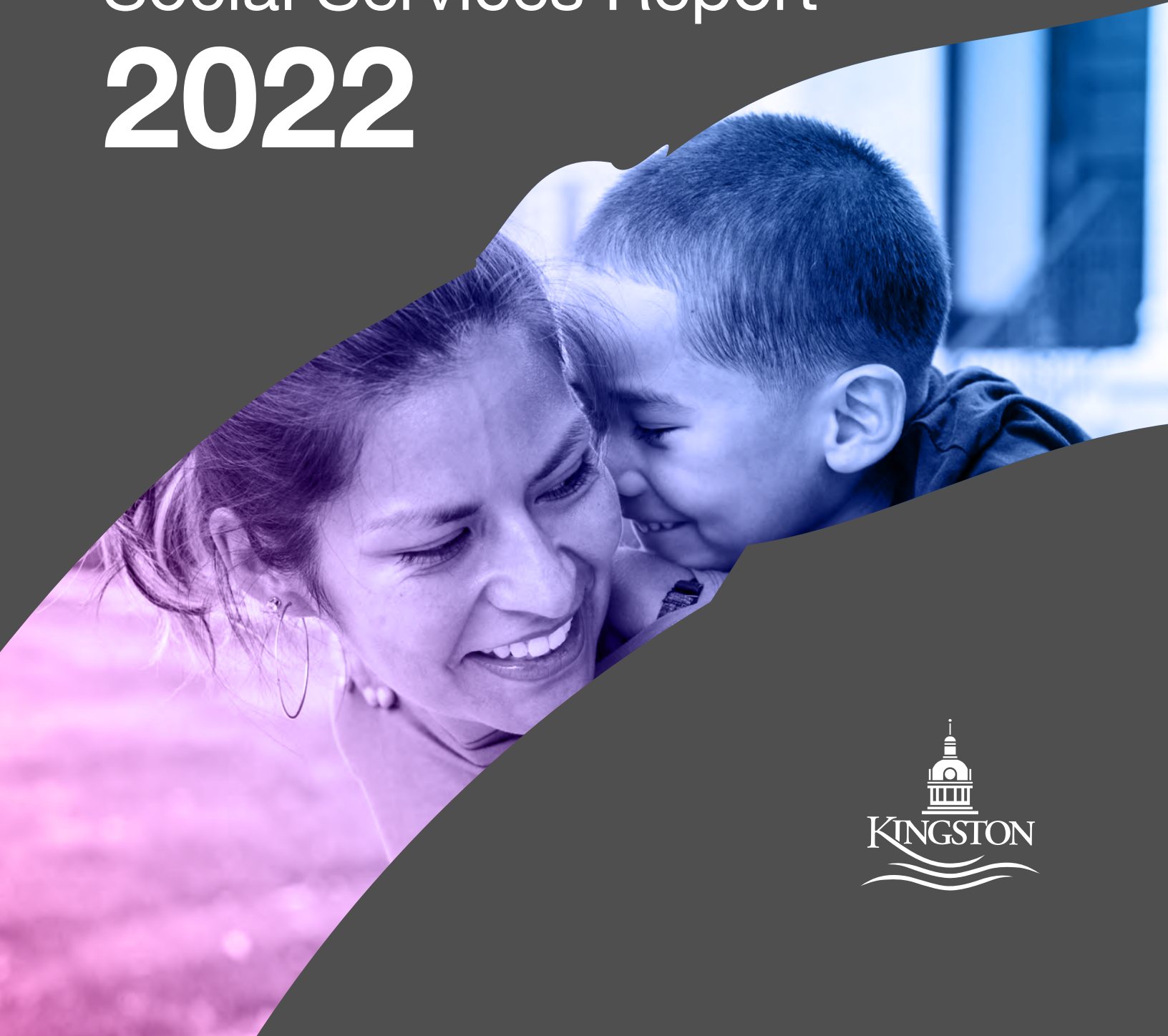


Housing and Social Services Report 2022



Land Acknowledgement



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

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

Our Direction

Vision

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

Mission

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



Message from the Mayor



On behalf of City Council, it is my pleasure to introduce the 2022 Housing and Social Services Report. This is an opportunity for us to acknowledge the dedication of City staff and community partners in advancing the City's many housing and social services goals.

