



City of Kingston
Information Report to Housing and Homelessness Advisory Committee
Report Number HHC-24-003

To:	Chair and Members of the Housing & Homelessness Advisory Committee
From:	Jennifer Campbell, Commissioner, Community Services
Resource Staff:	Ruth Noordegraaf, Director, Housing & Social Services
Date of Meeting:	December 14, 2023
Subject:	Developmental Services Ontario – Supportive Housing Review

Council Strategic Plan Alignment:

Theme: 4. Foster a Caring and Inclusive Community

Goal: 1.1 Promote increased supply and affordability of housing.

Executive Summary:

Developmental Services Ontario (DSO) completed a review of housing and support services available to adults experiencing a developmental disability in the Kingston-Frontenac communities. The final report is attached as Exhibit A.

Representatives from DSO will attend the Housing & Homeless Advisory Committee meeting on December 14, 2023 to offer a briefing on the review.

Recommendation:

This report is for information only.

December 14, 2013

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Development & Growth Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Background

DSO is the access point for developmental support services for adults (individuals 18 years of age and older) in Ontario. While housing affordability continues to be a significant challenge within the community, individuals experiencing a developmental disability can experience an even greater challenge when affordable housing with support services is required. To understand opportunities to enhance housing programs and support services intended to assist those experiencing a developmental disability, the DSO conducted a supportive housing review for the Kingston-Frontenac communities. The review was based on interviews with 12 local agencies that provide housing and support services in the City of Kingston or County of Frontenac. The final report is attached as Exhibit A.

Staff have invited representatives from DSO to attend the Housing & Homeless Advisory Committee meeting on December 14, 2023 to offer a briefing on the review. Moving forward, Housing & Social Services staff will consider the recommendations outlined in the report and how they might be addressed and/or incorporated within ongoing program design and within the review of the 10-Year Municipal Housing & Homelessness Plan which is anticipated to occur in 2024.

Public Engagement

The final report was presented at the October 2023 transitional & supportive housing roundtable meeting.

Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations

The DSO's supportive housing review addresses opportunities to enhance housing and homelessness services available to individuals experiencing a development disability.

Existing Policy/By-Law:

10-Year Municipal Housing & Homelessness Plan

Notice Provisions:

None

Financial Considerations:

None

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Contacts:

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Other City of Kingston Staff Consulted:

Amy Gibson, Manager, Housing & Homelessness

John Henderson, Housing Programs Administrator

Exhibits Attached:

Exhibit A – Developmental Services Ontario – Supportive Housing Review



Engaging Supportive Housing Partners Report for Developmental Services Ontario South East and the City of Kingston



Prepared by Sylvia Davies Consulting
July 2023

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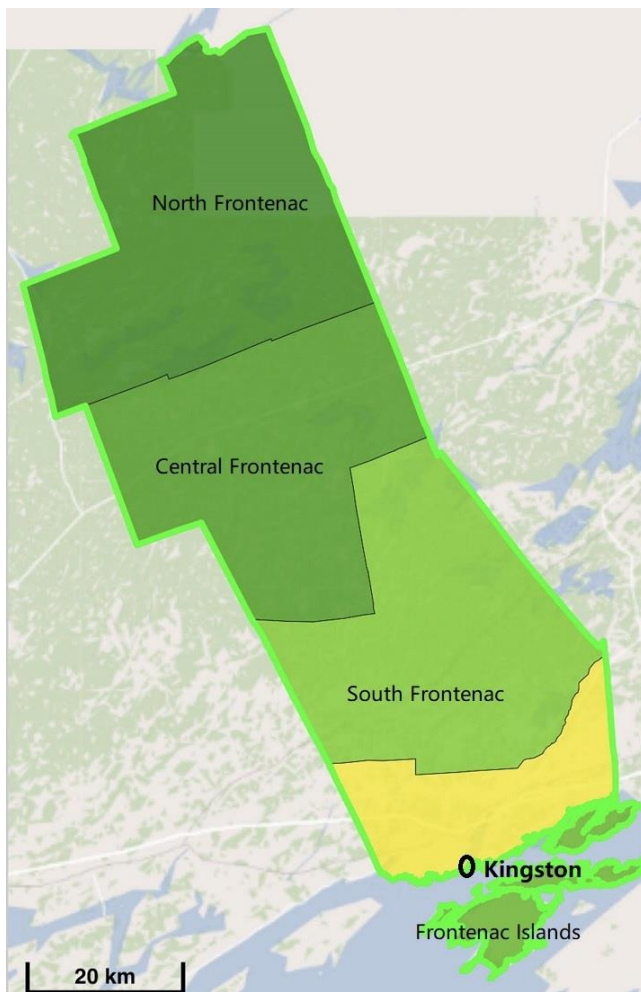
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Frontenac County and the City of Kingston Overview

Frontenac County surrounds the City of Kingston and includes the four townships of North Frontenac, Central Frontenac, South Frontenac and Frontenac Islands. The southern part of Frontenac is close to Highway 401 and is approximately 250 kilometers east of Toronto. The estimated number of individuals aged 16+ with Developmental Disabilities in the Kingston Frontenac area is 1,300.

Frontenac

- **167,405** Population [2022] – *Estimate*
- **3,788 km²** Area
- **44.20/km²** Population Density [2022]
- 📈 **1.2%** Annual Population Change [2017 → 2022]



Population¹

Frontenac	County	167,405
North Frontenac	Township	2,128
Central Frontenac	Township	4,683
South Frontenac	Township	20,582
Kingston	City	138,204
Frontenac Islands	Township	1,808

Gender	#	%
Males	79,015	48.8%
Females	82,765	51.2%

Age Groups	#	%
0-14 years	22,765	14.1%
15-64 years	103,680	64.1%
65+ years	35,330	21.8%

¹ Source: https://www.citypopulation.de/en/canada/ontario/admin/3510__frontenac/

Executive Summary

Purpose

This environmental scan examined housing service provision and partnership potential with the developmental service sector within the City of Kingston and Frontenac County. The aim of the research is twofold. First, to explore partnership potential for the developmental service sector within the City of Kingston and Frontenac County. Second, for the City of Kingston to obtain a preliminary understanding of the strengths, weaknesses, threats and opportunities housing providers face. The supportive housing review will allow Developmental Services Ontario South East Region and the City of Kingston to be better positioned to respond to community needs, based on documented and verified information. This information can be utilized by Developmental Services Ontario South East Region and the City of Kingston to explore and support opportunities that arise, and potentially to develop a collaborative and integrated supportive housing strategy. This housing strategy will be beneficial to meeting community needs, and support collaborative planning, co-design and advocacy to Frontenac County, the Ministries of Municipal Affairs and Housing, Child Community and Social Services, and Health.

Methods

Over the course of this environmental scan 12 interviews were conducted with local agencies that provide housing services within Frontenac County and the City of Kingston to obtain the information that is compiled in this report.

Study participants were from not-for-profit organizations that provide permanent supportive housing. These organizations provide housing for a wide spectrum of people including but not limited to individuals with intellectual disabilities, homeless and precariously housed individuals and families, women fleeing violence, Indigenous peoples and individuals who were recently incarcerated.

Key Findings

The following themes emerged from the surveys with the agencies and review of the literature.

1. Organizations currently participate in multiple partnerships and are open to new partnerships.
2. There is a shortage and increasing need for housing at all levels of support.
3. Overall the City of Kingston is seen to be responsive to the lack of funding given the limits funding and jurisdictional limitations present.
4. The housing continuum in the City of Kingston and Frontenac County has gaps particularly outside the City of Kingston as the majority of housing solutions are located within the city, which is consistent with the literature and survey findings,

as there are increased challenges to providing housing solutions in rural areas due to, but not limited to, transportation issues and lack of services in the immediate vicinity.

Limitations

This environmental scan relied on a limited number of interviewees reporting on the state of housing within the City of Kingston and Frontenac County, which informs this Report. The survey relied on one interview per agency, which may lead to individual reporting bias and potentially skew findings.

The review of the literature on urban and rural homelessness and housing was limited. A more comprehensive review of current housing options being offered throughout urban and rural Ontario and Canada may be required to fully examine the possibilities available for housing within Frontenac County and the City of Kingston.

Recommendations

Developmental Services Ontario South East Region and Extend-A-Family Kingston

1. Bring agencies together to develop an improved understanding of developmental disabilities, what the housing needs are, and best housing models to employ to improve opportunities in the future for partnerships in housing.
2. Create or provide an environment where partnerships can be pursued to increase the amount of supportive housing available to individuals with developmental disabilities.
3. Work collaboratively with supportive housing providers to determine partnership opportunities with private sector developers and landlords.
4. Work with supportive housing providers to determine definitions for supportive housing and the housing continuum.
5. Identify model(s) and partners that are best suited and have the greatest chances of housing success—i.e., ensure the housing model(s) adopted is feasible and sustainable.
6. Advocate that the needs of the developmental services sector are incorporated into the Housing and Homelessness Plan based on the need shown in the 2021 Point in Time Count and the Developmental Services Ontario registry.
7. Encourage all levels of government to fund operating and maintenance costs to ensure once supportive housing is developed there is the ability to provide long-term service and keep buildings maintained.

