

County of Wellington Housing Services Division

Overview for Social Services Committee

April 10, 2024

Housing Roles and Responsibilities Across all levels of Government

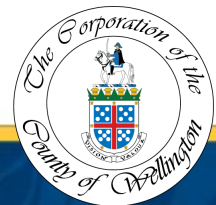
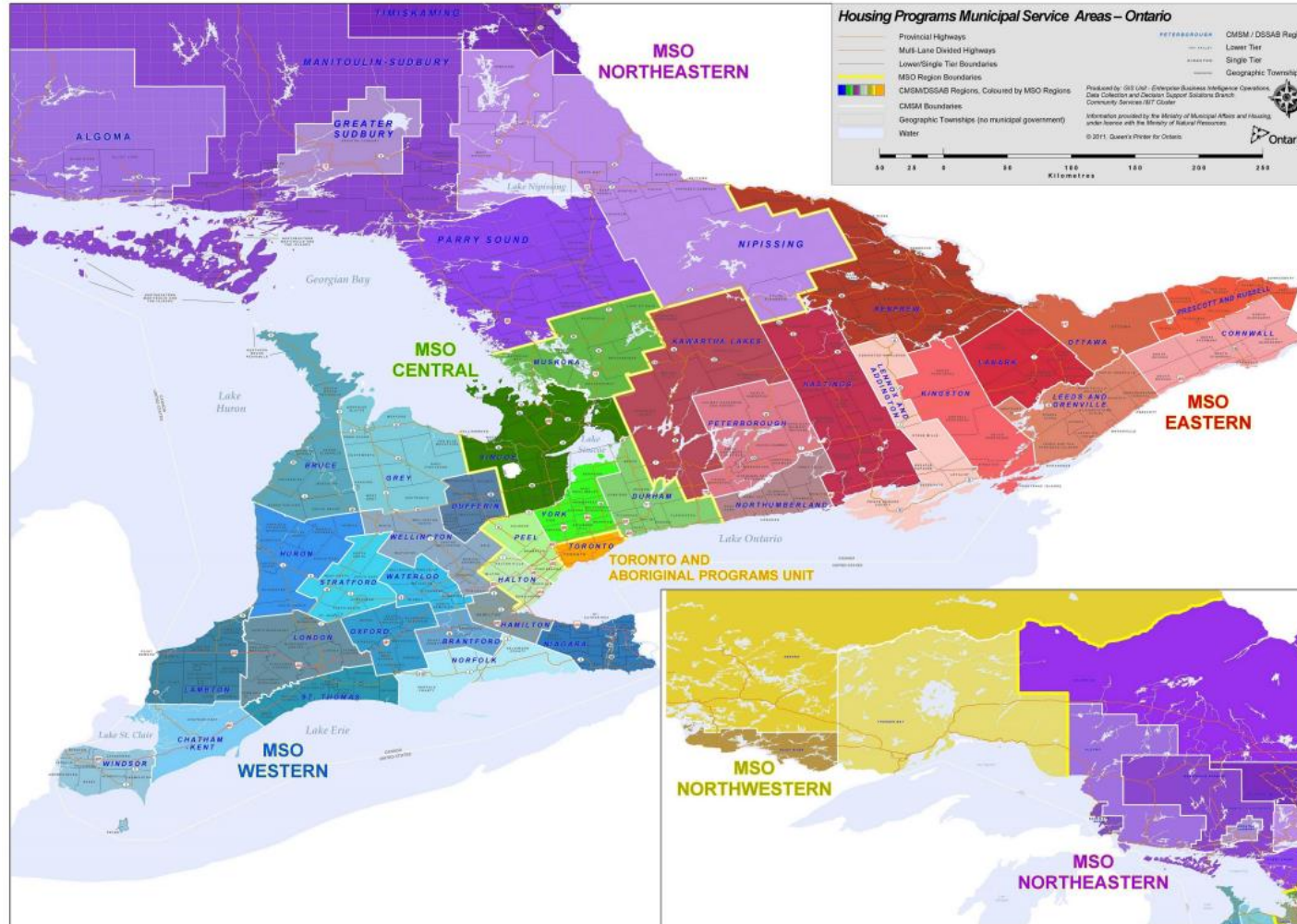


Federal Government

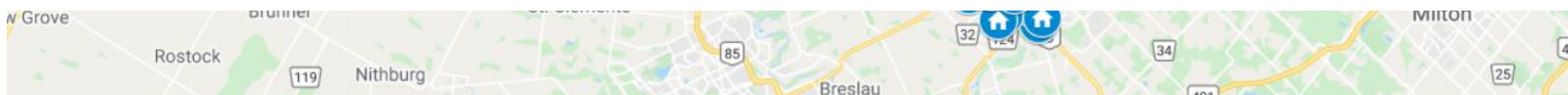
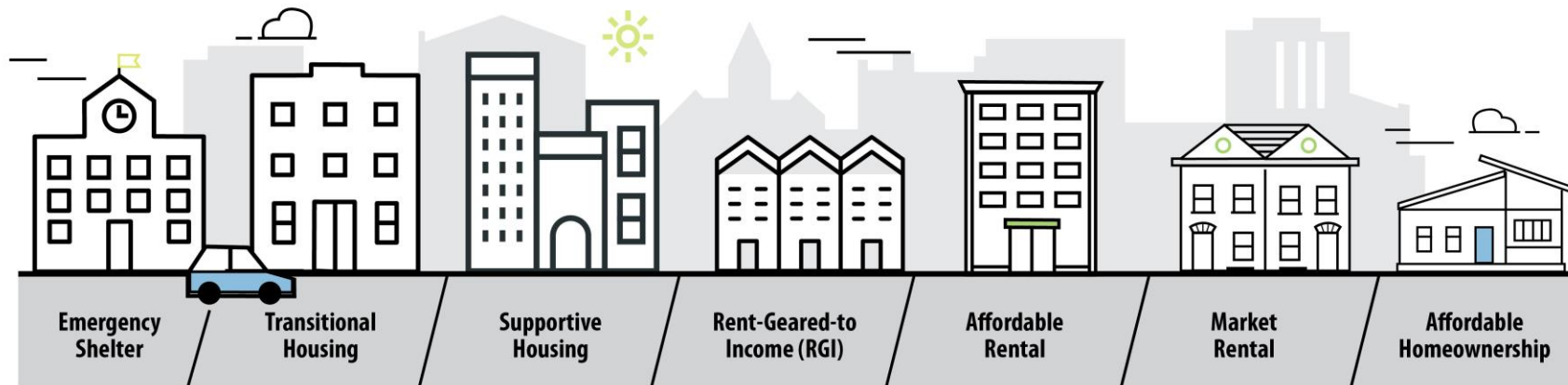
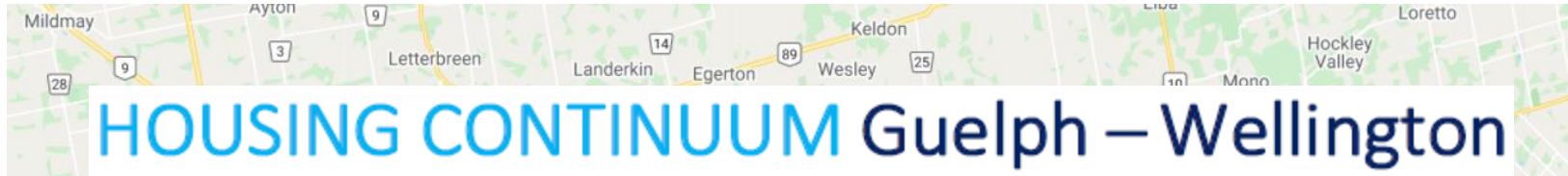
Provincial Government