Council is deeply invested in this work, and we are encouraged by the positive outcomes that we have seen throughout our community, from the increasing availability of affordable housing for those who need it most, to single-parent households building financial stability by securing a place in a childcare centre. Each time a prescription is filled through the Low-Income Health Benefits Program, or a ramp is added to a residence through the Kingston Frontenac Renovates Program, our City's dedication to meaningful service is on full display.

I am proud of the innovative ways that City staff adapted during the COVID-19 pandemic, continually assisting residents in securing financial, housing, health, and childcare services. Staff excel at meeting Council priorities while regularly enacting forward-thinking policies that reduce barriers and streamline service delivery.

My Council colleagues and I thank you for your unwavering support of those who need it most in our community.



Message from the Director



If I had to choose a theme for Housing and Social Services this past year, it would be partnership. Collaboration with our clients, staff, partners and each level of Government to continue stabilizing the services we offer, throughout the COVID-19 pandemic, was essential. We continue to recognize that there is strength in collaboration when addressing our community's most complex issues.

In 2022, we welcomed a variety of successful new initiatives, while continuing to offer a range of housing programs available to households experiencing housing insecurity and affordability challenges.

For families living in the City of Kingston or County of Frontenac,

the \$10-a-day regulated childcare program was adopted in Kingston with 64 daycares participating. A much-needed community family support service centre opened their doors as well! A Great Start For Families: Kahwà:tsire Ronwatiyenawá:se Centre offers support for families.

The One Focus prototype was launched, streamlining client service delivery by offering an integrated team dedicated to assisting clients in navigating social assistance and ensuring ongoing support.

It was an exciting year for housing programs, with completed projects providing 77 new housing units; 54 of these deeply affordable units provided additional support services with rents set at shelter allowance rates for social assistance recipients. These projects were made possible with capital funding assistance from all three levels of government. We continue to work closely with partner organizations and are excited about projects underway which will create over 200 new units, supported by over \$48.5 million dollars in government contributions.

In response to the continued homelessness challenge, overnight shelter capacity was expanded with the opening of the Adelaide Drop-In Program, accommodating up to 40 individuals. Over the winter months we were pleased to see organizations working to get people housed during this challenging time of year for unhoused community members.

The partnerships we have in the community will continue to grow over the coming years. Thank you to the dedicated staff in Housing and Social Services for their tireless efforts, which enable us to provide valuable services in the community. Thank you to our service provider partners across all areas for your compassion and hard work. Thank you to our clients who demonstrate resilience and strength as we work together. We hope you enjoy this report. I am looking forward to continuing this path of community collaboration.

Ruth Noordegraaf
Director of Housing and Social Services





Table of Contents

Child Care and Early Years	10
Homemaking	13
Social Assistance	14
Social Housing	22
Homelessness Services	28
Affordable Housing Programs	37
Community Connections	44
Contact Information	52





Child Care & Early Years

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

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

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

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

We will continue to engage with the community, work with our partners, and build a vibrant, high-quality childcare and early years system that is inclusive, affordable, and responsive to the needs of our community.

927 children received Child Care Subsidy in 2022.

To ensure equitable access for families and strong social and economic outcomes for the whole Child Care & Early Years community, the strongest asset of quality early learning programs is a qualified and resourced professional Early Childhood Education (ECE) workforce.

In 2022, one-time funding was received from the Canada - Ontario Early Childhood Workforce Funding Agreement, to support the retention and recruitment of a high-quality childcare and early years workforce.

This funding enables the development of flexible and comprehensive strategies that acknowledge the significance of not only attracting new individuals to the profession but also retaining, supporting, and recognizing the existing childcare and early years workforce.

The key objectives for this investment are as follows:

- **Sustain** the existing workforce to ensure a more stable and high-quality early years and childcare system.
- **Enhance** access to opportunities for the workforce that promote retention and recruitment, including professional development, training, and qualification upgrade programs.
- **Grow** the number of qualified staff in the childcare and early years workforce to increase access to licensed childcare for families.
- **Attract** and support the development of an increasingly diverse workforce to reflect the children and families accessing early years and childcare programs more effectively.