City of Kingston

1. Hold a roundtable discussion² with the participants of this consultation on any immediate or short-term responses/programs that can be implemented to address the pressing need.
2. Support the development and capacity building of implementation of housing supports and services, and of housing itself.
3. In conjunction with supportive housing providers and Frontenac County, examine the discrepancy in services provided between the City of Kingston and Frontenac County.
4. Continue to streamline and improve ease of navigation of services for the end user. Examples of work already undertaken or underway were given by survey respondents including the By Name List.

² The City of Kingston reported that the first Supportive and Transitional Housing Roundtable meeting was in March 2021. The aim is to hold meetings at least quarterly with the 37 organizations on the City's contact list.

“Every Canadian deserves a safe and affordable place to call home.”

The Honourable Amhed Hussen, Minister of Housing and Diversity and Inclusion

Background

For many communities, including the City of Kingston and Frontenac County, there is no question that the COVID-19 pandemic intensified housing instability, and the need for affordable housing is exceeding supply. This is true for many targeted sectors including the developmental service sector. While there is no single answer to tackle this complex issue, there are many approaches that are being utilized to help expand the supply of affordable, appropriate housing. Survey respondents were clear in their suggestions on how the housing supply can be increased, which will be demonstrated later in this report.

In 2013 the City of Kingston and Frontenac County launched the 10-Year Municipal Housing and Homelessness Plan. This plan was later updated in 2019. “Concurrently, the Municipal Housing Strategy was updated to extend the projections to a ten-year horizon and to bring it into alignment with the homelessness strategies.”³ The report focused on a Housing First (See definition in Appendix D: Glossary of Terms) approach and acknowledged the growing challenges of developing and securing affordable housing, the complex issues that many individuals and families were facing, and the impact that housing instability can have on social, physical and economic well-being of vulnerable individuals.

The Housing First approach is of particular interest to the developmental service sector because of its focus on individuals with the highest acuity. Individuals with intellectual disabilities who have housing challenges often have comorbidities as is demonstrated later in this report.

In 2019 the Ontario government committed to reviewing the province's supportive housing programs. Three ministries - the Ministry of Municipal Affairs and Housing, the Ministry of Health and the Ministry of Children, Community and Social Services (MCCSS) - received input on how to improve the supportive housing system. A 2021 report, *What We Heard: Improving Ontario's Supportive Housing Programs 2020 – 2021* provides results from a virtual engagement process. The process included undertaking a survey and sessions held with various interest groups from across the province. The report results demonstrated an appetite to:

- improve funding opportunities and increase supply of supportive housing

³ City of Kingston, 10-Year Municipal Housing & Homelessness Plan, page 4.

- improve connectivity and make it easier for people to access and find the best housing for their needs
- create an approach to supportive housing that serves the differing needs of populations including individuals with disabilities (including developmental disabilities), and
- establish more holistic and effective local level planning to better meet the needs of those individuals requiring support across sectors and ministries.

In 2021 *Journey to Belonging: Choice and Inclusion* was launched by MCCSS.

This report laid out the ministry's long-term vision for developmental services in Ontario and stated the need for support from multiple ministries in order for people with developmental disabilities to fully participate in their communities and live fulfilling lives. The report declared, "Our vision for people with a developmental disability cannot be achieved by one ministry alone. ...The developmental services system should not be the only way people are able to get support. We know that people with developmental disabilities have difficulty finding and accessing services from other sectors. When they do find support, often it doesn't fit their needs or circumstances."⁴

Journey to Belonging: Choice and Inclusion went on to state, "The quality of life for people with developmental disabilities will be improved by reducing barriers and connecting people to services such as health, housing, education, employment, and transportation services accessed by all Ontarians. For people to truly belong in their communities, they must be able to access the wide range of activities and programs in those communities."⁵

In March 2023 Extend-A-Family Kingston and Developmental Services Ontario South East Region (DSO SER) reviewed this report and, with funding provided by MCCSS to help strengthen relationships with Service Managers, approved the completion of this report. The City of Kingston was engaged to partner on this endeavor so the project could take a broader look at supportive housing in the City of Kingston and Frontenac County. As a result, a housing provider survey was administered to 12 organizations from April to June 2023. Through the survey, respondents provided information on partnership potential, organization location and area served, services offered, community partners, and key barriers, issues and needs of organizations and persons being served. In addition, a questionnaire was sent to five Consolidated Municipal Service Managers in South Eastern Ontario to develop a better understanding of who developmental service sector agencies may partner with in the future.

⁴ *Journey to Belonging: Choice and Inclusion*, Ministry of Children, Community and Social Services

⁵ *Journey to Belonging: Choice and Inclusion*, Ministry of Children, Community and Social Services

The Final Report, which is informed by the survey findings, can be used to develop partnerships with developmental service sector agencies and for advocacy to inform all levels of government to increase efforts to address the increasing supportive housing need for people with a developmental disability and the developmental service sector, the lack of affordable housing, and to support requests for the funding required to provide sustainable supports for supportive housing. Also, this document can be used to educate and inform the City of Kingston and Frontenac County, and can be shared with various Ministries and Departments, funders, and partners to support funding applications.

[About Extend-A-Family Kingston and Developmental Services Ontario](#)

Extend-A-Family Kingston (EAF)

Extend-A-Family Kingston (EAF) was established in 1981 with a goal of providing individuals who have a disability with opportunities to develop friendships and integrate into their communities.

Extend-A-Family Kingston is committed to providing a range of supports and services to individuals with a disability and their families. For children with developmental disabilities, physical disabilities and Autism Spectrum Disorders services and supports include family support, respite, inclusive seasonal camps, recreational programs and community participation supports. Extend-A-Family Kingston provide services and supports to adults with a developmental disability include an adult day program that focuses on enhancing social, educational, healthy lifestyles and providing recreational opportunities for all program participants.

In addition, Extend-A-Family Kingston has been the regional administrator of the Passport Program since 2006 and currently oversees the funding of over 3,700 individuals across the South East Region. Passport is funded by the Ministry of Children, Community and Social Services (MCCSS) and provides funds to adults 18 years or older with a developmental disability to participate in their communities.

Developmental Services Ontario (DSO)

Developmental Services Ontario (DSO) assists adults with developmental disabilities in connecting to services and supports in their communities. There are nine DSO agencies across Ontario. The City of Kingston and Frontenac County fall within the South East Region of DSO and is administered by Extend-A-Family Kingston.

Research on Best Practices and Models for Supportive Housing

“Supportive housing of the past doesn’t work with our current populations, so we need to change the model to successfully house people in supportive housing.”

respondent

Fifty-eight (58%) of respondents felt that a housing continuum (transitional to affordable unit to independent living if individual is able) is an ideal model for service provision in supportive housing. In addition, 50% felt that supports should come to the individual, 42% believed that more than one model for supportive housing could work depending on needs of the individual, and 17% felt that the model should be peer driven.

Historically, individuals with intellectual disabilities were segregated into large live-in institutionalized settings. In recent decades there has been a long-term trend away from these large-scale institutions toward smaller homes within the community. In his article “Five Ideas about Housing for People who have Intellectual Disabilities” Shawn Pegg, Director, Social Policy & Strategic Initiatives for Community Living Ontario states that “(a)ny discussion of housing must begin with the guidance from people who have intellectual disabilities themselves.”⁶ He goes on to state that large scale residential or congregate settings are outdated, and that small supported housing where people with intellectual disabilities are not obliged to live in a prescribed living arrangement provides improved quality of life. This model of smaller supported housing with no prescribed living arrangements is consistent with what those interviewed suggested as the best model for supportive housing in the community and is supported by best practices for supportive housing.

Supportive Housing Principles



⁶ Pegg, Shawn. “Five Ideas about Housing for People who have Intellectual Disabilities.” June 5, 2021. Sourced March 16, 2023.

How to Build Supportive Housing in Canada provides an insightful overview for best practices in social housing. The Report advises employing a values-based approach “that is focused on affirming the dignity of its tenants supports best affordable housing practice”⁷ when developing housing and a housing continuum. The Report recommends:

- Have an engaged, knowledgeable, dedicated, hopeful and flexible leadership
- Navigate complex funding
- Focus on housing affordability
- Involve community participation in project development
- Support tenancy
- Create healthy living environments
- Provide sustainable and professional services
- Consistent innovation

The *Ontario Supportive Housing Best Practice Guide* cites that a successful supportive housing system is coordinated across systems and levels of government and is a shared responsibility among partners. Those partners include:

- People living in supportive housing, where supports are defined as a response to a person’s changing needs, and based on personal goals and choice
- Community agencies
- Housing/supportive housing providers
- Local entities including Service Managers, Ontario Health Teams, Ministry of Children, Community and Social Services regional offices, local planning tables, and Indigenous organizations
- Other appropriate Provincial ministries⁸

The Guide goes on to define best practices in supportive housing, which include:

- Promotes social inclusion
- Is affordable
- Is safe and well-maintained
- Suitable
- Tenancy rights are promoted and respected
- Support services are flexible, and promote and support independence, personal growth, and dignity
- Assist people to take on responsibilities to maintain their tenancy and must be free from discriminatory practices
- Evaluated regularly to ensure people get quality service
- Connect people with their communities and promote inclusion

⁷ How to Build Supportive Housing in Canada, Western University. 2021 page 8.

