



HOUSING OUR FUTURE

Our Community 10-Year Affordable Housing
and Homelessness Prevention Strategy

2019 Annual Report



A MESSAGE FROM THE WARDEN

When the County adopted **Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy** in 2014, our vision was for adequate, appropriate and affordable housing for all Simcoe County residents.

Over the past six years, we have worked towards our goal by funding new builds and significant developments, pursuing innovative partnerships with both private and not-for-profit organizations, and collaborating with residents, stakeholders, and all levels of government.



In 2019, 220 new affordable rental units were created across the County in the private, public and non-profit sectors using federal, provincial and regional government funds to create safe and affordable homes for a significant number of clients and families.

Working with our community partners, we have made significant progress towards our goals throughout 2019. We can report that as of December 31, 2019, 1,873 new units have been created within Simcoe County through new development, rent supplements/housing allowances, homeownership assistance, and secondary suites, representing 70 per cent of our overall goal of 2,685 new units by 2024.

As a County, we have committed to working with all our partners for the greater good. The work of the Affordable Housing Advisory Committee capitalizes on the strengths of stakeholders and elected representatives, and we continue to collaborate with our

member municipalities and two separated cities through the Municipal Liaison Group to tackle the issue of affordable housing in our region.

The global COVID-19 pandemic underscores the importance of strong leadership and governance, and ensuring that critical public assets, such as social housing, are protected. Despite ongoing public health challenges, we will continue to pursue our affordable housing goals throughout 2020. We will continue to work with community partners to maintain a strong integrated

service model for housing and supports that serves our vulnerable households.

On behalf of Council, I would like to thank you for your ongoing support of **Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy**. We are stronger together.

Sincerely,

A handwritten signature in black ink that reads "George Cornell". The signature is written in a cursive, flowing style.

George Cornell,
Warden, County of Simcoe

HOUSING OUR FUTURE

2019 Annual Report

JANUARY 1, 2019 – DECEMBER 31, 2019

About the Housing Our Future 2019 Report Card

Under the Housing Services Act, 2011, the County of Simcoe, as Consolidated Municipal Service Manager for this region, is responsible for developing and implementing a 10-year long-term affordable housing strategy. The County's strategy, **Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy**, was approved by County Council and first took effect in January 2014.

This Strategy has five key strategic themes which provide a solid basis for addressing affordable housing and homelessness across our region. They are:

1. Establish Strong Leadership and Governance
2. Achieve Affordable Housing Target
3. Protect Existing Public Assets
4. Plan for the Public Good
5. Create an Integrated Service Model for Housing and Supports

The Strategy is broken down into three implementation phases, setting a path towards the success of each strategic theme. The implementation actions provide a structure to build upon in our ultimate goal of addressing affordable housing needs in our community and preventing homelessness.

Definitions

Outcome:

A condition of well-being for children, youth, adults, families, seniors, and/or all County residents.

Indicator:

A measure that helps quantify the achievement of the desired outcome.

Performance Measure:

A measure of how well a program, agency, or service system is working.

Under each strategic opportunity a number of indicators have been identified for tracking and performance measurement.

Performance Measurement

Using Results Based Accountability, a simple common-sense framework, this report card will use three performance measures to evaluate implementation of our strategy.

HOW MUCH DID WE DO?

QUANTITY #

HOW WELL DID WE DO IT?

QUALITY %

IS ANYONE BETTER OFF?

EFFECT/IMPACT

=

HOW ARE WE DOING?

STRATEGIC THEME ONE

ESTABLISH STRONG LEADERSHIP AND GOVERNANCE

The County of Simcoe recognizes the importance of a strong leadership and governance system to support member municipalities, stakeholders, businesses, and County residents. That is why it is the very first strategic theme in Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy (the Strategy). We know that strong leadership and effective governance are needed to execute the Strategy effectively.

