

Housing and
Social Services Report
2021



Land Acknowledgement



The City of Kingston acknowledges that we are on the traditional homeland of the Anishinaabe, Haudenosaunee and the Huron-Wendat, and thanks these nations for their care and stewardship over this shared land.

Today, the City is committed to working with Indigenous peoples and all residents to pursue a united path of reconciliation.

Our Direction

Vision

We work collaboratively to provide essential and meaningful services that help individuals and families secure their financial, housing, health, and child care needs. Together with our service providers and community members, we support the development of a healthy and vibrant community.

Mission

Our clients are progressing socially and economically by having access to support services that foster inclusion, dignity, and respect. Through ongoing assistance, support, and subsidies, our work encourages families and individuals to participate fully as engaged members of the community.

Message from the Mayor



It's a pleasure to introduce you to the 2021 Housing and Social Services Report. In the pages ahead, you'll find a recap and review of the important social services provided by this department. I'm very proud of the ways that City staff continued to adapt to meet these crucial needs during another turbulent year. Not just that, they were able to deliver on council priorities and introduce innovative projects while managing all the important areas of this portfolio.

I have no doubt that the area of housing will be of particular interest. It remains at the top of Kingston City Council's priorities. I'm encouraged by the plans we have in place to

introduce 47 new supportive housing units in four different locations across the city. The work for these initiatives is well underway. We're making the biggest investments in affordable housing in the city's history and so much is happening behind the scenes to adopt more innovative policies to ensure housing gets built. In fact, the City is issuing building permits at an unprecedented rate. That said, while there is a lot to be proud of, there is a lot of work to do. City Council will continue to support strategic investments, and advance forward-thinking policies, that will increase housing affordability – and support the needs that help residents stay housed – in Kingston.

I touch on the housing file because I know it's top of mind for many Kingstonians. As Mayor, however, I'd be remiss not to mention some of the other exciting projects happening in this department. Things like the Food Distribution Warehouse and the sleeping cabin pilot project are really exciting for the City. I'm also really encouraged by the cross

collaboration happening with this department and among many service providers in the city. On behalf of City Council, I want to acknowledge the hard work of staff across all divisions of Housing and Social Services and our community partners. They work tirelessly to advance our housing and social services goals and offer support to those who need it most, and we sincerely thank you for your efforts.



Message from the Director



2021 was a pivotal year.

The COVID-19 pandemic brought numerous challenges for service providers working with vulnerable residents, such as—but certainly not limited to—the impact isolation requirements had on available shelter space and repeated school closures. Our teams met these challenges by adjusting our approach to pandemic-based homelessness services, pivoting our social assistance processes to maximize access and rapidly coordinating Emergency Child Care.

We pivoted as a result of careful review. Internally, we initiated the One Focus Human Services Integration Plan, which included a thorough assessment of current practice and

client feedback. 2021 also gave us the Council-approved Community Safety and Well-Being Plan, Homelessness System Review and many other reports and statistics that provided a clear path for us to adjust our services.

We pivoted to meet more needs more efficiently. Through innovative projects like the Food Distribution Warehouse, transitional housing projects, and sleeping cabins, we were able to expand the scope and reach of our service providers. Additionally, we are proud to see a record-setting amount of new, affordable housing units being developed across the community. Learn more about some of these incredible projects later in this report.

We pivoted on partnerships. There is strength in numbers when addressing our community's most complex issues. In 2021, like 2020, we strengthened existing partnerships and forged new and exciting collaborations across the community. We are fortunate to have strong and passionate community partners supporting our work. From the Kingston Response Group

tackling immediate needs to sitting at Provincial tables developing long term strategy on integration and collaboration between sectors, we're proud of the outcomes these collaborations have produced.

None of these changes—these essential pivots—would have been possible without the people working behind the scenes. Thank you to all of the amazing staff at Housing and Social Services for keeping our doors open, so that we can continue to be here for the people who need us most even in the most challenging times. Thank you to the incredible service providers across all areas for your tireless work. Most of all, thank you to the clients for your resilience and patience as we work together to best meet your needs. You kept us grounded and motivated through the most difficult days.

Ruth Noordegraaf
Director of Housing and Social Services





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Child Care & Early Years

A strong childcare and early years system has significant impact on a child's development and healthy outcomes, supports the attraction and retention of families in the region and builds a strong workforce while stimulating the economy.

Availability of affordable high-quality early years programs and services is a key cornerstone to a healthy community.

The City of Kingston, as the designated Consolidated Municipal Service Manager (CMSM), plays a primary role in childcare and early years services in the City of Kingston and Frontenac County. As the local service system manager, we have the responsibility for planning and managing childcare and early years (EarlyON) services, administering fee subsidies, allocation of funding and additional resources to service providers, as well as overall accountability and capacity building within the childcare and early years sector in Kingston and Frontenac.

The City of Kingston believes in the importance of a strong childcare

and early years system in Kingston and Frontenac that is based on a collaborative, transparent and supportive system. This is founded in the overall Ontario vision that all children and families have access to a range of high-quality, inclusive and affordable early years and childcare programs and services. The CMSM role enhances this vision to respond to local need and support a child and family-centered approach that contributes to build healthy positive connections, supportive learning environments and overall healthy early childhood development for life-long well-being.

Together, as we move forward, we want to continue to engage with the community, work with our partners, and build a vibrant, high-quality childcare and early years system that is inclusive, affordable, and responsive to the needs of our community.

904 Unique Children received Child Care Subsidy in 2021.

To ensure equitable access for families and strong social and economic outcomes for the whole

community, quality early learning programs strongest asset is a qualified and resourced professional Early Childhood Education (ECE) workforce.

In August 2021, Canada and Ontario signed a new Early Childhood Workforce Funding Agreement, which provides municipalities one-time funding to support the retention and recruitment of a high-quality childcare and early years workforce.

This funding will be received in 2022 and provides for the development of flexible, multi-faceted strategies recognizing the importance of not only recruiting new individuals into the profession, but also retaining, supporting and recognizing the existing childcare and early years workforce.

The key objectives for this investment are follows:

- **Sustain** the existing workforce to ensure a more stable and high-quality early years and childcare system.
- **Enhance** access to opportunities for the workforce that promote retention and recruitment, including professional development,

training and qualification upgrade programs.

- **Grow** the number of qualified staff in the childcare and early years workforce to increase access to licensed child care for families.
- **Attract** and support the development of an increasingly diverse workforce to more effectively reflect the children and families accessing early years and childcare programs.

Throughout 2022 we will be engaging with our community partners on the implementation of the local workforce strategy.

Did you know?

The Centralized Childcare Registry & Information Service website (CCRIS) is available to families seeking licensed childcare in Kingston and Frontenac. CCRIS eliminates the need to contact and apply for childcare with several different childcare providers and provides a seamless application and waitlist service for families
<https://kingston.onehsn.com>



Homemaking

The Housing and Social Services Department partners with ParaMed Health Services to provide subsidized Homemaking Services. City staff determine the financial eligibility for this support (using provincial and municipal guidelines), which enables a person who is elderly, handicapped or convalescent remain in their home.

The majority of clients accessing this program's supports are 56 to 90 years old.

Services for this program include:

- Bathroom and kitchen cleaning as well as dusting, sweeping and vacuuming,
- Meal preparation, where no alternate source is available,
- Laundry and changing bed sheets.

There are 55 active/ongoing clients in the Homemaking Program in Kingston Frontenac.

This number is slightly lower than the previous years due to the COVID-19 restrictions, however it is expected that as Covid restrictions ease throughout 2022, these numbers will increase once again.