We kicked off our local workforce strategy with the Nothing Without Early Learning conference in November 2022, attended by over 300 Early Childhood Educators, and featuring local, national and international experts in the fields of early learning strategies, equity diversity and inclusion, leadership and self-care.



Child Care & Early Years

The Canada Wide Early Learning and Child Care system was introduced, which includes the implementation of a graduated approach to reducing childcare fees for children aged 0 to 5 years:

- A fee reduction of up to 25% (to a minimum of \$12 per day) for eligible children retroactive to April 1, 2022.
- A 50% daily fee reduction on average for eligible children in 2023.
- \$10 average daily childcare fees for eligible children by September 2025.

Childcare and Early Years Services issued \$2.8 million in parent fee reimbursements for 2022.

EarlyON Child and Family Centres celebrated their fourth anniversary in September 2022. We were delighted to support our service providers – Boys & Girls Club, Kingston Community Health Centres, Rural Frontenac Community Services, and Kahwà:tsire—in hosting a community celebration.

Did you know?

The Centralized Childcare Registry & Information Service website (CCRIS) is available to families seeking licensed childcare in Kingston and Frontenac. CCRIS eliminates the need to contact and apply for childcare with several different childcare providers and provides a seamless application and waitlist service for families. Please visit the [Centralized Childcare Registry & Information Service](#).

Homemaking

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

Most clients accessing this program are between the ages of 56 and 90.

Services for this program include:

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

There are 42 ongoing clients in the Homemaking Program in Kingston Frontenac.

The program is currently operating with a waitlist due to service capacity issues; the impact of the pandemic and the strain that it has placed on healthcare resources remains a challenge.

Did you know?

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



Social Assistance

Ontario Works is a provincial program that offers financial, employment, and emergency assistance to residents in need. The City of Kingston acts as the Service System Manager and delivers the province's temporary financial assistance to eligible City of Kingston and County of Frontenac residents.

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

Employment and stability support assistance is offered directly in collaboration with community partners to help clients achieve self-sufficiency. This assistance may include:

- Workshops on resume writing and interviewing.
- Job counselling and job-specific training.
- Access to basic education, so clients can finish high school or improve their language skills.

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

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

Temporary Care Assistance provides income assistance and health benefits to an adult on behalf of a child in financial need who is in the temporary care of an adult that is not the child's birth or adoptive parent. The City of Kingston and County of Frontenac provided Temporary Care Assistance for 221 children on average each month in 2022.

Did you know?

The eligibility criteria for Emergency Assistance was amended in 2020 to include people affected by COVID-19 and again in 2022 to include people who are temporarily in Canada under an emergency authorization for humanitarian reasons.

In 2022, the number of approved Emergency Assistance cases in our region increased five-fold in part due to an amendment to the Ontario Works Act and Regulations that established eligibility for individuals who have been granted an emergency authorization to enter and remain in Canada for humanitarian reasons. The regulatory amendment provides temporary financial support for up to six months to members of our community who were authorized to reside in Canada under the Canada–Ukraine Authorization for Emergency Travel (CUAET) program and who are in urgent financial need.

Municipal Fee Assistance Program

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

- Affordable Transit Pass
- Access to Low-Income Health Benefits
- Discounted tickets to the Grand Theatre OnStage performances
- Discounted admission to Kingston’s PumpHouse Museum
- Subsidy Program for Affordable Recreation in Kingston (SPARK) to reduce the cost of City-run recreation and leisure programs
- Responsible Pet Ownership program to provide vouchers of \$250 towards having a pet spayed or neutered

Low-Income Health Benefits

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

In 2022, **1,340 households** were approved or re-approved for the MFAP. Applicants are eligible for a period of two years. Almost 70% of MFAP applications and renewals access the Affordable Transit Pass and 57% of all households apply for recreation subsidies through the SPARK program.

Did you know?

You can now apply online for MFAP by creating a MyKingston account. Visit [MyKingston.ca](https://www.mykingston.ca), email at MFAP@CityofKingston.ca or call 613-546-2695, ext. 4906.