⁸ Ontario Supportive Housing Best Practice March 2017 page 2.

- Improve access to opportunities for social engagement, as well as help people to participate and be included in community life.⁹

With regards to supportive housing services the following are considered best practices:

- Supports are flexible, respond to a person's changing needs, and are based on personal goals and choice
- Service and supports promote and support independence, personal growth, and dignity
- Supports assist people to take on responsibilities to maintain their tenancy and must be free from discriminatory practices
- Service and supports are delivered in the most effective way
- Supports are provided by appropriately qualified staff, and are evaluated regularly to ensure people get quality service
- Services and supports connect people with their communities and promote inclusion
- Supports improve access to opportunities for social engagement, as well as help people to participate and be included in community life
- Services and supports are connected to a community that enables access to services, employment opportunities, and social networks, and must be free from discriminatory practices
- Services support people to transition seamlessly from one service/program/location to another¹⁰

⁹ Ontario Supportive Housing Best Practice March 2017 page 6.

¹⁰ Region of Peel Supportive Housing Demand and Supply Analysis and Action Plan Final Report, page 29.

Housing Models/Programs

Below are the seven housing options with service and program supports to consider when looking into housing partnerships and developing a housing strategy.

Permanent supportive housing

Combines rental/housing assistance with support services for people with high needs (physical, mental health, developmental disabilities, substance use, etc.). Possible option for chronically homeless with high acuity. Requires the creation (new construction or acquisition/ renovation) of buildings with the specific purpose of housing homeless and vulnerable populations.

Rapid Re-housing

Aimed at helping individuals and families quickly exit homelessness, return to housing, and prevent homelessness in the future. Includes individualized and flexible assistance that varies in level and type of support provided depending on needs. Site or communal housing often includes rent supplements and community support services.

Scattered-site Housing

Largely owned by private sector landlords. Receive customized housing supports depending on level of need. Housing units located in many properties across a community depending on availability and affordability.

Transitional Housing

Intermediate step between emergency crisis shelter and permanent housing. Long-term, service intensive, help address issues that lead to homelessness. Rebuild support networks. Three months to three-year stay.

Housing First

Recovery-oriented approach that centers on quickly moving people into independent/permanent housing, then providing supports and services. People are more likely to move forward if they are housed first.

Emergency Shelters

People experiencing homelessness in emergency or crisis situation. Access to other support services and programs. Maximum 90 day stay.

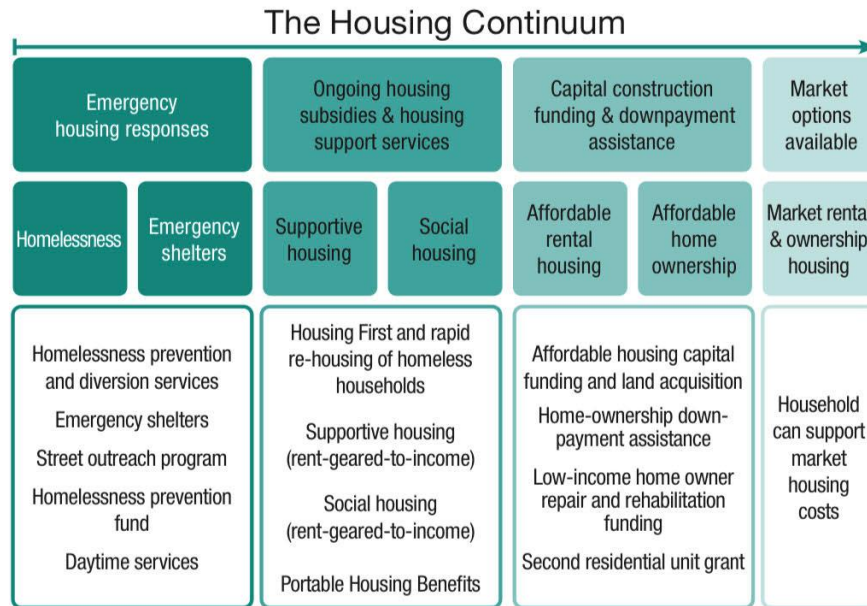
Host Homes

Respite accommodation. Alternative to emergency shelters. Small facilities or households that have a spare room and hosts that are paid or volunteers.

From a more local perspective, in The Housing and Social Services Report 2021 the City of Kingston utilizes the chart below “to understand the range of housing programs and services available to households experiencing housing insecurity and affordability challenges in Kingston and Frontenac.”¹¹ It is a central concept in the 10-Year Housing and Homelessness Plan developed in 2013. “This Plan reinforces the idea of the

¹¹ City of Kingston The Housing and Social Services Report 2021

housing continuum and personal preferences by encouraging a wide variety of housing options available in terms of tenure, location, built form, and cost, so that there is the highest likelihood that the housing needs of every resident of the City of Kingston and the County of Frontenac can be met.”¹²



“Every door is the right door, and they are all connected.”
respondent

Addressing the Need

Extend-A-Family Kingston and DSO SER realize that something needs to change to increase opportunities and supports to individuals with a developmental disability in the Kingston and Frontenac areas. There are approximately 26,000 unique DSO Eligible Individuals in Ontario who are actively waiting for some kind of supportive housing service in the developmental service sector.¹³ The number of people on the DSO Registry looking for residential support within the City of Kingston is 494. These individuals have varied needs and are waiting for services that range from supportive independent living (lower support needs) to intensive support services (highest support needs).

¹² City of Kingston, 10-Year Municipal Housing & Homelessness Plan, page 7.

¹³ These numbers represent a capture in time from September 30, 2022.

The Affordable Housing Landscape in Kingston/Frontenac

As government, service providers, families of individuals with developmental disabilities, and individuals with intellectual disabilities look toward improved housing options the challenges presented by the housing shortage remain a barrier.

The 2021 Provincial Budget included an investment of \$13M over three years to assist people with developmental disabilities in accessing more inclusive housing options and to live independently in their community resulting in an increase to the Housing Navigator compliment across the province. This increase helps connect individuals to local community resources and agencies with a focus on providing information about housing to people seeking assistance to obtain or explore independent and/or community-based housing options. This has resulted in more individuals with a developmental disability exploring independent living opportunities. In turn, these individuals are looking to the City and County for rent geared to income and affordable housing options.

As of April 2023 the number of people on the Social Housing Registry was 1,322. Currently in the city of Kingston the approximate wait time for a 1-bedroom apartment, which is the most sought after social housing unit size, is 5 years. In 2022, 104 people or less than 10% on the Social Housing Registry found housing. In the City of Kingston and Frontenac County there are 1,897 rent geared to income (RGI) units, 49 rent supplements and 510 affordable units. Of the units on the RGI list 89 are for supportive housing.

The 10-Year Housing and Homelessness Plan's primary objective related to supportive housing was the identification of a need to create 299 new permanent supportive housing units over a 10-year period. The expanded capacity could include newly constructed units or the allocation of new rent supplements. Since the adoption of the 2013 10-Year Plan, 118 new supportive housing units have been created and there are approximately 94 units under development.

As of May 2023 there were 220 affordable units that have been allocated funding where rents will be set at below-market rates. Of these, 94 will be supportive housing with the level of support provided dependent on the targeted clientele.

The City has demonstrated a willingness to work with the Developmental Service Sector and has shown an openness to engage by:

- Inviting DSO Service Navigators and Housing Navigators inform staff about the housing needs of people with a developmental disability.

- Assigning a level of prioritization for the Canada-Ontario Housing Benefit to people with a developmental disability.
- Updating the rent geared to income application to include a question where applicants can self-disclose a developmental disability to enable identification for any future programming that may become available which targets individuals with a developmental disability.
- Allocating a portion of the local Rapid Housing Initiative round two funding to a developmental service sector agency.
- The Director of Housing and Social Services participating as a guest speaker at the 2022 Developmental Services Housing Strategy Forum.

The Permanent Supportive Housing Landscape

The permanent supportive housing providers that participated in this survey provide 309 units and 342 beds for permanent supportive housing among other services such as shelter beds. Of the 12 organizations included in this study 11 (92%) have a waitlist for their housing services. The organization that does not have a waitlist stated they do not turn anyone away. Waitlists varied in length from a few months to over 20 years. As one respondent stated, “Basically, we have to wait for someone to die to get someone off the waitlist into housing.”

Participants were asked if they had increased their housing portfolios in the past five years in order to help address their waitlists and the shortage of housing. Eighty-three percent (83%) had increased their portfolios in the past five years. When asked if they planned to increase the number of housing units in the future, 11 (92%) stated they did plan to increase their housing portfolio. However, when a follow-up question was asked about having access to funding to increase their housing portfolio 8 (67%) of organizations did not have access to either capital or operating funds at this time to increase their housing. Three (3) organizations (25%) did have funding.

