



QUINTE WEST

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, Quinte West, North Hastings, and Deseronto.

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 *

City of Quinte West	41,409
Hastings County	125,565

* Statistics Canada 2001 Census

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
City of Quinte West	16,000	4,455	27.8%	596	3.7%
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

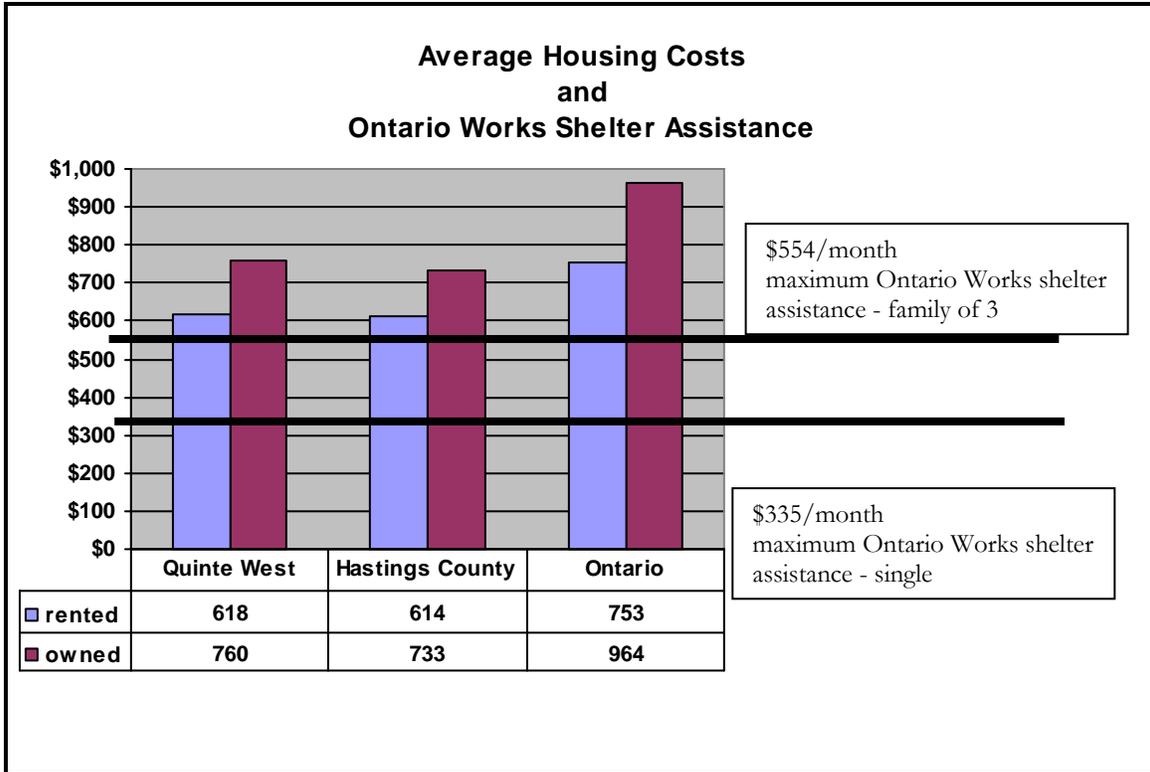
†Social Housing Units, Non-Profit Corporations Units, and rent supplements