Municipal Government

Service System Managers



Housing Continuum



County of Wellington Housing and Homelessness Plan (HHP)



County of Wellington Housing and Homelessness Plan (HHP)

1	To help low-income households close the gap between their incomes and housing expenses.
2	To provide a range of housing stability supports to assist with housing retention and homelessness prevention.
3	To offer a comprehensive range of supportive housing options for residents with complex needs due to aging, disabilities, mental health issues and addictions.
4	To increase the supply and mix of affordable housing options for low- to moderate-income households.
5	To end chronic homelessness.
6	To promote client-centred, coordinated access to the housing and homelessness system.
7	To support the sustainability of the existing social and affordable housing stock.
8	To foster access to culturally appropriate housing and homelessness services for Indigenous peoples.



County of Wellington Housing Supply

RENT GEARED TO INCOME (RGI) HOUSEHOLDS



1,189

COUNTY OF WELLINGTON
OWNED UNITS

1,112

SOCIAL/COMMUNITY
HOUSING PROVIDER UNITS

207

RENT SUPPLEMENT
UNITS

1,189

BENEFITS (COVID) UNITS

SUBSIDY PROGRAMME UNITS

AFFORDABLE HOUSING



131

COUNTY OF WELLINGTON
OWNED UNITS

305

SOCIAL/COMMUNITY
HOUSING PROVIDER UNITS

180

AFFORDABLE HOUSING
PROVIDER UNITS

65

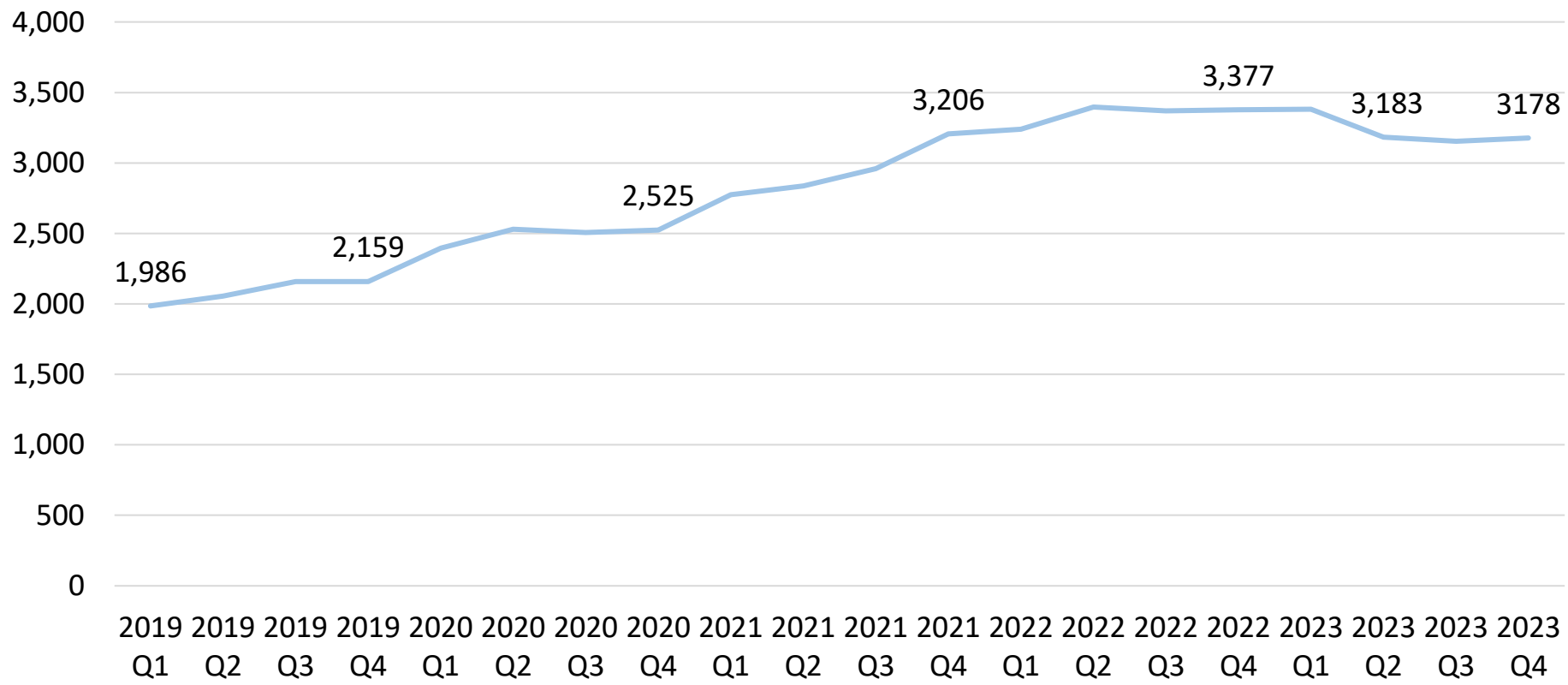
UNITS IN
DEVELOPMENT

0

NEW UNITS

County of Wellington Housing Needs and Demands

Applicant Households on W-G Centralized Waiting List (CWL) 2019-2023



County of Wellington Housing Stability System

Preventing Experiences of Homelessness

Emergency Responses to Experiences of Homelessness

Transitions to and Retention of Housing Placements



County of Wellington By-Name List

Coordinated Entry System



Homelessness

A Family/Individual is experiencing homelessness or is at-risk of experiencing homelessness.

Door Agency

They are assessed using the VI-SPDAT (a pre-screening triage tool) at a local Door Agency (i.e. Wyndham House).



By-Name List

They are added to the Guelph-Wellington By-Name List, a real-time list of those experiencing homelessness in the community.

Services and Support

The By-Name list informs referrals to the appropriate housing services and supports.



Point in Time Count

GUELPH-WELLINGTON 2021 EVERYONE COUNTS

INTRODUCTION

The 2021 Guelph-Wellington (G-W) enumeration of homelessness was part of a coordinated Canada-wide count of sheltered and unsheltered individuals experiencing homelessness on a single night. Guelph-Wellington 2021 Everyone Counts was undertaken in collaboration with G-W homeless serving system staff and in partnership with the G-W Task Force for Poverty Elimination (GWTFPE).

For the first time, a unique identifier was integrated into the survey which allowed staff to identify and count individuals experiencing homelessness who did not complete the survey and were known to be staying in emergency or domestic violence shelters on October 20, 2021 as well as those actively homeless on the G-W By-Name List (BNL) in October. The unique identifier was used to ensure no one was counted more than once. It is important to emphasize that we still are not capturing the full extent of homelessness in our community.

270 The minimum number of people experiencing homelessness in Guelph-Wellington on October 20, 2021

161 individuals who completed the survey + 24 dependent children + 85 individuals experiencing homelessness from administrative data.

Comparing 2021 to 2018 Results

There were a number of changes in how the 2021 enumeration was completed in Guelph-Wellington which have an influence on the number of surveys completed as well as the overall results. As such, the G-W 2021 Everyone Counts results are not directly comparable to the 2018 Count. The 2021 results include 185 individuals identified through the survey plus an additional 85 individuals identified through administrative data. By contrast, the 2018 results of 725 individuals is based on survey results (291 individuals + 34 dependent children) and did not include people staying in shelter system who had not completed a survey. Conducting the 2021 Count during the global COVID-19 pandemic also influenced how the G-W Everyone Counts survey was carried out. The 2018 Count involved over 100 staff and volunteers who were deployed in April, over 3 days in Guelph and over a week in Wellington County. In contrast, the 2021 Count took place in the fall, deployed 70 staff and volunteers over 2 days across Guelph and Wellington County, in order to minimize risk of exposure to COVID-19.

Guelph-Wellington Service Area

The County of Wellington is the Service Manager for the Guelph-Wellington area which includes the City of Guelph and Wellington County, and is responsible for the delivery and administration of provincially mandated social and affordable housing programmes, as well as initiatives to prevent and address homelessness.