Did you know?

Requests for subsidized homemaking services can be made through ParaMed at 613-549-0112 or 1-800-267-4354 or at their office 780 Midpark Drive Suite 205, Kingston.





Social Assistance

Ontario Works is a provincial program that offers financial, employment, and emergency assistance to local residents in need. While the Province sets the rules and regulations for the program under the Ontario Works Act, the City of Kingston is the delivery agent providing temporary financial assistance to eligible City of Kingston and County of Frontenac residents.

Financial assistance is an income support that helps with the essential costs of living (such as food, clothing, and housing), as well as health benefits, for clients and their families

Employment assistance is offered directly or through partners to help clients find, prepare for, and keep a job. This assistance may include:

- workshops on resume writing and interviewing
- job counseling
- job-specific training
- access to basic education, so clients can finish high school or improve their language skills

In most cases, a client must agree to participate in employment assistance activities in order to receive financial assistance.

Emergency assistance is also available to support people in crisis who are not already receiving Ontario Works or the Ontario Disability Support Program. Individuals who have lost or are at risk of losing their homes, have been affected by COVID-19, are living in or leaving an abusive relationship, and/or are worried about their safety may qualify for one-time emergency assistance if they do not have enough money for things like food and housing.

The Transformation and Renewal of Social Assistance

The COVID-19 pandemic continues to have profound impacts on the economy and society and disproportionately affects those living in poverty. In September 2020, the Provincial government announced its Social Assistance Recovery and Renewal Plan, which served as both a response to the impacts of COVID-19 and as a multi-year transformation plan for social assistance. In February 2021, the Ministry of Children, Community and Social Services released its vision for the future of social assistance:

To create an efficient, effective and streamlined social services system that focusses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence.

Recovery and Renewal: Ontario's Vision for Social Assistance Transformation
[Ontario.ca/page/recovery-renewal-ontarios-vision-social-assistance-transformation](https://ontario.ca/page/recovery-renewal-ontarios-vision-social-assistance-transformation)

Streamlined social services will shift to a centralized delivery system at the provincial level with municipal caseworkers using a person-centred approach to deliver stability supports, including service planning, warm referrals, and discretionary benefits, as well as helping people navigate the broader system.

As part of the broader Renewal Plan, efforts in 2021 focused on expanding digital access channels, modernizing payment options and document management, and implementing a centralized intake model that aimed to reduce the administrative burden on municipal caseworkers.



Social Assistance

Digital Payments

Reloadable Payment Cards (RPCs) were launched as a payment method in late May 2020 and by the end of the first full year of implementation (June 2020-May 2021), the City of Kingston was issuing more payments via the Reloadable Payment Card than by paper cheque. That gap has only increased over the second half of 2021.

At the end of 2021, 94% of all Kingston and Frontenac Ontario Works clients had an electronic payment method of Direct Bank Deposit or RPC, which is up from 91% to begin the year.

In December 2021, we had 168 active clients receiving payment through the Reloadable Payment Card. That is 168 Kingston and Frontenac residents who no longer need to pay cheque cashing fees in order to access their social assistance payment because they are without a bank account. Before the RPC, we issued an average of 300 paper cheques each month and have

now reduced that number by more than half to an average of 145 paper cheques per month.

MyBenefits

MyBenefits is an online service available to active Ontario Works or Ontario Disability Support Program recipients. It is available 24/7 and allows clients to see their payments and letters, update contact information and living expenses, report employment income, and show proof of assistance to third party providers. In June 2021, MyBenefits features were expanded to include two-way messaging between clients and their caseworkers. Messaging is an online, easy-to-use, secure feature that allows staff and clients to communicate instantly, including sharing documents. MyBenefits provides clients with more choice and flexibility in how they get, manage, and report information without replacing existing service channels, and new features will continue to be added through ongoing modernization.

Modernizing Social Assistance

In November 2020, Kingston was among the first ten Ontario Works offices to implement a paperless by default strategy for MyBenefits users with the program expanding over the course of 2021. Paperless by Default means that MyBenefits users receive digital copies of letters and stop receiving monthly Statements of Assistance unless they specifically request paper. Users receive an email notification any time a new letter is available online and can use information in their MyBenefits account to provide proof of social assistance or proof of income. Social assistance recipients have become accustomed to providing the paper statement of assistance for the purpose of obtaining community supports. MyBenefits users can now present these screens to a community provider on their mobile device or download and email or print a copy.

Paperless strategies reduce paperwork and support the shift towards digital channels, decrease costs associated with printing and mailing, and provide more flexibility for individuals accessing services. Combined with the expansion of digital payments and e-statements for third party vendors, there has been a significant reduction in the number of paper statements printed in our office, including approximately 32% fewer client statements each month.

One of the biggest changes in 2021 was a move from paper-based to digital records with the implementation of Electronic Document Management. Electronic Document Management includes the digitization of paper client files, as well as a digital mailroom model where incoming documents are scanned into the Social Assistance Management System (SAMS) and the ability for clients and staff to upload documents.

Staff worked diligently throughout the year to prepare files for digitization and to modernize processes in a paperless model. Our digital mailroom went live in



Social Assistance

September 2021 and files began being digitized in December 2021. Electronic Document Management reduces administrative processes and makes service delivery more streamlined for both social assistance recipients and staff. With a significant reduction in time spent processing, filing, and retrieving documents, Electronic Document Management will reduce the administrative burden and enable Case Managers to spend more time on individualized support and system navigation.

The Ministry of Children, Community and Social Services began piloting a centralized intake process for social assistance in October 2020 with the focus on assessing initial financial eligibility. In April 2021, the pilot was expanded to Kingston. The new application process is designed to optimize the user experience for applicants and reduce the administrative burden on staff in order to allow them to focus on value-added results for clients.

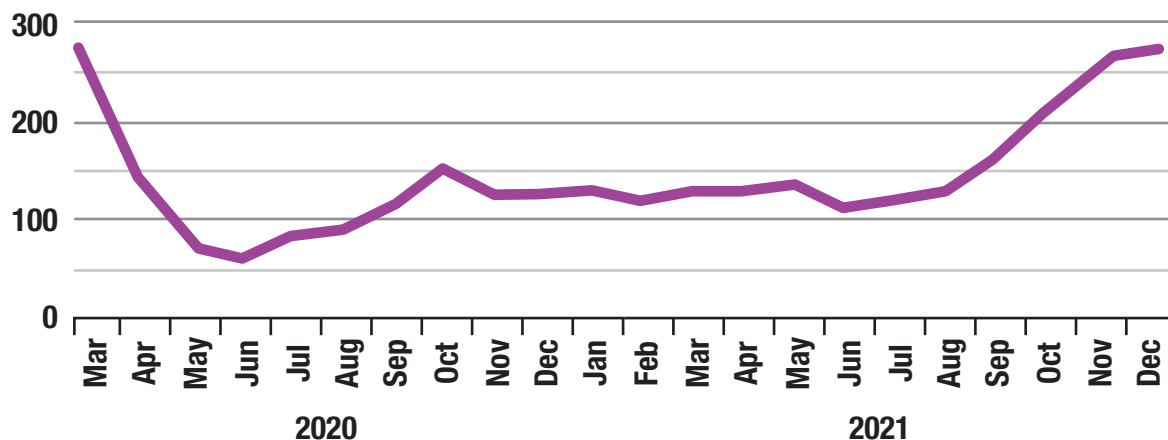
1,940 individuals and families were clients within the Ontario Works (OW) program receiving temporary financial assistance as of December 31st, 2021.

