



Regional Homeless Initiative Project – Hastings County Social Services
Affordable Housing Action Network



DESERONTO

INCLUDING TYENDINAGA TOWNSHIP

COMMUNITY ACTION PLAN

HOMELESSNESS AND AFFORDABLE HOUSING

HASTINGS COUNTY SOCIAL SERVICES
228 CHURCH ST, POSTAL BAG 6300
BELLEVILLE, ON K8N 5E2

INTRODUCTION

NATIONAL HOMELESSNESS INITIATIVE: WORKING TOGETHER

The National Homelessness Initiative assists governments and community organizations to come together and alleviate homelessness. By encouraging innovative and progressive cooperation, this approach is supporting long-term local solutions to address homelessness. Programs within the initiative include Supporting Community Partners Initiative (SCPI) and the Regional Homelessness Fund.

REGIONAL HOMELESSNESS FUND

The Regional Homelessness Fund is designed to provide support to small and rural communities experiencing homelessness in their local areas. These communities often lack the capacity to respond to homelessness issues. Homeless individuals or those at risk of homelessness must often move to larger urban centers to access homeless-related supports and services. This in turn can place a burden on these larger communities' service systems.

A Government of Canada allocation from the Regional Homelessness Fund provided funding and support for a proposal to develop community action plans addressing affordable housing issues. The plans are for the communities of Hastings County outside of Belleville. Hastings County Social Services undertook this initiative to develop the plans for the communities of Central Hastings, Deseronto, North Hastings, and Quinte West.

A Belleville Plan was developed in 2000 and was updated in 2003 as part of the SCPI initiative to help prevent at-risk individuals from becoming homeless. The Housing Working Group worked with Service Canada on the SCPI initiative. Building on the success of the Belleville Plan and the SCPI initiative, the Housing Working Group supervised the completion of the "Boxed-In Report". This federally funded program studied homelessness and affordable housing issues throughout Hastings County. Two of the report's recommendations were to develop an Affordable Housing Action Network and to complete community plans for the other areas of Hastings County.

The plans assess the current housing situation in the communities and identify the gaps that are creating homelessness. Recommendations to reduce the gaps are included in the plans. Communities are encouraged to develop a wide range of partnerships, access suggested funding sources, as well as find additional funding sources to implement the recommendations.

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GEOGRAPHY, INCOME & HOUSING STATISTICS



Population *

Town of Deseronto	1,796
Tyendingaga Township	3,769
total	5,565
Hastings County	125,565

* Statistics Canada 2001 Census

MAP OF DESERONTO AND TYENDINAGA TOWNSHIP



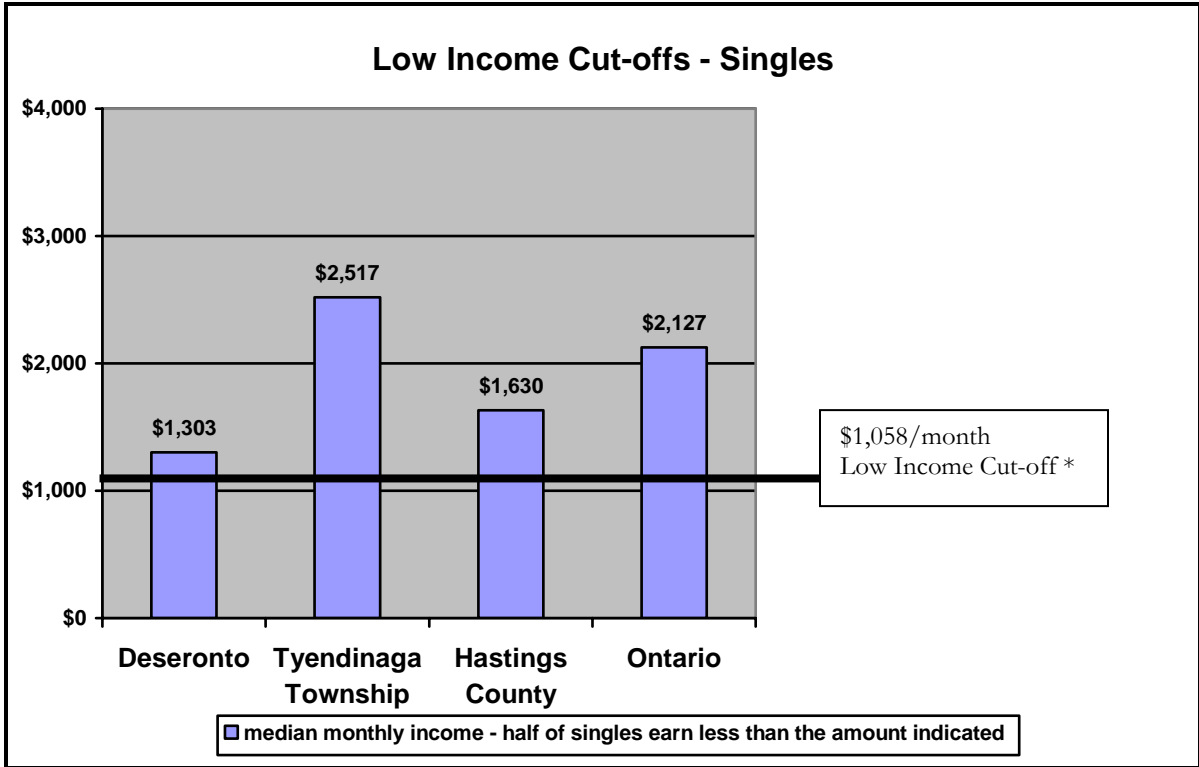
HOUSING INVENTORY

	Total number of dwellings*	Total number of rented dwellings*	% of total dwellings that are rented	Social Housing Units†	% of total dwellings that are social housing units
Town of Deseronto	685	195	28.5%	65	9.5%
Tyendinaga Township	1,260	135	10.7%	0	0.0%
Hastings County	50,265	14,975	29.8%	2,428	4.8%
Province of Ontario	4,219,415	1,351,365	32.0%	256,000	6.1%

*Statistics Canada 2001 Census

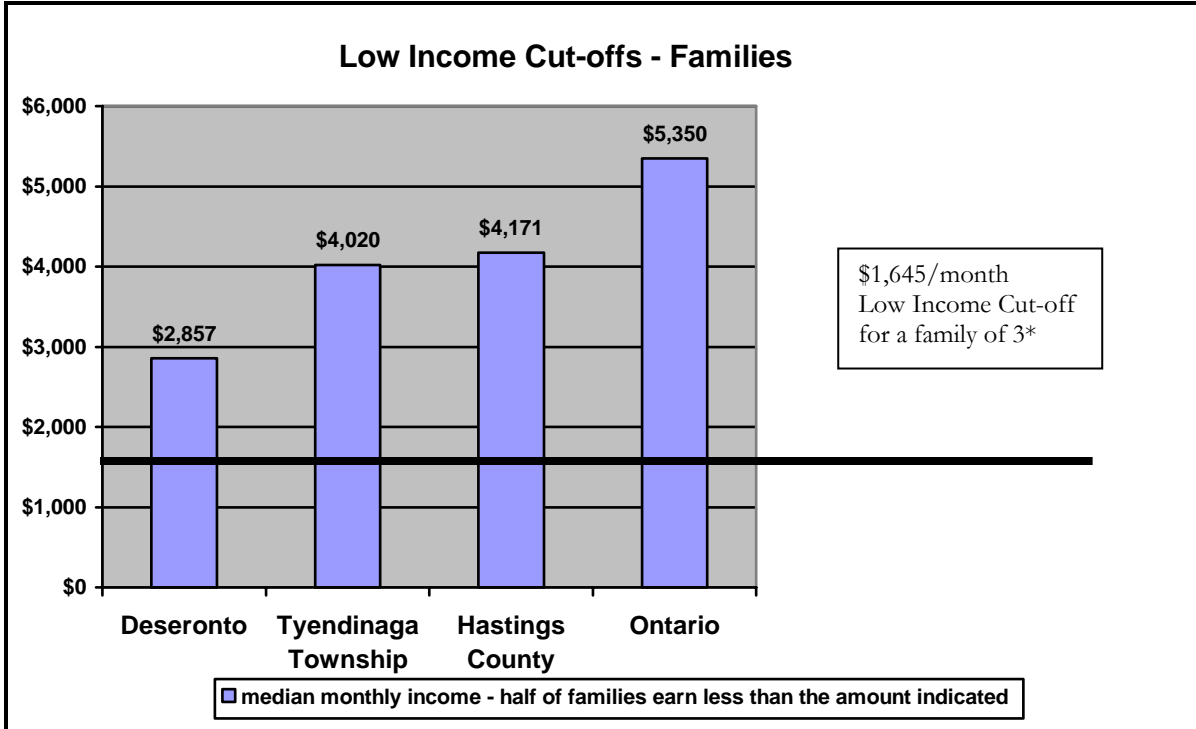
†Social Housing Units, Non-Profit Corporations Units, and rent supplements

LOW INCOME CUT-OFFS – SINGLES



* Income levels at which families or unattached individuals spend 20% more than average of total income on food, shelter, and clothing for rural areas (farm and non-farm)
Statistics Canada 2001 Census, amounts converted from annual to monthly

LOW INCOME CUT-OFFS – FAMILIES



* Income levels at which families or unattached individuals spend 20% more than average of total income on food, shelter, and clothing for rural areas (farm and non-farm)
Statistics Canada 2001 Census, amounts converted from annual to monthly

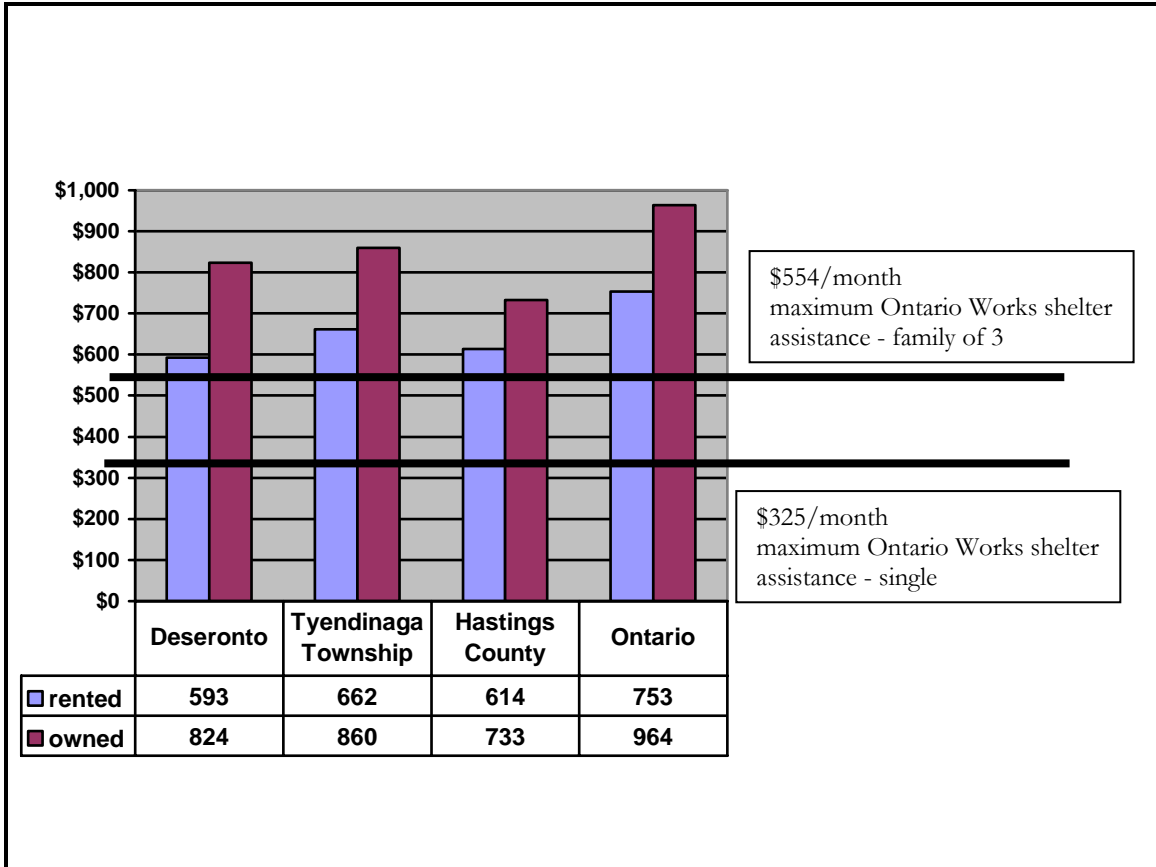
HOUSEHOLD AND SOCIAL ASSISTANCE RATES

	Total number of households*	Total number of Households receiving Social Assistance†	% of total households receiving Social Assistance
Town of Deseronto	680	276	40.6%
Tyendinaga Township	1,260	75	5.0%
Hastings County	50,265	7,370	14.7%
Province of Ontario	4,219,410	410,173	9.7%