Strength of Partners

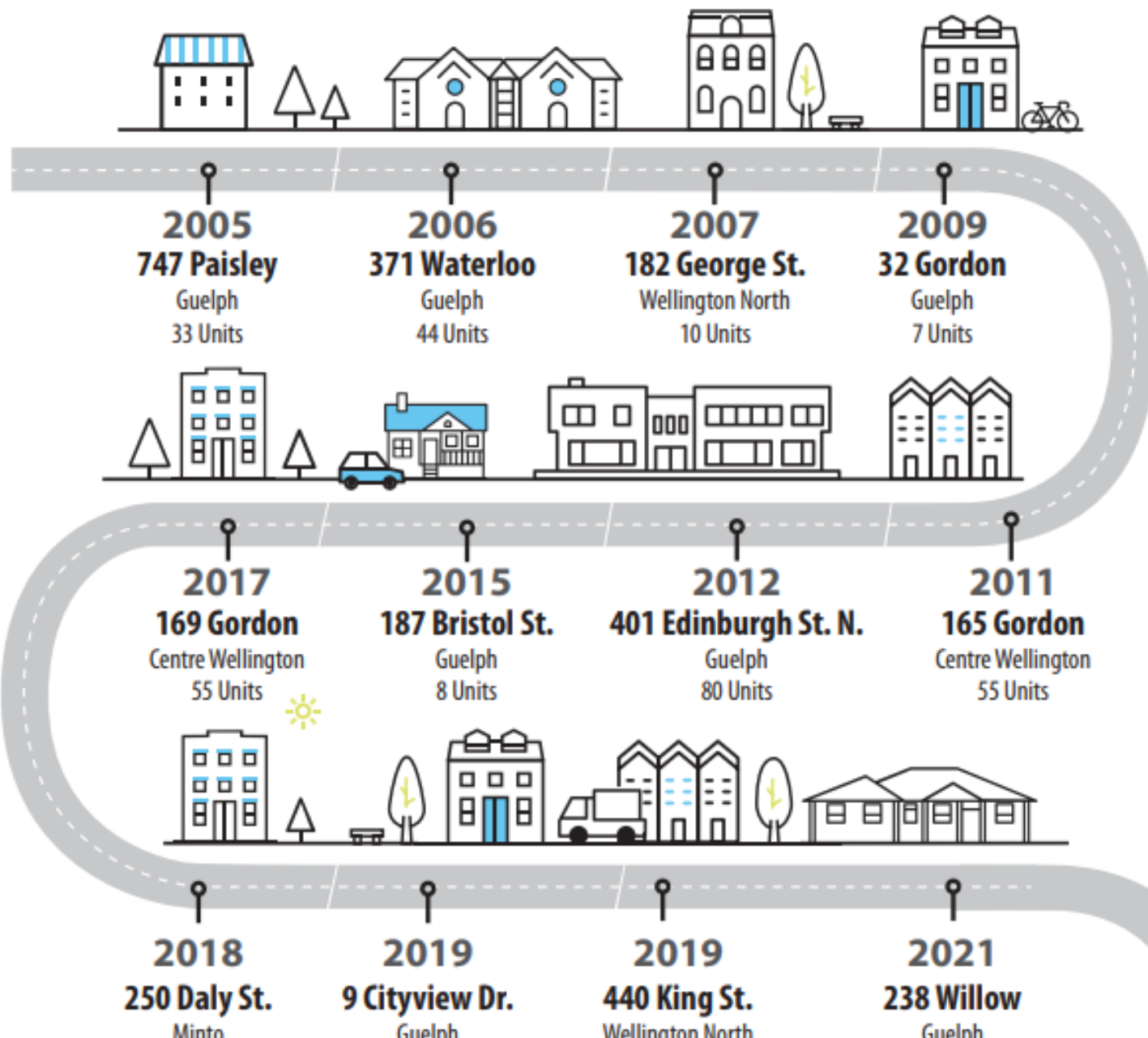


Waterloo Wellington

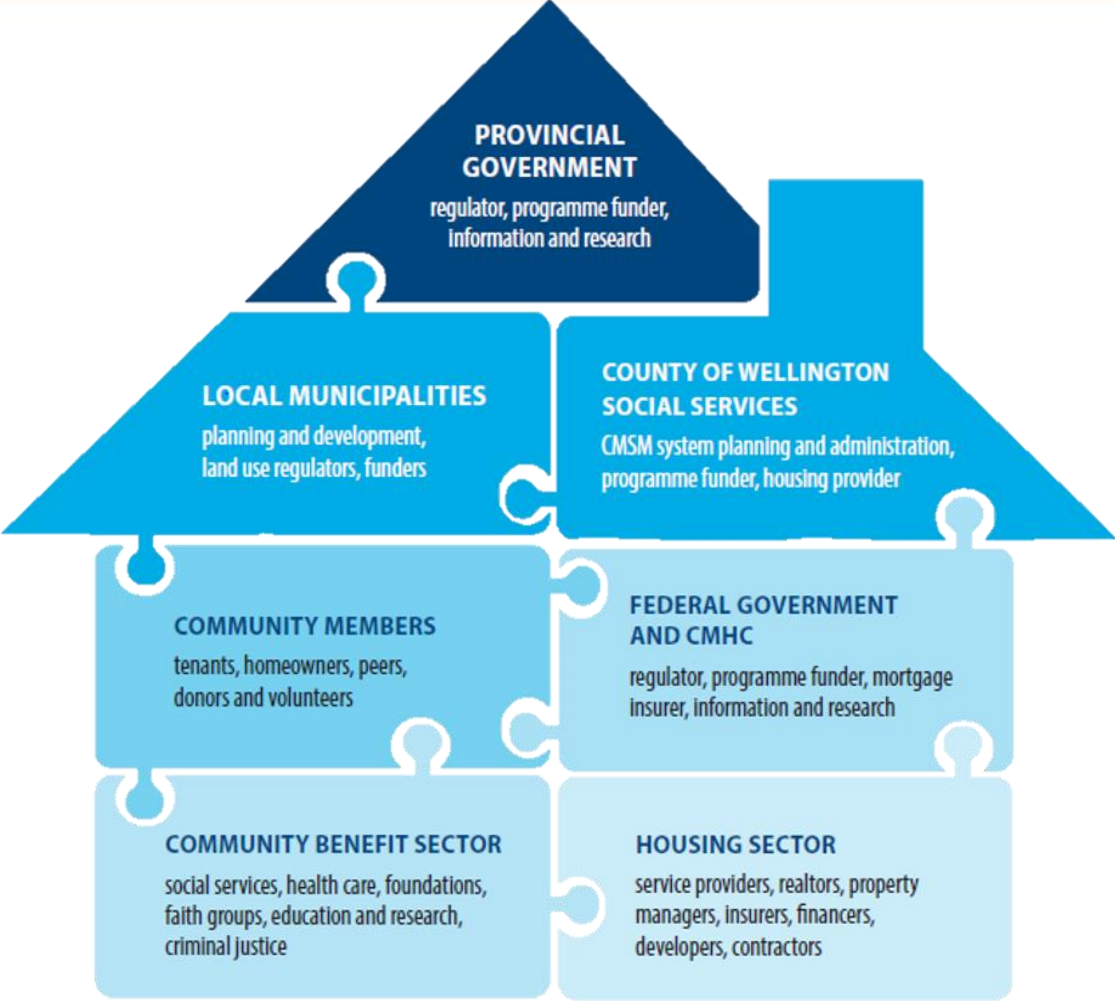


Affordable Housing Development

The Housing Services Division has supported the development of 482 units of housing since 2005.