While the Ontario Works caseload has seen a decline of nearly 20% from pre-pandemic levels, the number of individuals and families accessing Emergency Assistance doubled in 2020 and then tripled in 2021 compared to previous years.

With the end of the Canada Recovery Benefit and changes to remaining recovery benefits in the fall of 2021, the volume of Ontario Works applications increased and has now returned to pre-pandemic rates.

424 households were supported by the Discretionary Residency Benefit (DRB) in 2021. The DRB provides financial assistance to Ontario Works and Ontario Disability Support Program (ODSP) recipients who are homeless, at risk of homelessness, or moving to more affordable housing. 73% of all approved requests helped clients who were at risk of homelessness to remain housed. In 2021, 113 individuals moved from homelessness to long-term housing, including 43 who were accessing emergency shelter services.

Monthly Ontario Works Applications



Source: Ministry of Children, Community and Social Services. Social Assistance Operations Performance Reports, 2020 – 2021.

Did you know?

There is a new Social Assistance Digital Application that automates some of the manual parts of the application process. Information applicants previously gathered and submitted can potentially be verified electronically and automatically using the province's new online application. Users who complete the application online may still be asked to gather documentation, but using the online application may result in less information gathering and some users can potentially have their applications granted immediately if they meet the requirements.



Social Assistance

Municipal Fee Assistance Program (MFAP)

The Municipal Fee Assistance Program (MFAP) offers access to a variety of City programs and services to help residents who live in lower-income households to get around Kingston and lead active and healthy lives.

Programs Include:

- Affordable bus transit pass
- Discounted tickets to the Grand Theatre OnSTAGE performances
- Discounted admission to Kingston's PumpHouse Museum
- Subsidy Program for Affordable Recreation in Kingston (SPARK) reduces the cost of City-run recreation and leisure programs
- Vouchers of \$250 towards having a pet spayed or neutered
- Access to Low Income Health Benefits

The Low Income Health Benefits program allows residents who are not in receipt of Ontario Works or the Ontario Disability Support Program to access adult dental care, vision care, glasses or contact lenses and prescription medications. The program provides \$600 for single people and \$800 for couples or families in health benefits on an annual basis.

In 2021, 1477 new individuals (1017 households) were granted access to the municipal fee assistance program. Applicants are eligible for two years.

Almost 70% of the new MFAP clients accessed the reduced monthly transit pass.

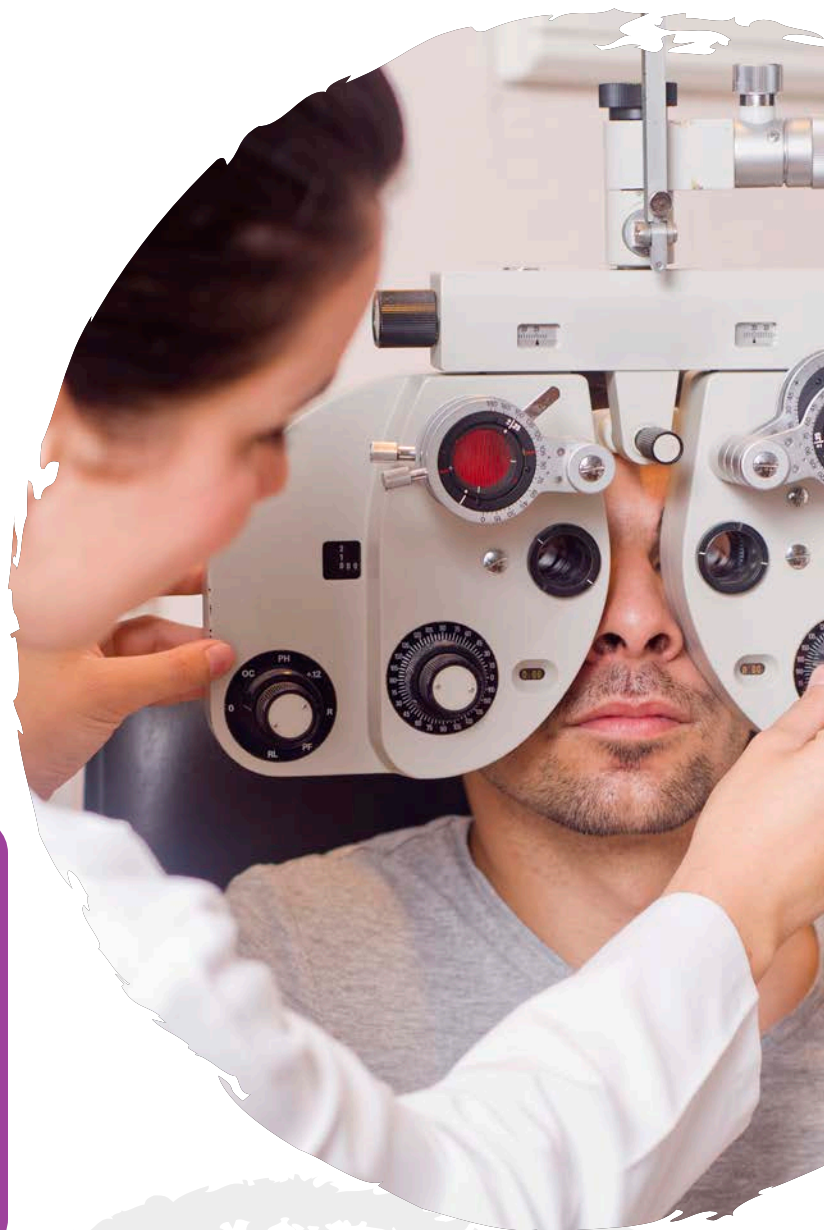
In the third year of the health benefits program (July 2020 – June 2021), there were 385 beneficiaries, which included primary applicants and their dependents.

46% of claims were paid out to vision care, the greatest share of program claims.

Dental claims were the next highest at 44% and then pharmacy claims at 10%

Did you know?

For more information check out the webpage - [CityofKingston.ca/residents/community-services/municipal-fee-assistance](https://www.cityofkingston.ca/residents/community-services/municipal-fee-assistance) or email MFAP@cityofkingston.ca or call 613-546-2695, ext. 4906 for more information.