Social Assistance

In 2021, the Ontario government released a new vision for social assistance and provided a multi-year implementation plan. The ambitious vision seeks:

[t]o create an efficient, effective and streamlined social services system that focusses on people, providing them with a range of services and supports to respond to their unique needs and address barriers to success so they can move towards employment and independence. Recovery and Renewal: [Recovery and Renewal: Ontario's Vision for Social Assistance Transformation](#)

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

Throughout 2022, the Housing and Social Services Department continued its human services integration project. Branded as “One Focus,” the project



places the client at the centre and aims to streamline human services across the Department's municipally managed programs. Both as part of the One Focus project and in anticipation of the provincial changes under the Social Assistance Renewal Plan, the Ontario Works program launched a small prototype (around 300 of 2000 cases) that changed the way we delivered case management services. Previously, Case Managers were responsible for all aspects of a client's case from initial application to employment or stability support assistance to ongoing financial reviews, which made it challenging to establish supportive and trust-based relationships. Our proof-of-concept prototype, on the other hand, separated the case management function into a financial eligibility stream and a system navigation/support stream. We also established a triage team to assess eligibility for financial assistance and refer people

not yet connected to services to the appropriate community resources.

Prototype evaluation showed that clients accessed more benefits, were connected to services more effectively, formed stronger bonds with their caseworkers, and their outcomes were improved relative to our prior model, which served as a control. At the end of the year, the project gathered feedback from nearly 100 clients impacted by the pilot who shared the positive impact that the change in case management model had on their social assistance experience.

With the positive feedback from clients and staff, and the impact on outcomes that were already seen in the short timeframe of the prototype, our Ontario Works team will fully implement the new case management model across the department in the first quarter of 2023.

While the Housing and Social Services office remained open throughout the duration of the pandemic and services continued to be delivered

uninterrupted, many business processes changed to facilitate virtual engagement, and our ability to bring service directly to our clients was limited. As the Province of Ontario began to resume regular services in 2022, Ontario Works Case Managers also began to deliver more in-person services at our primary locations at 362 Montreal Street in Kingston and at 1020 Elizabeth Street in Sharbot Lake, and efforts were made throughout 2022 to expand service delivery to better reach clients and improve collaboration with community partners.

“Even though I have always had access to benefits and help before, since this has started it’s like a team of workers are at my disposal assisting me in the areas I need help with moving forward and offering great ideas how to accomplish my goals.”

Source: Ontario Works Pilot – Client Experience Survey, December 2022 – January 2023



Social Assistance

In October 2022, Ontario Works Learning Earning and Parenting (LEAP) Case Managers began working on-site two days per week at A Great Start for Families - Kahwà:tsire Ronwatiyenawá:se Centre. Two Case Managers collaborated with the broader community at the Integrated Family Services Hub, by introducing their clients to the centre and connecting them to the services available.

Continuing our ongoing relationships with community partners remains essential to a model that supports life stabilization and ensures that the needs of our most vulnerable individuals are addressed. As in-person services resumed and interim measures were lifted, throughout 2022, we also resumed off-site services at Rideau Heights Community Centre, One Roof Youth Hub, and the Integrated Care Hub. Bringing service directly to individuals and community partners enables us to meet clients 'where they are at', allows for warm hand-offs to community partners, and is conducive

to a wraparound approach to client services. As we look forward to 2023, we continue to actively pursue the further expansion of our outreach to clients and to increase collaboration with community partners.

Modern Digital Services

Some temporary measures introduced during the pandemic have aligned with modernization initiatives and have now transitioned into regular business processes. These measures include the expansion of digital access channels, digital payment methods, and digital solutions such as eSignature.



For parents up to the age of 25 without a High School Diploma and involved in the Ontario Works Program.

MyBenefits

MyBenefits is an online service available to active Ontario Works or Ontario Disability Support Program recipients. It is available 24/7 and allows clients to see their payments and letters, update contact information and living expenses, submit documents and message their case manager, report employment income, and show proof of assistance to third party providers. MyBenefits provides clients with more choice and flexibility in how they get, manage, and report information without replacing existing service channels, and new features will continue to be added through ongoing modernization. Development efforts in 2022 focused on expanding access to social assistance clients with a trustee while delivery agents focused on increasing enrolment. Approximately half of Ontario Works clients in the City of Kingston and County of Frontenac are active MyBenefits users.