*Statistics Canada 2001 Census

†Ontario Works and Ontario Disability Support Program statistics 01/2006

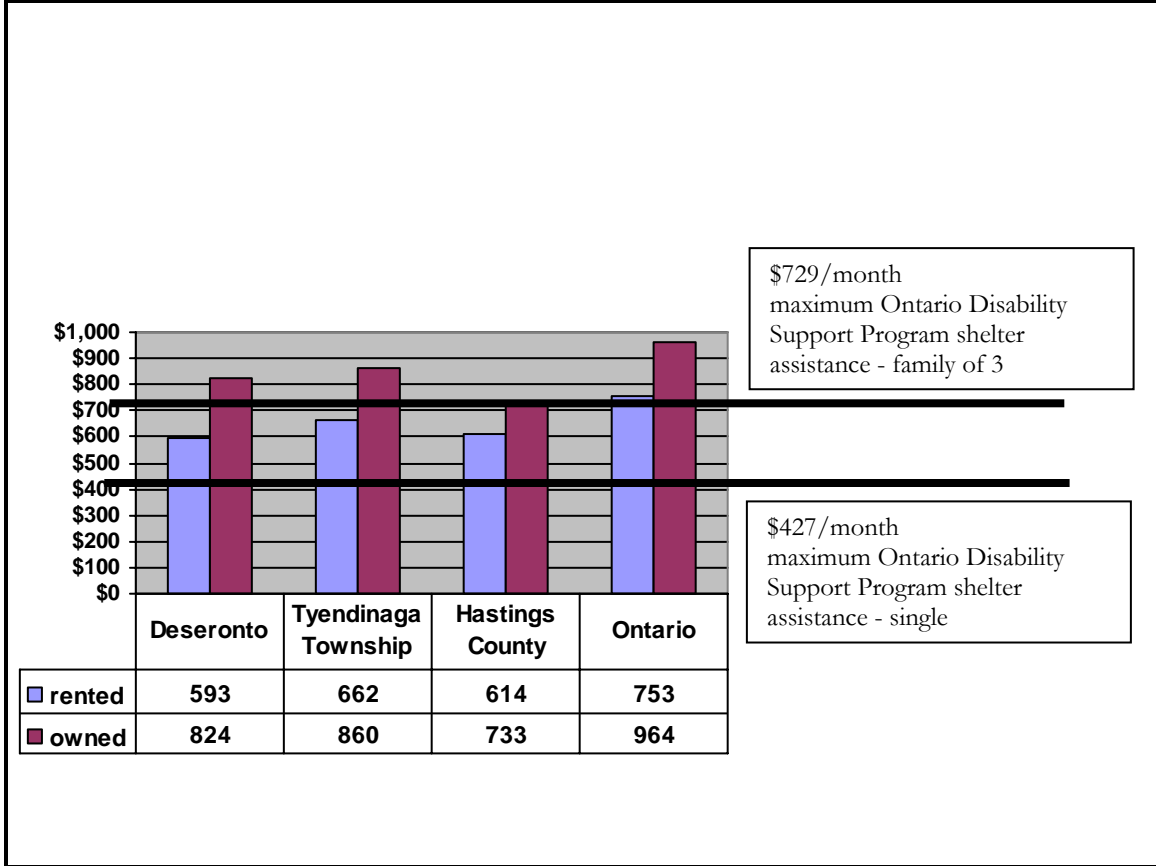
AVERAGE HOUSING COSTS AND ONTARIO WORKS SHELTER ASSISTANCE



Statistics Canada 2001 Census



AVERAGE HOUSING COSTS AND ONTARIO DISABILITY SUPPORT PROGRAM SHELTER ASSISTANCE



Statistics Canada 2001 Census

OBJECTIVES

The objectives of the Regional Homeless Initiative of Hastings County Social Services are:

- To develop a comprehensive continuum of supports to help homeless people move out of the cycle of homelessness.
- To prevent those who are precariously housed, or at-risk of being homeless, from actually falling into homelessness.
- To ensure sustainable capacity of communities to address homelessness by enhancing community leadership and broadening ownership.

The results expected of the initiative are:

- Greater cognizance of the gaps in service.
- Increased support to create affordable housing.
- Potential to apply for future provincial and federal funding based on the recommendations of the Community Plans.

METHODOLOGY OF COMMUNITY PLAN DEVELOPMENT

To complete the Community Plan for Deseronto the project team consulted with as many community agencies and individual consumers of services as was possible. Community agencies were consulted in at least one manner: either as a respondent to a survey, subject of a one-on-one interview, or as a participant in a focus session. Consumers were consulted by project staff who conducted one-on-one interviews and completed a survey.

This information was recorded and analyzed. It was used to identify strengths and gaps and to develop recommendations to address the gaps. Project staff also researched the Belleville Community Plan and other community SCPI plans, as well as the Boxed-In Report. These findings have been incorporated into the community plans.

AGENCY CONSULTATIONS

A contact list of agencies and service providers was created for each area using the Volunteer and Information Quinte website. The list of potential agency contacts was then reviewed by key Deseronto individuals to ensure that all contacts were included.

All identified people were advised by e-mail of the project and invited to participate. Contacts were requested to complete a survey and to attend a focus session. This was followed up with a mailed copy of the same. Contacts were again requested to complete a survey and to attend a focus session. A reminder e-mail was also sent 3 days prior to the focus session.

Appendix A is a copy of the letter and Appendix B is a copy of the survey.

A focus session was held on February 9, 2006 at the Deseronto Public Library. The facilitation process of Appreciative Enquiry was used to discover existing strengths and dream about possibilities to address gaps. Fourteen individuals attended the focus session.

Many in person interviews were also completed to supplement the information gathered. The survey was used as a guide for the interview process.

The findings of the agency consultations are included in this report under the section titled “Deseronto Service Analysis and Recommendations” and “Broader Issues and Recommendations”.

Appendix C is a table that lists all of the individuals and organizations who were consulted. It also indicates the method(s) of consultation and a description of the services provided by the organization.

CONSUMER SURVEYS

Project staff developed a survey based on the early findings of agency consultations. Service Canada budgeted funds for hospitality to be used when consulting consumers. Project staff requested and received approval to use the funds to purchase food in bulk to create complimentary food bags for survey respondents. Appendix D is a list of the contents in the bags of food.

The Job Information Centre marketed the consumer surveys by distributing handbill invitations to attend from 9:00 am to 12:00 pm on April 10, 11, 12, and 13, 2006. The handbills invited people to attend and complete a survey and that a small bag of food would be provided.

A total of 72 surveys were completed with Deseronto consumers. Appendix E is a copy of the survey and Appendix F is a table of the survey results. This report also refers to the findings of the consumer surveys under the sections titled “Deseronto Service Analysis and Recommendations” and “Broader Issues and Recommendations”.

MARKETING PLAN

Project staff developed a marketing plan to follow throughout the initiative. The plan was designed to draw interest and raise awareness of the initiative in order to gather as much information from the communities as possible. These efforts were also an attempt to build momentum to extend beyond the life of this initiative itself.

Project Staff took the following steps to market the Regional Homeless Initiative:

- Consulted and updated the Housing Working Group about the initiative at monthly meetings.
- Attended AHAN meetings and events to network with members and provide updates on the initiative.
- Submitted an article which was placed in the Hastings County Social Services Newsletter. Appendix G is a copy of the article from the January 2006 newsletter.
- Developed relationships with key local players in Deseronto to launch the initiative and draw interest. Individuals initially contacted included:
 - Frances Smith, Deseronto Public Library
 - Lori Brooks, Job Information Centre – Hastings County Social Services
 - Carolyn Stimpson, Community Care for South Hastings
 - Norm Clarke, Deseronto Town Councilor
 - Susan Scott, Mental Health Services Hastings/Prince Edward
- Sent an e-mail to all contacts advising of the initiative and inviting them to participate. Contacts were requested to complete a survey and to attend a focus session.
- Mailed a follow-up letter to all contacts again advising of the project and inviting their participation. A survey was enclosed and contacts were invited to complete the survey and to attend a focus session.



- Sent an e-mail reminder 3 days prior to the focus session.
- Facilitated a focus session on February 9, 2006 at the Deseronto Public Library.
- Completed many in person interviews to supplement the information gathered and inform the agencies of the initiative.
- Provided an interview to the Belleville Intelligencer. Appendix H is a copy of the article dated March 14, 2006.
- Coordinated a media event regarding consumer surveys with Daryl Kramp, Member of Parliament for Prince Edward-Hastings in Madoc on April 18, 2006 to raise awareness of the initiative. Appendix I is article from the Bancroft Times.
- Arranged for distribution of handbills at the Job Information Centre to market the consumer surveys. Appendix J is a copy of the handbill.

DESERONTO SERVICE ANALYSIS AND RECOMMENDATIONS

EMERGENCY SHELTERING SERVICES

Emergency sheltering is intended to be short term services to address a housing crisis. The goal is to provide homeless people with a bed, food, and roof over their head.

STRENGTHS

Emergency Housing Services are provided through the Ontario Works Intake Access Centre during business hours. A toll free line is available for this service.

After hours services are provided by Salvation Army and Quinte Homes by using telephone and a paging system.

Emergency Shelter is most often provided through the motel system.

There are two emergency beds reserved for youth at “Our House” in Belleville.

“Interval House” located in Napanee is a shelter for abused women and their children.

GAPS

Until recently there was no formalized agreement to allow for motel sheltering in Deseronto.

The 2 beds reserved for youth are limited to same sex youth at any one time limiting availability.

Youth, in general, are not welcome by motel proprietors. Furthermore, it is not legal for 16 and 17 year olds to rent a motel room. Youth are required to find alternative arrangements themselves. This results in homeless youth “couch surfing”.

Three Oaks shelter for abused women provided emergency shelter to 242 women and children in 2004/2005. In that same period, 240 women and children were turned away because the shelter had no vacancy. There are not enough shelter beds for abused women and their children.