In 2019 Affordable Housing Advisory Committee members, County Councillors, Community partners and staff engaged with a wide variety of stakeholders and sector associations to advocate for, promote, and deliver housing and homelessness services, including:

- Canada Mortgage and Housing Corporation (CMHC)
- Ministry of Municipal Affairs and Housing (MMAH)
- Association of Municipalities of Ontario (AMO)
- Rural Ontario Municipal Association (ROMA)
- Ontario Municipal Social Services Association (OMSSA)
- Ontario Non-Profit Housing Association (ONPHA)
- Housing Services Corporation (HSC)
- Enbridge Gas
- Ontario Professional Planners Institute (OPPI)
- Regional Planning Commissioners of Ontario, Affordable Housing Workgroup (RPCO)
- Canadian Alliance to End Homelessness (CAEH)
- Simcoe County Alliance to End Homelessness (SCATEH)



Affordable Housing Advisory Committee

AFFORDABLE HOUSING ADVISORY COMMITTEE

The Affordable Housing Advisory Committee met five times throughout 2019 (in March, April, May, June, and September). The Committee addressed a variety of topics including:

- 5-Year Update to the Strategy
- shared accommodation
- economical built forms for affordable housing
- land lease communities and community land trusts
- Ontario's Housing Supply Action Plan

WORKING WITH ALL LEVELS OF GOVERNMENT

Contact with both the Canada Mortgage and Housing Corporation (CMHC) and the Ministry of Municipal Affairs and Housing (MMAH), as well as local municipalities, is regular and ongoing regarding core business. 2019 highlights include:

- CMHC Co-Investment Fund involvement with two projects in Simcoe County for affordable and supportive housing
- County participation in the MMAH data forum
- Ongoing working relationships with local municipalities

HOMELESSNESS SECTOR

On July 31, 2019, the Minister of Municipal Affairs and Housing visited Simcoe County to announce Provincial funding allocation to Municipal Service Managers for the Community Homelessness Prevention Initiative (CHPI). The announcement was made at Shelter Now, a transitional housing program in Midland. After the formal announcement, the Minister was provided with a tour of the facility and its co-located service providers, engaging in dialogue about the County's affordable housing and homelessness initiatives as well as integrated service delivery approaches that were in development.

Simcoe County Alliance to End Homelessness (SCATEH) and County staff shared information and best practices at the Canadian Alliance to End Homelessness National Conference along with many service providers and people with lived experience.

SCATEH continues to work on a number of issues, including by-name list, coordinated access, new HIFIS technology, and the Housing First strategy.

OUTPUTS | HOW MUCH DID WE DO?

- Affordable Housing Advisory Committee (AHA) met five times
- Simcoe County Alliance to End Homelessness (SCATEH) met six times
- County staff attended Building Industry and Land Development Association (BILD) annual conference
- Regular and ongoing contact with CMHC, MMAH, and others throughout the year

OUTCOME | HOW WELL DID WE DO IT?

- AHA meetings provided updates on affordable housing targets, Lucy's Place Motel Conversion in Barrie, and an anti-human trafficking project in Midland
- Continuing productive business relationship between SCATEH and AHA, with two members of AHA representing the homelessness sector and County staff attending SCATEH meetings regularly

EFFECT/IMPACT | IS ANYONE BETTER OFF?

- Together, the County and community stakeholders have achieved 70% of our target with ongoing future development plans in progress. We are on track to achieve our target and current/future plans in progress are ongoing to achieve targets set for the remaining four years of Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy
- Relationships have been cultivated and strengthened and partnerships are thriving in the County of Simcoe across the affordable housing and homelessness sectors