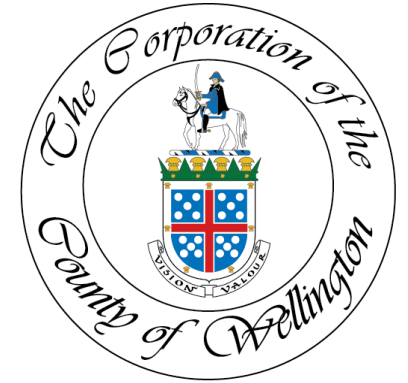
County of Wellington Government Funded Affordable Housing



Future Directions

- ▶ Update of the 10-Year Housing and Homelessness Plan
- ▶ Continue to support the sustainability of existing social housing stock
- ▶ Continue to support the increase of supply and mix of affordable housing options across the continuum





County of Wellington Children's Early Years Division

Overview for Social Services Committee

April 10, 2024

Service System Manager for Child Care and Early Years

- ▶ Designated by the Province of Ontario under the *Child Care and Early Years Act, 2014* to plan for and manage licensed child care and early years programmes and services.
- ▶ Perform the research, local data collection, and community engagement to inform planning and advance a system of child care and early years programmes and services in Wellington that addresses local priorities and matters of provincial interest

Population of Children in Wellington

Geography	Birth up to Age 4	Age 4 to 12
Centre Wellington	1,300 (13%)	3,300 (13%)
Erin	415 (4%)	1,095 (4%)
Guelph	5,875 (58%)	14,480 (57%)
Guelph/Eramosa	495 (5%)	1,460 (6%)
Mapleton	755 (7%)	1,765 (7%)
Minto	475 (5%)	1,070 (4%)
Puslinch	230 (2%)	695 (3%)
Wellington North	655 (6%)	1,415 (6%)
Total	10,200	25,280

Source: Statistics Canada, 2021 Census of Population



Operational Funding for Licensed Child Care

- ▶ Provide funding to licensed child care:
 - ▶ Wellington General Operating Grant (WGOG)
 - ▶ Wage Enhancement Grant (WEG)/Home Child Care Enhancement Grant (HCCEG)
 - ▶ Minor capital and repairs:
 - Play-based Materials and Equipment
 - Repairs and Maintenance
 - ▶ Canada-Wide Early Learning and Child Care System

Centre-based Licensed Child Care in Wellington

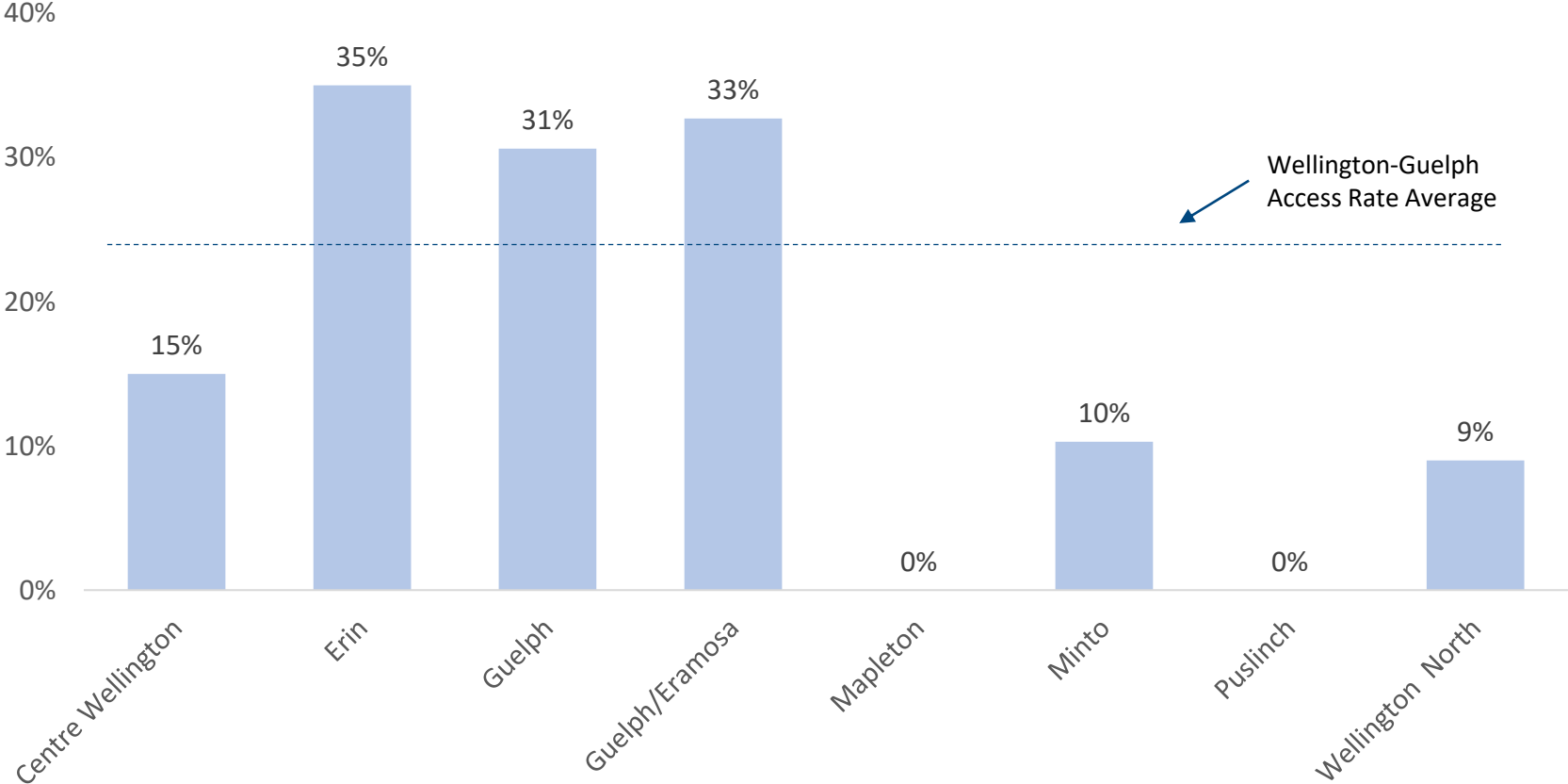
Geography	Infant	Toddler	Preschool	Kinder. & School Age
Centre Wellington	10	50	154	336
Erin	10	55	80	264
Guelph	148	573	1,233	2,029
Guelph/Eramosa	10	49	119	86
Mapleton	0	0	16	0
Minto	10	15	32	0
Puslinch	0	0	16	0
Wellington North	6	20	32	56
Total	194	762	1,682	2,771

Licensed spaces as of December 31, 2023. Includes all licensed spaces, including part-day, part-time care (e.g. nursery schools). Authorized recreation programmes that may offer before and after school care or summer programming, but are not licensed, are not included.



