



Peterborough

10-year housing & homelessness plan

Progress Report

2021



JOINT MESSAGE FROM CITY OF PETERBOROUGH MAYOR AND COUNTY OF PETERBOROUGH WARDEN

The 10-year Housing and Homelessness Plan (the Plan) was developed in 2014 and reviewed 5 years later in 2019. This is the eighth annual Progress Report, and the second report on the revised plan.

The City and County of Peterborough is a wonderful place to live – and everyone in our community deserves a place to call home. Safe, affordable housing is a key building block for quality of life and a healthy economy.

The COVID-19 pandemic has highlighted the importance of affordable housing to keep everyone in our community safe and healthy. And, while we continued to make progress, 2021 was a difficult year. Challenges that began in 2020 were amplified in 2021. The skyrocketing price of lumber, supply chain issues for appliances, increased housing costs, and an end to rent freezes, all impacted every aspect of the Plan.

Despite these challenges, we continue to work towards the goals in the Plan:

- In 2021, 24 seniors moved into housing that will allow them to age in place in the Village of Havelock.
- 5 families who had been living in temporary shelters or sleeping outdoors moved into transitional housing that will help them move towards stable, permanent housing.
- The Brock Mission Men's Shelter moved into a new, fully accessible facility.
- Multiple affordable housing projects were under construction in 2021 that will become homes for people experiencing homelessness, vulnerable seniors, and low-income singles and families in 2022.

We continue to work towards becoming a community where everyone has a safe and affordable place to call home. To achieve the goals in the 10-year Housing and Homelessness Plan, we are committed to working with municipal, provincial, and federal governments and collaborating with agencies and community members. We encourage everyone to learn more about housing and homelessness issues in our local community.

Safe, affordable housing benefits everyone; we can all be part of the solution.

Sincerely,



Diane Therrien
Mayor of Peterborough



J. Murray Jones
Warden, Peterborough County



HIGHLIGHTS AND KEY STATISTICS



Ending Homelessness and Staying Housed

On average

266

people per month were experiencing homelessness in 2021.

In 2021,

251

shifts from homelessness to housing occurred. 35% of these shifts were from chronic homelessness.



Building Housing

To meet all housing needs in Peterborough City and County by 2029 we need:

580

RGI Supportive Housing units (homelessness),

2,680

new rental units,

796

affordable homeownership units.

In 2021 we added:

5

RGI Supportive Housing (homelessness),

24

affordable rental units,

249

new homeownership units. No new affordable homeownership units were created in 2021.

109 rent supplements were also added to the system (some layered on affordable rental units) and 125 secondary suites.



COVID-19 and Homelessness

From Jan. to Dec. 2021

233

isolation stays occurred in locations where homeless individuals are supported for testing and self-isolation.

From Jan. to Dec. 2021 a

111%

increase in Social Housing Waitlist applications occurred (compared to 2020).

Increased Acuity Level in Shelters

The homelessness service system in Peterborough uses a standardized assessment tool to determine people's needs and provide direction to support providers. This tool provides an acuity level that is either low, mid, high, or very high. The higher the acuity level, more intensive supports may be required to help the individual find and maintain housing. In 2019, roughly 29% of emergency shelter users had high or very high acuity based on a standardized assessment. In 2020 that average increased to 44% and it further increased to 52%. The rise in acuity levels in shelters continues to put a strain on shelter providers and their staff.



GOALS - ENDING HOMELESSNESS AND STAYING HOUSED

Goal: Performance Framework

Ending Chronic Homelessness is a monumental task. To get there, we need to work collaboratively and with accountability among community partners. The Plan commits that all relevant partners will be engaged in and implementing a performance framework with:

- a shared vision of success,
- shared principles,
- standard operating procedures, and
- a dedication to continuous improvement.

Goal: Housing-Focused Service

Resources will be dedicated to getting people housed and engaging landlords.

A dedicated “Housing Locator” position has been created to build relationships with landlords and encourage them to dedicate units to the By-Name Priority List.

Goal: Youth Homelessness

Goals and targets will be developed dedicated to youth homelessness.

Progress in 2021

- Housing Stability Fund and Rent Supplement programs were transferred to Social Services from the Housing Resource Centre (HRC). This shift has allowed the HRC to focus on advocacy for tenants and mediation to prevent eviction. Despite the challenges of COVID-19 in 2021, HRC has forged stronger relationships with landlords, community partners and other service providers.
- Existing agreements for Home for Good and Shelter services were maintained in 2021.
- Initiated a accountability reporting framework with our funded service providers to receive financial and program data quarterly.

Progress in 2021

The Youth Emergency Shelter for Youth and Families (YES) has a family-specific worker who:

- Supported **15** families to move from homelessness to housing.
- Supported **23** families living in the community to maintain their housing.

Progress in 2021

- **120** unique youth under the age of 25 were temporarily housed at the YES Shelter for Youth and Families.