STRATEGIC THEME TWO

ACHIEVE AFFORDABLE HOUSING TARGET

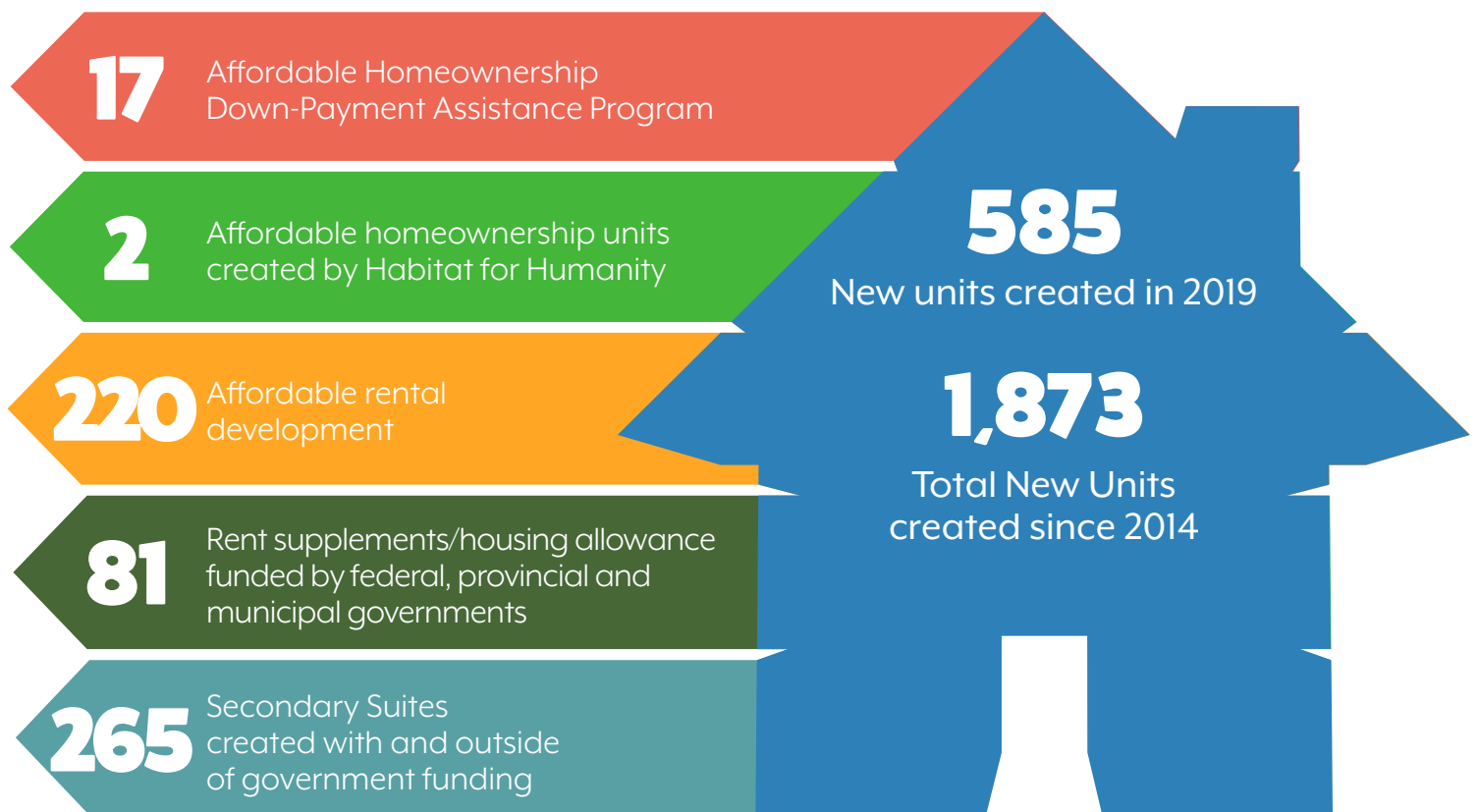
OBJECTIVE

The key objective of Strategic Theme Two is the successful achievement of the affordable housing targets set out within the 10-Year Strategy. **The County's goal is to create 2,685 new affordable housing units for Simcoe County residents by 2024.**

Communities within Simcoe County have worked together as a team to create 585 new units across the County in 2019, bringing the current total to 1,873 new units since the creation of the strategy in 2014. This is 70% of the way to our overall target by 2024. These new units are thanks to many years of effective leadership and hard work from County Council and the Affordable Housing Advisory Committee, stakeholders, community partners, and staff to create and build new affordable housing.