Household and Social Assistance Rates

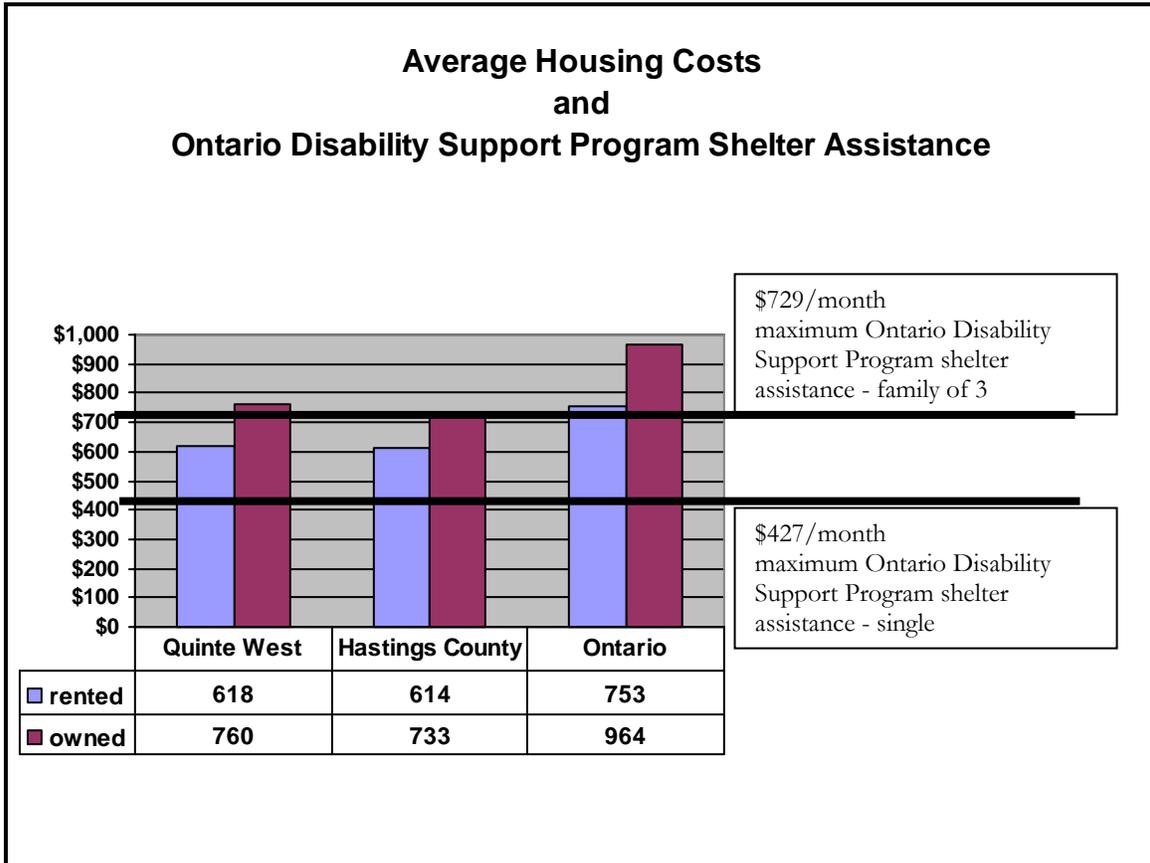
	Total number of households*	Total number of Households receiving Social Assistance†	% of total households receiving Social Assistance
City of Quinte West	15,955	1,736	10.9%
Hastings County	50,265	7,370	14.7%
Province of Ontario	4,219,410	410,173	9.7%

*Statistics Canada 2001 Census

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



Statistics Canada 2001 Census



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 Quinte West 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 Quinte West 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 March 29, 2006 at the Quinte West location of the Hastings-Prince Edward Health Unit. 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 “Quinte West 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.

Project staff arranged to complete surveys at the Trenton Care and Share Food Bank. Individuals who attended the Food Bank and students from Loyola Community Learning Centre were invited to participate. A total of 62 surveys were completed with Quinte West 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 “Quinte West 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 Quinte West to launch the initiative and draw interest.
- 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 March 29, 2006 at the Trenton location of the Hastings-Prince Edward Health Unit.
- 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.

QUINTE WEST 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 service.

Emergency Shelter is most often provided through the motel system.

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

“Three Oaks” located in Belleville is a shelter for abused women and their children.

