a permanent accommodation

Transitional Housing with Support: housing in which at least one member of staff is available to assist resident(s), facilitate a group, and/or is available in case of emergency

REFERENCES

Canada Mortgage and Housing Corporation. (2002). *Rental Market Survey*.

Guelph-Wellington Working Group on Homelessness. (May, 2002). *Community Plan to Address Homelessness in Guelph-Wellington - Final Draft - Revision 4*.

Human Resources Development Canada. (2000). *The National Homelessness Initiative: A Guide to Supporting Communities Partnerships Initiative (SCPI)*.

United Nations. (1948). *Universal Declaration of Human Rights*.

Wellington and Guelph Housing Services. (2002). *Information Package for Geared-to-Income Housing*.

APPENDIX A

Section -1-

Survey to assess homelessness in Guelph-Wellington and the community services available to help those with housing issues.

Contact Person: _____

Organization: _____

Street Address: _____

City: _____

Postal Code: _____

Mailing Address (If different): _____

Main E-Mail Address: _____

Telephone & Extension: _____

Facsimile: _____

WebPage: _____

It is critical that you read and answer Section -1- thoroughly. Depending upon the services you provide you may need to complete more than one questionnaire.

1. What type(s) of service(s), related to homelessness, you provide?

If any of the following are services that you provide please continue with section-1-and then complete Questionnaire 1.

- Emergency Shelters
- Supportive Transitional Housing ★
- Non-Supportive Transitional Housing ★

If any of the following are services that you provide please continue with section-1- and then complete Questionnaire 2.

- Permanent Housing (please specify type i.e. not-for-profit, co-operative): _____

Continued on reverse ⇒

★ *Supportive housing is housing in which at least one member of staff is available to assist resident(s), facilitate a group, and/or is available in case of an emergency.*

If any of the following are services that you provide please continue with section-1- and then complete Questionnaire 3.

- Meal & Nutritional Programs
- Food Bank

If any of the following are services that you provide please continue with section-1-and then complete Questionnaire 4.

- Emergency Tenant Assist/Rent & Utilities Bank
- Drop-In Centres
- Outreach & Advocacy (Housing Related)
- Housing Registry (please circle): Permanent Housing, Emergency Placements
- Health Services
- Counselling Services
- Legal Services

2. Please check all programs or services that your facility provides?

- | | |
|--|---|
| <input type="checkbox"/> Food Vouchers | <input type="checkbox"/> Interim Financial Assistance for living expenses |
| <input type="checkbox"/> Food Banks | <input type="checkbox"/> Interim Financial Assistance for rent |
| <input type="checkbox"/> Meals | <input type="checkbox"/> Moving costs |
| <input type="checkbox"/> Foot care | <input type="checkbox"/> Income Maintenance Services |
| <input type="checkbox"/> Hair Care (including hair cutting services) | <input type="checkbox"/> Law Enforcement Liaison |
| <input type="checkbox"/> Personal Hygiene (showers, etc.) | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Laundry | <input type="checkbox"/> Eviction Prevention |
| <input type="checkbox"/> Health Services | <input type="checkbox"/> Mail Forwarding |
| <input type="checkbox"/> Needle Exchange / Condom Programs | <input type="checkbox"/> Telephone Calls |
| <input type="checkbox"/> Counseling Services | <input type="checkbox"/> Child Care Supports |
| <input type="checkbox"/> Crisis Prevention | <input type="checkbox"/> Recreation |
| <input type="checkbox"/> Mental Illness Supports (including Medication facilitation) | <input type="checkbox"/> Referrals |
| <input type="checkbox"/> Discharge Planning | <input type="checkbox"/> Storage |
| <input type="checkbox"/> Life Skills Programs | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Educational Services | <input type="checkbox"/> Other(s): _____ |
| <input type="checkbox"/> Employment & Pre employment Services | _____ |
| <input type="checkbox"/> Furniture/Appliance Banks and Sources | _____ |

3. Are there any services that you do not currently provide but are planning to provide in the future? If so, what are the additional services and when are the projected start dates? _____

☺ **Please complete the appropriate questionnaire as indicated above.**

Questionnaire 1 Emergency Shelters, Supportive and Non-supportive Transitional Housing

Should you need more space to respond to a question please attach an additional page.