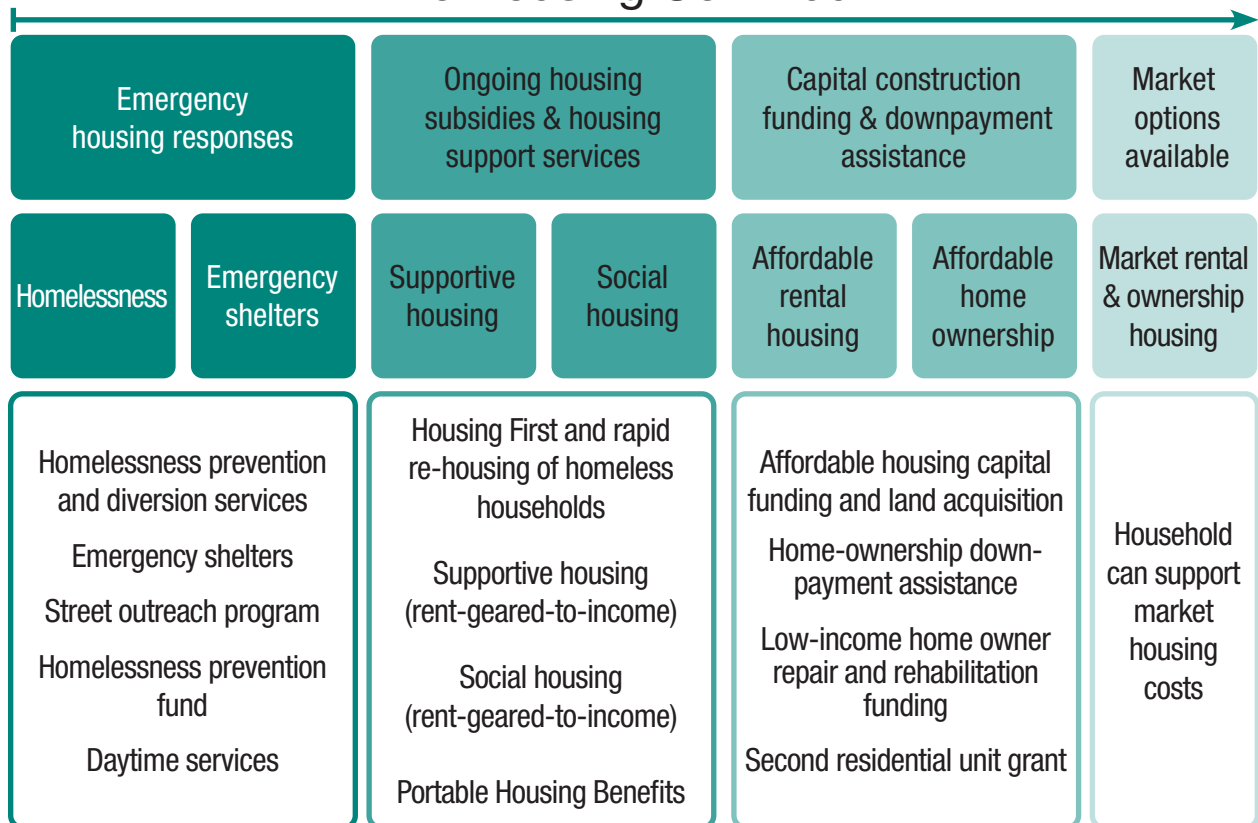


Community Housing

The 'Right to Housing' is a fundamental human right that recognizes every person deserves a safe and secure home where they can live in security, peace and with dignity.

Not every household has the same housing requirements. Factors such as household size, household income, occupants' stages-in-life and other contributing circumstances determine the requirements to maintain appropriate, stable, and affordable housing. In Canada, approximately 80 per cent of households meet their housing needs through the private home ownership and rental housing markets. The remaining 20 per cent encounter barriers to effectively maintain affordable, appropriate, and stable housing.

The Housing Continuum



The City of Kingston is the Service Manager for housing and homelessness programming in the City of Kingston and the County of Frontenac. The 10-Year Municipal Housing and Homelessness Plan (approved in 2013 and updated in 2019) guides the work and direction of the Service Manager.

The housing continuum shown to the left provides a framework to understand the range of housing programs and services available to households experiencing housing insecurity and affordability challenges in Kingston and Frontenac. The programs and services available support with a range of needs from those transitioning from homelessness to more independent housing situations while recognizing households may require ongoing supports due to unique life circumstances and financial barriers.



Homelessness Services

2021 was a year in which the COVID-19 pandemic caused several disruptions to the homelessness services system. Social service providers had to ensure they continued to meet client needs in extremely difficult circumstances; however, some positive outcomes for clients were also created because of the pandemic. Service providers and funders from across all service sectors such as health, addictions and mental health, and social supports began collaborating in ways that were new and innovative, to ensure that services and supports were readily available to individuals in need.

Homeless Programs and Services

Homelessness services and supports in Kingston and Frontenac continue to provide emergency and crisis supports within the system of care for individuals and families. The City of Kingston is responsible for administering Community Homelessness Prevention Initiative

(CHPI) funding within the City of Kingston and the County of Frontenac. There are many key partnerships between community agencies and the City to strengthen the system of care and provide essential roles in supporting individuals experiencing homelessness in the community. There are four priority program areas that focus on reducing chronic homelessness and together they form a “housing first” approach aimed at finding permanent homes for those in the greatest need and help to support individuals in staying in their homes; these include:

Prevention and Diversion Program

Prevention assistance can aid households in preserving their current housing situation; shelter diversion assists households in finding housing outside of shelter while they receive services to stabilize their housing or help them move into permanent housing.

Housing Assistance and Emergency Shelter Program

Homeless shelters are a type of homeless service which provides temporary residence for homeless individuals and families. Shelters exist to provide residents with safety and protection from exposure to the weather while simultaneously working to assist them in finding stable, secure housing.

Rapid Re-housing and Housing First Program

The Housing First Program is intended to assist homeless individuals and families secure and maintain housing through individualized housing case management supports and ongoing rent supplements.

This service delivery approach assumes there are no pre-requisites for housing; clients do not need to maintain sobriety or engage in treatment programs prior to receiving housing.

Securing housing that is safe, affordable, and appropriate is the primary goal and doing so as quickly as possible is paramount to this program.

Once housed, clients work with intensive case management supports to facilitate connections with other support services that help maintain housing stability and avoid returning to homelessness.

Homelessness Prevention Fund

This funding is aimed to assist eligible individuals and households to stay housed or secure housing (e.g. through rent or utility payment assistance).

Funding is in the form of a non-repayable grant that prevents an upcoming eviction or assists homeless individuals or families moving to permanent housing.





Homelessness Services & Supports

System Review

To support the implementation of the 10-Year Plan and to ensure the homelessness services system is responsive to current needs, the City of Kingston identified the need to review its current system of service agreement engagement with agencies in Kingston and Frontenac. This review facilitated conversations and feedback from stakeholders whose opinions and lived experience are critical to survey to build a framework of new expectations and service agreements which align with the City of Kingston strategic homelessness goals.

The review process was comprised of multiple phases: an environmental scan and qualitative needs assessment, a stakeholder engagement process and a quantitative review of the system data resulting in a final system action plan with recommendations and an implementation process.

The homelessness system action plan outlines more than 60 recommendations with actions targeted towards the City under its purview as Service Manager and the main administrator of provincial funds, as well as community and service provider actions addressing and encouraging partnerships to create a more integrated system of care.

Four major themes emerged from the system review:

1. Systemic issues – including funding models

Ensure a clear and consistent approach to funding allocations. This may help organizations see that the fiscal stability of an organization is not the sole responsibility of the City and change organizational practices to see activities and initiatives through the Collective Impact lens. This should also enhance cross sectional collaboration with agencies in the system and beyond.

2. Need for person-centred and trauma-informed service delivery

All organizations and funders should be trauma-informed and provide services through a harm reduction lens to meet clients “where they are at” in their housing journey.

3. Improve communication & collaboration

A need to ensure that all organizations and funders are engaging and communicating with each other to build transparent, authentic and genuine relationships that will assist clients was determined to be a critical aspect of the system.

4. Data & Accountability

Ensuring consistent and clear outcomes and deliverables from service providers and sharing more system level data with the community.



Homelessness Services & Supports

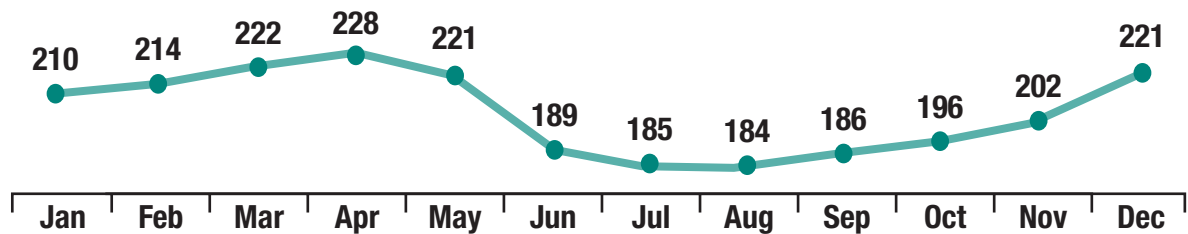
Procurement

Requests for Proposals for service provision in the adult and family system were procured and the City is currently in the process of evaluating the submissions with a goal to have enhanced services beginning in July 2022.