After hours emergency shelter services are accessed by telephone. The service provider is then paged and responds to the call. Often homeless people do not have a telephone number at which they can be contacted. Furthermore, there is no toll-free number for long distance or payphones.

RECOMMENDATIONS

Create more emergency youth beds in Hastings County to address this gap in service.

Create more shelter beds for abused women and children.

Continue the formalized arrangement with the Deseronto motel to offer emergency motel sheltering in Deseronto. This was gap was identified early in the initiative and the recommendation has been achieved.

Enable the distribution of an emergency voucher in Deseronto without attending an office in Belleville.

Create a step-by-step emergency housing services protocol for use by after hours emergency service providers such as the Police Services, Fire Departments, Faith groups and other crisis agencies.

Display signage at the Job Information Centre advising of emergency services contacts.

Implement a toll-free contact number for after hours emergency services to address the gap of long distance costs and use of payphones.

SECOND STAGE/TRANSITIONAL HOUSING

Second stage and transitional housing offers stable accommodations for up to twelve months. Residents receive social supports such as counseling and practical guidance. This step in the housing continuum is designed to address the issues that resulted in homelessness. These issues are often mental health or addiction issues.

STRENGTHS

“Our House” is located in Belleville. It is transitional housing for singles with 13 beds. Generally residents stay approximately three months.

“Our House Too” is also in Belleville. It is transitional housing for families and can accommodate 3 families of varying sizes. This opened in April 2006 as part of the Belleville Community Action Plan and the SCPI program.

Youthhab has a transitional house in Belleville and supported housing residences throughout Hastings County.

GAPS

“Our House” is always fully occupied although there is frequent turn over of residents. Statistics indicate that there is more than twice the number of requests than beds available. This indicates a shortage of transitional housing in Hastings County.

“Our House” does not keep statistics on community of origin; therefore, there is no measurement of use by people from Deseronto.

There is no second stage housing for abused women and their children in Hastings County.

RECOMMENDATIONS

Create more transitional housing with social supports for singles in Hastings County.

Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer could investigate the viability of transitional housing with social supports in the area.

Create transitional housing for abused women and their children.

AFFORDABLE HOUSING

This plan defines affordable housing as a safe, secure, stable, accessible, living environment at a cost that does not exceed 30% of total income before deductions.

STRENGTHS

The average cost of rent in Deseronto is less than that for all of Hastings County and for all of Ontario. See Average Housing Costs tables on pages 10 and 11.

There is large number of social housing units in Deseronto. There are 65 units out of 685 total dwellings which represents 9.5% of all dwellings. The rate for all of Hastings County is 4.8%. See Housing Inventory table page 6.

Deseronto has been allocated two units out of the 60 new rent supplements approved for all of Hastings County in 2006. This represents 3.3% of the units and Deseronto represents 1.5% of the total Hastings County population.

GAPS

Over 40% of Deseronto's households are on social assistance. The average costs for rent exceeds the maximum shelter assistance provided by Ontario Works. See Average Housing Cost table on page 6. The situation is marginally better for those who receive assistance from the Ontario Disability Support Program. See Average Housing Costs tables on page 10 and 11.

The shortage of affordable housing is worse for single people.

The percentage of rented dwellings in Deseronto is lower than the percentage for all of Ontario.

Housing in Deseronto is aging and falling into disrepair. There were only 30 dwellings constructed between 1991 and 2001 according to the 2001 Census. This constitutes a net increase of 10 owned dwellings between 1991 and 2001.

RECOMMENDATIONS

Develop private or non-profit affordable housing through collaborative community efforts to address the gap of housing stock renewal.

Develop private or non-profit shared accommodations such as rooming houses to address the shortage of affordable housing for singles.

Encourage consumers to access programs that could reduce accommodation expenses. Programs such as energy saving initiatives and home improvement and repair programs can help to maintain accommodations and improve an individual's financial capacity.

FOOD SECURITY

Project staff distributed small bags of food to participating consumers when completing surveys. In Deseronto project staff observed an overwhelming response to this offer with some 72 consumer surveys being completed. This response to food as an incentive for surveys demonstrates the level of nutritional need. It raises questions about the ability of Deseronto's residents to meet their household's nutritional needs and the effectiveness of food security programs in addressing the need in the community.

STRENGTHS

The Deseronto Food Bank is located at the Lion's Hall and has access for persons with disabilities. Three weeks of the month it is open Thursdays from 10:00 am to 12:00 pm. In 2005 the Food Bank assisted 323 children and 389 adults. Consumers can access the Food Bank once per month.

The Food Bank is a member of Quinte Regional Food Share Shelter (QRFSS). Funding to purchase food from QRFSS is from financial contributions through Nevada ticket sales and private donations. Donations are received from food drives.

The Food Bank collaborates with Deseronto Public School. The school regularly has food drives as part of school events and provides the donations to the Food Bank. The Food Bank also supports the school's milk program and the breakfast and snack program. These programs are also supported by the Deseronto School Council and Reid's Dairy.

Community Care – South Hastings provides meals on wheels services to senior citizens and adults with disabilities. The meals are available Mondays, Wednesdays, and Friday and also frozen meals for the other week days. The agency's clients can attend a lunch hour Diner's Club held twice per month.

GAPS

Food bank is not accessible to those that cannot attend from 10:00 am to 12 pm on Thursdays.

The Food Bank has not expressed an interest in joining the Inter-agency Network being developed for Deseronto.

There are no free meal programs available to the public. The meal services provided by Community Care - South Hastings are limited to their clients and there is a fee of \$5 per meal.

Deseronto Public School does not have a regular lunch program for students.

RECOMMENDATIONS

Invite and encourage food service providers to join and contribute to the Deseronto Inter-agency Network. Through networking, encourage the collaborative efforts of the Food Bank, Faith groups and community agencies to build on their strengths to maintain and enhance existing food security programs and to develop new services.

Expand Food Bank services to offer evening hours to consumers. This will address the accessibility gap and will support those who are employed but precariously housed.

Continue to support the existing Deseronto Public School food programs and develop a regular lunch program for students.

Develop a free public meal program to be held twice per week with one of the meals at lunch hour and the other in the evening.

INTER-AGENCY NETWORKING

Inter-agency networks provide an opportunity for agencies to share information about their services. This dialogue leads to common understanding and results in improvements to the referral process and consequently the services provided to clients.

Networks encourage cooperation amongst agencies to coordinate their services and limit duplication. Collaborations and partnerships can evolve to create new services and accomplish shared visions.

STRENGTHS

Community partners have an interest and willingness to create and participate in an inter-agency network of service providers in the Deseronto area.

Agency representatives from Tyendinaga Mohawk Territory expressed interest and willingness to participate in the community network.

Deseronto Municipal Council has shown leadership and contributed greatly to the momentum to create the community network.

The Affordable Housing Action Network (AHAN) created as a result of the SCPI program offers networking, information sharing, advocacy, capacity building, and housing development for Belleville service providers. Many members of AHAN deliver services in the Deseronto area.

GAPS

No formal community network currently exists where information can be shared amongst service providers and agencies.

No identified lead agency providing administrative supports for a community network and to host meetings.

AHAN does not formally represent or service the Deseronto area.

RECOMMENDATIONS

Continue efforts to develop a formal community network:



- Utilize the networking/information services offered by Volunteer & Information Quinte (VIQ) and Volunteer & Information Kingston (VIK) to identify all agencies serving Deseronto.
- Encourage the municipality and all community partners and agencies serving Deseronto to participate in the network.
- Develop relationships with agency representatives from Tyendinaga Mohawk Territory. This will enhance the relationships amongst agencies, specifically those serving the native population of Deseronto. According to the 2001 census 19.5% of the Deseronto population identified themselves as Aboriginal.
- Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer can provide administrative support to the network during its development.

Champion the efforts to develop a community resource centre by members of the inter-agency network. The resource centre is envisioned as a shared physical location where agencies can deliver their services in a Deseronto.

Affiliate, or become members of AHAN to share in the benefits that the network can offer service providers in the Deseronto area. A community developer can investigate and determine the best way for the inter-agency network to participate in AHAN.

ACCESSIBILITY/RESOURCE CENTRE

STRENGTHS

There are services available to Deseronto residents in either Belleville or Napanee.

The Job Information Centre and Library act as a referral service and hub for existing services such as Hastings Housing Resource Centre and Ontario Works.

The Town Hall acts as a referral service for Deseronto residents seeking services.

Additional services available in Deseronto include:

- Activities Centre operated by Interval House
- Early Years Centre
- Community Care – South Hastings
- Job Information Centre - Hastings County Social Services
- Deseronto Food Bank
- Primary level schools

- Deseronto Public Library

GAPS

Most services are not delivered in Deseronto. Consumers must travel to Belleville or Napanee to access services.

There is no public transportation to Belleville or Napanee.

There is not a location for service providers to deliver services in Deseronto.

Service providers, for the most part, do not recognize Deseronto as a specific service area. Often there are no statistics compiled measuring services provided to Deseronto residents. Consequently, this does not demonstrate the need in Deseronto.

RECOMMENDATIONS

Encourage service providers based in Belleville or Napanee to recognize Deseronto as a specific service area and to report statistics for the area. This will be a benefit in the future when measuring service needs in Deseronto.

Encourage service providers, who are responsible for the Deseronto area, to deliver services in Deseronto. This addresses the transportation gap and the lack of services delivered in Deseronto.

Develop a Resource Centre for service providers and community resources to deliver their services in Deseronto.

Develop a sustainable plan where agencies collaborate or partner to manage and contribute to the costs associated with the Centre.

Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer can research and develop an implementation plan for a sustainable Resource Centre.

INDIVIDUAL CAPACITY

Service provider consultations highlighted the theme of individual capacity. The extent to which a person possesses life skills such as home economics, literacy, or interpersonal ability impacts the potential for homelessness. An individual's ability to find and maintain housing can also be affected by mental and physical restrictions or conditions such as addictions. An individual's financial capacity determines if the person can maintain or improve their housing situations.

STRENGTHS

Most low income people possess adequate individual capacity to find and maintain housing.

Some agencies, including Ontario Works, offer life skills training programs to clients.

There are many agencies that provide support services to people to help them deal with their individual issues.

GAPS

Although most individuals possess adequate capacity to find and maintain housing there are many who do not.

Many individuals do not have the information about services and are reluctant to reach out to seek the support services they may require.

The homeless and precariously housed do not have the financial capacity to maintain telephone service. This further reduces their capacity to deal with other issues such as employment.

Many individuals do not have the ability to follow through on an ODSP referral for application because of literacy or other capacity issues.

RECOMMENDATIONS

Develop a housing skills training program for agencies to deliver to their clients. This course will address the gap by building the capacity of an individual to find and maintain housing. Curriculum could include tenants rights, how to find accommodations, how to maintain accommodations, or Ontario Rent Tribunal. An affiliation with AHAN would facilitate the implementation of this recommendation by building on their achievements with similar undertakings.

Assist clients to address their housing situation by developing an individual affordable housing strategy.

Identify an agency whose role it is to assist low income people to follow the ODSP referral and application process. A successful ODSP application can improve an individual's financial capacity. This service could be extended to include assistance in completing other forms and applications.

Improve networking amongst agencies which will help match clients with the services they need.

Improve the information available to people so that an individual can reach out to the service they need.

Implement a free voice-mail system for low income people. This will improve an individual's capacity to communicate with social service agencies, employers, schools, health practitioners etc.