When discussing gaps in their service and service deficiencies:

- 67% of respondents reported lack of housing (the lack of a housing continuum and overall lack of supportive housing)
- (58%) reported a lack of financial support and resources that result in an inability to provide the level of support individuals require. It is of note that of these 7 respondents 2 commented on how individuals with developmental disabilities are not included in housing models and are underserved.
- 50% listed increasing client needs as a gap

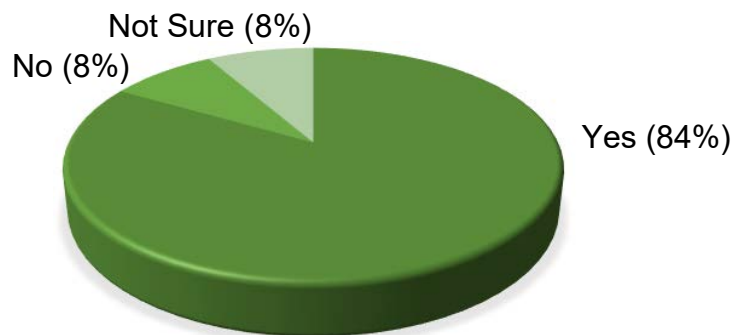
- 50% also reported that staffing problems citing lack of adequate staff, difficulty in filling staff positions, difficulty in finding and retaining qualified staff, and low salaries as issues.
- 25% stated the current funding model for housing creates a gap for them in that there is not enough funding to purchase or develop housing, for operating costs, or for building maintenance expenses.

When asked what they felt their strengths were, it is interesting to note that despite citing staffing as a challenge, 58% of respondents felt they had a committed, caring staff, which was a strength for their organization. In addition, 50% stated their agency's approach to their work was a strength. The following were also listed as strengths by respondents:

- Promote client participation in community (42%)
- Philosophy/approach (33%)
- Strong partnerships (33%)
- Advocacy (25%)
- Organization's structure (17%)
- Wraparound services (17%)

Although partnerships were only listed as a strength by 1/3 of respondents the willingness and ability of organizations to partner is worth noting. One hundred percent (100%) of agencies interviewed partner with multiple organizations to provide their services. In addition, 92% expressed the desire to increase housing stock and to partner, in order to provide housing and housing services. In addition, when asked the strengths of the City of Kingston and Frontenac County the top responses included willingness to collaborate and work together, and willingness to partner with organizations.

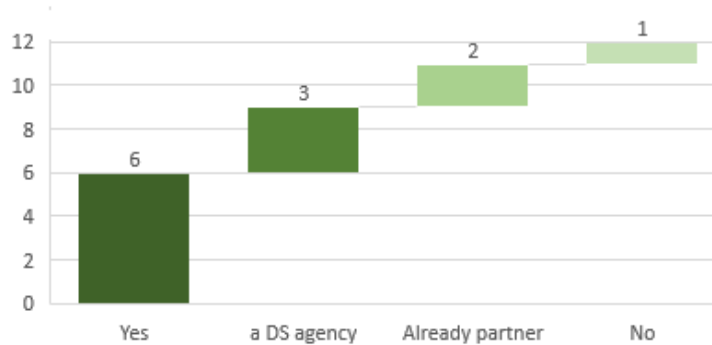
When asked if there were partners that it would be beneficial to work with who they are not currently working with participants said:



Please note that the 'no' response was followed up with the respondent stating that they currently worked with the community agencies that best served their client base. Of

those who responded yes to this question, 8 felt they could have improved partnerships with health-related agencies, 2 with disability services and 2 with the City of Kingston and townships.

Delving into partnership further, respondents were asked if they have considered partnering with the developmental service sector. Responses were as follows:



For the respondent who said no, the reason given for not partnering was because the organization's focus was to move people toward independent living. Because of this focus the respondent felt the developmental service sector would not be the best fit as a partner for them.

All respondents agreed that the housing shortage presents a threat. The shortage of current private market rental and affordable housing creates challenges for those seeking affordable housing on three fronts. First, there is the rising cost of housing, land, and rent. Although housing prices have dropped (The overall "price was \$555,200 in May 2023, a decrease of 9.7% compared to May 2022."¹⁴) since their peak in February 2022 they are expected to rise again. Rents continue to rise and, according to the Canada Mortgage and Housing Corporation Rental Market Report that was released in February 2023, Kingston's vacancy rate is 1.2% in October 2022, which is .2% lower than the previous year, and average market rent for a 1 bedroom apartment is \$1,212. Compare this monthly rent figure to the ODSP rate of \$1,308 and \$733 for Ontario Works; the challenge is obvious.

Because they serve individuals who are rural and urban DSO SER is aware of additional challenges when looking into addressing housing needs. It will take collective, constructive, and focused work by all involved to improve affordability, diversify the housing mix, and increase supply. Moving forward, partnerships, collaboration, flexibility, and adaptability will support the process of finding housing solutions for people with disabilities and in particular individuals wishing to live independently with supports.

¹⁴ Source: Kingston and Area Real Estate Association. <https://creastats.crea.ca/board/king>. Accessed June 26, 2023.

Most Vulnerable Individuals

People with developmental disabilities are among the most vulnerable in Canada. Ninety-two percent (92%) report having a co-occurring disability. They are at a heightened risk of reduced mental health and general health. Seventy (70%) of Canadians report their mental health to be excellent or very good, however only 17% of people with developmental disabilities or disorders report their mental health to be excellent or very good. Twenty-five percent (25%) describe their general health as good or excellent compared to 61% of the general public.¹⁵

Statistics corroborate that poverty is an additional concern. The most prevalent primary disabilities among Ontario Disability Support Program (ODSP) recipients are individuals with mental illnesses and individuals with developmental disabilities¹⁶. Citing the previously mentioned statistic that 17% of individuals with developmental disabilities report good mental health, it can be extrapolated that a high percentage of individuals with developmental disabilities are living on ODSP. And, as one respondent stated, “no one who is on OW [Ontario Works] or ODSP can afford rent.”

“Creating change that matters means we are improving how people are connected to supports from other government and community programs.”

Todd Smith, Minister of Children, Community and Social Services

The City of Kingston and Frontenac County

Funding for supportive housing requires both one-time capital (primarily for the development process) and ongoing operating funding (for support services and general operation costs). Organizations involved in this process agree that one of the greatest challenges they are presented with is the lack of funding available for both the development and operation of supportive housing.

The development process involved in building new supportive housing is often lengthy, at least three years. The process involves several resource-intensive processes such as finding and securing a site, obtaining planning approvals, designing the building, obtaining financing and constructing the building. Organizations wanting to add to supportive housing stock identified that capital funding is not predictable, making it difficult to plan, foster collaborations with other agencies and organizations, and engage the private sector. While partnerships with municipal government, community agencies,

¹⁵ Health Canada and the Public Health Agency of Canada, Highlights from the 2017 Canadian Survey on Disability. Sourced June 21, 2023.

¹⁶ Health Canada and the Public Health Agency of Canada, Highlights from the 2017 Canadian Survey on Disability. Sourced June 21, 2023.

private and non-profit housing providers are important, ultimately, strong provincial and federal financial support is required for adding to supportive housing stock.

Strengths and Opportunities

Strengths

When asked to identify strengths in the Kingston-Frontenac service area, in program provision for people in supportive housing, responses can be consolidated into three areas: the City of Kingston, Frontenac County overall, and organizations. Strengths recognized in Kingston include their commitment to homelessness and housing, their continued effort to break down barriers and speed up the process of creating more housing, and the strong community partners and relationships. The strengths in Frontenac County include that, along with the City of Kingston, they are committed to and working toward providing funding for housing, developing housing options, and that there are good partnerships and collaborations happening. Strengths listed for organizations within the city and county include how strong the network of agencies is, the close connection, and ability to work well together.

Opportunities

“We need to find housing right now. There’s lots of opportunity out there.”
respondent

Seventy-five percent (75%) of survey respondents believe services can be streamlined in the Kingston-Frontenac service area. Respondents felt opportunities are available in the areas of government, collaboration, service provision, information and communications. More specifically organizations suggested opportunities include:

- the need for increased funding and for the reduction of red tape
- the importance of organizations improving communications and working together instead of in silos
- rapid access to wrap around services
- knowing what is available in the community
- looking to other communities to see what is working

Threats and Gaps in Housing

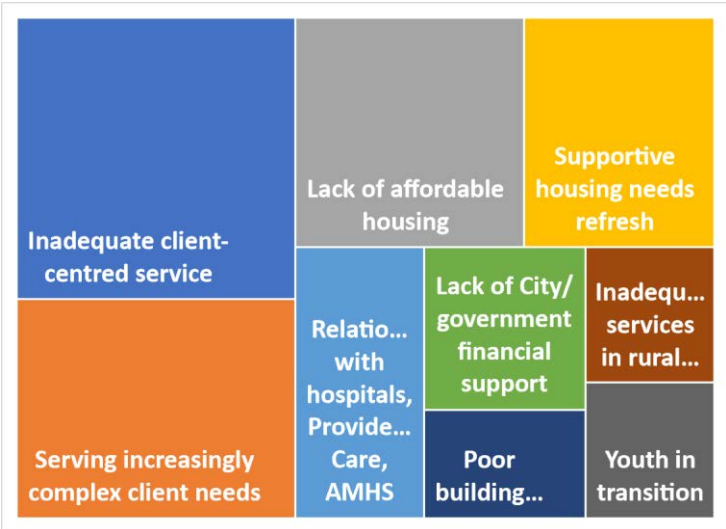
“We have many higher acuity clients who need service, and we need funding and staffing to support these higher acuity clients. This is an opportunity and a threat.” respondent

Threats



All twelve survey participants responded that housing and issues surrounding the housing shortage is a threat. Half the respondents felt staffing challenges and government relations presented challenges while five respondents stated they found the band-aid, inconsistent approach to housing was problematic. In addition, one third of respondents felt homelessness, mental health and addictions to be a threat.