This includes new rental developments, rent supplements/housing allowances, homeownership assistance, and the creation of secondary suites across the County of Simcoe that have been created by the County, its partners, private sector, non-profit organizations, and individuals.

Annual Report - 2019 Update - (January 1, 2019 to December 31, 2019)



48%
2014-2018



22%
2019 new units

30%
Remaining Units
to be created
(2020-2024)

RENTAL DEVELOPMENT

In 2019, Simcoe County Housing Corporation was proud to open 147* new affordable housing units in Collingwood. Additionally, 80 units were opened by private proponents in three projects: 20 units in Alliston, 5 units in Barrie, and 55 in Innisfil. Using Provincial and County funds, 18 supportive units were created for people who have experienced homelessness at the Lucy’s Place motel conversion project in Barrie. Five units opened in Midland to provide a safe haven and a home for survivors of human trafficking.



These developments not only replace aging housing stock, they add a significant amount of new affordable housing to communities located within the County of Simcoe, allowing more people and their families to have safe, stable, affordable shelter where they can continue to build their lives and contribute to their community.

*117 net new as 30 of the 147 units were replacements for former rent-geared-to-income units.

FUTURE RENTAL DEVELOPMENTS

New rental development builds started and continued in 2019 as well. Buildings in Wasaga Beach, Victoria Harbour, and a renovation from a fire at an affordable housing building in Barrie are expected to begin welcoming new residents in 2020, creating an additional 151 affordable rental homes for residents. In 2021, an additional supportive housing and homelessness services hub is planned to open in Orillia through the Building Hope project. In 2019, a community consultation process was conducted to plan a vision for the County Orillia Campus Project on the former high school property in Orillia. As of August 2020, County Council has approved an affordable housing and social and community services campus development for this location including 130 units.





RENT SUPPLEMENTS

The County of Simcoe uses a variety of methods to help low-income residents get ahead including people in receipt of social assistance benefits. One of those methods is through rent supplements and housing allowances. This is a subsidy that bridges the gap between what a tenant can afford to pay and full market rent. These subsidies can vary in both amount and duration.

In 2019, the County and its Partners helped 81 households through new rent supplements/housing allowances, for a total of 604 rent supplements/housing allowances since 2014.

Rent Supplements are used to ensure residents of the County are able to afford safe and stable housing while still being able to pay for the basic necessities, including heat, hydro, groceries, and other basic amenities.

“ Thank you so much for all of your help over the years. My daughter and I truly appreciate it and I hope you feel good at the end of the day knowing you really do make a difference in the lives of those you work with.

Without this program, being a single mum on minimum wage, I don't know how I would have managed. This program gave me the help I needed and, with the little extra wiggle room, I was able to go back to school and get a job that helped me move out of that minimum wage position.

The program works, I am proof of that.

Thank you again so much. Stay safe during this crazy time we are going through.

”

- Recipient of Rent Supplement

OUTPUTS | HOW MUCH DID WE DO?

1,873 total new affordable housing units created since 2014

OUTCOMES | HOW WELL DID WE DO IT?

70% to overall target of 2,685 by 2024

EFFECT/IMPACT | IS ANYONE BETTER OFF?

- Of the 585 new units created in 2019:
- 19 new households assisted with down payments for affordable homeownership and/or Habitat for Humanity builds
- 220 new affordable rental units created
- 265 new secondary suites created
- 81 low-income households assisted through rent supplements/housing allowances

HOMEOWNERSHIP AFFORDABILITY IN SIMCOE COUNTY

STORY BEHIND THE DATA

In 2019, the Municipal Property Assessment Corporation (MPAC) reported 507 home sales in Simcoe County that were at or below the affordable house price for median income households, by municipality*. This number includes homes that were priced below each municipality's affordable home price, which ranges from \$209,000 to \$419,500.

This figure does show that homeownership in the County of Simcoe is challenging to find, but there is still a small inventory of affordably priced homes, as well as ongoing demand for more.