As the Ministry of Children, Community and Social Services began to lift interim measures that were introduced at the onset of the COVID-19 pandemic, eSignature was implemented. In 2020 and 2021, the Social Assistance Digital Application (SADA) was implemented, which enabled social assistance applicants to verify their identity and eSign their application online. In May 2022, our Continuous Improvement Working Group initiated the testing of eSignature functions for active recipients of social assistance. By August 2022, the eSignature solution was successfully integrated into the Social Assistance Management System. This integration aimed to minimize manual processes and offer social assistance clients secure and remote options for signing documents.



Social Assistance

Digital payment options continue to improve the client experience for social assistance recipients. We have more than halved the number of clients receiving paper cheques and shifted to digital payment methods like Direct Bank Deposit and Reloadable Payment Cards. Reloadable Payment Cards provide a substantial benefit for clients who are unable to obtain a bank account and who were previously losing precious dollars of their social assistance payments to money lending and payday loan operations. These cards are portable across the province and across programs from Ontario Works to the Ontario Disability Support Program.

2,207 individuals and families were clients within the Ontario Works program receiving temporary financial

assistance as of December 31, 2022. After a sharp decline in the Ontario Works caseload of nearly 20% in 2020 and 2021, the number of individuals and families accessing Ontario Works steadily increased throughout 2022 and has nearly returned to pre-pandemic levels. Due to stronger than expected labour market conditions, the overall caseload increase was less than anticipated, and this trend was present across the Province of Ontario.¹

Following the conclusion of the Canada Recovery Benefit and changes to the remaining recovery benefits in the fall of 2021, there was a surge in the number of Ontario Works applications. This increase in applications occurred from the beginning of September 2021 until the end of January 2022 as individuals

Did you know?

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

¹ - Source: Ministry of Children, Community and Social Services. Social Assistance Operations Performance Reports, 2020 – 2022.

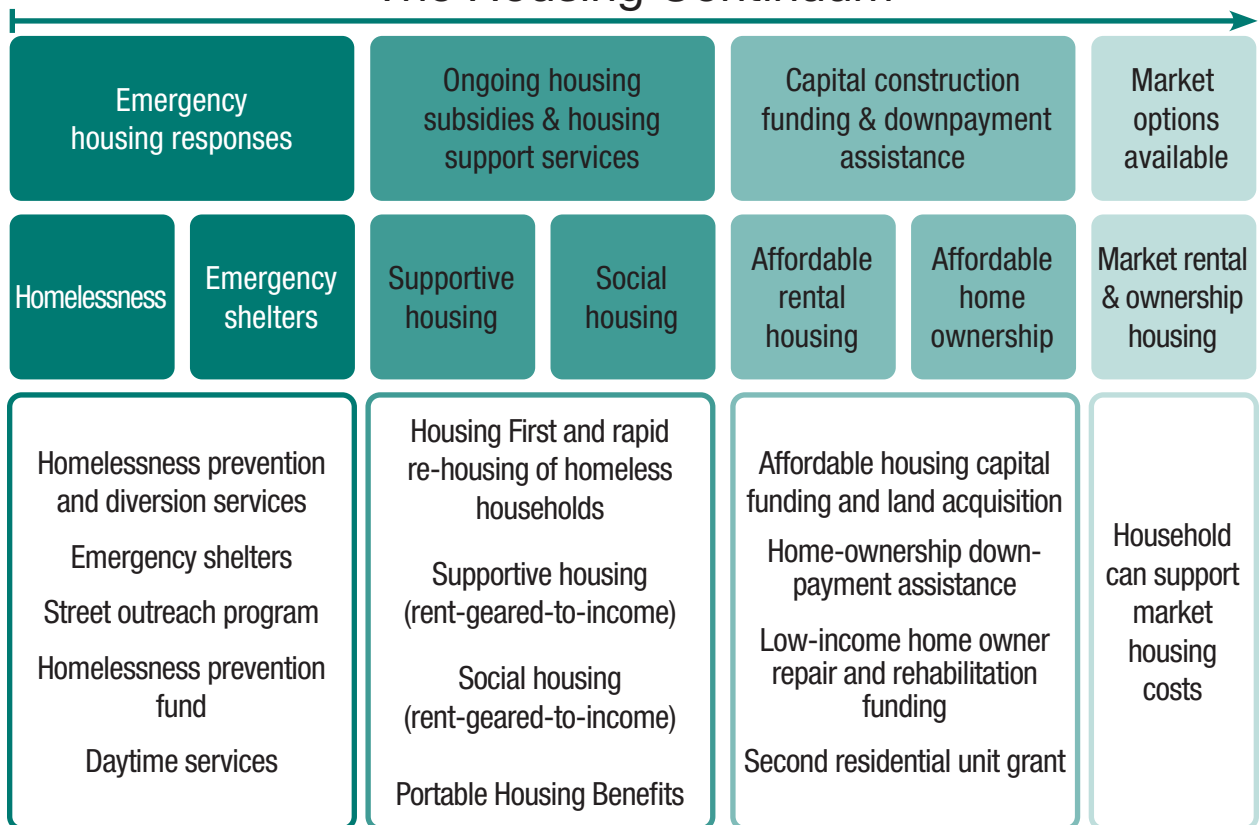
supported by federal benefits transitioned to provincial benefits.