GAPS

Three Oaks shelter for abused women provided emergency shelter to 242 women and children 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. They are often forced to stay in the abusive relationship because of the fear of homelessness.

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” or being sent to other location with shelters such as Cobourg or Peterborough.

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.

Survey respondents indicated that did not know who to call for emergency housing services. Seventy percent indicated they did not know who to call during business hours and 80% after hours indicating an n information and knowledge gap.

Ninety percent of survey respondents indicated that emergency housing services were not adequate.



RECOMMENDATIONS

Create more emergency youth beds in Quinte West to address this gap in service.

Create more shelter beds for abused women and children in Hastings County.

Continue the arrangement offering emergency motel sheltering in Quinte West.

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 key locations such as the Ontario Works office, Salvation Army, Food Bank etc., 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, including one in Quinte West.

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 Quinte West.

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 Quinte West and Hastings County.

Encourage a local agency to obtain funding and sponsor a community development project for Quinte West. 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 in Quinte West.

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

There are 596 social Housing Units located in Quinte West.

Quinte West has been allocated 15 units out of the 60 new rent supplements approved for all of Hastings County in 2006.

GAPS

Over 10% of Quinte West's households are on social assistance. The average costs for rent exceeds the maximum shelter assistance provided by Ontario Works. The situation is marginally better for those who receive assistance from the Ontario Disability Support Program. See Average Housing Costs tables on page 7.

The shortage of affordable housing is worse for single people.

Quinte West consumers who were surveyed indicated by 97% that there is not enough affordable housing. Eighty percent also indicated that there is not enough social housing in Quinte West

RECOMMENDATIONS

Develop private 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.

Develop more social housing.

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 Quinte West project staff observed a strong response to this offer with some 61 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 Quinte West's residents to meet their household's nutritional needs and the effectiveness of food security programs in addressing the need in the community.

STRENGTHS

Trenton Care and Share Food Bank is located at 83 Marmora St. and open Monday, Tuesday, Thursday and Friday from 10 am to 12:30 pm.

The Salvation Army Food Bank is located at 244 Dundas St. East and is open Monday to Friday from 10 am to 3 pm.

The Community Development Council manages programs in the Quinte West community such as "Good Food Box", "Good Baby Box" and "Good Backpack".

The Salvation Army offers a free lunch program that runs Monday to Thursday starting at 11:30 am.

The Royal Canadian Legion offers a free breakfast program every second Sunday from 9 am to 11 am.

There are some school meal and snack programs in Quinte West.

Trenton Care and Share Food Bank cooperates with service providers, faith groups and schools to support local food programs.

Foundations for Youth offer Quinte West youth an after-school drop-in program that includes snack and meal items

Community Care for South Hastings offer its "Meals on Wheels" and "Diners Club" programs to seniors and adults with physical disabilities to the Quinte West community.

GAPS

In the consumer survey respondents indicated a 4.5 rating for meeting food and nutritional needs of their household, 1 being "never enough to eat" and 10 being "always enough to eat".

Respondents also indicated a rating of 6.5 for accessing local food banks, 1 being "services not regularly available" and 10 being "services always available".

There are no food banks or meal services that offer evening hours for clients that cannot attend during working hours.

There is no food bank to serve the Frankford community.

Recently, the Trenton Salvation Army has to scale back their lunch program which resulted in the loss of the Friday lunch.

In the consumer survey, 64% of respondents indicate they do not access meal services.

Children's meal programs are only available in some of the Quinte West schools.

There are restrictions and fees for some meal programs.

RECOMMENDATIONS

To address the food and nutritional needs issue and the ability of Quinte West residents to access food bank services, it is recommended that food bank hours be revised to include evening hours to help residents that cannot attend during working hours.

To address the access to meal services for Quinte West residents it is recommended that evening programs be developed that will accommodate consumers that cannot attend during working hours.

Service providers in Quinte West have demonstrated their willingness and ability to work together to support existing food programs for the Quinte West community. It is recommended that this networking continue and grow to encourage the creation of new food programs for the Quinte West community.