*Prices are based on certain assumptions about interest rate, property tax, mortgage insurance, and down-payment, and include not spending more than 30% of income on mortgage. Sale prices obtained through MPAC data.

AFFORDABLE HOMEOWNERSHIP DOWN-PAYMENT ASSISTANCE PROGRAM

The County of Simcoe provides eligible individuals and families with down-payment assistance towards the purchase of a home (in the form of a forgivable loan) through its Homeownership Program.

This program allows individuals and families to move out of rental accommodation into

their own home where they can establish roots and build equity. This also frees up their existing rental space for a new tenant to move in and assists in replenishing affordable and market-rent rental stock in communities.

ONTARIO RENOVATES PROGRAM

Ontario Renovates is a program that provides financial assistance in the form of a 10-year forgivable loan to make essential home repairs, and/or a grant to increase a homeowner's accessibility. It is being delivered by the County of Simcoe with funding from the federal and provincial governments.

Examples of eligible repair projects include mold remediation, plumbing or septic repairs, and roofing or structural repairs. Examples of accessibility modifications include the installation of ramps, hand rails, or chair and bath lifts.

Ontario Renovates makes it affordable for homeowners to remain in their homes; for seniors the program assists with aging in place.

37 households received assistance with urgent home repairs and accessibility modifications in 2019. This totals 260 households assisted since 2014.



115

Down-Payment Assistance* recipients since 2014



19

Down-Payment Assistance* recipients in 2019



37

households received assistance with urgent home repairs and accessibility modifications in 2019

*Including Down-Payment Assistance Completions by OAHS and Habitat for Humanity

STRATEGIC THEME THREE

PROTECT EXISTING PUBLIC ASSETS

Ensure protection of existing public housing assets amidst end of operating agreements and aging housing stock.

The goals of this Strategic Theme are that at least 85% of historical units remain affordable and within the social housing stock and that the stock is maintained, repaired, and where possible, upgraded to improve efficiency and sustainability.

HOW ARE WE DOING?

Out of the original 4,113 units in the social housing portfolio, 93.5% remain as historical social housing stock within the County's portfolio. While 266 former social housing units have expired out of the system, almost 100% continue to be affordable.

3,847 units of mandated social housing remain in the social housing portfolio*

263 former social housing units remain affordable housing inventory.



*This includes properties owned by the Simcoe County Housing Corporation, as well as non-profit providers.

OUTPUTS | HOW MUCH DID WE DO?

3,847 of the original 4,113 historical social housing units remain in the affordable housing portfolio

OUTCOMES | HOW WELL DID WE DO IT?

- 93.5% remain in the historical social housing system
- 99.9% of the original 4,113 historical social housing units remain as affordable housing in the community

EFFECT/IMPACT | IS ANYONE BETTER OFF?

Nearly all historical social housing units have remained in the affordable housing price range, even as some have left the portfolio. In 2019, \$2.095 Million in Provider Capital Repair Loans were issued and \$1.3 Million was invested in maintaining Simcoe County Housing Corporation assets to ensure affordable housing remains affordable, sustainable, and safe.

PROTECTING OUR ENVIRONMENT THROUGH SOCIAL HOUSING UPGRADES AND REPAIRS

To properly maintain aging social housing stock, the County of Simcoe regularly invests in these buildings to ensure safety and compliance.

In Simcoe County Housing Corporation (SCHC) buildings, energy intensity has been reduced by 2.4kW-hr/ft² since 2018 to the 2019 level of 15.98kW-hr/ft² for an overall reduction of 13% year-over-year energy consumption. The County of Simcoe has a Capital Repair Loan Program for Non-Profit and Co-Operative Social Housing Providers.



\$1.3M

Maintenance on Simcoe County Housing Corporation assets totalled

\$2M

Provider Capital Repair Loans in 2019 totalled

CENTRALIZED WAIT LIST | RENT-GEARED-TO-INCOME

As of December 31, 2019, the total number of applicants on the Centralized Waitlist was 4,343, an increase of 11% over the waitlist reported in 2018.