1. What geographical area(s) do you cover (please specify)?

- East Wellington _____
- West Wellington _____
- Centre Wellington _____
- South Wellington _____
- City of Guelph _____

2. What sector(s) of the public do you serve (please check all that apply)?

- Seniors Age range: _____
- Men
- Women
- Youth Age range: _____
- Families

3. Do you require a referral? Yes No

If so, from what originating agency(ies)/organizations(s)? _____

4. Is there a Waiting List? Yes No

If so, how long is the average wait? _____

5. What are your hours of operation? _____

6. Is staff available after hours? _____

7. Is your facility supportive (i.e. is at least one member of staff available to assist resident(s), facilitate a group and/or available in case of an emergency)? Yes No

What other roles do support staff play at your facility? _____

8. **In 2000, the year the Community Plan Originated:**

How many individuals or families were served (please estimate if unknown)? _____

How many beds did your facility contain? _____

What was your occupancy rate (please estimate if unknown)? _____

How many individuals or families went without service? _____

9. **In 2001:**

How many individuals or families were served (please estimate if unknown)? _____

How many beds did your facility contain? _____

What was your occupancy rate (please estimate if unknown)? _____

How many individuals or families went without service? _____

10. **Between January 1, 2002 and June 30, 2002:**

How many individuals or families were served (please estimate if unknown)? _____

How many beds did your facility contain? _____

What was your occupancy rate (please estimate if unknown)? _____

How many individuals or families went without service? _____

11. Please list or describe circumstances as to why some individuals or families went without service.

12. Has anything happened in the past 3 years that has affected your ability to provide service (such as construction or changes in programming)? If so, please indicate the change(s) and how service was affected. _____

13. What type of funding sources do you utilize (please specify i.e.: SCPI, County per diem)?

Government - Federal _____

Government - Provincial _____

Government - Municipal _____

Fundraising/Private Donor Initiatives _____

Other _____

Thanks for completing this questionnaire. We greatly appreciate your time and effort. The results generated from this survey will be available to the public in the Fall of 2002.

If you are to complete an additional questionnaire, as indicated in Section 1, please remember to do so before returning the package.

Questionnaire 2 Permanent Housing

Should you need more space to respond to a question please attach an additional page.

1. What geographical area(s) do you cover (please specify)?

- East Wellington _____
- West Wellington _____
- Centre Wellington _____
- South Wellington _____
- City of Guelph _____

2. What sector(s) of the public do you serve (please check all that apply)?

- Seniors Age range: _____
- Men
- Women
- Youth Age range: _____
- Families

3. Do you require a referral? Yes No

If so, from what originating agency(ies) or organization(s)? _____

4. Is there a Waiting List? Yes No

If so, how long is the average wait? _____

5. Is your facility supportive (i.e., is at least one member of staff available to assist resident(s), facilitate a group, and/or available incase of an emergency)? Yes No

What other roles do support staff play at your facility? _____

6. **In 2000, the year the Community Plan originated:**

How many individuals or families were served (please estimate if unknown)? _____

How many units did you or your organization manage? _____

How many individuals or families went without service? _____

7. **In 2001:**

How many individuals or families were served (please estimate if unknown)? _____

How many units did you or your organization manage? _____

How many individuals or families went without service? _____

8. **Between January 1, 2002 and June 30, 2002:**

How many individuals or families were served (please estimate if unknown)? _____

How many units did you or your organization manage? _____

How many individuals or families went without service? _____

9. Please list or describe circumstances as to why some individuals went without service.

10. Has anything happened in the past 3 years that has affected your ability to provide service (such as construction or changes in programming)? If so, please indicate the change(s) and how service was affected.

11. What type of funding sources do you utilize (please specify i.e.: SCPI, County per diem)?

- Government - Federal _____
- Government - Provincial _____
- Government - Municipal _____
- Fundraising/Private Donor Initiatives _____
- Other _____

Thanks for completing this questionnaire. We greatly appreciate your time and effort. The results generated from this survey will be available to the public in the Fall of 2002.

If you are to complete an additional questionnaire, as indicated in Section 1, please remember to do so before returning the package.