OUTREACH - CONTINUUM OF SUPPORTS

Once an individual is adequately housed, social supports are provided to help the person maintain their accommodations. Food and shelter are the most basic of needs. Agencies cannot fulfill their mandate and successfully address other client issues without that client first having their basic needs met. Outreach means agencies assertively enquiring with consumers to determine if their housing needs are being met. Agencies can then provide support through referrals and assistance to have their needs met.

STRENGTHS

The Home Visitor Program supports individuals who need support services. The program's goal is to help low income individual's address issues and to help build sufficient individual capacity for the person to deal with issues themselves.

The Assertive Telephone Program operated by Canadian Mental Health from Belleville contacts individuals who are often subject to crisis to assess their situation and provide appropriate supports.

Many agencies meet with clients in their homes rather than having the person attend an office. This creates an opportunity to assess housing and offer assistance to individuals who may not seek the assistance themselves.

The Social Housing Programs Branch is taking steps to address issues in Social Housing through the development of activities. Programs and services such as senior's activities or community development for youth are being designed and implemented.

GAPS

There are no referrals to the Home Visitor Program in the Deseronto area. Furthermore, there is a waiting list for these services across all of Hastings County.

Not enough services are provided in home.

There is no regular presence of housing staff in social housing facilities to offer supports or intervene when necessary.

RECOMMENDATIONS

Expand the Home Visitor Program across Hastings County.

Market the Home Visitor Program in the Deseronto area to encourage appropriate referrals.

Enhance the type services provided by Home Visitors by developing a telephone outreach service. Those who are precariously housed, but do not require the assistance of Home Visitor, could benefit from this assertive telephone contact.

Encourage more agencies to deliver services in home, rather than in office.

Develop job retention services for those who recently found work. Periodic out reach to these individuals, who will likely be precariously housed, could assist in preventing homelessness.

PREVENTION AND INFORMATION

A precariously housed person needs information to address their situation. A person can prevent their own homelessness if they have the knowledge of the programs that are designed to assist them.

STRENGTHS

Hastings Housing Resource Centre (HHRC) is a centralized information service and is operated throughout Hastings County. It is an internet service and can be accessed at the Job Information Centre at a dedicated computer terminal. It offers local rental listings and links to housing support programs. There is also staff available to provide service to people who do not have access to the website.

Hastings County Social Services markets financial assistance programs for people who are facing an emergency situation to help them maintain their housing or to obtain new housing. These programs include Rent Bank, Energy Emergency Fund, Ontario Works Emergency Assistance, and Community Trust.

There are also many programs for repairs and renovations to help people maintain their owned homes. Information about these Canada Mortgage and Housing Corporation (CMHC) programs can be found online at the CMHC website

Volunteer and Information Quinte publishes the Community Key and maintains an up-to-date internet site. These are comprehensive listings of community services and agencies throughout Hastings County. The listings include contact and service information.

GAPS

Of the 72 people surveyed in Deseronto only 3 had used the HHRC to find their current accommodations, yet consumers indicated a difficulty rating of 6.1 out of 10 in finding their current accommodation. 49% of respondents believed they knew who to contact for any housing services, but only one respondent identified the HHRC as their source of information for housing services.

Information is not widely known about financial assistance programs despite the efforts taken. 64% of survey respondents knew who to contact to access the programs marketed by Hastings County Social Services.

When asked if they knew who to contact to access any kind of social support services, 67% answered yes. However, when asked who they would call, answers varied from Ontario Works, to family and friends, medical practitioners, and “Interval House”. This indicates that consumers do not identify with one central information source but rather seek referrals from whatever service provider with whom they are familiar.

There is no single access point for referrals to all agencies such as 211 telephone assistance.

RECOMMENDATIONS

Increase communication with service providers in Deseronto through the recommended inter-agency network. This will increase the knowledge of service providers to enable appropriate referrals and address the gap of no central access point.

Post and distribute printed information in non-traditional areas identified from members of the proposed inter-agency network.

Take responsibility to keep information updated and current about their agency or service.

Take responsibility to keep informed and review information provided and updated by other agencies or service providers.

ADVOCACY

Accessing the correct information to find solutions to resolve a crisis can be a difficult maze to navigate. In order to facilitate a seamless process it is vital that agencies and service providers keep themselves informed and up-to-date. It is also important to ensure that pertinent information is easily accessible to consumers.

STRENGTHS

The “Community Advocacy & Legal Centre” (CALC) is a non-profit community legal clinic staffed by lawyers, community legal workers, law clerks and support staff. The CALC serves low income residents of Hastings, Prince Edward and Lennox & Addington counties with satellite locations in Trenton, Bancroft, Madoc, Picton and Napanee.

Ontario Rental Housing Tribunal (ORHT) provides residential landlords and tenants specific rights and obligations, and sets out a process for how these rights and obligations can be exercised and enforced. ORHT has the authority to enforce the rules set down under the “Tenant Protection Act”.

The Proposed “Vital Services By-law” provides an outline of obligations and responsibilities for landlords; corrective measures and appeals to be followed; and enforcement guideline if the landlord’s responsibilities are not met.

There is a strong client advocacy representation through local services agencies. Several agencies in our “Agency Survey” indicated that they provided advocacy services for their clients. However, this does not address the consumers that are not within the care of an agency.

GAPS

The Community Advocacy & Legal Centre provides comprehensive services to many consumers in the Hastings County area with satellite offices in Bancroft, Madoc and Trenton. Many residents have difficulty finding transportation to Belleville to access such services. When asked to rate their experience finding transportation to access services, respondents rated gave this issue a 7.4 difficulty rating with 10 being the most difficult. This information clearly indicates that consumers have a high degree of difficulty accessing services in larger centers. It is important that

the needs of the residents of Deseronto be addressed by agencies providing service in the town itself.

Many service providers commented that the ageing housing stock was falling into a state of disrepair. This has a serious impact on the health and safety of consumers. When consumers were asked in the Consumer Survey about how they would describe their present housing, 50 of 72 respondents indicated that they considered themselves to be in “Precarious Housing” or “Unaffordable Housing” situations.

Some of the consumer survey results indicated a possible disconnect between service information and service agencies and their clients. When consumers in Deseronto were asked if they knew:

Where to call for financial assistance for housing emergencies, 64% of the respondents did not know;

Where to call for emergency housing during business hours, 67% did not know;

On a positive note when consumers were asked if they:

Knew where to call for social support services of any kind, 67% responded “Yes”.

The project staff found it difficult to verify information as Deseronto specific statistics are not consistently available. This does not provide a clear picture of the needs of the Deseronto community.

RECOMMENDATIONS

All community partners in Deseronto or serving Deseronto make every effort to participate in the proposed Deseronto Inter-Agency group. This would address possible gaps in networking and the ever-changing services available for clients; in turn service providers will be better equipped to advocate for their clients.

Create a landlord/tenant information package to be distributed to landlords and tenants. This package could include information on:

- service providers that serve the Deseronto area
- services available to help prevent eviction of tenants
- local services such as food banks, thrift stores and meal programs
- Ontario Rental Housing Tribunal information

Design a tenant training program to be offered in an independent living course. This course would educate tenants on their rights and responsibilities.

Enact “Vital Services By-law and prepare an action plan to educate service agencies, consumers and landlords about its contents and implications.

Deseronto statistics should be identified separately from the larger centers of Belleville and Napanee. This would provide a clearer picture of the needs of the consumers of Deseronto.

BROADER ISSUE ANALYSIS AND RECOMMENDATIONS

EMPLOYMENT OPPORTUNITIES

There are jobs available in Belleville and Napanee. Hastings County Social Services reported that in Deseronto, three Ontario Works recipients found fulltime jobs and one found part time jobs in the month of February 2006. The average wage of these jobs was reported to be \$9.07 per hour. Calculating monthly earnings at 40 hours per week for 4 weeks, a person earns \$1451.20 per month, before taxes.

The low income cut off for a single person in a rural area is \$1,058 and \$1,645 for a family of three. Although an individual on social assistance would have greater financial capacity in this situation, they are likely to be precariously housed when one considers an average rent of \$593 per month. One must also consider the cost and availability of childcare and transportation.

It is recommended that services be designed and delivered so that the “working poor” can benefit from them. From minor changes such as expanded hours of service to the development of better financial supports and higher wage jobs. All aspects of service delivery, social development and economic development must consider the “working poor”.

SOCIAL ASSISTANCE

The average costs for rent exceeds the maximum shelter assistance provided by Ontario Works. See Average Housing Cost table on page 10. The situation is marginally better for those who receive assistance from the Ontario Disability Support Program. See Average Housing Costs table on page 11.

When shelter costs exceed the maximum shelter assistance, recipients must use the funds intended for basic needs such as food and clothing to meet their shelter needs. The definition of affordable housing changes when it is applied to a social assistance recipient. Rather than a benchmark of 30% of income, affordable housing becomes a set figure based on assistance maximums. For instance, a single person receiving Ontario Works may be entitled to a maximum of \$335 for shelter, and \$201 for basic needs.

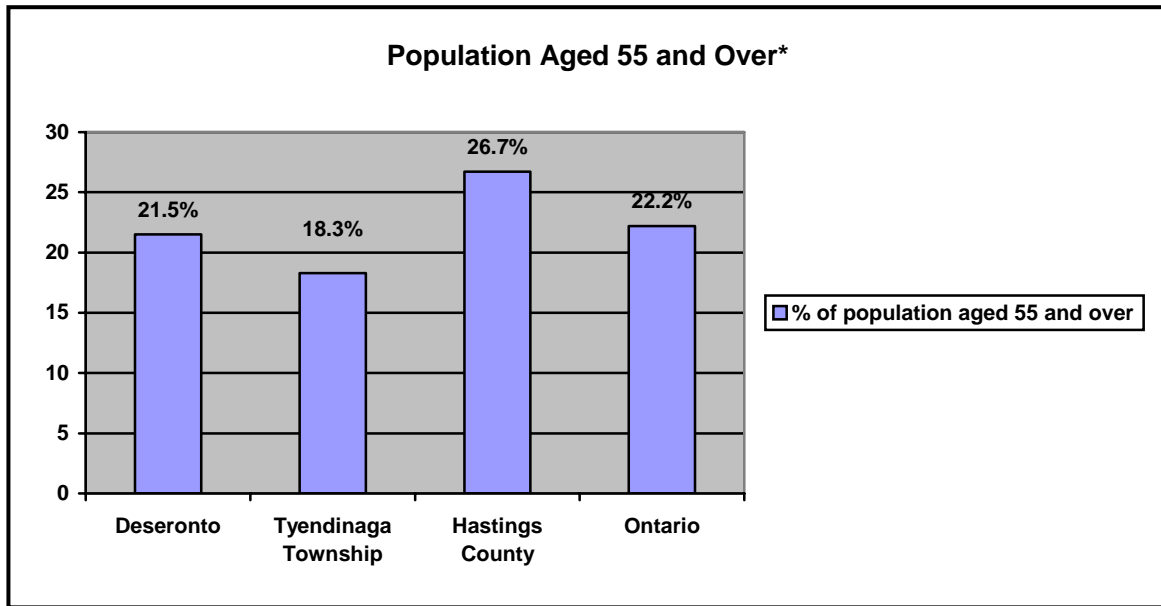
It is recommended that social assistance rates be increased.



LONG TERM CARE

According to the 2001 Census, people aged 55 and over represent 27% of the population of Hastings County.

It is recommended that more housing for senior citizens and Long Term Care beds be created in Hastings County. This will generate community housing capacity by creating vacancies of their current dwellings.