Applicants on the waitlist include:

- Seniors: 20.2%
- Adults with no dependants: 51.5%
- Households with dependants: 28.3%

In 2019, there were 1,902 new applications processed, an 8.6% increase from applications processed in 2018. 42% more applications were cancelled in 2019 than in 2018.

There is a decrease in the number of seniors waiting for Rent-Geared-to-Income (RGI) housing in 2019 compared with the previous year. This can be attributed, in part, to seniors who moved into Affordable Housing and then opted to cancel their RGI application.

2019 Centralized Waitlist data shows a continued demand for social and affordable housing. A focus on one-bedroom units and the use of rent supplements/housing allowances continue to provide a balanced approach towards meeting the needs of residents across the County.

STRATEGIC THEME FOUR

PLAN FOR THE PUBLIC GOOD

OBJECTIVE

Utilizing a range of policy and planning tools, Strategic Theme Four strengthens the supply of affordable housing by working with local municipalities. The goal of this strategic theme is to encourage all municipalities to adopt planning, financial and policy tools highlighted within Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy to facilitate and promote affordable housing development.

PUBLIC TRANSPORTATION

One key way this goal can be accomplished is by continuing to develop transportation modes across the County of Simcoe to support access to services. This is achieved through the LINX and LINX+. These are effective public transit systems which provide reliable and cost-efficient transportation between major urban hubs and local transit services within the County. With a goal of six new public transportation routes being opened by 2021, the County is on track to hit this target.

Route (return trip)	Projected Opening	Status
Midland-Penetanguishene-Barrie	Summer 2018	Opened
Wasaga Beach-Stayner-Barrie	August 2019	Opened
Orillia-Oro Medonte-Barrie	August 2019	Opened
Collingwood-Wasaga Beach	August 2019	Opened
Alliston-Bradford West Gwillimbury	August 2020	Opened
Midland-Orillia	Spring 2021	On schedule to open



PLANNING FOR THE FUTURE

Another method the County of Simcoe is using to plan for the public good is through planning for future growth and anticipating the housing needs of our communities.

The Municipal Liaison Group (MLG) meets quarterly to promote and encourage affordable housing practices and policies. The MLG comprises mainly planning staff from the member municipalities across the County as well as Barrie and Orillia. As part of those quarterly meetings, the MLG addressed topics including:

- age-friendly strategies
- compact built-forms
- the County's transit program
- Ontario's Housing Supply Action Plan
- official plans and community improvement plans
- community benefits charges
- shared accommodation
- Municipal Deputations continue to be presented upon request to area municipalities



Municipal Liaison Group

BEST PRACTICES AND INCENTIVES

The County recommends optimal standards to municipalities within the County to support the creation of new affordable housing within their communities. Partner municipalities can implement tools and incentives identified as the optimal standard, or variations of them that would work best for their respective areas.

Optimal standards that are promoted for member municipalities and the Cities of Barrie and Orillia include:

- 100% Development Charge Relief (for example: a grant for development charges with a commitment to a minimum of ten years affordable housing)
- 100% Property Tax Incentives (for example: exemption of property taxes as long as affordable housing is maintained)
- 100% Waived Planning and Building Fees
- Reduced/Waived Parkland Dedication Requirements
- Reduced Parking Requirements (where required)
- Dedicated Project Manager/Fast Track Approval System
- Pre-zoned Areas (Flexible Zoning)
- Surplus Land (Pre-Approved)
- Economical Built Forms (smaller types of residential units and lot sizes)
- Capital Funding (for example: a forgivable loan to facilitate the development of affordable housing for a defined period of time)
- Promotion of Inclusionary Zoning, where applicable



Barrie

The City of Barrie's Community Improvement Plan (CIP) provides financial incentives for eligible projects that target key planning and growth management objectives for development within Barrie including affordable housing projects, brownfield site redevelopment, and mixed use developments within the Urban Growth Centre, key intensification areas, and the preservation of built heritage. The effect of the CIP will be to provide financial incentives designed to achieve emerging community goals and priorities which target key planning and growth management objectives for development within the City.