Gaps



Three-quarters (9) of respondents felt inadequate service to clients to be the greatest gap. Seven (7) survey participants felt the increasing complex health issues and comorbidities including developmental disabilities creates a gap. Half of the respondents (6) felt the lack of affordable housing is a gap while 5 respondents felt that supportive housing is in need of a refresh and is not current with client needs.

Recommendations from Organizations to the City of Kingston

Respondents were asked if they could make one recommendation, what would it be. Overall, 50% felt housing and related services need to be expanded and improved. Thirty-three (33%) of respondents suggested service provision needed to be improved and more effective. Seventeen percent (17%) stated there is a need to create more supportive housing with operating dollars attached. Twenty-five percent (25%) stated communications needs to be improved (*“Bring everyone together on a monthly basis. Need a good snapshot of who is providing what and to be more cohesive working together.”*) Each of the following three recommendations were suggested by eight percent (8%) of respondents: the municipality needs to play a stronger leadership role in supportive housing, transportation and infrastructure needed to be improved in rural areas, and the way success is measured in housing and supports needs revamping to better reflect the success of service provision by organizations.

Conclusion

“Sometimes it comes down to how organizations are funded – organizations end up competing instead of collaborating.” respondent

The supportive housing system is a complex system of funders, agencies, housing providers, and other invested stakeholders. It is dependent on funders from all levels of government, housing providers, service providers, the private sector, and the not-for-profit sector, all with unique contributions to the system. In addition, it is located at the intersection of social services, the healthcare system, and the housing system, which can create additional challenges while developing and coordinating housing. The aim is to reinforce the link between the systems and provide the opportunity to live healthy lives in safe and supportive housing situations.

For survey respondents the issue is clear. There is a tremendous and growing need for more supportive housing. These housing pressures are most keenly felt as a local issue because county and municipal governments are the level of government closest to the people and are responsible for much of the infrastructure that is required for robust and healthy communities.

Despite efforts to be inclusive, individuals with developmental disabilities remain at a disadvantage (Ditchman, Kosyluk, Lee, & Jones, 2016). Access to meet appropriate housing needs, ranging from very basic to 24/7 care, continues to be a barrier. No single organization has the capacity to change the current housing situation for people with developmental disabilities or any individual who requires housing support and the associated services.

“ We recognize the changes that need to be made cannot be addressed by the developmental services system alone. Different parts of the government need to work better together, across sectors, and with community partners, to reduce barriers and improve programs so they better meet people’s needs.”

Todd Smith, Minister of Children, Community and Social Services

To believe there is a simple solution to the complex landscape of social and supportive housing is naive at best. The literature and the survey carried out reinforce the urgency of the need to find both immediate and long-term solutions. In addition, the literature and survey support the necessity of strong partnerships and collaboration at all levels including the four levels of government (federal, provincial, county, municipal/city) combined with partnerships and collaboration between housing, health, and social service agencies.

There is an opportunity to work together as a group to bring the needs of people who require supportive housing to the forefront while agencies maintain their autonomy. The value of the 12 organizations interviewed working toward a mutual goal rather than each sector working individually has been proven to work. An example of this is Home for Good in Hastings, where “partner agencies provide a wide range of supports including, but not limited to: counselling, crisis prevention, harm reduction, assistance with substance use issues, support with mental health and mental illness, support with physical and cognitive disabilities, pre-discharge and discharge planning from provincial institutions, household assistance, development of support plans, assistance with maintaining rental tenancy, assistance with basic needs such as personal care, shopping, purchasing food and meal preparation, assistance with transitioning to other forms of housing that better meet the individuals’ needs, assistance with referrals to other services.”¹⁷

There was a desire from all respondents to work toward solving this issue as a group. Partnerships can be built, strengthened, and mobilized to achieve better outcomes for individuals requiring supportive housing. Greater communication with and between private landlords, developers, and not-for-profit housing providers provides a better

¹⁷ [Home for Good – Hastings County](#). Sourced: July 7, 2023.

understanding and improved opportunity to increase housing stock. In short, increased partnerships have the potential to lead to increased housing.

Recommendations

Developmental Services Ontario South East Region and Extend-A-Family Kingston

1. Bring agencies together to develop an improved understanding of developmental disabilities, what the housing needs are, and best housing models to employ to improve opportunities in the future for partnerships in housing.
2. Create or provide an environment where partnerships can be pursued to increase the amount of supportive housing available to individuals with developmental disabilities.
3. Work collaboratively with supportive housing providers to determine partnership opportunities with private sector developers and landlords.
4. Work with supportive housing providers to determine definitions for supportive housing and the housing continuum.
5. Identify model(s) and partners that are best suited and have the greatest chances of housing success—i.e., ensure the housing model(s) adopted is feasible and sustainable.
6. Advocate that the needs of the developmental services sector are incorporated into the Housing and Homelessness Plan based on the need shown in the 2021 Point in Time Count and the Developmental Services Ontario registry.
7. Encourage all levels of government to fund operating and maintenance costs to ensure once supportive housing is developed there is the ability to provide long-term service and keep buildings maintained.

City of Kingston

1. Hold a roundtable discussion¹⁸ with the participants of this consultation on any immediate or short-term responses/programs that can be implemented to address the pressing need.
2. Support the development and capacity building of implementation of housing supports and services, and of housing itself.
3. In conjunction with supportive housing providers and Frontenac County, examine the discrepancy in services provided between the City of Kingston and Frontenac County.
4. Continue to streamline and improve ease of navigation of services for the end user. Examples of work already undertaken or underway were given by survey respondents including the By Name List.

¹⁸ The City of Kingston reported that the first Supportive and Transitional Housing Roundtable meeting was in March 2021. The aim is to hold meetings at least quarterly with the 37 organizations on the City's contact list.

Appendix A – List of Agencies that Participated in Environmental Scan

Addictions and Mental Health Services

Christian Horizons

Dawn House

Community Living Kingston

Community Living North Frontenac

John Howard Society

Ryandale Transitional Housing

Kingston Interval House

Kaye Healey Homes/ Elizabeth Fry Society

Kingston Home Base Housing

Ongwanada

Tipi Moza

Appendix B - Survey Questions

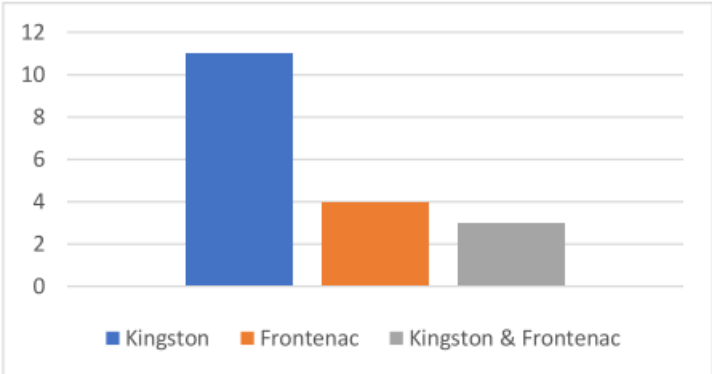
1. In which communities is your supportive housing located?
2. What services do you provide?
3. How many units do your services cover?
4. How many physically accessible units do you provide?
5. a. What is your client base?
b. Do you currently provide service to people with developmental disabilities?
c. If yes, how many?
6. a. Do you have a waitlist? (Yes/No)
If yes:
b. Is it a shared waitlist? With what agencies do you share it?
c. Do you know how many people are currently on your waitlist?
d. What is the longest a person has been waiting for service?
7. Supportive housing comes in a variety of models. How would you or your agency define or describe what supportive housing is?
8. What are your agency's strengths?
9. a. Are you able to measure the impact of your services for those you serve?
b. How do you measure the impact?
10. What are the sources of funding for your organization?
11. a. Do you collaborate or work with community partners? Yes/No
b. If yes, which partners do you work with and on which programs?
12. a. Are there partners you feel it would be beneficial to work with that you aren't currently working with? Yes/No
b. If yes, which organizations or groups?
13. a. If you don't already do so, have you considered partnering with the developmental service sector? Yes/No.
b. If yes, can we provide DSO SER with your contact information?
14. Have you increased your portfolio (service provision/supportive housing services) in the past 5 years?
15. Does your organization plan to increase the number of supportive housing units in the near future?

16. Do you have access to either capital or operating funds for new units? (Prompt to expand.)
17. What gaps in service or service deficiencies do you feel your organization has?
18. From your supportive housing perspective, what are the strengths you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?
19. What are the opportunities you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?
20. What are the threats you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?
21. What are the gaps in service in the Kingston-Frontenac service area?
22. a. Do you believe that services can be streamlined in the Kingston-Frontenac service area to better serve supportive housing? Yes/No
b. If yes, how?
23. If you could make one recommendation to the Kingston-Frontenac service area, what would that recommendation be?
24. In your opinion, what would be the ideal model for service provision in supportive housing?
25. Do you have any other comments you would like to add?