Community collaboration is the key to success for many of the recommendations in this plan, including food security. This could include collaboration between, but not limited to, local service providers, service groups, faith groups, schools and municipal governments. This collaboration can support and increase free meal programs. Evening programs would be an asset to improve access for working consumers. These collaborative arrangements would also be an asset in the support and development of recommended meal programs for adults and children. A good example of such a program is the meal program provided by the Salvation Army and Trenton Care and Share food bank.

Re-establish Friday lunch program at Salvation Army. The Salvation Army lunch program provides a vital service for the Quinte West community, serving up to 75 people per day. Project staff recommends that the Friday lunch day be re-established.

The consumer surveys indicated that 63% of the respondents did not use meal services available. It is recommended that meal programs be promoted within the community to increase awareness.

It is recommended that collaborative efforts be made to establish and support food bank services for the town of Frankford.

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

Agency consultations indicated an interest and willingness to participate in an inter-agency network of service providers in the Quinte West area.

The “Allied Professionals” group is an inter-agency network that meets monthly in Quinte West.

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 Quinte West area.

GAPS

The “Allied Professionals” network group is not well attended.

The “Allied Professionals” network group does not interact with other regional inter-agency networks in Hastings County.

AHAN does not formally represent or service the Quinte West area.

Seventy percent of respondents surveyed indicated that they knew who to contact for any type of housing services; however, when identifying the contact, various service providers were listed. These included Ontario Works, medical service providers, or the Salvation Army etc. This indicates that consumers seek information from whatever agency they are most comfortable. This underscores the need for networking in order to make appropriate referrals.

RECOMMENDATIONS

Revitalize the “Allied Professionals” into a strong and active network to not only share information, but to encourage cooperation amongst agencies to coordinate their services and limit duplication.

Develop a network amongst the regional inter-agency networks in Hastings County.

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

Take responsibility to keep other agencies informed of services and stay abreast of the services offered by other agencies to enable better referrals to meet client needs.

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 Hastings 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

Furthermore, there is a waiting list for the Home Visitor Program across 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 Quinte West 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 and the information to access the programs.

STRENGTHS

Hastings Housing Resource Centre (HHRC) is an information service and is operated throughout Hastings County. It is an internet service and can be accessed at the Career Edge offices in Quinte West at a dedicated computer terminal. It offers local rental listings and links to housing support programs. There are also staff available to provide services and offer support to those who have internet accessibility issues.

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 programs can be found online.

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 62 people surveyed in Quinte West only 3 had used the HHRC to find their current accommodations yet consumers indicated a difficulty rating of 6.5 out of 10 in finding their current accommodation, with 10 being the most difficult.

Information is not widely known about financial assistance programs despite the efforts taken. 53% of survey respondents in Quinte West 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 Salvation Army. 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 Quinte West through the revitalization of the “Allied Professionals” 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 that is provided and updated by other agencies or service providers.

ADVOCACY

Advocacy is a vital service for consumers that find themselves caught in a housing crisis. 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

Many service providers commented on 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, 47 of 61 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 Quinte West were asked if they knew:

Where to call for financial assistance for housing emergencies; 70.5% 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; 71% responded “Yes”.

RECOMMENDATIONS

All community agencies in Quinte West make every effort to participate in the Allied Professionals 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 agencies that serve the Quinte West 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.

BROADER ISSUE ANALYSIS AND RECOMMENDATIONS

EMPLOYMENT OPPORTUNITIES

There are jobs available in Quinte West and Belleville. Hastings County Social Services reported that in Quinte West, six Ontario Works recipients found full time jobs and six 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 city with a population of 30,000 to 99,000 is \$1,304 and \$2,027 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 \$618 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 7. The situation is marginally better for those who receive assistance from the Ontario Disability Support Program. See Average Housing Costs table on page 7.