Access to Full-day, Full-year Licensed Child Care (Birth up to 4)

Percentage of Children with Potential Access to Full-day, Full-year Licensed Child Care (Birth up to 4)



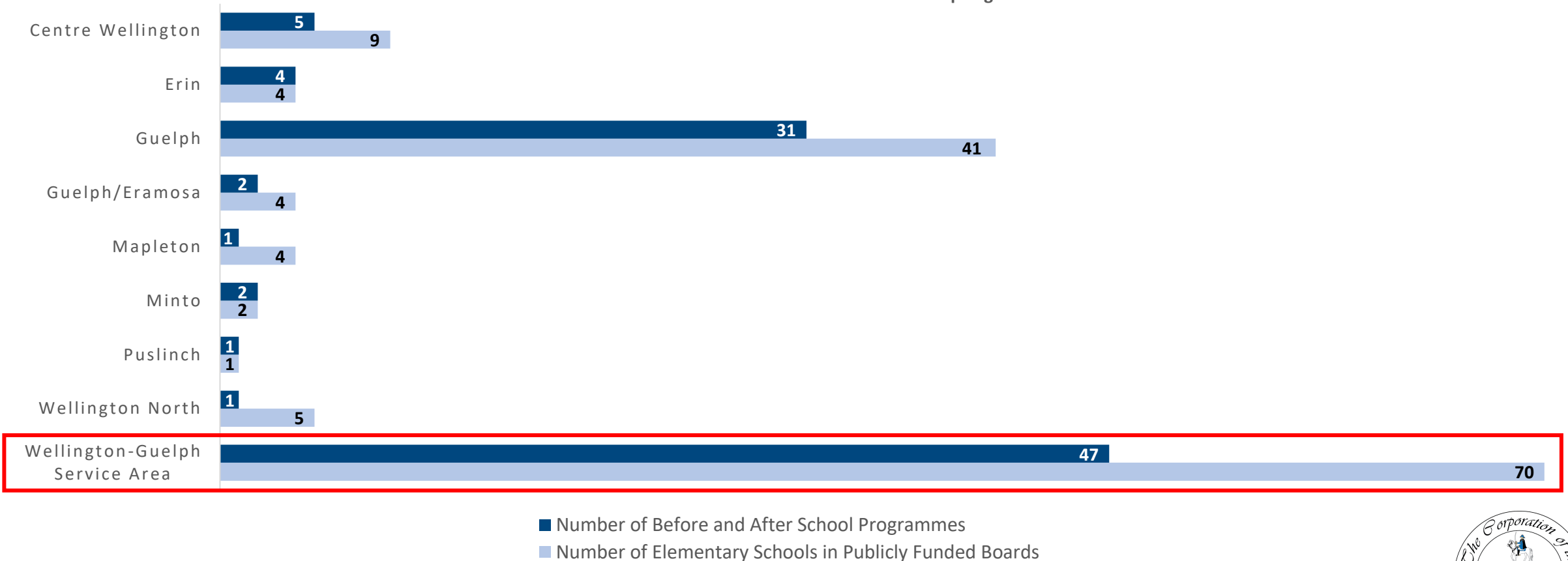
Current *full-day, full-year* licensed child care space availability for children birth up to 4 years by municipality.

Source: Statistics Canada. 2021 Census of Population and Child Care Licensing System December 2023.



Child Care Coverage: Before and After School Programmes

Number Of Elementary Schools And Before and After School Programmes
Includes licensed child care and authorized recreation programmes



Special Needs Resourcing: Supporting Inclusion

- ▶ Supports the inclusion of children with special needs in licensed child care and early years settings at no additional costs to families, following the principles of:
 - ▶ Inclusion
 - ▶ Capacity Building
 - ▶ Integrated Supports
 - ▶ Foundational Conditions of *How Does Learning Happen?*

ENHANCED
SUPPORT
SYSTEM



Capacity Building: Supporting the Provision of High Quality Programmes

- ▶ Builds upon the foundation of thinking and coping skills that support resilience developed through Reaching In... Reaching Out training programmes
- ▶ Grows the capacity of licensed child care programmes through on-site coaching, mentoring, resources and planned synchronous and asynchronous professional learning