Barrie's Incentive Programs

There are three incentive programs offered through the CIP:

- Redevelopment Grant Program;
- Preservation of Built Heritage Grant Program; and,
- Affordable Housing Development Grant Program.

Wasaga Beach

The Town of Wasaga Beach hosted a workshop on behalf of the Ontario Professional Planners Institute (OPPI), in partnership with Parkbridge and the Rural Ontario Institute, to discuss the “Missing Middle”. The workshop sparked discussion and brainstorming on the future success of towns and cities being inextricably connected to their ability to provide “Missing Middle” housing for their communities. The workshop touched on economic development, community health, aging in place, resiliency and growth. This event was attended by developers, planners, agencies (i.e. health unit representatives), and community leaders from Central Ontario.

Wasaga Beach, Community Improvement Plan (CIP)

The Town’s leadership and planning staff is currently updating the Official Plan and the local Community Improvement Plan with the intent to promote affordable housing options within the community.

OUTPUTS | HOW MUCH DID WE DO?

The County’s Municipal Liaison Group (MLG) met regularly in 2019 to explore topics including rent supplements and homeownership programs, age-friendly strategies, long-term affordable housing, capital projects, compact built-forms, the County’s transit program, a housing supply consultation, official plans and community improvement plans, community benefits charges, shared accommodation, and planning for an affordable housing forum to be held in the County.

OUTCOMES | HOW WELL DID WE DO IT?

- Since 2014, six new transit routes across Simcoe County have been planned, with four already operating, and another two scheduled to begin operations in the near future.
- MLG meetings have a strong attendance from area municipalities, with local representatives from municipalities attending regularly.

EFFECT/IMPACT | IS ANYONE BETTER OFF?

Specific measures to plan for the public good included Wasaga Beach hosting the “Missing Middle Summit” (with the Ontario Professional Planners Institute) and their efforts to review the Community Improvement Plan (CIP), including the intent to promote affordable housing options across the municipality. The City of Barrie has also recently reviewed their CIP and has been supportive of new investment strategies and planning to allow for a more diverse housing stock to allow for affordable and attainable housing in places across the City where it is needed most.

STRATEGIC THEME FIVE

CREATE AN INTEGRATED SERVICE MODEL FOR HOUSING AND SUPPORTS

OBJECTIVE

Strategic Theme Five identifies the need for and facilitates the creation of an integrated service model used for housing and supports. The goal of this strategic theme is to strengthen **Our Community 10-Year Affordable Housing and Homelessness Prevention Strategy** by providing for those most in need in our community, with specific measures to identify, support and house people experiencing homelessness using a Housing First approach

ENDING CHRONIC HOMELESSNESS IN SIMCOE COUNTY

Housing First strategies include providing stable housing to individuals and families experiencing chronic homelessness, enabling them to move from the streets of our communities and/or emergency shelters into long-term housing that is stable and comes with support. This stable housing allows agencies to deliver critical services needed to help people improve their quality of life and foster self-sufficiency.

227

individuals supported by the County of Simcoe Domiciliary Care Program

50

households assisted with Rapid Re-housing

208

households in permanent housing with supports using Housing First Programs

47,032*

Total # of nights spent in emergency shelters

170

households assisted with transitional housing



*Combined households

SUCCESS STORY | LUCY'S PLACE MOTEL CONVERSION

Following the County's 2017 Affordable Housing Forum, a need was identified in our community for a supportive housing project. It was determined that this could be achieved by the County in conjunction with several of its partners through a motel conversion project. The County partnered with Redwood Park Communities, the David Busby Centre, and the City of Barrie to create an 18-unit supportive housing complex using an old motel and adjacent house.

The property was purchased later the same year by the County of Simcoe with the Province of Ontario's Home for Good funding program, a grant from the City of Barrie's 2018 Community Improvement Plan, and the County of Simcoe's Social Housing Reserve Fund. Through a leasing agreement, Redwood Park Communities renovated and continues to operate the facility, while a support service agreement signed with the David Busby Centre means that their staff provides a supportive housing program to residents and are on site 24/7.