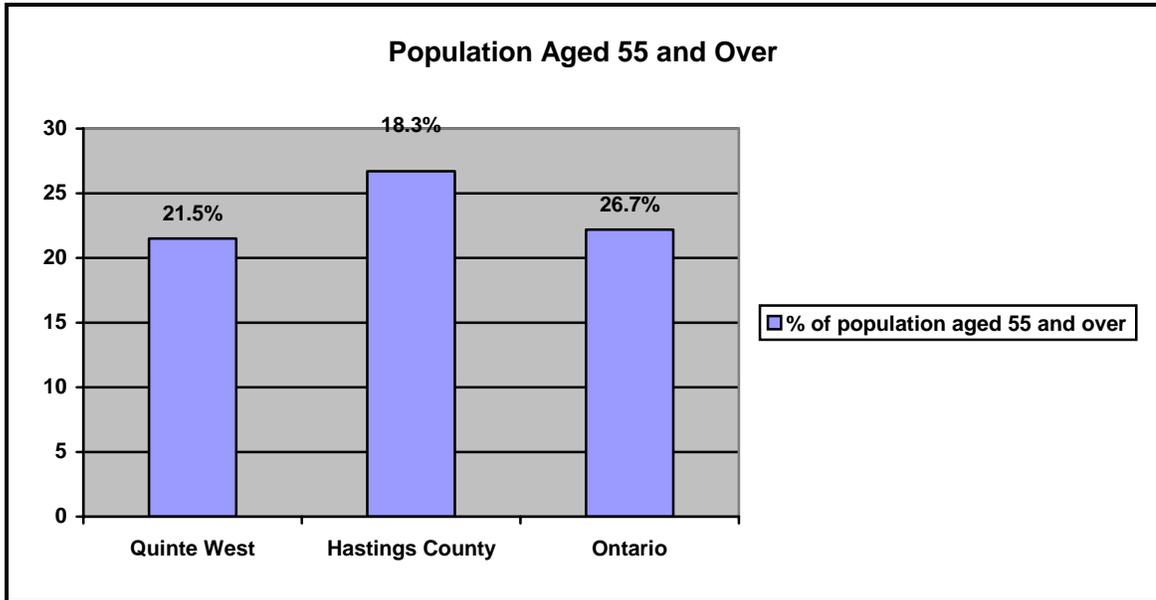
When shelter costs exceed the maximum shelter assistance, recipients must use the funds intended for basic needs such as food and clothing to meet their shelter needs. The definition of affordable housing changes when it is applied to a social assistance recipient. Rather than a benchmark of 30% of income, 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. Consumer survey respondents overwhelmingly agreed that social assistance rates need to be increased.

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.



TRANSPORTATION

Residents of Quinte West need transportation for services, employment, and education. This is a significant issue for those who are homeless or not affordably housed. Consumer survey respondents rated transportation difficulty 6.4 out of 10, with 10 being the most difficult.

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:

- Canadian Mortgage and Housing Corporation
- 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 5, 2006 at the Trenton Legion Hall.

- All contacts were mailed an invitation to attend the session. Appendix J is a copy of the invitation letter.
- A public invitation was advertised in the Trentonian newspaper.
- 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 Quinte West 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

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 M is a “report card” listing all recommendations included in this report. Once per year the Quinte West 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



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



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

March 17, 2006

RE: Regional Homeless Initiative

You are invited to participate in an initiative to study affordable housing issues and to develop a community action plan for the Quinte West. This project is funded by the Government of 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 **Wednesday, March 29, 2006 from 9:00 to 12:00** at the Hastings and Prince Edward Health Unit located at **499 Dundas St. West, Trenton**. 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 County Council and will be posted on the Hastings County Social Housing web page for your review.