Appendix C - Survey Responses

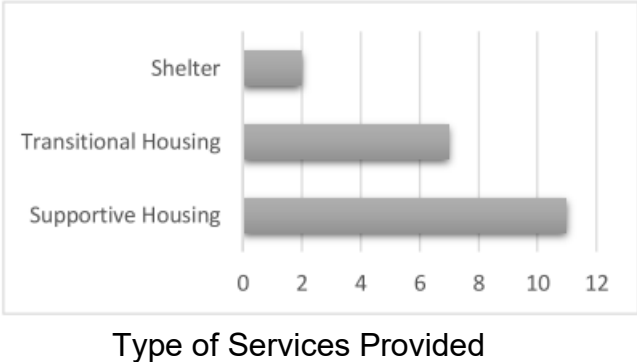
QUESTIONS

1. In which communities is your supportive housing located?



Of the 12 organizations who participated 11 provide services within the City of Kingston and 4 provide services in Frontenac County. Three (3) organizations provide services in both the City of Kingston and in Frontenac County.

2. What services do you provide?



Of the 12 agencies interviewed 11 (92%) provide supportive housing, 7 (58%) provide transitional housing and 2 (17%) provide shelter services. Two agencies (17%) provide supportive housing services, transitional housing and a shelter, 6 (50%) provide transitional housing and supportive housing, 4 (33%) provided only supportive housing, and 1 (8%) provided only transitional housing. Note: Second stage housing for women is combined into supportive housing for the purposes of this report. For definitions of shelter, transitional housing and supportive housing see the glossary in Appendix D.

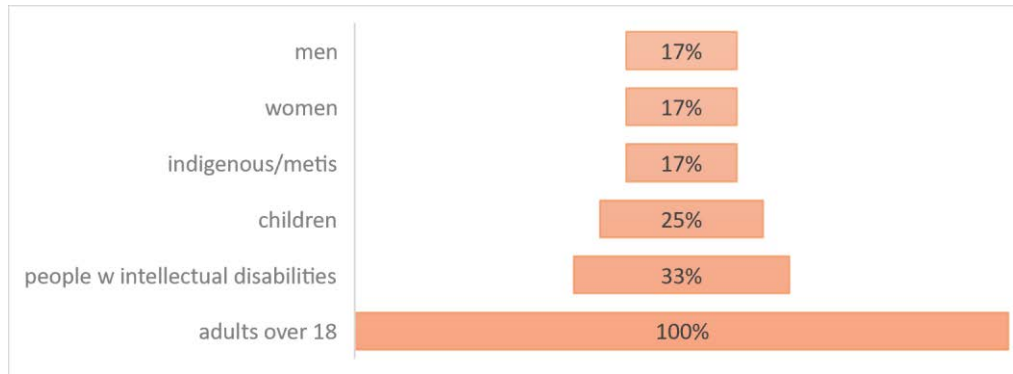
3. How many units do your services cover?

Survey participants reported providing service to 767 people in total.

4. How many physically accessible units do you provide?

The number of physically accessible units varied between 2 houses or apartments to 36 houses or apartments per organization with the total number being 111 houses or apartments. For some agencies, all of their locations were physically accessible but not all the rooms within the location were physically accessible.

5. a. What is your client base?



Client Base Served by Agencies

Of those who serve adults over 18, 2 agencies stated they serve 16 and older and one agency would serve individuals as young as 14 depending on circumstances. Of the twelve agencies interviewed 4 (33%) served people with developmental disabilities exclusively.

b. Do you currently provide service to people with developmental disabilities?

100% of respondents stated they do provide service to people with developmental disabilities. However, there were some comments worth mentioning including:

We are seeing more youth with developmental disabilities.

Our clients may have a developmental disability but have not necessarily disclosed.

Yes and no. Not part of our core mandate, but we often see people with FAS and have supported people along with Community Living.

Yes, but this is not our target group because we work towards independent living, which requires higher functioning individuals.

c. If yes, how many?

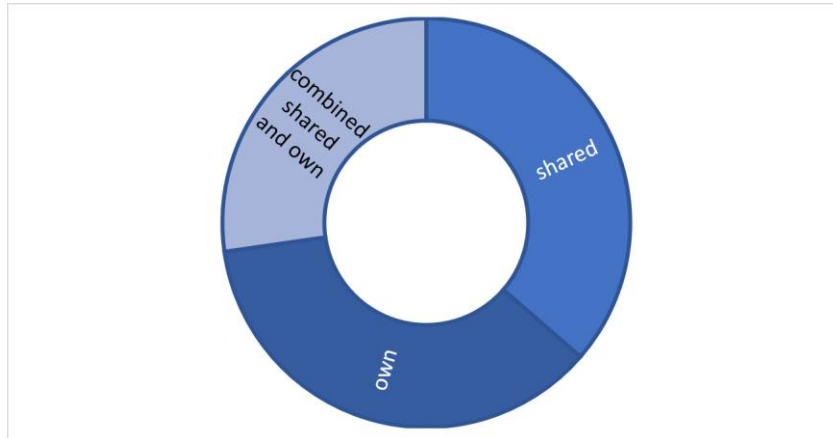
Two respondents replied that they did not track this information. Of the 10 respondents who said they did track the number of individuals with developmental disabilities, they reported serving between 1 to 140 individuals for their organization. The total number of individuals with intellectual disabilities currently being served in the City of Kingston and Frontenac County is 227.

6. a. Do you have a waitlist?

Eleven (92%) of 12 organizations reported having a waitlist.

If yes:

b. Is it a shared waitlist? With what agencies do you share it?



Of the 11 agencies with waitlists 4 are shared, 4 hold their own waitlist, and 3 organizations have both a shared and their own waitlist. 7 agencies use a shared waitlist and 7 agencies hold their own waitlist. The 4 agencies with shared waitlists only use a provincial waitlist. Of the 3 organizations who have both a shared waitlist and their own waitlist, 2 stated the By Name List is the shared waitlist they utilize.

c. Do you know how many people are currently on your waitlist?

The number of people on an organization's waitlist varied greatly depending on which housing service the person was waiting for. The range was between 3 and over 300.

d. What is the longest a person has been waiting for service?

“Basically, we have to wait for someone to die to get someone off the waitlist into housing.”

Again, the range was vast. One (1) respondent stated they didn't know. Of those who did respond their responses were:

- *months*
- *not more than one year*
- *since 2022*
- *at least one year*
- *over 7 years*
- *11 years*
- *many years*
- *it is years for most services*
- *over 20 years – from 2001*

7. Supportive housing comes in a variety of models. How would you or your agency define or describe what supportive housing is?



While responses varied in actual wording the essence of what was said was consistent. Respondents used words like safe, affordable, and supportive, and suggested they were not just landlords. They spoke of the importance of connecting clients to community. When synthesized down respondents described supportive housing as:

- Affordable housing with dedicated staff team to work with individuals to make their tenancy successful.
- Staff addressing client needs and working to get people back into community.
- Support provided as needed.
- Staff support readily available and in-home.
- 24-hour support with wraparound services so the client gets all services they need in one place.
- Safe and affordable, with tenants working toward independent living.
- Connecting clients with resources in community and supporting them so they can live independently.
- Moving people from homelessness or precarious housing to independent living.

8. What are your agency’s strengths?

The chart below lists what organizations believed to be their greatest strengths.

Strength	Number	Percentage
Compassionate/committed staff	7	58%
Approach to work	6	50%
Promote client participation in community	5	42%
Philosophy/approach	4	33%
Strong partnerships	4	33%
Advocacy	3	25%
Organization’s structure	2	17%
Wraparound services	2	17%
Inclusive	1	8%
Good communication	1	8%
Good physical space	1	8%
Long history of organization	1	8%
Smallness of organization	1	8%
Strong board	1	8%

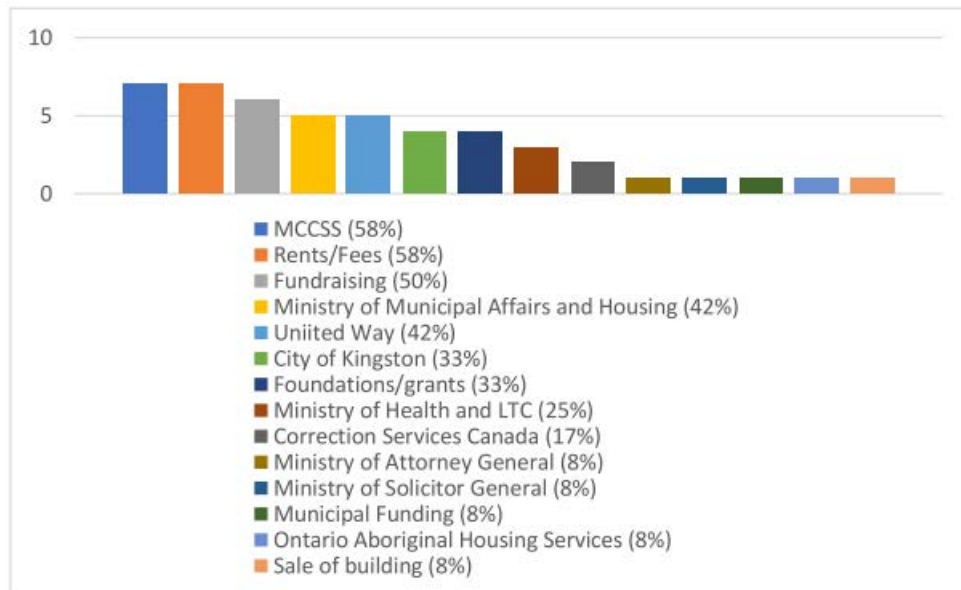
9. a. Are you able to measure the impact of your services for those you serve?