The grand opening of the facility took place on October 10, 2019 to celebrate this significant accomplishment and introduce the project to the greater community.



PROVIDING HOMELESSNESS PREVENTION SUPPORTS IN SIMCOE COUNTY

Housing retention programs continue to be a key driver of assistance provided by the County of Simcoe in support of homelessness prevention measures. These requests come through via three main channels: Ontario Works, Ontario Disability Support Program, and Non-Social Assistance. The chart on the right illustrates where the 4,123 requests processed by caseworkers originated.

SIMCOE COUNTY HIFIS

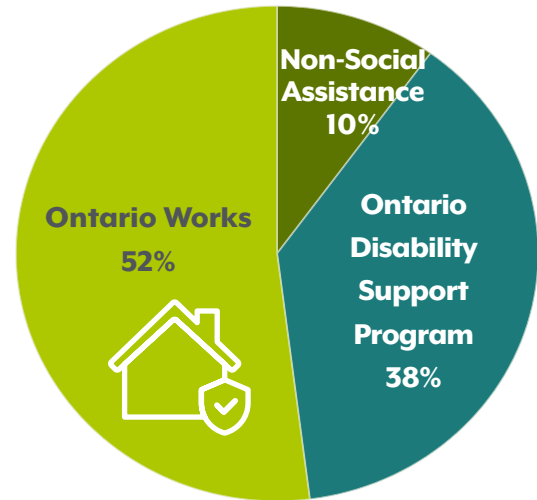
HIFIS (Homeless Individuals and Families Information System) is an information system provided by the Government of Canada's Employment and Social Development Canada department, and is a community-level data collection and case management information system.

Anonymous data from HIFIS is used nationally for the National Shelter Study and the Shelter Capacity Report. It is also used locally to gain a better understanding of the issues of homelessness in Simcoe County, and to better plan for services and initiatives. At the service provider level, data from HIFIS is used for case management, helping front-line staff provide coordinated services and reduce duplication for HIFIS clients.

In Simcoe County, HIFIS project development and operations are led in partnership by the Children and Community Services and Information Technology departments, with input from service provider representatives known as Super Users.

In 2019, the County of Simcoe launched HIFIS with its funded service providers in the homelessness sector, specifically with the following programs: Housing Support, Housing First, Emergency Shelter, Motel Voucher, and Transitional Housing.

HOUSING RETENTION REQUESTS 2019



The following milestones were achieved in 2019:

- 9500+ client files
- 201 active HIFIS users
- 26 agencies
- 11 in-person training sessions

The focus for HIFIS in 2020 continues to be project development and refining HIFIS operations. Project development focusses on the development of reports from HIFIS, and HIFIS operations is focused on training with front-end users (i.e. service provider staff), data quality, and policy and procedures.

More information about HIFIS can be found at:

- County of Simcoe: HIFIS Support Centre - simcoe.ca/hifis
- Employment and Social Development Canada: Homeless Individuals and Families Information System - canada.ca/en/employment-social-development/programs/homelessness/hifis.html



RESULTS BASED ACCOUNTABILITY

PERFORMANCE MEASUREMENT



OUTPUTS | HOW MUCH DID WE DO?

County staff processed **4,123** requests for Housing Retention in 2019:

- 52% of requests were from Ontario Works recipients
- 38% were requests from Ontario Disability Support Program recipients
- 10% were requests received from Non-Social Assistance applicants

OUTCOMES | HOW WELL DID WE DO IT?

In 2019, there were increases in the following programs processed (as

compared to 2018 data):

- Households assisted with housing retention funding for rent and utilities
- Housing Retention requests processed by caseworkers
- Vulnerable households assisted through Housing First

EFFECT/IMPACT | IS ANYONE BETTER OFF?

1,716 households were assisted with funding for housing retention to aid households in paying rent and utility arrears, preventing eviction and/or loss of utility services





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Service Simcoe