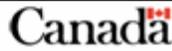
Sincerely,

David Miskiw
Project Coordinator
(613) 920-3067
miskiw@hastingscounty.com

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



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:

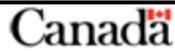
Please answer the following questions for each one of these 3 categories:

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
Al Teal	Quinte West Care and Share 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>
Diane Roberts	Job Connect/Youthab			X	Counseling, job referral for all ages with focus on youth.
Hazel Gonyea	Salvation Army			X	Faith. Food bank, meal program, thrift store, crisis after-house housing for youth and adults.
Colleen McAlister	Foundations For Youth	X		X	After school program for youth.
Lori Cooper	VON Hastings/North Humberland/Prince Edward	X	X		Provides food, financial assistance, and advocacy for Quinte West community.
Laurie Arsenault	Community Living	X			Supportive services and housing for individuals with developmental disabilities.
Karel Vanek	Habitat for Humanity	X			Habitant for Humanity
Leah Davis	Trenton Non-Profit Housing	X	X		Reader Friendly Program, Computer courses, Drama Club, Crafts, Parenting class
Melanie Payne	Service Canada	X			Employment Services
Carolyn Stimpson	Community Care for South Hastings			X	Same as above
Carolyn Barrette	Trenton Military Family Resources Centre	X	X		Supportive services and referrals for military families
Shelly Steele	Trenton High School	X	X		Counseling, referral for youth.
Ceilah Dowling	HPEC Health Unit	X			Advocacy and Life Skills/budgeting
Beth Baxter	HPEC Health Unit	X			Same as above
Lori Baird	Three Oaks Foundation	X	X		Emergency shelter, advocacy and referrals for abused women and their children.
Sally Freeman	Quinte West Councilor		X		City of Quinte West
Paul Latchford	Aboriginal Services-Loyalist College	X	X		Counseling services, referrals for Aboriginal students of Loyalist College.
Lorraine Moore	Trenton High School		X		Counseling, referral for youth.



APPENDIX D – CONTENTS OF FOOD BAG

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



***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) If yes, 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) If yes, 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) 61 Quinte West Respondents

2) Gender of Respondent:	<u>male</u> 22 36%	<u>female</u> 39 64%		
3) Age of Respondent:	<u>16-24</u> 19 31%	<u>25-44</u> 33 54%	<u>45-64</u> 9 15%	<u>65+</u> 0 0%

4) Which category best describes the Respondent’s household?					
<u>single - no children</u> 14 23%	<u>couple - no children</u> 5 8%	<u>single parent</u> 16 26%	<u>Two parent</u> 10 16%	<u>unattached adults/youth (or roommates)</u> 10 16%	<u>Other</u> 6 10%

5) How many people are in the Respondent’s household, including the Respondent?										
1	2	3	4	5	6	7	8	9	10	Total
7	36	42	32	60	6	7	0	0	0	190
4%	19%	22%	17%	32%	3%	4%	0%	0%	0%	100%

Respondent’s represented households totaling 190 individuals.

6) Which of the following categories best describes the Respondent’s current housing?	
<u>Homeless</u> 4 7%	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> 27 44%	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> 20 32%	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> 10 16%	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>	<u>House (rental)</u>	<u>House (owned)</u>	<u>Rooming House/ sharing with unrelated person(s)</u>	<u>Room and Board</u>	<u>Group Home</u>	<u>Retirement 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 1 2 3 4 5 6 7 8 9 10 Very Difficult

Average Rating: 6.5

- 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 Quinte West or Madoc, Loyalist College in Bancroft, Career Edge in Trenton*

<u>Informal Network</u>	<u>Newspaper Listings</u>	<u>Assistance for SS Agency</u>	<u>Postings in Community</u>	<u>Social Housing Wait List</u>	<u>HHRC</u>	<u>Other</u>
26	10	4	3	7	2	9
43%	16%	7%	5%	12%	3%	15%

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

<u>During business hours?</u>	<u>Yes</u>	<u>No</u>
	18	43
	30%	70%

11) Does the Respondent know where to call for emergency housing services?