**Early Years
Professional
Resource Centre**

Children's Early Years Division County of Wellington



Directly Operated Programmes

Mount Forest Child Care and Learning Centre



Wellington Place Child Care and Learning Centre



Palmerston Child Care and Learning Centre



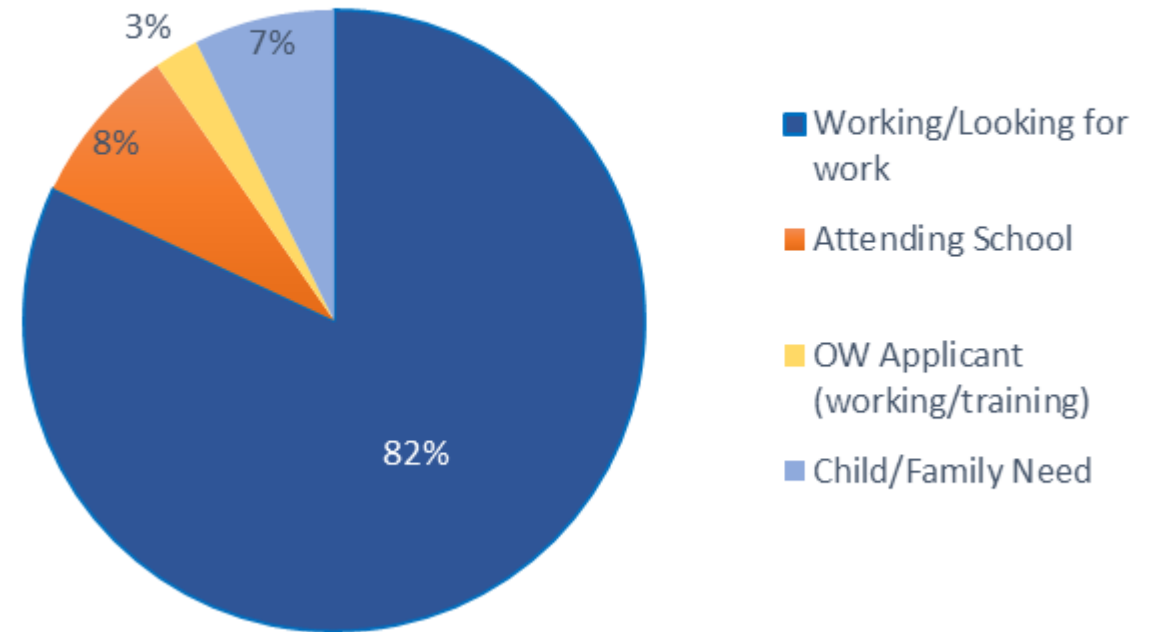
Willowdale Child Care & Learning Centre

Child Care Fee Subsidy: Supporting Affordability for Families

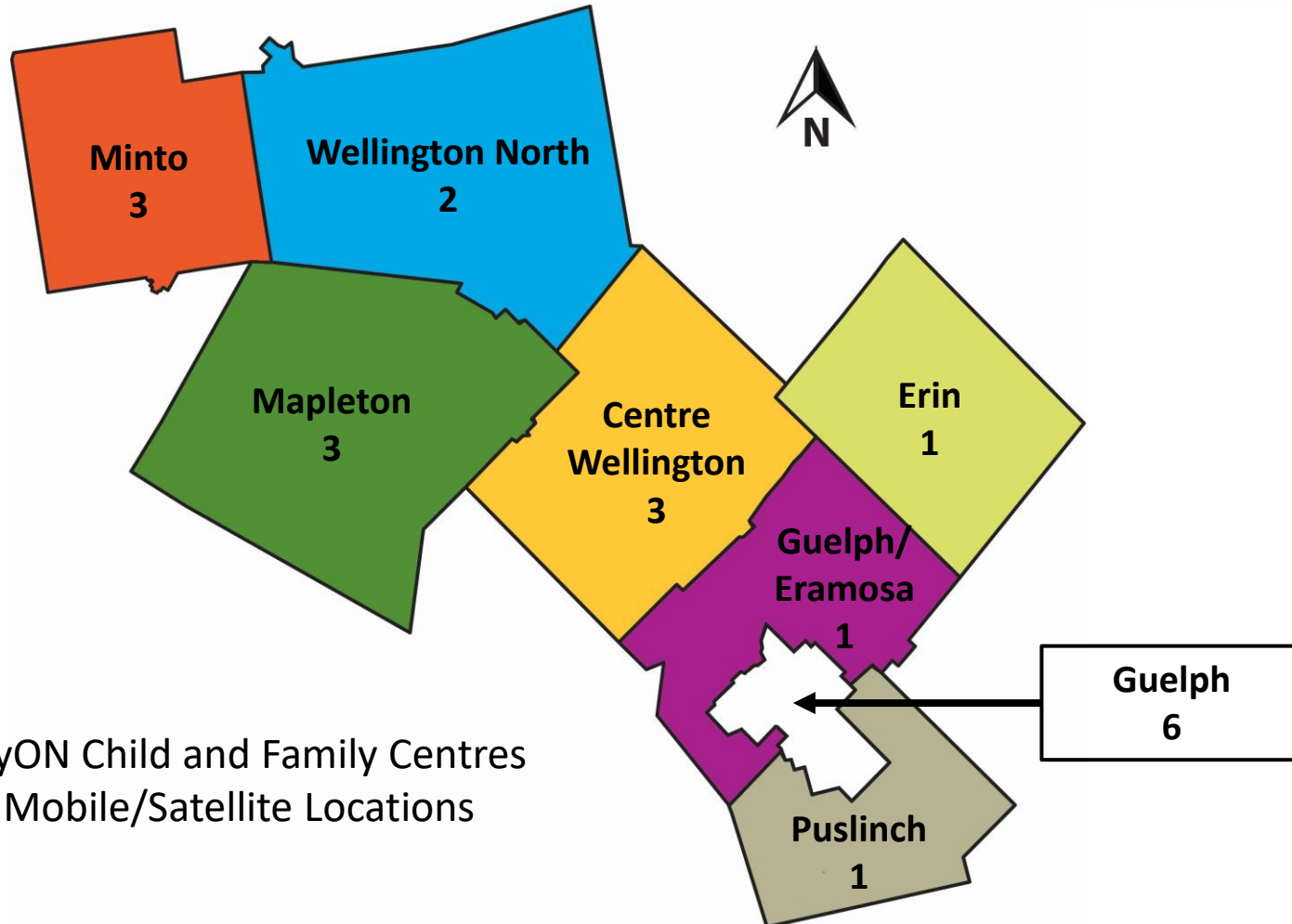
Children Served by Child Care Fee Subsidy (December, 2023)

Age Group	# of Children
Infant	12
Toddler	46
Preschool	106
Kindergarten	57
School Age	117
Total	338

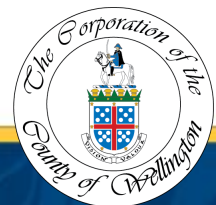
Applicant Reason for Service (December, 2023)



EarlyON Child and Family Centres



EarlyON Child and Family Centres and Mobile/Satellite Locations



System Planning and Service Delivery Partners



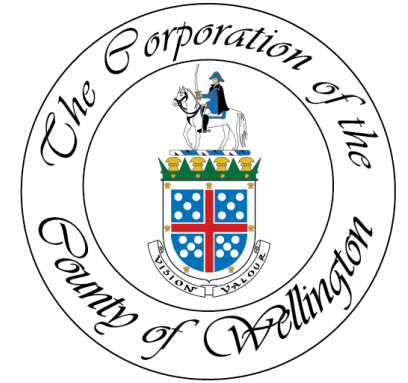
Future Directions

- ▶ Continued implementation of the CWELCC System with increasing fee reductions for families
- ▶ Directed growth expansion of affordable licensed child care spaces enrolled in the CWELCC System and associated Start-Up Grants
- ▶ New child care workforce funding, funding formula, and transition to a cost recovery model for child care providers enrolled in the CWELCC System (expected later in 2024)