By Name List

The City continues to work with the United Way and homelessness service providers to ensure that there is a quality By Name List (BNL) in place to support the prioritization of individuals in the community in need of assistance. Based on statistics from the BNL the City tracked the following number of homeless individuals in 2021.

Total number of people experiencing homelessness



Shelter capacity

Service Provider	Bed Numbers Pre Covid-19 Restrictions	Bed Numbers Covid -19 Restrictions
In From the Cold – Adults	34	18
Self Isolation		10
Hotel Overflow		10
Kingston Youth Shelter	14	19 * increased due to shelter relocation
Lily's Place Family Shelter	14	9 * dependent on family composition

A Warming Center was opened in December 2021 with a meal program run by Street Mission and Lionhearts and 19 overnight sleeping spaces overseen by Home Base Housing.

The Integrated Care Hub, established in October 2020 in response to Covid-19, continues to offer 25 rest pods and 25 drop-in spots, 24 hours a day, seven days a week.

Encampments

In March 2021 City Council passed a city-wide encampment protocol to prevent individuals from camping in City owned and run parks and public spaces. Due to a Covid-19 outbreak in congregate living settings in October 21, the encampment protocol was halted until further notice from Public Health. This moratorium is expected to be lifted in the Spring of 2022 and the City and service providers will work with individuals in encampments to assist them in securing alternate supports.



Social Housing Programs

Social housing aims to fill the gap for low-income individuals and families by providing supportive housing, government-funded subsidies, rent-gear-to-income (RGI) housing and housing benefits that are not available to tenants in the private rental housing market. Under the Housing Services Act, 2011 (HSA), service managers are responsible for administering and funding social housing and maintaining service level standards. The City of Kingston is responsible for maintaining a target of 2,003 rent-gear-to-income (RGI) units (service level standards) in the Kingston and Frontenac service area. The Housing and Social Services Department oversees the social housing system which includes one Local Housing Corporation (LHC)



and 13 non-profit housing providers that currently manage and directly operate 1,533 RGI units. The remainder of RGI units are secured through rent supplement agreements with private and non-profit housing providers and residents who are in receipt of the Portable Housing Benefit (PHB).

There are another 30 non-mandated RGI units funded by Federal and Urban Native programs. In most cases, tenants' rents are set at 30% of a household's total monthly net income. If a tenant is in receipt of social assistance, the rent payment is calculated based on a different scale and is usually lower than 30% of net income. Social housing units and PHB benefits are accessed by way of the centralized waiting list (CWL) which is maintained by housing staff.

Portable Housing Benefit (PHB)

The PHB offers an alternative to RGI housing for those on the CWL to receive a monthly housing subsidy for their housing costs. The benefit is tied to the household living within the boundaries of the City of Kingston or County of Frontenac rather than being tied to the actual unit. This gives recipients the flexibility of choosing housing (housing type, quality, location) or even remaining in their current housing but making it more affordable to live there. By funding the applicant directly, a larger inventory and broader distribution of RGI units is available. The program began as a pilot in February 2018, with 50 PHBs available but is now a permanent program with the City of Kingston with 87 PHBs in use by December 31, 2021.

Canada-Ontario Housing Benefit (COHB)

Funded through the Ministry of Finance (MOF), the Canada-Ontario Housing Benefit (COHB) is a portable housing benefit which was implemented in April 2020. This benefit offers an additional option for households within certain target populations and is portable across Ontario. Housing staff identify and reach out to households within target groups and assist with completing and submitting applications.

In 2021, 22 households whose rental supplements were ending due to funding terminating, were able to remain living in their housing while keeping the costs affordable with the aid of the COHB.



Social Housing Programs

The Centralized Wait List (CWL)

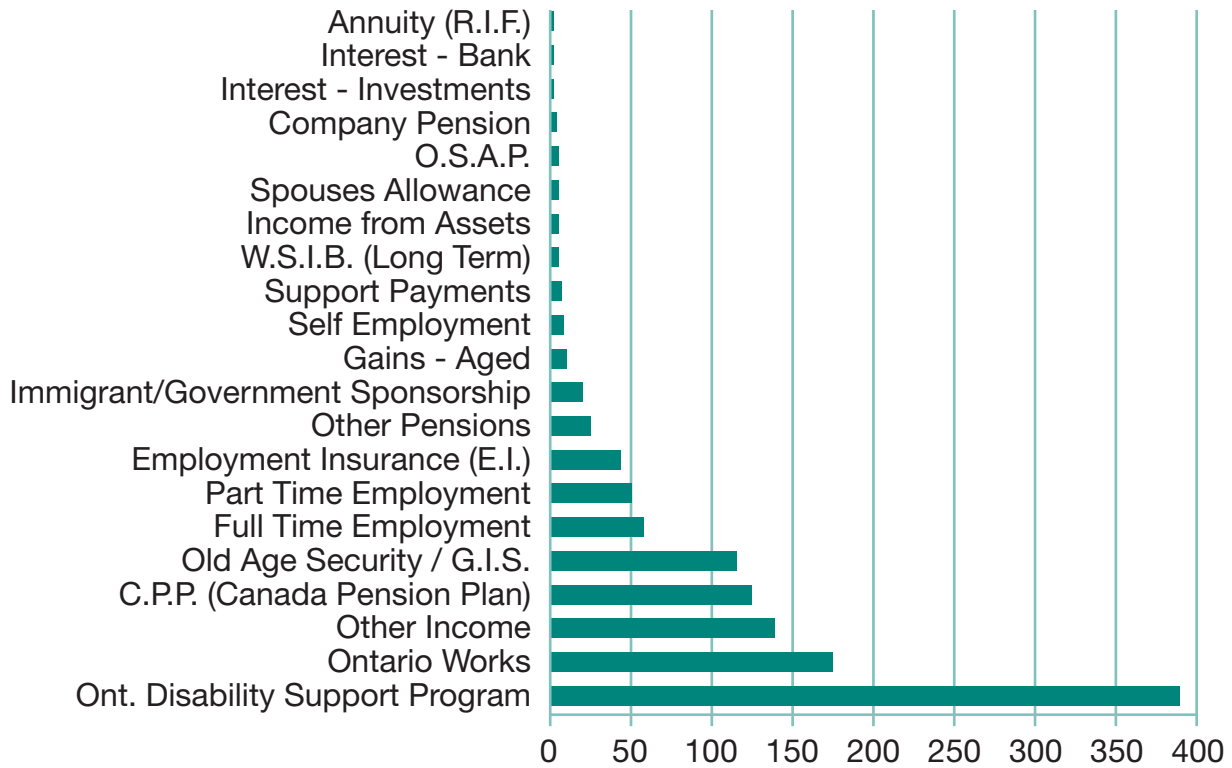
Generally, people who have been on the social housing waiting list longer will be offered housing first. This is called the chronological wait list. The HSA stipulates that a priority ranking must be given to social housing applicants and/or tenants whose personal safety, or whose family's safety is at risk because of domestic abuse or human trafficking. Those who have been granted Special Priority are placed at the top of the CWL in chronological order.