*Statistics Canada 2001 Census

TRANSPORTATION

Residents of Deseronto must travel to Napanee or Belleville for most services, employment, and education. This is a significant issue for those who are homeless or not affordably housed.

It is recommended that transportation be recognized as an issue and that governments address this gap in service for those who are homeless or not affordably housed.

FEDERAL AND PROVINCIAL HOUSING PROGRAMS

It is recommended that efforts continue to advocate for federal and provincial governments for more social housing units, rent supplement programs, affordable housing programs, home ownership programs, programs to help maintained owned housing, and the renewal of existing housing stock.

FEDERAL FUNDING UNDER THE NATIONAL HOMELESS INITIATIVE

One of the major contributions to the success of the Belleville Community Action Plan was the funding provided from SCPI under the National Homeless Initiative. SCPI funded the development of the plan itself and offered funding so that recommendations included in that plan could be realized.

This plan received funding from the Regional Homelessness Fund (RHF). Both RHF and SCPI fall under the umbrella of the National Homeless Initiative. Despite this, there is no funding available for implementing the recommendations included in this plan.

It is recommended that the federal government continue funding projects recommended as part of the National Homeless Initiative.

FUNDING

Possible funding sources to implement recommendations:

- CMHC
- Job Creation Partnership Programs (Service Canada)
- Trillium
- Fundraising
- Private Donations
- Volunteers
- Existing budgets
- Rural Programs

COMMUNICATION STRATEGY

The first step in the communication strategy was to present the Community Plan to the public. A community session took place on May 1, 2006 at the Deseronto Lion's Hall.

- All contacts were mailed an invitation to attend the session. Appendix K is a copy of the invitation letter.
- A public invitation was advertised in the Belleville Intelligencer. Appendix L is a copy of the newspaper advertisement.
- Project staff also distributed handbills to those consumers who completed survey interviews. Appendix M is a copy of the handbill.
- Every person in attendance was mailed a final copy of the Deseronto Community Plan

Secondly, project staff presented all of the community plans to the Hastings/Quinte Joint Social Services Committee on May 10, 2006. Highlights of the Community Plans were provided to all in attendance.

It is essential that individuals and community agencies have free access to the Community Plan; therefore, the third step of the communication strategy was posting the completed plans on the internet. The plans will be posted on the following websites to permit downloading:

- Hastings County Social Services
- Community Legal Clinic of Hastings, Prince Edward, and Lennox and Addington Counties
- Hastings Housing Resource Centre
- Affordable Housing Action Network
- Town of Deseronto

It is also essential that individuals and community agencies are informed of progress on achieving the recommendations of the plan. Results of the evaluation strategy as outlined below will also be posted to these websites.



EVALUATION STRATEGY

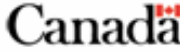


It is recommended that an outcome based evaluation measuring the implementation of the recommendations included in this report be completed annually. Appendix N is a “report card” listing all recommendations included in this report. Once per year the Deseronto Network should complete the progress report. The progress report will be posted on the internet on the above noted websites.

It is also recommended that in 2009 a project be undertaken to evaluate the Community Action Plan. The project could be funded by the Federal Government from the recommended extension of the National Homeless Initiative.

This larger evaluation will rate the progress achieved in implementing the recommendation included herein. The evaluation will also measure the effectiveness of the recommendations in addressing the identified service gaps to the homeless and those affected by unaffordable housing. A revised update plan will also be developed as an output of the project.

APPENDECIES

APPENDIX A – SURVEY LETTER & INVITAION TO FOCUS SESSION

Hastings County Social Housing Branch
235 Pinnacle Street
P.O. Bag 4400
Belleville, Ontario
K8N 3A9

January 24, 2006

RE: Regional Homeless Initiative

You are invited to participate in an initiative to study affordable housing issues and to develop an action plan for the community of Deseronto. This project is funded by Services Canada and is being undertaken by Hastings County Housing Branch. As a concerned member of your community, your input is essential to the successful development of an action plan.

Enclosed you will find a short questionnaire designed to identify the strengths your community possesses in dealing with the issues of affordable housing. The questionnaire also strives to identify service gaps and requests any suggestions you may have to address those gaps. The completed survey can be returned by facsimile or by e-mail.

We also invite you to attend a **focus session** that will be held on **Thursday, February 9, 2006 from 9:30 to 12:00** at the Deseronto Public Library located at **338 Main St., Deseronto**. Lori Brooks of the Job Information Centre is a key promoter of this process and will host the session. Refreshments and snacks will be available. Please plan to attend yourself, or have representatives of your organization attend. It would be appreciated if you RSVP to Cindy Hubble at the e-mail or telephone number noted below.

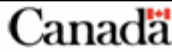
If you have any questions or concerns about Regional Homeless Initiative, you may contact either of the project staff noted below. A final copy of the Action Plan will be presented to Municipal Councils and will be posted on the Hastings County Social Housing web page for your review.

Sincerely,

<p>David Miskiw Project Coordinator (613) 920-3067 miskiw@d@hastingscounty.com</p>	<p>Cindy Hubble Project Researcher (613) 920-3071 hubbleci@hastingscounty.com</p>
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APPENDIX B – SERVICE PROVIDER QUESTIONNAIRE



Regional Homelessness Initiative Project
Service Provider Questionnaire

Agency Name: _____

Your Name: _____

Your Position: _____

Your e-mail address: _____

Agency Address: _____

Municipality			
<input type="checkbox"/> Central Hastings	<input type="checkbox"/> Deseronto	<input type="checkbox"/> North Hastings	<input type="checkbox"/> Quinte West

What Housing or other related Services does your agency provide:

- Emergency shelter/sheltering program
- Food
- Financial assistance
- Clothing
- Household furniture/appliances
- Advocacy
- Legal services
- Life skills/budgeting
- Employment services
- Other:

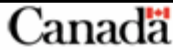
Please answer the following questions for each one of these 3 categories:

Homeless – Being without a safe, secure, stable, accessible, living environment. *I.e. living on the street, in a vehicle, shelter, barn, abandoned building, or sleeping on someone's couch.*

Precarious Housing – Being in a state of uncertainty around your living environment due to low wages, high rents and utility costs, or substandard living conditions.

Unaffordable Housing – Housing is in place but at a cost that exceeds 30% of total income before deductions. *I.e. One cheque away from being homeless*

**Please complete and return to hubbleci@hastingscounty.com,
Or by facsimile to 613-966-4598 ATTN: Cindy Hubble**



Regional Homeless Initiative Project – Hastings County Social Services
Affordable Housing Action Network



Homeless

What strengths does your community have to help those who are homeless?

What gaps in available services exist in your community to help those who are homeless?

Please suggest solutions for the gaps in services identified above.

Precarious Housing

What strengths does your community have to help those who are precariously housed?

What gaps in available services exist in your community to help those who are precariously housed?

Please complete and return to hubbleci@hastingscounty.com,
Or by facsimile to 613-966-4598 ATTN: Cindy Hubble



Please suggest solutions for the gaps in services identified above.

Unaffordable Housing

What strengths does your community have to help those who live in unaffordable housing?

What gaps in available services exist in your community to help those who live in unaffordable housing?

Please suggest solutions for the gaps in services identified above.

Please complete and return to hubbleci@hastingscounty.com,
Or by facsimile to 613-966-4598 ATTN: Cindy Hubble

APPENDIX C – SERVICE PROVIDER CONSULTATIONS

<u>Name</u>	<u>Agency</u>	<u>Survey</u>	<u>Focus</u>	<u>Interview</u>	<u>Who do they represent?</u>
Anne Balding	Boxed in Report			X	Historical Community Information.
Patti Park	Three Oaks			X	Provides services to abused women and their children.
Jessica Michael	Legal Advocacy Clinic			X	Legal advice for low-income individuals. Youth and adults.
Gina Cockburn	Legal Advocacy Clinic			X	Same as above
Michele Leering	Legal Advocacy Clinic			X	Same as above
Diane Poirier	Canadian Mental Health. Executive Director			X	CMHA Hastings and Prince Edward Branch is a non profit agency that strives to enhance the mental wellness and the quality of life of people in our diverse community. Short term and emergency housing for youth, adults and families who are homeless or at risk of homelessness. Housing: "Our House" and "Our House Too" are safe and affordable cooperative housing programs for single adults, youth and families who are either homeless or at risk for homelessness.
Karen Dingwall	Canadian Mental Health			X	Same as above.
Cathie West	Youth Habilitation Quinte Inc.			X	Youth Habilitation provides a spectrum of services to young adults 16-24 years of age in Hastings & Prince Edward Counties. Services to young adults include mental health counseling, supported housing, and a housing referral service. Employment services are available through Career Edge
Vanessa Rollins	AHAN			X	Housing awareness. Youth and adults.
Joan Gauthier	AHAN			X	Housing awareness. Youth and adults.
Reta Sheppard	Hastings Housing Resource Centre	X		X	Emergency shelter/housing programs, advocacy, life skills, community referrals for youth and adults.
Rosemary Allen	Salvation Army Belleville			X	Faith. Food bank, meal program, thrift store, Warm Room program, crisis after-house housing for youth and adults.



<u>Name</u>	<u>Agency</u>	<u>Survey</u>	<u>Focus</u>	<u>Interview</u>	<u>Who do they represent?</u>
James Pedlar	Salvation Army Belleville			X	Faith. Food bank, meal program, thrift store, Warm Room program, crisis after-house housing for youth and adults.
Carmen Knapp	Salvation Army Warm Room			X	Provide warm meal, referral, crisis after-hours housing.
Nancy Blakeley	Salvation Army Warm Room			X	Provide warm meal, referral, crisis after-hours housing.
Eric Fry	Hastings County Social Services	X	X	X	Emergency shelter/sheltering program, Financial assistance, Employment Services for adults and youth.
Carmela Ruberto	Hastings County Social Services	X	X	X	Same as above.
David Harvey	Hastings County Social Services			X	Same as above.
Walter Burt	Hastings County Social Services			X	Same as above.
Chris Nicholas	Hastings County Social Services- Finance Manager			X	Same as above.
Dino Marchiori	Hastings County Social Services	X	X	X	Same as above.
Lorraine Noonan	Hastings Housing Social Services			X	Same as above.
Erin Rivers	Hastings County Social Services			X	Home visitor program.
Bonnie Ashbee	Hastings County Social Services- Eligibility Review Officer			X	Emergency Programs such as rent bank, Discretionary benefits and energy emergency funds.
Scott Robertson	Hastings County Social Services- Housing Branch			X	The Hastings County Housing Programs Branch is a division of the Hastings County Social Services Department. The goal of the Hastings Housing Programs Branch is to provide safe, modest & affordable housing for low income households in Hastings County.