<u>During weekends or non-business hours?</u>	<u>Yes</u>	<u>No</u>
	12	49
	20%	80%

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

	<u>Yes</u>	<u>No</u>
	31	30
	51%	49%

Comments:

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

	<u>Yes</u>	<u>No</u>
	43	18
	70%	30%

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: 4.5</u>									
15) Does the Respondent ever access food bank services?							<u>Yes</u>	<u>No</u>	
							49	12	
							80%	20%	
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: 6.5</u>									
17) Does the Respondent ever access free meal services?							<u>Yes</u>	<u>No</u>	
							22	39	
							36%	64%	
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: 6.2</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: 5.5</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: 6.4</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: 6.4</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 – INVITATION LETTER TO COMMUNITY PRESENTATION



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 **communities of Hastings County**. 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 the following sessions:

<p>Deseronto Lion's Hall Main Street, Deseronto Monday May 1, 2006 10:00 am to 11:30 am</p>	<p>Central Hastings Ontario Works Office 56 Russel St., Madoc Tuesday May 2, 2006 10:00 am to 11:30 am</p>
<p>Quinte West Royal Canadian Legion Hall 20 Quinte St. (Downtown Trenton) Friday May 5, 2006 10:00 am to 11:30 am</p>	<p>North Hastings Fireside Room – Professional Building 1 Manor Lane, Bancroft Tuesday May 9, 2006 10:30 am to 12:00 pm</p>

The sessions will last approximately one hour and refreshments and snacks will be available. Please plan to attend yourself, or have representatives of your organization attend.

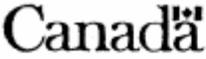
Once again, thank you for contributing to the Regional Homeless Initiative and we hope to see you at the presentations of the community action plans. If you have any questions or concerns about the Regional Homeless Initiative, you may contact either of the project staff noted below.

Sincerely,

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

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

APPENDIX K – BELLEVILLE INTELLIGENCER ADVERTISEMENT

 **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 L – HANDBILL INVITATION TO COMMUNITY PRESENTATION

 **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 Quinte West are invited to attend a meeting at which the community action plan on affordable housing issues will be presented.

Quinte West Legion Hall – Trenton	Friday May 5, 2006@ 10:00 am to 11:30 am
---------------------------------------------	---------------------------------------------

Refreshments will be served

For more information please call 968-4747



APPENDIX M – 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 Quinte West motel to offer emergency motel sheltering				
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 key locations 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 Quinte West. 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:				
Develop more social housing				
Comments:				
Food Security	Not Addressed	Developing	Implementing	Achieved
Continue to build networking to create new food programs				
Comments:				
Re-establish Friday lunch program at Salvation Army				
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:				
Community collaboration to support and develop lunch programs for children				
Comments:				
Community collaboration to support and develop after school meal program such as "Foundations for Youth"				
Comments:				



Community collaboration to support and increase free meal programs (evening) to improve access for working consumers				
Comments:				
Inter-Agency Networking	Not Addressed	Developing	Implementing	Achieved
Revitalize the “Allied Professionals” into a strong and active network to not only share information, but to encourage cooperation amongst agencies to coordinate their services and limit duplication				
Comments:				
Develop a network amongst the regional inter-agency networks in Hastings County				
Comments:				
Affiliate, or become members of AHAN to share in the benefits that the network can offer. A community developer can investigate and determine the best way for the inter-agency network to participate in AHAN				
Comments:				
Take responsibility to keep other agencies informed of services and stay abreast of the services offered by other agencies to enable better referrals to meet client needs				
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 Quinte West 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 Quinte West through the revitalization of the "Allied Professional" 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 agencies in Quinte West make every effort to participate in the Allied Professionals 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:				
Create a landlord/tenant information package to be distributed to landlords and tenants				
Comments:				

Evaluation Completed By: _____

Date Completed: _____