Over the next few pages there is data showing activity of the CWL for the year 2021 as well as an overview of the waitlist trends over the past few years.

Number of Households on Centralized Wait list as of December 31, 2021

Households	Single	Family	Senior	Total
Special Priority	17	10	1	28
Chronological	649	319	220	1188
Total				1216
Housing in subsidized units (looking for transfer)				198

Primary Source of Income for Year 2021



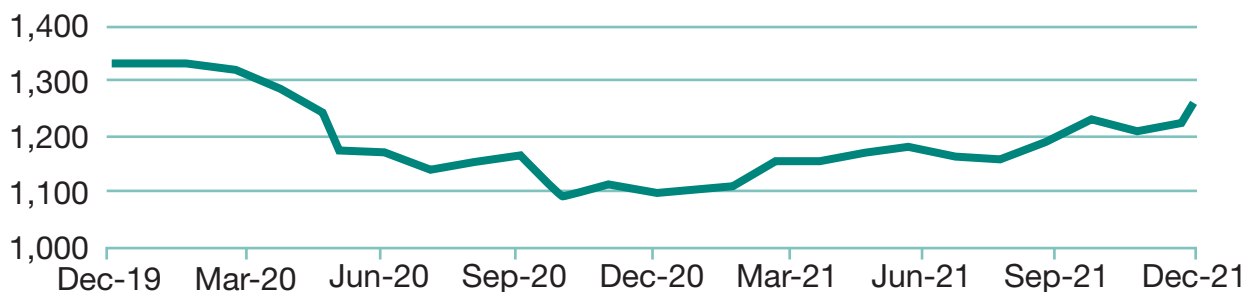
Housed Applicants Average Wait time for those housed in 2021 in the year 2021

Chronological	75
Special Priority	42
PHB	15
COHB	22
Total	154

Unit Size	Chronological Approximate Wait times	Special Priority Approximate Wait times
Bachelor	1-5 years	N/A
One bedroom	6-8 years	2 months - 1 year
Two Bedrooms	2-4 years	2 months - 1 year
Three Bedrooms	2+ years	3 months - 5 months
Four Bedrooms+	1.5 years - 4+ years	2 months
Seniors	6 months - 4 years	1 month - 1 year
Portable Housing	6 years	6 months

Social Housing Programs

Number of Households on the CWL: 2019-2021



Number of Applications Received for RGI Assistance in 2019 - 2021

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2021	58	64	79	74	62	65	65	70	64	75	73	55	804
2020	72	54	53	31	50	56	54	52	53	70	60	60	665
2019	74	66	71	70	75	75	86	76	85	71	87	76	912

The emergence of COVID-19 emergency and recovery benefits correlated with a decline in number of households on the CWL as well as new RGI applications received. As these benefits expired, the volume of RGI applications is returning to pre-pandemic rates.

Tenant Support Services Program

As a pilot initiative to better support tenants in social housing units, the City of Kingston's Local Housing Corporation, Kingston & Frontenac Housing Corporation (KFHC) offers a Tenant Support Services Program that provides crisis services, direct assessment and intervention services and ongoing support to its tenants. The pilot initiative which began in November 2020, has been extended to the end of 2022. In the year 2021, there were 200 intake referrals (103 singles, 42 families and 55 seniors) and support staff continue to work with 195 households.

Beginning 2021 with supporting tenants from the fire that destroyed their apartment building, McMullen Manor, in Verona and with the continuing pressures from the COVID-19 pandemic over the year, KFHC support staff have seen the continued need for offering this program to their tenants. The struggle of living with unmet needs is far too real and frequent for so many of their tenants and the impact on the mental health and overall well-being of the individual, their neighbours and the buildings within which they live is an ongoing concern.

Housing Supply

In 2019, Ontario Introduced a Community Housing Renewal Strategy with one of the focuses being the supply of affordable housing. On April 30, 2018, Ontario and the Canada Mortgage and Housing Corporation signed a Bilateral Agreement regarding the National Housing Strategy. This agreement provides an opportunity to align federal funds with Ontario's Community Housing Renewal Strategy priorities. One housing strategy funding stream is the Canada-Ontario Community Housing Initiative (COCHI). This stream was introduced to protect affordability for households in social housing, to support the repair and renewal of existing social housing supply, and to expand the supply of community housing over time. In 2021, fourteen of the City's social housing providers entered into funding agreements for 2021-22 COCHI funds of \$863,483 to assist in preserving social housing assets.

The City of Kingston as service manager, took part in a Radon Testing Initiative through Kingston Frontenac Lennox & Addington (KFLA) Public

Health with support from Health Canada whereby 1141 social housing units were tested for radon levels over the winter months of 2019-2020. The results were issued in May 2020 and over the past year, \$125,484 has been spent by the City to remedy twenty (27) social housing units which tested above the 200 becquerels per cubic meter (Bq/m³) level.

Moving forward:

On March 12, 2020, the Protecting Tenants and Strengthening Community Housing Act, 2020 (Bill 184), was introduced and received Royal Assent on July 22, 2020. This new legislation will update the HSA and new provisions will come into effect as regulatory details are finalized. Changes brought to the HSA include processes for housing providers to exit agreements post End Of Mortgages as well as a framework for current and new housing providers to enter into new service agreements. Service level standards have not been updated in over 20 years. The HSA will modernize these standards which may broaden the type of housing assistance that can be included.



Affordable Housing Programs

Affordable housing programs provide a variety of opportunities for low to moderate income households to achieve housing stability and affordability. Available programs include direct investments in multi-unit rental housing projects developed by non-profit and private sector organizations, down payment assistance for renter households becoming homeowners, funding contributions to create second residential units, amongst other programs intended to support housing supply and affordability.

Housing & Social Services staff administer available funding from local municipal contributions in addition to flow-through investments from provincial and federal sources. Funding allocations are directed to available program streams which intend to create new affordable housing supply or to maintain affordability for households in need.

Affordable Rental Housing Development

As of February 2022, there were approximately 250 new affordable housing units under development that have been allocated a total of approximately \$40 million dollars in capital funding assistance from the three levels of government.

City Council has established affordable housing as a key priority. To achieve this objective municipal capital funding assistance is available to support the construction of new affordable housing units. Typically, affordable housing units form a component of a larger housing project with the objective of creating mixed-income communities where affordable units and market rent units occur in the same building. The mixed-income model helps to support the social and financial stability of the project. Since program inception in the mid-2000s, over 450 new affordable housing units have been created.

The following is an overview of some of the ongoing affordable rental housing projects.

Affordable Housing Project at 27 Wright Crescent

Kingston & Frontenac Housing Corporation's affordable housing project at 27 Wright Crescent was under construction in 2021 and achieved occupancy in early 2022. The project includes 10 rent-geared-to-income units (all one-bedroom units with three accessible), 13 affordable units (seven bachelor units and six one-bedroom units of which three will be accessible), and 17 market units. The ten rent-geared to income units will be accessed by way of the centralized waiting list administered by the Housing & Social Services Department. Applications for the affordable units can be submitted directly to Kingston & Frontenac Housing Corporation. The project was made possible with capital funding assistance provided by all three levels of government. The land at Wright Crescent was purchased under the City's Affordable Housing Land Acquisition and Disposition Program.