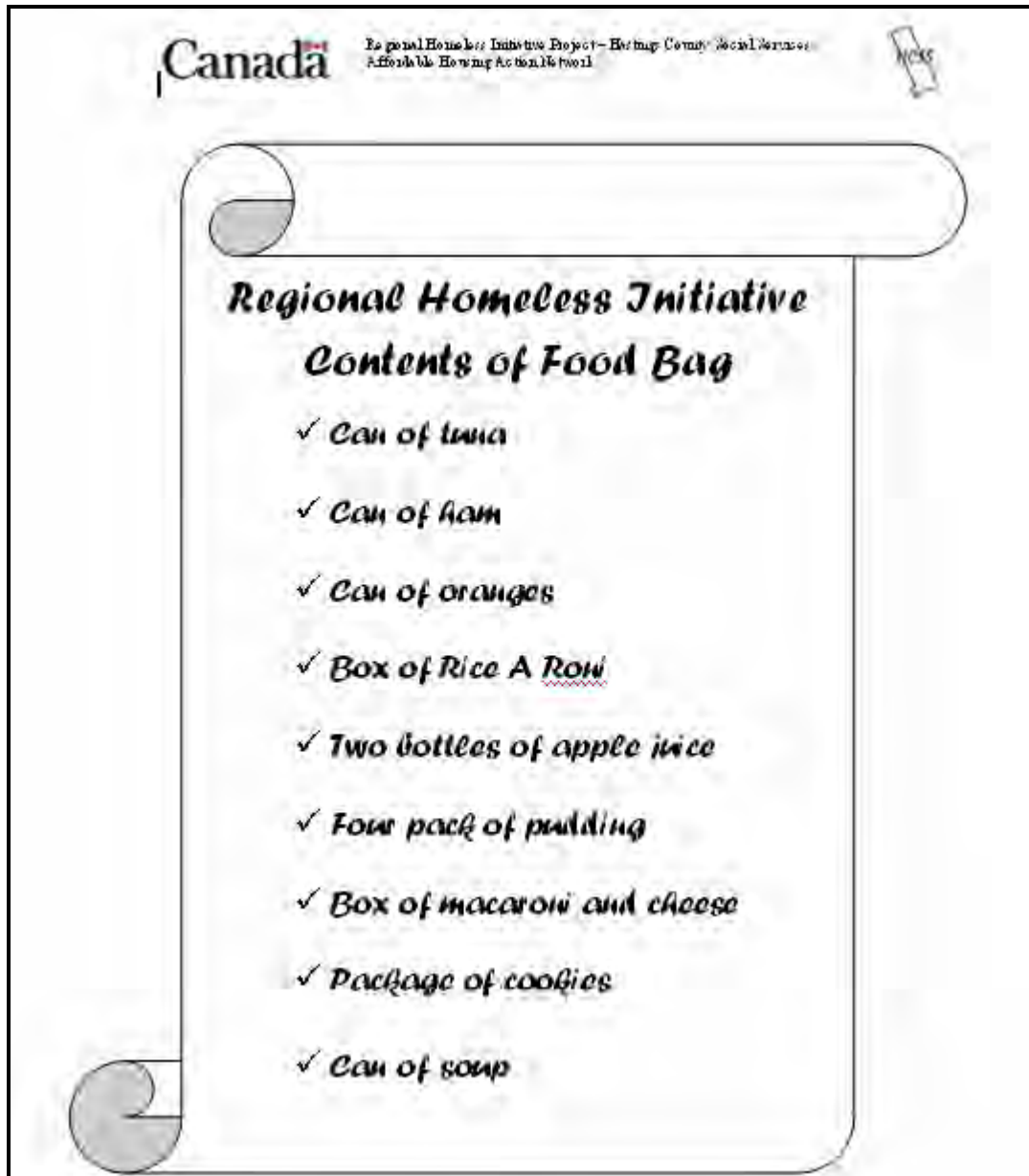
<u>Name</u>	<u>Agency</u>	<u>Survey</u>	<u>Focus</u>	<u>Interview</u>	<u>Who do they represent?</u>
Michelle Ogden	Hastings County Social Services-Housing Branch	X	X	X	Same as above.
Brian Chard	Hastings County Social Service-Housing Branch		X		Same as above.
Bob Fraser	Hastings County Social Services-Housing Branch			X	Same as above.
Pam Murphy	Hastings County Social Services-Housing Branch, Non-profit housing supervisor			X	Same as above.
Cathy Krentz	Hastings County Social Services-Housing Branch. Property Manager			X	Same as above.
Patricia Fitzgibbon	Tenant Placement HCHB			X	Same as above.
Tom Johnston	Tenant Placement HCHB			X	Same as above.
Jennifer Claize	Tenant Placement HCHB			X	Same as above.
Verne Orr	Hasting County Social Services-Housing Branch			X	Property security
Gary Finch	Hastings County Social Services-Housing Branch			X	Custodian
Rock Sagar	Quinte Homes			X	Emergency Response Capabilities & After-Hour Emergency

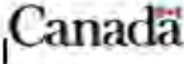
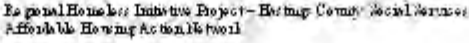



<u>Name</u>	<u>Agency</u>	<u>Survey</u>	<u>Focus</u>	<u>Interview</u>	<u>Who do they represent?</u>
Darren Burke	Hastings County Social Services-IAC			X	Intake access centre for Hastings County
Jane Keeler	Intake Screener Hastings County Social Services		X		Intake access centre for Hastings County
Roxanne Désy	Intake Screener Hastings County Social Services		X		Intake access centre for Hastings County
Suzanna Jean François	Intake Screener Hastings County Social Services		X		Intake access centre for Hastings County
Joan Brett	Intake Screener Hastings County Social Services		X		Intake access centre for Hastings County
Cindy McFall	IAC Clerk Hastings County Social Services		X		Intake access centre for Hastings County
Cheryl Wright	Intake Screener Hastings County Social Services		X		Intake access centre for Hastings County
Lori Brooks	Hastings County Social Services	X	X	X	Job information centre.
Janet Evans	Mental Health Service Hastings Prince Edward Corp.	X		X	Mental Health Services Hastings Prince Edward provides a range of mental health services in Hastings and Prince Edward Counties.
Derek McGeachy	Mental Health Service Hastings Prince Edward Corp	X	X	X	Same as above
Susan Scott	Mental Health Service Hastings Prince Edward Corp			X	Same as above
Gail McGlade	Deseronto Food Bank	X			Food Bank

<u>Name</u>	<u>Agency</u>	<u>Survey</u>	<u>Focus</u>	<u>Interview</u>	<u>Who do they represent?</u>
Jen Whalen	Deseronto recreation program-Interval House	X	X		Community activities for all ages.
Patrick Ratchford	Prince Edward/Lennox and Addington Social Services			X	Emergency shelter/sheltering program, Financial assistance, Employment Services for adults and youth.
Greg Loft	Mohawk Family Services		X	X	Children's services, food bank, counseling
Jeannie Hebert	Mohawk Family Services			X	Children's services, food bank, counseling
Suzanne Weir	Executive Director, Lennox and Addington Interval House		X		Second stage accommodation for up to 6 months for women who have been residents of Lennox and Addington Interval House or survived domestic violence. Offers 7 separate residential units
Norm Clark	Municipality of Deseronto		X		Municipal Government
Frances Smith	Deseronto Library		X	X	Reader Friendly Program, Computer courses, Drama Club, Crafts, Parenting class
Janice Goodmurphy	Community Care for South Hastings	X			Community Care for South Hastings Inc. is a volunteer based agency for seniors and adults with physical disabilities. We strive to provide programs and services that help our clients remain in their own homes for as long as possible with dignity and respect.
Carolyn Stimpson	Community Care for South Hastings			X	Same as above
Vic Roy	Deseronto Public School			X	Public school K-8

APPENDIX D – CONTENTS OF FOOD BAG



***Regional Homeless Initiative
Contents of Food Bag***

- ✓ Can of tuna*
- ✓ Can of ham*
- ✓ Can of oranges*
- ✓ Box of Rice A roni*
- ✓ Two bottles of apple juice*
- ✓ Four pack of pudding*
- ✓ Box of macaroni and cheese*
- ✓ Package of cookies*
- ✓ Can of soup*

APPENDIX E – CONSUMER SURVEY

Questionnaire	
<p>You are invited to participate in an initiative to study affordable housing issues and to develop an action plan for your community.</p> <p>This project is funded by the Government of Canada and is being undertaken by Hastings County Social Services Department.</p> <p>Please participate by completing this short questionnaire. Your name will not appear anywhere on the questionnaire and your answers will remain completely private.</p>	
<p>1) Where in Hastings County does the Respondent live?</p>	
<input type="checkbox"/> Central Hastings	<input type="checkbox"/> Deseronto
<input type="checkbox"/> North Hastings	<input type="checkbox"/> Quinte West
<p>Name of Community: _____</p>	
<p>2) Gender of Respondent: <input type="checkbox"/> male <input type="checkbox"/> female</p>	
<p>3) Age of Respondent: _____</p>	
<p>4) Which category best describes the Respondent's household.</p>	
<input type="checkbox"/> single - no children	<input type="checkbox"/> two parent
<input type="checkbox"/> couple - no children	<input type="checkbox"/> unattached adults/youth (or roommates)
<input type="checkbox"/> single parent	<input type="checkbox"/> Other, please describe: _____
<p>5) How many people are in the Respondent's household, including the Respondent? _____</p>	
<p>6) Which of the following categories best describes the Respondent's current housing?</p>	
<input type="checkbox"/> Homeless	Being without a safe, secure, stable, accessible, living environment <i>I.e. Living on the street, in a vehicle, shelter, barn, abandoned building or sleeping on someone's couch</i>
<input type="checkbox"/> Precarious Housing	Being in a state of uncertainty around your living environment due to low wages, high rents and utility costs, or substandard living conditions
<input type="checkbox"/> Unaffordable Housing	Housing is in place but at a cost that exceeds 30% of total income before deductions. <i>I.e. One cheque away from being homeless</i>
<input type="checkbox"/> Adequate Housing	Living in safe, secure, stable, accessible, living environment that does not exceed 30% of total income before deductions

Comments: _____											

7) What type of accommodations does the Respondent currently live in?											
<input type="checkbox"/> Apartment				<input type="checkbox"/> Room and Board							
<input type="checkbox"/> House (rental)				<input type="checkbox"/> Group Home							
<input type="checkbox"/> House (owned)				<input type="checkbox"/> Retirement Home							
<input type="checkbox"/> Rooming House/sharing with unrelated person(s)				<input type="checkbox"/> Other, please describe: _____							

8) Rate the Respondent's experience finding their current accommodations?											
Very Easy Very Difficult											
1	2	3	4	5	6	7	8	9	10		

9) How did the Respondent find their current accommodations?											
<input type="checkbox"/> Informal network <i>I.e. family or friends</i>				<input type="checkbox"/> Postings in community <i>I.e. for rent signs, bulletin board at a store</i>							
<input type="checkbox"/> Newspaper listings				<input type="checkbox"/> Social Housing wait list							
<input type="checkbox"/> Assistance from a social services agency				<input type="checkbox"/> Hastings Housing Resource Centre <i>I.e. OW in Deseronto or Madoc, Loyalist College in Barcraft, Career Edge in Trenton</i>							
<input type="checkbox"/> Other, please describe: _____											

10) Does the Respondent know where to call for emergency housing services?											
During business hours?				<input type="checkbox"/>	Yes			<input type="checkbox"/>	No		
Comments: _____											

11) Does the Respondent know where to call for emergency housing services?											
During weekends or non-business hours?				<input type="checkbox"/>	Yes			<input type="checkbox"/>	No		
Comments: _____											

12) Does the Respondent know where to call for housing services of any kind?											
				<input type="checkbox"/>	Yes			<input type="checkbox"/>	No		
Comments: _____											

13) Does the Respondent know where to call for social support services of any kind?									
			<input type="checkbox"/> Yes					<input type="checkbox"/> No	
Comments: _____									

14) Rate the Respondent's experience in regularly meeting the food and nutritional needs of their household?									
Never enough to eat					Always enough to eat				
1	2	3	4	5	6	7	8	9	10
15) Does the Respondent ever access food bank services? <input type="checkbox"/> Yes <input type="checkbox"/> No									
16) <i>If yes</i> , Rate the Respondent's experience in accessing food bank services.									
Services not regularly available					Services always available				
1	2	3	4	5	6	7	8	9	10
Comments: _____									