100% of respondents stated they were able to measure the impact of services on those they serve.

b. How do you measure the impact?

Six (6) agencies do plans/assessments/tracking with clients, 3 measure success if their client is successfully housed and/or stays housed, 2 measure through satisfaction surveys, 1 organization measures through forums (and also through satisfaction surveys, which is already noted), 1 if the individual transitions into the community, and 1 agency measures informally.

10. What are the sources of funding for your organization?



Funding for Housing Providers

The top three funding sources listed by organizations were funding from MCCSS (7(58%)), rental income (7(58%)), and fundraising (6(50%)). Although it was not asked, 4 organizations stated that MCCSS provides almost all their funding, 1 organization stated the City of Kingston provided the majority of their funding, and 1 organization stated they received no core funding.

11. a. Do you collaborate or work with community partners?

yes 100%

b. If yes, which partners do you work with and on which programs?

Every organization listed numerous partners. This indicates that the housing providers

in the City of Kingston and Frontenac County have healthy relationships and utilize partnerships to support and enhance the services they provide.

12. a. Are there partners you feel it would be beneficial to work with that you aren't currently working with?



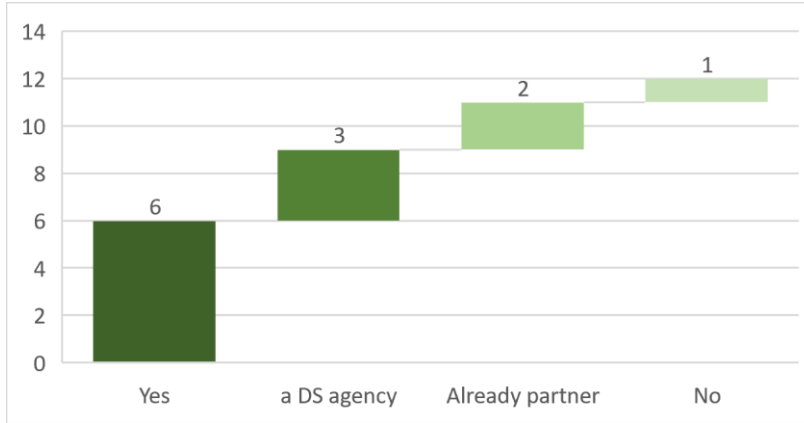
b. If yes, which organizations or groups?

The organizations that responded yes to the previous question stated they would like to have improved partnerships in the areas of housing (8), health (2), disability services (2) and with the City of Kingston/municipalities (2).

Specific comments that were made include:

- *Municipalities. Frontenac Housing Organization.*
- *There's always a need for different types of housing and different types of support.*
- *Right now we have to source housing and those houses don't always meet accessible or support needs.*
- *It's a struggle to work with ABI. Would like to see refresh here – a lot of people are falling through the cracks and end up on the streets.*
- *We have so many clients with disabilities. It would help to have more disability services.*
- *We'd like to partner with landlords who understand the needs of people in social housing.*
- *Having the support of the City to advocate for recognizing permanent disability payments as a valid income source would be great.*
- *We would like a stronger connection with EMHS, with doctors or a clinic, and psychiatrists. To be better connected with the health system. A quarter of residents have addiction and mental health issues. We could have a worker here on a dedicated basis.*

13. a. If you don't already do so, have you considered partnering with the developmental service sector?



For the respondent who said no, the reason given for not partnering was because the organization's focus was to move people toward independent living. Because of this focus the developmental service sector would not be the best fit as a partner.

b. If yes, can we provide DSO SER with your contact information?

Respondents agreed to provide DSO SER with their contact information.

14. Have you increased your portfolio (service provision/supportive housing services) in the past 5 years?

Ten (83%) of respondents did increase their portfolio. Two (17%) of respondents did not increase their portfolio in the past 5 years.

15. Does your organization plan to increase the number of supportive housing units in the near future?

Eleven or 92% of respondents do plan to increase the number of housing units in the near future. One respondent (8%) does not plan to increase the number of housing units.

16. Do you have access to either capital or operating funds for new units? (Prompt to expand.)

Eight (67%) of 11 organizations stated they do not have access to either capital or operating funds. Three (27%) of the 11 organizations stated they do have access to either capital or operating funds. One organization (9%) stated they do not know if they have access to either capital or operating funds.

17. What gaps in service or service deficiencies do you feel your organization has?

The gaps or service deficiencies organizations reported fell within six themes listed from most identified to least identified :

housing

escalating client needs

inability to provide level of support needed

staffing
funding models
partnerships

There was an underlying theme of insufficient funding to provide services.

Specific concerns were:

Housing (8)

No housing continuum. People need graduated options to go up and down depending on their needs.

Lack of supportive and affordable housing

We [provide other types of housing but] wish we had supportive housing as an agency.

Difficulty finding housing in community for supportive independent living program.

Limited housing stock.

Inability to provide level of support needed (7)

High needs – need 24/7 support but we don't have resources to meet the overwhelming need. (3)

Need financial support to support 24-hour crisis support and clients with concurrent disorders and disabilities.

Addiction, substance abuse and mental health services needed.

Note: Two agencies commented on how individuals with developmental disabilities are not included in housing models and are underserved. A special concern for youth transitioning into adult programming was stated.

Escalating client needs (6)

10% are experiencing homelessness or are chronically homeless and difficult to serve.

Trying to support individuals with very challenging needs and there isn't the support.

Supportive housing for people with complex needs - not enough housing for people who require behavioral and mental health support.

The challenge is in responding to the needs of the clients. They are complex and more difficult.

A number of our population are ageing, and we don't have nursing/medical care.

Staffing/board (6)

Lack of adequate staffing (3)

Staffing - struggle to find staff (2)

Low salary levels (1)

We can't afford a manager or administrator for our building that's about to be opened. (1)

Newness of board members (1)

Funding model (3)

No funds for upkeep/damage to building. (2)

We don't get government funding. (1)

Partnerships (1)

We should be able to partner better with other community services.

18. From your supportive housing perspective, what are the strengths you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?

Strengths are divided into 3 areas – Overall in Frontenac County including municipalities and the City of Kingston, the City of Kingston, and organizations within Frontenac County.

Specific comments included:

Frontenac County overall

- Pleasantly surprised at how the City of Kingston and municipality are digging in to provide funds for housing.
- Have housing options available in partnership with municipality, city, and county.
- Those who are committed to running it and funding it are doing the best they can with what they have.
- Philosophy and passion are there.
- A lot of good partnerships and collaborations in Kingston Frontenac.
- On the right track in understanding the people's needs for housing.

City of Kingston

- Housing first has worked.
- City tries to do a really good job of navigating housing.
- City tries to break down barriers and speed up process.
- City has a number of new counsellors and new staff who are really trying to make a difference and are more committed to homelessness and housing.
- A large variety of supportive housing.
- Close knit community, and community has strong community partners.
- Everyone within Kingston is a strong advocate and have a strong understanding of the needs.
- In the midterm review of the 10-year Housing and Homelessness Plan, transitional housing gained significant status.

Organizations

- We have good solid providers in the developmental service sector.

- Strong network and close connection with Extend-A-Family Kingston and Community Living.
- Mental health and community living organizations work together to provide supports and services.
- Every organization does their best to support the needs of the people they are supporting.
- Collaboration has changed – more strategic partnerships being built compared to the past.
- Over last few years housing organizations are more willing to talk to each other and try to tackle issues together.
- Organizations are doing the most they can with what they have.
- Existing support organizations out there are really trying to make a difference.
- Increase in the number of different community players, so seeing more coverage for services.

19. What are the opportunities you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?

Government

- MCCSS and Ministry of Housing put new money toward new supportive housing
- get commitment from all levels of government to support housing
- put it back on corporations to solve the housing issues they are creating
- investment the city is providing right now – looking at different options
- if money wasn't an object could make a village of housing/tiny homes with shared kitchen and common areas
- cut the red tape - holding innovations and innovators up right now

Collaboration

- work more in partnership, more integrated models of care
- creating opportunities for organizations to be more coordinated – coordination of supports and services.
- opportunity to become less siloed and work together better
- wrap around services - currently more than one service provider is providing services from a single location
- opportunity for growth – willingness as a network is there to come together and achieve a housing solution

Service Provision

- rapid access - for developmental services big issue. Cut down on red tape so people can be served more quickly
- wraparound services

- more branching out in rural areas and identifying partners in rural areas who have expertise in supportive housing
- infrastructure in the north. is something to look at

Information/Models

- have a strong analysis of what is in the community and county. If we knew what there is, it would be beneficial.
- change the way we view how housing looks
- utilize models that are already utilized in other communities

Communication

- between organizations – organizations connecting better to serve people better
- greater awareness of the value of supportive housing

20. What are the threats you see in the Kingston-Frontenac service area in the program provision for people in supportive housing?