Goal: Coordinated Access System and By-Name Priority List

We will end chronic homelessness by December 31st, 2025.

Ending chronic homelessness means that the number of people experiencing sheltered and unsheltered homelessness will be no greater than the average monthly placement rate for people exiting the By-Name Priority List. .

There will be no one in our homelessness system who has been homeless for more than 6 months in the last year. Where possible, we will ensure everyone experiencing homelessness is connected to supports according to their needs.

An effective Coordinated Access System and By-Name Priority List will ensure that the needs of the most vulnerable are prioritized for the right help first, and that planning for supports is based on evidence and a Housing First approach.

Housing First is a philosophy that guides our service system. It states that housing is a basic human right and every person deserves housing that is safe, affordable, and appropriate. It helps inform delivery of services and development of policies.

Progress in 2021

In the spring of 2021 Social Services began publishing a homelessness report card monthly on the City website and social media to increase awareness and accountability of homelessness response.

What we learned about homelessness in 2021:

On average

266

people experienced homelessness per month.

Of those,

44%

were experiencing chronic homelessness.

In 2021,

251

shifts from homelessness to housing occurred. 35% were experiencing chronic homelessness.

Social Services developed an internal policy for supporting people who are living outdoors and established a dedicated outreach team. This team conducted a survey in the fall/winter of 2021 to better understand why people were living outdoors.

The new Brock Mission building on Murray Street was completed in 2021.

15

single room occupancy units dedicated to the By-Name Priority List were added.

15

people exiting homelessness were assisted by these units, which were filled in September 2021.



Goal: Financial Supports

Supports for stable and successful housing will be reviewed to provide the right supports to the people who need them most.

There are many different types of financial supports, and each program has its own rules and requirements. These programs may not match the most urgent needs in the community right now. All Financial Supports programs will be reviewed to ensure that 2021 program outcomes are met.

Goal: Homelessness Priority

People who are homeless will be prioritized for housing options.

We will establish a community wide system for prioritizing people experiencing homelessness. This will be based on evidence and best practices from other communities.

Progress in 2021

- Staff at Social Services developed processes, policies, and training materials related to the 2020 reviews of the rent supplement and Housing Stability Fund programs. These changes were implemented in January 2022.

Progress 2021

5
RGI Supportive Housing units were created to provide homes with support services through a local Agency and dedicated to people on the By-Name Priority List.

24
people were approved for the Canada Ontario Housing Benefit, many of whom had experienced homelessness in the past.



GOALS - BUILDING HOUSING

Goal: Successful Tenancies

We will match new housing development and financial subsidy with support and accessibility considerations that will lead to better outcomes for residents.

Progress in 2021

Note: Only units that are for people experiencing homelessness will count towards the target of 580 RGI Supportive units included in the Plan.

2020

Supportive Housing units added in Peterborough City and County in the following programs and agencies:

5

units at The Mount Community Centre.

8

units at the Homeward Bound program through Peterborough Housing Corporation for female-led families moving from poverty to careers and self-sufficiency.

19

units through the YES Shelter for Youth and Families.

77

Canada Ontario Housing Benefits were granted to people from the Rapid Rehousing Program, people at risk of homelessness and people fleeing domestic violence or human trafficking.

9

units created, dedicated to people on the By-Name Priority List and supported by a local agency.

2021

Supportive Housing units added in Peterborough City and County in the following programs and agencies:

5

units at at City-owned properties for families experiencing homelessness.

24

units in the Village of Havelock for low- and moderate-income seniors.

24

Canada Ontario Housing Benefits were granted to people at risk of homelessness and housing instability.

15

units dedicated to men experiencing chronic homelessness were completed at the Brock Mission and filled in September 2021.



Goal: Prevention

A proactive eviction prevention strategy will be launched that includes best practices in eviction prevention, including:

- Financial and legal supports.
- Communication support.
- Outreach case management support.
- Early detection and intervention for those at-risk of eviction.
- Education and information.

Goal: Looking to the Future of Community Housing

We will protect and regenerate existing Community Housing for current and future residents.

We will develop a Strategic Plan for the end of Community Housing operating agreements and mortgages. The Strategic Plan will help to ensure that Community Housing is available for the people who need it.

We will work with Community Housing Providers to improve the accessibility, and financial and environmental sustainability of their assets. We will support improvements to energy efficiency and climate resiliency. We will look for opportunities to leverage resources within our community housing portfolio to create new housing opportunities.

Progress in 2021

- The Canada-Ontario Housing Benefit (COHB) was offered to applicants who were exiting homelessness and others struggling to pay their rent.
- In 2021, there were **1,832** issuances of Housing Stability Funds at Social Services. This included payments of rent arrears, utility arrears, last month's rent and other housing costs.
- The City administers **9** rent supplement or portable housing benefit programs that assist **over 650 households** to pay their rent every month. Funding for these programs comes from all three levels of government.