17) Does the Respondent ever access free meal services? <input type="checkbox"/> Yes <input type="checkbox"/> No									
Comments: _____									

18) <i>If yes</i> , Rate the Respondent's experience in accessing meal programs.									
Free meals not regularly available					Free meals always available				
1	2	3	4	5	6	7	8	9	10
19) Rate the Respondent's ability to access health and social services locally.									
No services available locally					All services available locally				
1	2	3	4	5	6	7	8	9	10
20) Rate the Respondent's experience finding transportation to access services?									
Very Easy					Very Difficult				
1	2	3	4	5	6	7	8	9	10
21) Rate the Respondent's experience finding transportation to attend educational programs or to find and maintain employment?									
Very Easy					Very Difficult				
1	2	3	4	5	6	7	8	9	10



Comments about transportation/access to services:	_____		

22) Does the Respondent believe Ontario Works shelter assistance maximums are sufficient to find and maintain appropriate housing? i.e. \$335 per month for a single person, \$621 for a family of four			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Doesn't know
23) Does the Respondent believe Ontario Disability Support Program shelter assistance maximums are sufficient to find and maintain appropriate housing? i.e. \$427 per month for a single person, \$792 for a family of four			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Doesn't know
24) Does the Respondent know where to call to access assistance for rent or utility emergencies, or other emergency needs? Rent Bank, Energy Emergency Assistance, Emergency OW Assistance, Community Trust			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
25) Does the Respondent believe there is enough affordable housing in their community?			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Doesn't know
26) Does the Respondent believe there is enough social housing in their community? (subsidized housing or rent geared-to-income)			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Doesn't know
27) Does the Respondent believe that emergency housing services in their community are adequate?			
	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Doesn't know

APPENDIX F – CONSUMER SURVEY RESULTS

Results of Questionnaire

1) 72 Deseronto Respondents

2) Gender of Respondent:	<u>male</u> 21 32%	<u>female</u> 44 68%		
3) Age of Respondent:	<u>16-24</u> 14 21%	<u>25-44</u> 40 62%	<u>45-64</u> 9 14%	<u>65+</u> 2 3%

4) Which category best describes the Respondent’s household?					
<u>single - no children</u> 17 29%	<u>couple - no children</u> 15 26%	<u>single parent</u> 2 3%	<u>two parent</u> 22 38%	<u>unattached adults/youth (or roommates)</u> 0 0%	<u>Other</u> 2 3%

5) How many people are in the Respondent’s household, including the Respondent?									
1	2	3	4	5	6	7	8	9	Total
13 19%	21 30.5%	13 19%	15 22%	3 4%	3 4%	0 0%	0 0%	1 1.5%	69 100%

Respondent’s represented households totaling 196 individuals.

6) Which of the following categories best describes the Respondent’s current housing?	
<u>Homeless</u> 4 5.5%	Being without a safe, secure, stable, accessible, living environment <i>I.e. Living on the street, in a vehicle, shelter, barn, abandoned building, or sleeping on someone’s couch</i>
<u>Precarious Housing</u> 28 39%	Being in a state of uncertainty around your living environment due to low wages, high rents and utility costs, or substandard living conditions
<u>Unaffordable Housing</u> 22 30.5%	Housing is in place but at a cost that exceeds 30% of total income before deductions. <i>I.e. One cheque away from being homeless</i>
<u>Adequate Housing</u> 18 25%	Living in safe, secure, stable, accessible, living environment that does not exceed 30% of total income before deductions



7) What type of accommodations does the Respondent currently live in?

<u>Apartment</u>	House (rental)	House (owned)	Rooming House/ sharing with <u>unrelated person(s)</u>	Room and <u>Board</u>	Group <u>Home</u>	Retirement <u>Home</u>	<u>Other</u>
30	21	2	3	2	0	0	3
49%	34%	3%	5%	3%	0%	0%	5%

8) Rate the Respondent's experience finding their current accommodations?

Very Easy Very Difficult

1 2 3 4 5 6 7 8 9 10

Average Rating: 6.1

- 9) How did the Respondent find their current accommodations?
- Informal network
I.e. family or friends
 - Newspaper listings
 - Assistance from a social services agency
 - Other, please describe:
 - Postings in community *I.e. for rent signs, bulletin board at a store*
 - Social Housing wait list
 - Hastings Housing Resource Centre
I.e. OW in Deseronto or Madoc, Loyalist College in Bancroft, Career Edge in Trenton

<u>Informal Network</u>	<u>Newspaper Listings</u>	Assistance for SS <u>Agency</u>	<u>Postings in Community</u>	<u>Social Housing Wait List</u>	<u>HHRC</u>	<u>Other</u>
27	14	1	5	8	3	14
37.5%	19%	1%	7%	11%	4%	19%

10) Does the Respondent know where to call for emergency housing services?
During business hours?

<u>Yes</u>	<u>No</u>
24	48
33%	67%

11) Does the Respondent know where to call for emergency housing services?
During weekends or non-business hours?

<u>Yes</u>	<u>No</u>
14	57
20%	80%

12) Does the Respondent know where to call for housing services of any kind?

<u>Yes</u>	<u>No</u>
35	37
49%	51%

Comments:

13) Does the Respondent know where to call for social support services of any kind?

<u>Yes</u>	<u>No</u>
48	24
67%	33%

Comments:

14) Rate the Respondent's experience in regularly meeting the food and nutritional needs of their household?									
Never enough to eat					Always enough to eat				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 1.7</u>									
15) Does the Respondent ever access food bank services?							<u>Yes</u>	<u>No</u>	
							42	29	
							59%	41%	
16) <i>If yes</i> , Rate the Respondent's experience in accessing food bank services.									
Services not regularly available					Services always available				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 5.1</u>									
17) Does the Respondent ever access free meal services?							<u>Yes</u>	<u>No</u>	
							6	66	
							8%	92%	
Comments: those who answered <i>yes</i> indicated that they attended meals in other communities									
18) <i>If yes</i> , Rate the Respondent's experience in accessing meal programs.									
Free meals not regularly available					Free meals always available				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 0.9</u>									

19) Rate the Respondent's ability to access health and social services locally.									
No services available locally					All services available locally				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 2.3</u>									
20) Rate the Respondent's experience finding transportation to access services?									
Very Easy					Very Difficult				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 7.4</u>									
21) Rate the Respondent's experience finding transportation to attend educational programs or to find and maintain employment?									
Very Easy					Very Difficult				
1	2	3	4	5	6	7	8	9	10
<u>Average Rating: 8.2</u>									



22) Does the Respondent believe Ontario Works shelter assistance maximums are sufficient to find and maintain appropriate housing? I.e. \$335 per month for a single person, \$621 for a family of four			
	<u>Yes</u>	<u>No</u>	<u>Doesn't know</u>
	1	60	10
	1.6%	98.4%	N/A
23) Does the Respondent believe Ontario Disability Support Program shelter assistance maximums are sufficient to find and maintain appropriate housing? I.e. \$427 per month for a single person, \$792 for a family of four			
	<u>Yes</u>	<u>No</u>	<u>Doesn't know</u>
	2	55	14
	3.5	96.5	N/A
24) Does the Respondent know where to call to access assistance for rent or utility emergencies, or other emergency needs? Rent Bank, Energy Emergency Assistance, Emergency OW Assistance, Community Trust			
	<u>Yes</u>	<u>No</u>	
	26	46	
	36%	64%	

25) Does the Respondent believe there is enough affordable housing in their community?			
	<u>Yes</u>	<u>No</u>	<u>Doesn't know</u>
	1	66	5
	1.5%	98.5%	N/A
26) Does the Respondent believe there is enough social housing in their community? (subsidized housing or rent geared-to-income)			
	<u>Yes</u>	<u>No</u>	<u>Doesn't know</u>
	1	64	7
	1.5%	98.5%	N/A
27) Does the Respondent believe that emergency housing services in their community are adequate?			
	<u>Yes</u>	<u>No</u>	<u>Doesn't know</u>
	1	62	9
	1.5%	98.5%	N/A

APPENDIX G – NEWSLETTER ARTICLE

Homelessness Supports To Extend To Other Areas Of Hastings County

The City of Belleville is not the only area of Hastings County that is faced with homelessness issues.

As you may recall, the City of Belleville was identified by the federal government as an area eligible for funding to address homelessness issues. This funding resulted in the development of the "Warm Room" at the Salvation Army, and emergency transitional housing through the Canadian Mental Health Association. Since that time, other areas of Hastings County have been recognized as having homelessness con-

cerns. To study and address these issues, Hastings County in connection with the Housing Working Group applied and received funding under the Regional Homelessness Initiative. The goal is to

"The goal is to develop four separate plans... that address service gaps in these areas "

develop four separate plans for Deseronto/Tyendinaga, Central Hastings, Quinte West, and North Hastings, that address service gaps in these areas. Cindy Hubble, and

former Intake Screening Unit Supervisor, David Miskiw were hired to develop the community plans and will be holding focus group sessions at all locations with service providers and municipal staff including Ontario Works caseworkers. As this is one-time funding, plans will need to demonstrate that they are self-sustainable.

Community plans will be presented to the federal government, the Social Services Committee and County Council in Spring '06.



APPENDIX H – BELLEVILLE INTELLIGENCER ARTICLE

North Hastings.

The work was made possible by a federal grant last fall of \$46,000.

The four plans and recommendations will be presented to the Hastings-Quinte joint social-services committee in May.

"The plans will identify what the gaps are, strengths are and based on that we will make our recommendations," Ruberto said.

Ruberto said most of the people identified as being in need are not truly homeless.

They are residents reliant on social assistance or disability pensions who are apartment poor and have little money left by month's end to feed or clothe themselves.

The situation is worsened when there are children involved.

The term used to describe the situation is "precariously housed," Ruberto said.

Three months of study has revealed two very clear trends, she said.

"What we're seeing is a need for a Warm Room in other communities, somewhere people can go for food and get warm. People are lonely at night and could use somewhere to go."

Visiting the existing Warm Room in Belleville simply isn't an option for many because they don't own a vehicle, she said.

A second need, Ruberto said, "is for transitional housing of some sort."

None of the neighbouring communities have any sort of temporary homeless shelters.

The plans will also identify what other programs are offered by non-governmental agencies, such as churches and community agencies.

If those programs are not sufficient, a push could be made to extend those services, she said.

Ruberto said county case-workers are meeting with residents now to find out what is working and what isn't. To gather further information, public meetings will be held in April and early May in each of the four communities.

When the final plans are completed, they will be forwarded to each of the municipalities for action, she said.

Hastings County will work with each municipality to find government grant funding to support any new programs or

Tuesday, March 14, 2006

Plan underway

County's needy falling through cracks: study

By Derek Baldwin
THE INTELLIGENCER

Belleville is making headway in helping the homeless stay warm and find temporary shelter, but the communities that lie beyond the city aren't doing so well, officials say.

Thanks to a \$400,000 federal grant several years ago, two transitional homes operated by the Canadian Mental Health Agency — Our House and Our House Too — are providing temporary shelter in Belleville. And the Warm Room has been established by the Salvation Army to offer heat and warm food to people in need.

After years of complaints by regional politicians that the municipalities are being ignored while homeless problems escalate, Hastings County is reaching out to help.

Studies are being conducted in four areas where people who are falling between the cracks, says Carmela Ruberto, Hastings County community program manager.