Affordable Housing Programs



Construction to Start at Affordable Housing Project 1316-1318 Princess Street

In September 2021, City Council approved capital funding contributions to Kingston & Frontenac Housing Corporation (KFHC) and Kingston Co-Operative Homes Inc. (Kingston Co-Op) to develop affordable housing projects at 1316-1318 Princess Street. Once complete the project will include 130 units, of which 90 will be rented at below-market and rent-geared-to-income levels. The City's financial contribution to the project includes over \$10 million dollars and the in-kind land contribution. The project area also includes land for a third building which will be constructed as a future phase of the site's development. The Princess Street property was purchased under the City's Affordable Housing Land Acquisition and Disposition Program.

City and Private Developer Partner to Create New Affordable Housing at 1752 Bath Road

While the non-profit housing sector is an important partner in developing new affordable housing, private sector developers can play a role as well. In September 2021, City Council allocated a municipal contribution in the amount of \$1.4 million dollars to the Martin Construction Company to include 28 affordable housing units in a project being developed at 1752 Bath Road. In exchange for the municipal contribution, the affordable housing units will provide below-market rents for a minimum 20-year period. By partnering with the private sector, affordable housing funding can leverage the expertise of experienced developers to create new affordable housing supply.

St. Andrew's Presbyterian Church and Ryandale Transitional Housing Work Together to Expand Transitional Housing Program

Ryandale Transitional Housing and the congregation of St. Andrew's Presbyterian Church have partnered to create new transitional housing for up to seven individuals on the church property at Queen Street and Clergy Street East. Participants of the transitional housing program will gain skills to support their progression to independent living. St. Andrew's Church had been working to repurpose the church manse to provide affordable accommodations in response to the current housing challenge in the community. Ryandale will provide support services to residents and facilitate connections to social service and housing supports in the community. Ryandale is a non-profit organization that provides supportive, transitional housing to vulnerable and homeless community members. This project will help to fulfill the need for additional transitional housing programming in the Kingston community. The project was made possible with financial support from the City and the United Way.



Affordable Housing Programs

Canada Mortgage and Housing Corporation's Rapid Housing Initiative to Fund Four Projects



113 Lower Union Street

In 2020, as part of the local emergency housing response to the COVID-19 pandemic, the City purchased the 19 bedroom congregate living facility at 113 Lower Union Street. In 2021, Housing & Social Services staff worked with Tipi Moza, the community's sole indigenous housing provider, to develop a transitional housing model complete with support services and affordable monthly rents. During 2021 the facility

was renovated with financial assistance available from the Rapid Housing Initiative.

When fully complete the Indigenous Housing Services Centre will provide deeply affordable transitional housing for 19 adult men and women, plus offices and a housing resources centre. On-site services will include culturally appropriate housing, case management and assistance with daily living and other services managed by Tipi Moza and partner agencies. Renovations on the building started in 2021 with asbestos abatement and upgrades to the heating and ventilation systems and upgrades to the shared kitchen.

3 Cassidy Street

Ongwanada is renovating the former site of the St. Lawrence Youth facility, which closed in 2021, to house individuals with developmental disabilities. When complete the home will provide housing to young adults in a setting with individual bedrooms and shared

bathrooms, kitchen, laundry, and bathing facilities. The Cassidy Street project will provide a safe, affordable environment for youth who will be provided the necessary supports to acquire important life skills such as cooking, maintaining their living space, financial management, using public transportation, and navigating community services. When ready, youth will then be supported to transition to supported independent living in their own apartments.

Curtis Crescent

At Curtis Crescent the Kingston & Frontenac Housing Corporation is constructing nine, one-bedroom apartment units on existing community housing lands. This project will provide deeply affordable housing targeting young adults. The Kingston & Frontenac Housing Corporation is the largest provider of rent-geared-to-income and below-market rent housing in Kingston.

805 Ridley Drive

In 2020, the City purchased 805 Ridley Drive as part of the COVID-19 pandemic response as well as to expand the supply of affordable, supportive housing available in the community over the longer-term. In 2021, the project was awarded a capital funding contribution through the Canada Mortgage and Housing Corporation to convert the east wing into 12 self-contained apartment units. In March 2022, City Council approved the east wing to be utilized by Dawn House Services and Housing for Women Inc. to provide transitional housing and support services to vulnerable women. City staff are currently working to plan a compatible use of the facility's west wing which will be the subject of a future consideration by City Council.



Affordable Housing Programs

Affordable Housing Programs for Homeowners and Those Interested in Home Ownership

Down Payment Assistance Available from The Home Ownership Program

The Home Ownership program provides down payment assistance of up to 10% of the purchase price of a home. Eligible applicants must be currently renting and have incomes and assets below the eligibility thresholds. Down payment assistance is provided in the form of a forgivable loan which is registered on title of the property. Interested applicants can also consider the Canada Mortgage and Housing Corporation's First-Time Home Buyer Incentive to access additional down payment assistance. The Home Ownership Program is available to both City of Kingston and County of Frontenac residents. For more information, please visit the [Home Ownership Program webpage](#).

Funding Assistance for Homeowners to Complete Emergency Repairs and Accessibility Enhancements

The Kingston-Frontenac Renovates Program provides funding to existing low to moderate income homeowners to complete emergency repairs or accessibility enhancements. Typical projects include heating system replacement, roofing repairs and replacement, window and door replacement, foundation work, accessible bathroom modifications, ramp and grab bar installations, amongst others. The purpose of the program is to complete necessary repairs and enhancements to allow homeowners to remain in their home. Program participants are typically seniors, households accessing disability support, or other low to moderate income households. The Kingston-Frontenac Renovates Program is available to both City of Kingston and County of Frontenac residents. For more information, please visit the [Kingston-Frontenac Renovates Program webpage](#).

Construct a Second Residential Unit with Funding Assistance from the City

Second residential units continue to add to the supply of rental housing available in the community. In 2021, building permits were issued for 98 second residential units. Second residential units are self-contained dwelling units within an existing dwelling (e.g. basement apartment) or in a detached, accessory structure such as a backyard coach house or converted detached garage. The City's [Second Residential Unit Affordable Housing Grant Program](#).





Community Connections

Community Networks & Collaborative System Planning

In order to make meaningful and measurable impacts for the community, various community networks and planning committees exist to better understand barriers and service gaps in the community. City staff engage in these various networks to gain diverse perspectives on community issues and help to coordinate a common vision to support better programs and services. Collaborative work supports increased awareness to help build capacity and increase system navigation to better streamline supports for residents.

By increasing partnerships, fostering collaboration, we can build capacity and increase awareness to help mitigate risk and ensure staff have the tools they need to provide vital support to the community. Only by modelling collaboration can an improved process unfold to better support an inclusive and responsive system of care.

Kingston Response Working Group

The Kingston Response Working Group was set up to bring together community service providers and partners to strengthen and mobilize resources, assist and identify needs on a daily basis, and to support programs and services aimed at protecting the health and safety of people experiencing homelessness during the pandemic and beyond.

Group Members: City of Kingston, United Way, Public Health, Multiple Service Providers

Homelessness Collective Impact Committee (HCIC)

In October 2021, the Homelessness Collective Impact Committee (HCIC) was formed with the objective of designing and developing a system for people who are experiencing chronic homelessness. Co-chaired by United Way and Public Health representatives, the HCIC is made up of frontline agencies, funders, all levels of government and healthcare. The focus is on a people-centred approach and understanding the issue from a variety of perspectives with input from people with lived experience of homelessness, front line agencies and health care combined with system thinking to support people with the most complex challenges.