Questionnaire 3 Food Banks, Meal and Nutrition Programs

Should you need more space to respond to a question please attach an additional page.

1. What geographical area(s) do you cover (please specify)?

- East Wellington _____
- West Wellington _____
- Centre Wellington _____
- South Wellington _____
- City of Guelph _____

2. What is/are the main type of service(s) that you provide (check all that apply)?

- School Breakfast Program
- Meals (please specify):
 - Breakfast
 - Lunch
 - Dinner
- Food vouchers
- Food Bank (Dry Goods)
- Perishable Goods
- Groceries (all types)
- Other(s): _____

3. What sector(s) of the public do you serve (please check all that apply)?

- Seniors Age range: _____
- Men
- Women
- Youth Age range: _____
- Children Age range: _____
- Families

4. Do you require a referral? Yes No

If so, from what originating agency(ies)/organization(s)? _____

5. What are your hours of operation? _____

6. Is there a waiting list? Yes No

If so, how long is the average wait? _____

7. **In 2000, the year the Community Plan originated:** (please estimate if unknown)

How many individuals and families were served? _____

How many units of food (ex.: meals, food boxes, lbs of food) were served?(please indicate units)

How many individuals and families went without service? _____

8. **In 2001:** (please estimate if unknown)

How many individuals and families were served? _____

How many units of food (ex.: meals or food boxes) were served? _____

How many individuals and families went without service? _____

9. **Between January 1, 2002 and June 30, 2002:** (please estimate if unknown)

How many individuals and families were served? _____

How many units of food (ex.: meals or food boxes) were served? _____

How many individuals and families went without service? _____

10. Please list or describe circumstances as to why some individuals went without service.

11. Has anything happened in the past 3 years that has affected your ability to provide service (such as construction or changes in programming)? If so, please indicate the change(s) and how service was affected. _____

12. What type of funding sources do you utilize (please specify i.e.: SCPI, County per diem)?

Government - Federal _____

Government - Provincial _____

Government - Municipal _____

Fundraising/Private Donor Initiatives _____

Other _____

Thanks for completing this questionnaire. We greatly appreciate your time and effort. The results generated from this survey will be available to the public in the Fall of 2002.

If you are to complete an additional questionnaire, as indicated in Section 1, please remember to do so before returning the package.

**Questionnaire 4 Emergency Tenant Assist/Rent and Utilities Bank,
Outreach and Advocacy, Drop-In Centres, Housing
Registry**

Should you need more space to respond to a question please attach an additional page.

1. *Briefly describe the services related to housing and homelessness that your agency or organization offers?*

2. What geographical area(s) do you cover (please specify)?

- East Wellington _____
- West Wellington _____
- Centre Wellington _____
- South Wellington _____
- City of Guelph _____

3. What sector(s) of the public do you serve (please check all that apply)?

- Seniors Age range: _____
- Men
- Women
- Youth Age range: _____
- Children Age range: _____
- Families

4. Do you require a referral? Yes No

If so, from what originating agency(ies)/organization(s)? _____

5. What are your hours of operation? _____

6. Is there a waiting list? Yes No

If so, how long is the average wait? _____

7. **In 2000, the year the Community Plan originated:** (please estimate if unknown)

How many individuals or families were served ? _____

How many individuals or families went without service? _____

8. **In 2001:** (please estimate if unknown)
How many individuals or families were served? _____
How many individuals or families went without service? _____

9. **Between January 1, 2002 and June 30, 2002:** (please estimate if unknown)
How many individuals or families were served? _____
How many individuals or families went without service? _____

10. Please list or describe circumstances as to why some individuals went without service.

11. Has anything happened in the past 3 years that has affected your ability to provide service (such as construction or changes in programming)? If so, please indicate the change(s) and how service was affected. _____

12. What type of funding sources do you utilize (please specify i.e.: SCPI, County per diem)?
- Government - Federal _____
 - Government - Provincial _____
 - Government - Municipal _____
 - Fundraising/Private Donor Initiatives _____
 - Other _____

Thanks for completing this questionnaire. We greatly appreciate your time and effort. The results generated from this survey will be available to the public in the Fall of 2002.

If you are to complete an additional questionnaire, as indicated in Section 1, please remember to do so before returning the package.