Progress in 2021

Building Condition Assessments were completed for the community housing portfolio. This information will assist in future planning for the end of operating agreements, mortgages and debentures.



Goal: Building Housing to End Homelessness

We will leverage funding to create new housing that is dedicated to the By-Name Priority List. This includes 2,680 new affordable rental units and 580 new Rent Geared to Income supportive housing units.

Progress in 2021

2020

36

affordable rental units.

74

secondary suites.

95

new Rent
Supplements added.

34

Affordable
Homeownership units
in the City.

5

Affordable
Homeownership units
in the County.

26

Supportive Housing
units.

2021

29

affordable rental units.

0

secondary suites.

69

new Rent Supplements added.

249

new Homeownership
units. No new affordable
homeownership were created
in 2021.

0

Affordable Homeownership
units in the County.

45

new Supportive Units with
Rent Supplement were added
by CMHA in 2021.



Goal: Broad Range of Community Need

We will work with partners to develop strategies and housing targets to meet a broad range of community needs. This includes Indigenous peoples, people with disabilities, people with mental health and addictions challenges, survivors of domestic violence, seniors, people with developmental disabilities, children and youth, immigrants and refugees, and persons released from provincially funded institutions.

Progress in 2021

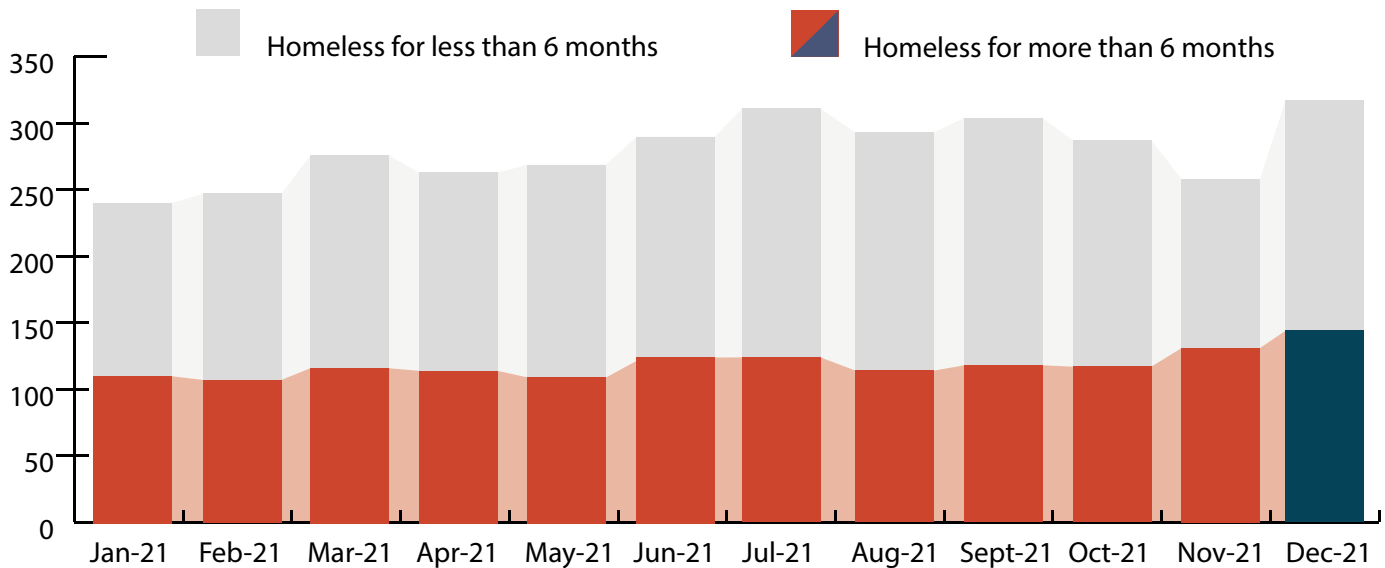
- Working groups dedicated to both priority areas in the Plan (Ending Homelessness & Staying Housed and Building Housing) were met throughout 2021. Community representatives that represent the broad range of community needs are present either in the Working Groups or the Steering Committee.



LOCAL CONTEXT

Experiencing Homelessness

Number of People Experiencing Homelessness in Peterborough City and County in 2021



On average,

168

Unique individuals accessed the emergency shelter system per month.

YES Shelter for Youth and Families

67%

Average occupancy

Average stays per night

13

Cameron House for Women

87%

Average occupancy

Average stays per night

6

Brock Mission for Men

97%

Average occupancy

Average stays per night

31

Overflow Shelter

84%

Average occupancy

Average stays per night

25

In March 1st 2021 the overflow shelter was relocated to a City owned facility at 210 Wolfe St.

It operated 24/7 and offered beds to 32 individuals per night.



For more information:

Peterborough Social Services

178 Charlotte Street

Peterborough, ON K9H 3R9

705-748-8830

www.peterborough.ca/socialservices



NOGOJIWANONG