Four areas for action were identified along with initial tasks to move this work forward. Priority areas include:

- Discharge planning (from health care and correctional facilities);
- Staff shortages;
- Extended use of the warming centre (daytime programming and options for after March 31, 2022); and
- Stigma

2022 will be used to further examine the needs of those who experience chronic homelessness to identify themes and potential actions. More information can be found at UnitedWayfla.ca/hcic/



Community Connections



Community Food Redistribution Warehouse for KFL&A

In 2021, The Community Food Redistribution Warehouse (CFRW) was initiated. It is a partnership between The City of Kingston, Kingston Community Health Centres, United Way, Rotary of Kingston and Lionhearts to establish a warehouse to facilitate the efficient collection and distribution of large donations of food to agencies.

A centralized CFRW will provide the infrastructure for partners to gather and distribute more food to stakeholders who will then share it with clients experiencing food insecurity in KFL&A. It will serve as a mechanism for local organizations to efficiently access food for their clients in a cost-effective manner

Funding for this initiative is being provided by: City of Kingston, United Way of KFL&A, Anna & Edward C. Churchill Foundation and Rotary Clubs of Kingston.

For more information on the CFRW, please visit UnitedWaykfla.ca/communityfoodredistributionwarehouse/

Community Safety and Well-being Plan

The City of Kingston, in collaboration with several community partners, including administrative support through United Way, developed a community safety and well-being plan (CSWBP) in 2021, as per provincial legislation requirements. The CSWBP received City Council's approval remove on at the June 22, 2021 meeting (Report Number 21-167) and outlines strategies and actions needed to address and improve safety and well-being for all residents in Kingston.

The Plan consists of the following eight key recommendations remove, including:

- Create a housing development action plan for the full housing continuum,
- Support and encourage engagement to include those with lived experience in both the planning and implementation of programs and services,
- Enhance 24/7 community-based addiction and mental health services,
- Support the establishment of an Indigenous cultural and gathering space,
- Provide training and education across the service system on trauma-informed care including raising awareness of Adverse Childhood Experiences,
- Provide resources and training to support agencies in incorporation equity, diversity, inclusivity, and indigenous partnership principles in all aspects of their organization,
- Address community and household food security through supporting all aspects of the food eco-system; and
- Coordinate specific issue work groups and committees with cross-sector representation to respond to critical gaps in planning and community supports.

These key recommendations will be the basis for the creation of an implementation and action plan throughout 2022.

For more information on the CSWBP, please visit [CityofKingston.ca/resident/community-services/community-safety](https://www.cityofkingston.ca/resident/community-services/community-safety)



Community Connections

Getting Ahead & Circles Programs

Getting Ahead & Circles Programs Getting Ahead is a 10-module course that teaches the hidden rules of class to build up financial, emotional, social, and other resources for those in poverty. These opportunities can open doors to new relationships, jobs, and additional supportive networks.



Once completed, graduates can transition into Circles; which is a proven, innovative poverty reduction initiative that builds community connections across income lines. By gathering weekly to make and share a meal, the support program builds self-sufficiency through connections.

Despite, Covid, both programs continued to support those who wanted to invest time in moving their lives forward by using online platforms. Throughout 2021 the 'Getting Ahead' program continued remotely and supported 28 people through their journey towards developing a plan for self-sufficiency, including:

- Connecting them with others to overcome the challenges in 2021
- Looking at their individual barriers that are preventing them from being successful in moving forward.
- Building supportive networks of relationships and community partnerships
- Developing and implementing personal plans to move them towards self-sufficiency

Circles continued to be a challenge in 2021 to due remote meetings due to Covid restrictions.

By not meeting in person, a critical piece of the program was lost; preparing a healthy meal and sharing it together prior to the meeting is a significant part of this program. However, in 2021 the group was able to bring in meals 3 times by following Covid protocols and eating outside. This allowed the group to see each other again for the first time in over a year, and rekindled their commitment to get back to in person weekly meetings as soon as we are able.

Even with Covid considerations, at the beginning of 2021, 16 Leaders (those leading their way out of poverty) and 8 Allies (volunteers who generate intentional friendships to support the leaders on their journey) continued their commitment to Circles. Three Getting Ahead graduates joined Circles in 2021.



Moving Forward

Throughout the fall of 2021, staff met with key community partners to build a shared understanding of the overall system transformation happening through the Social Assistance Recovery and Renewal Plan.

The sessions also provided the opportunity to introduce our Department's Community Outreach Working Group, which will continue to engage with the community throughout 2022 as we explore new delivery channels that bring service to the client.

The Housing and Social Services Department initiated a human services integration project in 2021 that reimagined the ways in which we serve our clients and our organizational structure.



Human Services Integration Project

Branded as “One Focus,” the project puts the client at the centre and aims to streamline our human services, focusing on people and providing a “one-window” service integration approach across the Department's municipally managed programs. Throughout the year, we developed key priorities and established internal working groups to address such areas as enhanced consents, improved service planning tools, process improvements, and the development of new delivery channels that bring service to the client.

We also developed and shared a new organizational vision. This design will integrate all client-facing case management services, as well as back-office functions, while maximizing the focus of Case Managers on higher impact stability supports and positioning the Department to accommodate future change.

As we start bringing our vision to life throughout 2022, we will pilot our new client-centred model, aiming to implement a new organizational structure in 2023.



Contact Information

The City of Kingston is the service manager for housing and homelessness, child care & early years and social assistance programs for the City of Kingston and County of Frontenac

HOW TO GET IN TOUCH:

Childcare & Early Years Services

For more information about Child Care and Early Years services and supports within the City of Kingston and the County of Frontenac

ceys@CityofKingston.ca

613-546-2695, ext. 4825

For more information on Child Care:

www.kingstonchildcare.ca

For more information on EarlyON Child and Family programs:

CityofKingston.ca/earlyon

Housing and Homelessness Services

For more information about the Housing and Homelessness Programs within the City of Kingston and County of Frontenac.

housing@CityofKingston.ca
CityofKingston.ca/Housing

613-546-2695 ext. 4907

For information about the Social Housing Programs.

theregistry@CityofKingston.ca

[CityofKingston.ca/residents/
community-services/housing/social](http://CityofKingston.ca/residents/community-services/housing/social)

613-546-2695 ext. 4907

Social Assistance

For more information about options for temporary financial assistance for residents within the City of Kingston and the County of Frontenac:

Kingston Office

362 Montreal St.
Kingston, ON K7K 3H5
613-546-2695, ext. 4906

South Frontenac Office

4295 Stage Coach Rd,
Sydenham, ON K0H 2T0
613-376-6477 or 1-855-279-2052

North Frontenac Office

1020 Elizabeth Street
Sharbot Lake, ON K0H 2T0
613-279-3151

[CityofKingston.ca/residents/
community-services/ontario-works](http://CityofKingston.ca/residents/community-services/ontario-works)

Municipal Fee Assistance Program

For more information about accessing financial support for city programs for residents of the City of Kingston:

[CityofKingston.ca/residents/
community-services/municipal-fee-
assistance](http://CityofKingston.ca/residents/community-services/municipal-fee-assistance)

mfap@CityofKingston.ca



HOW TO GET INVOLVED:

We welcome your feedback.

To comment on this document contact:

Housing And Social Services

362 Montreal St.

Kingston, ON K7K 3H5

613-546-2695 ext. 4907

housing@CityofKingston.ca

If you require this information in an accessible format,
email ContactUs@CityofKingston.ca
or call 613-546-0000.

Citizens

Follow and participate in engagement opportunities to help shape projects, policies and initiatives including housing. Share your ideas for making Kingston a better place to live, work and play: GetInvolved.CityofKingston.ca

Property Developers

The city actively considers affordable housing funding proposals on an ongoing basis. Discuss your project and available funding programs with city staff:

613-546-4291

housing@CityofKingston.ca

CityofKingston.ca/Housing