APPENDIX I – BNACROFT TIMES ARTICLE

Page 10 The Bancroft Times, Thursday, April 27, 2006

MP Daryl Kramp Supports The Regional Homeless Initiative



On Tuesday, April 18th MP Daryl Kramp attended a presentation for the Regional Homeless Initiative at the Madoc Resource Centre. Pictured from left to right are: Wayne L'Esperance, Project Participant; Joan Gauthier, Regional Homeless Project Assistant; Cindy Hubble, Regional Homeless Project Researcher; M.P. Daryl Kramp Prince Edward-Hastings; and Alice Haveman, Adult Protection Service Worker, Madoc Resource Centre.

Hastings County: Warden Clarence Zieman announced recently that Mr. Daryl Kramp, Member of Parliament for Prince Edward-Hastings attended a session in Madoc, on Tuesday April 18, 2006, to view the consumer survey segment of the Regional Homeless Initiative. "We are very pleased that Mr. Kramp has taken such a strong interest in this important matter. His assistance is certainly appreciated," said Zieman.

This project is funded by the Government of Canada and is being undertaken by Hastings County Social Services to develop action plans for the communities of

Central Hastings, Deseronto, North Hastings and Quinte West. The plans will build on the existing strengths within the communities to address service gaps for those who are homeless or affected by the issues of unaffordable housing.

To date, county staff has consulted with over 160 service

providers in these four communities. This phase of the initiative allowed Mr. Kramp to speak directly with the people who face the issues of homelessness and unaffordable housing and had them complete a survey. Every person who completed the survey was provided a complimentary bag of food.



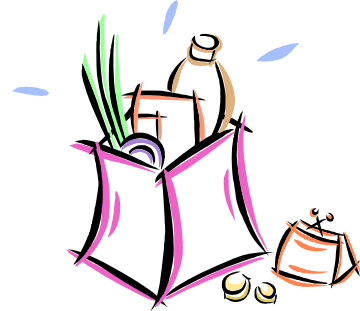
APPENDIX J – HANDBILL FOR CONSUMER SURVEY



You are invited to take part in a project to study affordable housing issues in Deseronto. This project is funded by the Government of Canada and is being completed by Hastings County Social Services.

We need your input!

Please come to the Deseronto Job Information Centre to complete a survey and receive a FREE food bag.*



**When: Monday to Thursday, April 10 to 13, 2006
between 9:00 and 12:00.**

*while quantities last

Job Information Centre – Deseronto Library, Main St., Deseronto

APPENDIX K – INVITATION LETTER TO COMMUNITY PRESENTATION



Hastings County Social Housing Branch
235 Pinnacle Street
P.O. Bag 4400
Belleville, Ontario
K8N 3A9

April 13, 2006

RE: Regional Homeless Initiative

Thank you for participating in the initiative to study affordable housing issues and to develop a community action plan for **Deseronto**. The information you contributed combined with the information obtained from consultations with consumers was essential to the development of the action plan. Hastings County Social Services welcomes you to attend the presentation of the completed action plan.

You are invited to attend a session that will be held on **Monday, May 1, 2006 starting at 10:00 am** at the Lion's Hall **Main St., Deseronto**. The session will last approximately one hour and refreshments and snacks will be available. Please plan to attend yourself, or have representatives from your organization attend.

Immediately following the presentation, the **inaugural meeting** of the **Deseronto Inter-Agency Group** will be held. All service providers or interested persons are encouraged to attend to support and contribute to the development of this community network.

Once again, thank you for contributing to the Regional Homeless Initiative for Deseronto and we hope to see you at the presentation of the community action plan. If you have any questions or concerns about the Regional Homeless Initiative, you may contact either of the project staff noted below.

Sincerely,

Dave Miskiw
Project Coordinator
(613)920-3067
miskiw@hastingscountycanada.com

Cindy Hubble
Project Researcher
(613)920-3071
hubbleci@hastingscountycanada.com



APPENDIX L – BELLEVILLE INTELLIGENCER ADVERTISEMENT

Canada **REGIONAL HOMELESS Initiative Project**
Hastings County Social Services
Affordable Housing Action Network

Over the past few months an initiative to study affordable housing issues and to develop community action plans for Hastings County has been conducted. This project has been funded by the Government of Canada and was undertaken by Hastings County Social Services.

Citizens of each of the community listed below are invited to attend a meeting of their choice at which the community action plan on affordable housing issues will be presented.

Deseronto Public Library-Deseronto	Monday May 1, 2006 @ 10:00 am to 11:30 pm
Central Hastings Ontario Works-Madoc	Tuesday May 2, 2006 10:00 am to 11:30 pm
Quinte West Legion Hall – Trenton	Friday May 5, 2006 @ 10:00 am to 11:30
North Hastings Fireside Room-Hastings Manor Bancroft	Tuesday May 9, 2006 @ 10:30 am to 12:00 pm

Refreshments will be served

For more information please call 968-4747

APPENDIX M – HANDBILL INVITATION TO COMMUNITY PRESENTATION

Canada **Regional Homeless Initiative Project – Hastings County Social Services**
Affordable Housing Action Network

Over the past few months an initiative to study affordable housing issues and to develop a community action plan for the Quinte West has been conducted. This project has been funded by the Government of Canada and was undertaken by Hastings County Social Services.

Citizens of Deseronto are invited to attend a meeting at which the community action plan on affordable housing issues will be presented.

Deseronto Lions Hall	Monday May 1, 2006@ 10:00 am to 11:30 am
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Refreshments will be served

For more information please call 968-4747

APPENDIX N – REPORT CARD OF RECOMMENDATIONS

RECOMMENDATIONS	STATUS			
	Not Addressed	Developing	Implementing	Achieved
Emergency Sheltering				
Create more emergency youth beds in Hastings County to address this gap in service				
Comments::				
Create more emergency helter beds for abused women				
Comments:				
Continue the formalized arrangement with the Deseronto motel to offer emergency motel sheltering in Deseronto. This was gap was identified early in the initiative and the recommendation has been achieved				
Comments:				
Enable the distribution of an emergency voucher in Deseronto without attending an office in Belleville				
Comments:				
Create a step-by-step emergency housing services protocol for use by after hours emergency service providers such as the Police Services, Fire Departments, Faith groups and other crisis agencies				
Comments:				
Display signage at the Job Information Centre advising of emergency services contacts.				
Comments:				
Implement a toll-free contact number for after hours emergency services to address the gap of long distance costs and use of payphones				
Comments:				
Second Stage/Transitional Housing	Not Addressed	Developing	Implementing	Achieved
Create more transitional housing with social supports for singles in Hastings County				
Comments:				
Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer could				

investigate the viability of transitional housing with social supports in the area				
Comments:				
Create transitional housing for abused women and their children				
Comments:				
Affordable Housing	Not Addressed	Developing	Implementing	Achieved
Develop private or non-profit affordable housing through collaborative community efforts to address the gap of housing stock renewal.				
Comments:				
Develop private or non-profit shared accommodations such as rooming houses to address the shortage of affordable housing for singles				
Comments:				
Encourage consumers to access programs that could reduce accommodation expenses. Programs such as energy saving initiatives and home improvement and repair programs can help to maintain accommodations and improve an individual's financial capacity				
Comments:				
Food Security	Not Addressed	Developing	Implementing	Achieved
Invite and encourage food service providers to join and contribute to the Deseronto Inter-agency Network. Through networking, encourage the collaborative efforts of the Food Bank, Faith groups and community agencies to build on their strengths to maintain and enhance existing food security programs and to develop new services				
Comments:				
Expand Food Bank services to offer evening hours to consumers. This will address the accessibility gap and will support those who are employed but precariously housed				
Comments:				
Continue to support the existing Deseronto Public School food programs and develop a regular lunch program for students				
Comments:				
Develop a free public meal program to be held twice per week with one of				



the meals at lunch hour and the other in the evening				
Comments:				
Inter-Agency Networking	Not Addressed	Developing	Implementing	Achieved
Continue efforts to develop a formal community network				
Comments:				
Utilize the networking/information services offered by Volunteer & Information Quinte (VIQ) and Volunteer & Information Kingston (VIQ) to identify all agencies serving Deseronto				
Comments:				
Encourage the municipality and all community partners and agencies serving Deseronto to participate in the network				
Comments:				
Encourage further development of relationships with agency representatives from Tyendinaga Mohawk Territory				
Comments:				
Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer can provide administrative support to the network during its development				
Comments:				
Champion the efforts to develop a community resource centre by members of the inter-agency network. The resource centre is envisioned as a shared physical location where agencies can deliver their services in a Deseronto				
Comments:				
Affiliate, or become members of AHAN to share in the benefits that the network can offer service providers in the Deseronto area. A community developer can investigate and determine the best way for the inter-agency network to participate in AHAN				
Comments:				
Accessibility/Resource Centre	Not Addressed	Developing	Implementing	Achieved
Encourage service providers based in Belleville or Napanee to recognize Deseronto as a specific service area and to report statistics for the area. This will be a benefit in the future when measuring service needs in				

Deseronto				
Comments:				
Encourage service providers, who are responsible for the Deseronto area, to deliver services in Deseronto				
Comments:				
Develop a Resource Centre for service providers and community resources to deliver their services in Deseronto				
Comments:				
Develop a sustainable plan where agencies collaborate or partner to manage and contribute to the costs associated with the Centre				
Comments:				
Encourage a local agency to obtain funding and sponsor a community development project for Deseronto. A community developer can research and develop an implementation plan for a sustainable Resource Centre				
Comments:				
Individual Capacity	Not Addressed	Developing	Implementing	Achieved
Develop a housing skills training program for agencies to deliver to their clients				
Comments:				
Assist clients to address their housing situation by developing an individual affordable housing strategy				
Comments:				
Identify an agency whose role it is to assist low income people to follow the ODSP referral and application process. This service could be extended to include assistance in completing other forms and applications				
Comments:				
Improve networking amongst agencies which will help match clients with the services they need				
Comments:				
Improve the information available to people so that an individual can reach out to the service they need.				
Comments:				



Implement a free voice-mail system for low income people				
Comments:				
Outreach - Continuum of Supports	Not Addressed	Developing	Implementing	Achieved
Expand the Home Visitor Program across Hastings County				
Comments:				
Market the Home Visitor Program in the Deseronto area to encourage appropriate referrals				
Comments:				
Enhance the type services provided by Home Visitors by developing a telephone outreach service				
Comments:				
Encourage more agencies to deliver services in home, rather than in office				
Comments:				
Develop job retention services for those who recently found work				
Comments:				
Prevention and Information	Not Addressed	Developing	Implementing	Achieved
Increase communication with service providers in Deseronto through the recommended inter-agency network				
Comments:				
Post and distribute printed information in non-traditional areas identified from members of the proposed inter-agency network				
Comments:				
Take responsibility to keep information updated and current about their agency or service				
Comments:				
Take responsibility to keep informed and review information provided and updated by other agencies or service providers				
Comments:				
Advocacy	Not Addressed	Developing	Implementing	Achieved
All community partners in Deseronto or serving Deseronto make every effort to participate in the proposed Deseronto inter-agency group.				

Comments:				
Design a tenant training program to be offered in an independent living course				
Comments:				
Enact a "Vital Service" By-Law and prepare an action plan to educate service agencies, consumers and landlords about its contents and implications.				
Comments:				
Deseronto statistics should be identified separately from the larger centers of Belleville and Napanee.				
Comments:				

Evaluation Completed By: _____

Date Completed: _____