County of Wellington Ontario Works Division

Overview for Social Services Committee



April 10, 2024

Service Delivery Agent for Ontario Works

- ▶ Ontario Works provides temporary financial assistance to residents in need while they are being actively assisted in achieving self-reliance.
- ▶ Designated by the province of Ontario to deliver income support through the Ontario Works programme to residents in the County of Wellington and City of Guelph
- ▶ Contracted by the Ministry of Children, Community and Social Services under the *Ontario Works Act, 1997*
- ▶ Offices in Guelph and Fergus, itinerant services in Mount Forest



Understanding Poverty and Low-Income Thresholds

Approximate Income Thresholds 4-person Family in Guelph Census Metropolitan Area (2021 Census)	
Average Income	\$140,200
Median Income	\$125,000
Living Wage (2 adults full time)	\$80,256
Minimum Wage (2 adults full time)	\$63,550
Low Income Measure	> \$62,500
Official Poverty Line (Market Basket Measure)	> \$49,290
Low Income Cut-Off	> \$36,459
Ontario Works	\$15,000



Determining OW Monthly Assistance

- ▶ Basic needs and shelter portion
- ▶ Amounts vary based on family size and individual circumstances

Family Type	Total Monthly Benefit (Max.)
Single Person	\$733
Couple with 2 Dependents	\$1250
Single Parent with 2 Dependents	\$1057
Couple with 4 Dependents	\$1338



OW Benefits

- ▶ OW clients are eligible to receive mandatory and discretionary benefits to assist with costs related to medical needs :
 - ▶ Ontario Drug Benefit Card
 - ▶ Emergency Dental Care
 - ▶ Basic vision care
 - ▶ Other health-related costs for medical care and supplies not covered by healthcare system
 - ▶ Extended health benefits
 - ▶ Special Diet Allowance
 - ▶ Housing Stability Programme



Help Centre and Application Intake

- ▶ Our Help Centre and Intake teams provide integrated supports to Social Services clients and members of the public including:
 - ▶ In-person application assistance
 - ▶ Processing Emergency Assistance applications
 - ▶ OW Application Intake and Verification
 - ▶ System navigation and referrals



Case Management and Stability Supports

- ▶ Ontario Works currently supports 1,967 households consisting of more than 3,270 individuals
- ▶ Client action plans are required under programme legislation- developed by client and Caseworker
- ▶ Caseworkers utilize the full range of benefits and supports available in our service area to support their clients in achieving their life stability or employment goals, serve as a central referral point
- ▶ Ontario Works administers and manages specialized caseloads including:
 - ▶ Learning, Earning and Parenting (LEAP)
 - ▶ Temporary Care Assistance
 - ▶ Life Skills



Employment Supports

- ▶ Ontario Works is part of the Integrated Employment Services model as of January 2024
- ▶ Significant change in the delivery of OW assistance– OW is no longer responsible for direct delivery of employment and training supports to OW recipients
- ▶ Caseworkers refer clients to Employment Ontario partners for employment assistance activities and related benefits



Programme Integrity

- ▶ Eligibility Review Officers (ERO) manage complaints, referrals, and fraud allegations from various sources inside and outside of Ontario Works
- ▶ Eligibility Verification Process (EVP) ensures the right benefits are being delivered to eligible recipients by performing risk-based case audits bi-monthly
- ▶ When a client's assistance is reduced, suspended, or terminated as a result of changes flagged during EVP or through an ERO investigation, clients have the right to request an internal review of the decision, as well as appeals to the provincial Social Benefits Tribunal if a decision is upheld



Discretionary and Low-Income Programmes

- ▶ Ontario Works delivers discretionary benefits for social assistance recipients (Ontario Works and ODSP clients) as well as other low-income individuals in the community.
- ▶ Ontario Works clients access provincially cost-shared discretionary benefits through their caseworker
- ▶ ODSP clients and those not in receipt of social assistance receive this assistance through our Special Benefits Caseworker and Programme Integrity and Support Workers
- ▶ Municipally funded discretionary benefits are provided to low-income residents of Wellington-Guelph when there is no other social assistance programme or other community support that meets their need.



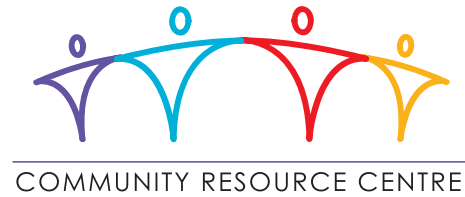
Settlement Services – Wellington County Focused

- ▶ Settlement workers provide services across the County and at the Fergus Social Services office
- ▶ Assist newcomers to Canada to access community services and adjust to life in their new communities
- ▶ Services available to Permanent Residents, Convention Refugees and Live-in Caregivers
- ▶ Team assisted 146 new clients and hosted 67 group sessions in 2023



Community Grants and Partnerships

- ▶ Many grants supporting low income and other vulnerable residents across Wellington-Guelph are managed through the Ontario Works division on behalf of the Social Services Department
- ▶ Allows Social Services to work collaboratively as a community to better meet the needs of vulnerable residents in Wellington County and Guelph



Future Directions

- ▶ **Employment Ontario Referrals and Stability Supports**
 - ▶ Monitoring referral volumes to EO partners, client employment needs and outcomes
 - ▶ Focus on supporting clients to access services and supports for wellbeing and life stabilization
- ▶ **Social Assistance Modernization**
 - ▶ Centralized intake, risk-based eligibility determination, automatic granting, paperless strategy, enhanced online tools
- ▶ **Anticipated Caseload Growth**
 - ▶ Forecasted to grow to a monthly average of 2,203 cases by the end of 2024
- ▶ **Financial Pressures for Clients**
 - ▶ Significant gap between social assistance rates and poverty line and rapidly increasing market rents making it increasingly difficult for OW recipients to find and maintain housing and meet basic needs