Comments included but not limited to:

Housing (12) - Competition for housing is huge. Vacancy is low. Corporations are building housing without social responsibilities. We need more supportive housing and it takes a long time to build\create. CMHC requirements are a challenge. Rent supplements or subsidies could be provided.

Staffing (6) - Need more money to increase pay for staff we have so we aren't continually training new staff and are not constantly short staffed. Struggle hiring and finding new staff. There is a need to increase 24/7 supports.

Government Relations (6) - Not the political or community will to provide housing to everyone. Have people with drive and know how come to city and present but conversations aren't being heard. Sometimes it comes down to how organizations are funded - organizations end up competing instead of collaborating.

Approach (5) - Have Band-Aid approach. To secure funding often limits who can access services.

Homelessness (4) - With very complex people to house and no supports, homelessness will increase.

Mental health and addictions (4) - Mental health and substance abuse are escalating so people are at higher risk of eviction. Lack of resources especially around mental health. Huge increase in substance and drug use since COVID. Drug poisoning crisis: people who need housing most won't get it.

Organizations siloed (4) - Supportive Housing tends to be siloed - developmental disabilities, physical disabilities, etc. All organizations have their own agendas and target populations.

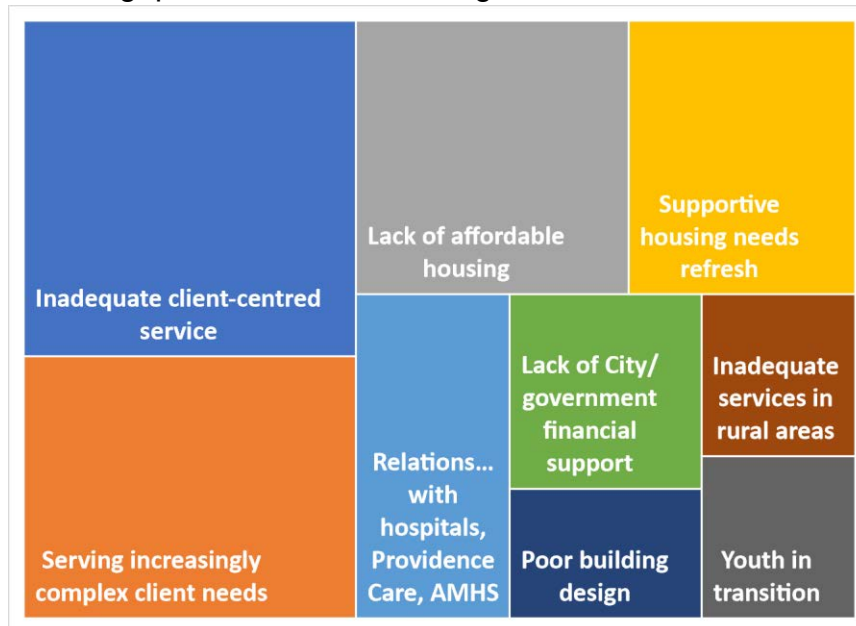
ODSP (3) - ODSP housing allowance is too low.

Increasing costs/inflation (2) – The rising cost of rents are staggering.

Transportation/access to services (2) - Need all services in one building or transportation to access services.

Reduced resources in rural areas (1) - Smaller communities rely on local stores, and stores, grocery stores and banks are having hours reduced and being closed.

21. What are the gaps in service in the Kingston-Frontenac service area?



Comments:

Lack of resources/client-centred service/inadequate service to client (9):

- *The number of people who are homeless – either in shelter and on the street have increasing complexity of issues is growing and comorbidities - developmental delays. ABI, substance use, mental health.*
- *We haven't migrated to the complexity of clients we are dealing with.*
- *Clients need to be in an environment that is appropriate for where that person is at.*
- *Lack of wraparound services in multiple sectors.*

Serving those with increasingly complex health issues and comorbidities including developmental disabilities, cognitive issues, mental health, substance abuse and addiction issues (7):

- *The number of people who are homeless – either in shelter and on the street - have increasing complexity of issues and comorbidities.*

Lack of affordable housing (6):

- *Corporations are not doing enough to support people who can't participate in fair market system.*

Supportive housing needs a refresh. Review how it is done (5):

- *We need models that are peer driven. We need to think outside the box for solutions and models.*

Relationship with hospitals, Providence Care, AMHS (4):

- *Relationships with hospital – no place for people to go when they are at risk to themselves or others.*

Lack of City/government financial support so agencies can provide services needed (3):

- *Will city/government support agencies enough so they can operate properly?*

Building design not appropriate (2):

- *Physical plant buildings – we don't have enough say in how they are designed so they really work for us.*
- *Housing has to take into consideration what people want. We have to plan this, not convert a current building. It should be in a spot where there is access to transportation and shopping in their community.*

Inadequate services in rural areas (2):

- *The cost of transportation is expensive, and clients need to give lots of advance notice. Service delivery north of the 401 is challenging and people we support can't always get appropriate services when needed.*

Youth in transition from youth to adult services (2):

- *They don't have life skills to live on their own so they are crashing and burning very quickly.*
- *Many are dealing with the complexity of having developmental disabilities on top of everything else.*

22. a. Do you believe that services can be streamlined in the Kingston-Frontenac service area to better serve supportive housing?

Nine (9) organizations (75%) believe services can be streamlined in the Kingston-Frontenac service area. Three (3) organizations (25%) answered that **they** didn't know if services could be streamlined. No respondents answered no to this question.

b. If yes, how?

Co-operation

1. Need to bring organizations and hospitals together at a table. (5)
2. Provincial tables should include organizations funded by other ministries and municipalities. Missing out on a lot of collaboration and planning because of this. (1)

Service

1. Better integration to work with complex clients. Could have multi service teams – this would be more proactive. (1)
2. Look at where duplication is and better coordinate and streamline.
3. One stop shop is a great idea. (1)
4. Seamless service so when someone comes in for service, they receive the appropriate service. (1)
5. Utilize mobile units and mobile crisis teams to work with medical and mental health issues. (1)

23. If you could make one recommendation to the Kingston-Frontenac service area, what would that recommendation be?

Recommendations were:

1. The municipality has to take leadership on this - bring together different organizations with the goal of creating new housing. A good model is Home for Good in Hastings.
2. Need a good snapshot of who is providing what and to be more cohesive working together.
3. Hold in-person monthly meetings. Be more aware of real issues going on and how to tackle them. Housing providers have boots on the ground and the city sits behind desks. The two don't mesh.
4. Supportive housing of the past doesn't work with our current populations, so we need to change the model to successfully house people in supportive housing.

5. Need to build more affordable housing with operating dollars for supports.
6. Create more housing and more social housing that is affordable/subsidized for people.
7. Provide more funding for service providers to provide better services.
8. Utilize a different system to measure success of service provision.
9. Bring everyone together on a monthly basis and discuss how we can support certain individuals.
10. Rapid access to service – if a person needs a place to live, they need a safe place to stay quickly.
11. Support people with lived and living experience more effectively when making decisions.
12. Improved transportation and infrastructure would benefit people living rurally.

24. In your opinion, what would be the ideal model for service provision in supportive housing?

Seven (7) respondents felt that a housing continuum (transitional to affordable unit to independent living, if able) is included in the ideal model for service provision in supportive housing.

Six (6) respondents felt that supports should come to the individual requiring them.

Five (5) respondents felt that more than one model for supportive housing could work depending on needs of the individual.

Two (2) respondents felt that the model should be peer driven.

Additional ideas for the ideal model were:

1. build where individuals have access to daily living needs and community
2. have an on-site case worker
3. organizations work together to provide service to individual
4. have wraparound services
5. utilize a housing first model

25. Do you have any other comments you would like to add?

We are very open to partnerships.

What are the next steps with this survey?

Glad to see we are looking at a more inclusive system.

We hope we can pull together a working group to pull together a green paper for how people can be supported. We need to capture the voice of people we serve to find what they want and need.

Have a number of long-term care facilities and it would be good if we could develop a network so that we could provide staff within the long-term care to support people with developmental delays. They provide nursing, etc. DSO provide other supports.

Housing is a big topic today. What concrete steps are we going to take? Working collaboratively is important.

Don't want to lose focus on community. It's important to mix people into the community.

Appendix D – Glossary

Emergency Sheltered: “People staying in emergency homeless shelters and domestic violence shelters.”

Housing First: A homelessness assistance approach that prioritizes providing permanent housing to people experiencing homelessness. Housing First involves moving people experiencing homelessness, particularly people experiencing chronic homelessness, rapidly from the street or emergency shelters into stable and long-term housing with supports.

ODSP: Ontario Disability Support Program

OW: Ontario Works

Supportive Housing: Supportive housing provides a physical environment that is specifically designed to be safe, secure, enabling, and home-like, with support services such as social services, provision of meals, housekeeping and social and recreational activities, to maximize residents’ independence, privacy, and dignity.¹⁹

Wraparound Services: The Wraparound process is a person/family driven, team-based planning process that develops an individualized plan that uses the strengths of the person/family and their team members to develop strategies that the whole team takes on that effectively address the person’s/family’s needs on a day-to-day basis.²⁰

¹⁹ Canadian Mortgage and Housing Corporation, 2018.

²⁰ Wrap Canada <http://www.wrapcanada.org/html/whatiswraparound.html> Sourced: June 28, 2022.

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