515 households were supported by the Discretionary Residency Benefit (DRB) in 2022. The DRB provides financial assistance to Ontario Works and Ontario Disability Support Program (ODSP) recipients who are homeless, at risk of homelessness, or moving to more affordable housing. In 2022, 77 per cent of all approved requests successfully assisted clients at risk of homelessness to remain housed. Additionally, 105 individuals, including 49 who were utilizing emergency shelter services, transitioned from homelessness to long-term housing.



Social Housing

The Housing Continuum



The City of Kingston is the Service Manager for housing and homelessness programs in the City of Kingston and County of Frontenac. This means the City is responsible for the administration of various programs that provide funding and support to a wide variety of housing and homelessness service providers and support service agencies. The housing continuum illustrates the variety of programs available that range from emergency housing options to affordable home ownership, and various programs in between that seek to provide housing stability and affordability. This section provides an overview of ongoing programs available in the Kingston-Frontenac communities and highlights notable accomplishments achieved in 2022.

Social Housing Programs

Rent Geared to Income Assistance

Under the Housing Services Act 2011 (HSA), the City of Kingston, as Service Manager for housing and homelessness programs, is responsible for maintaining a target of 2,003 Rent Geared to Income (RGI) units in the Kingston and Frontenac service area. The Housing & Social Services Department oversees the social housing system, which includes 15 non-profit housing providers that currently manage and directly operate 1,518 RGI units which follow eligibility rules set out in Part V of the HSA.

Historically the remainder of RGI units were secured through rent supplement agreements with private and non-profit housing providers and residents who are in receipt of the Portable Housing Benefit (PHB), which still follow the HSA rules. An amendment to O. Reg 367/11 under the HSA related to service level rules was introduced effective July 1, 2022, which now allows for additional types of Service Manager-funded housing assistance to count towards existing service levels. Households with incomes below the Household Income Limits set out in O. Reg 370/11 under the HSA must pay no more than 30 per cent of their adjusted family net income on rent or, if the household is on social assistance, rent is no more than maximum shelter allowance. This has added 61 municipally funded supportive housing units to the City of Kingston's service levels in 2022. There are another 30 non-mandated RGI units funded by Federal and Urban Native programs.

Portable Housing Benefit

The local Portable Housing Benefit (PHB) is a municipally funded housing allowance for eligible households to reside in City of Kingston or County of Frontenac. The benefit is tied to the household rather than being tied to the actual unit. This gives recipients the flexibility of choosing housing (housing type, quality, location) or remaining in their current housing but making it more affordable to live there. The benefit is calculated as 80 per cent of the Average Market Rent minus 30 per cent of the Adjusted Family Net Income. For those on social assistance, if the actual rental costs minus the maximum shelter allowance from their Ontario Works/Ontario Disability Support Program benefits is less than the PHB calculation, the lesser amount is used. RGI applicants can list the PHB as one of their housing choices in their application. As of December 31, 2022, there were 102 households in receipt of the local PHB.



Social Housing

Canada-Ontario Housing Benefit

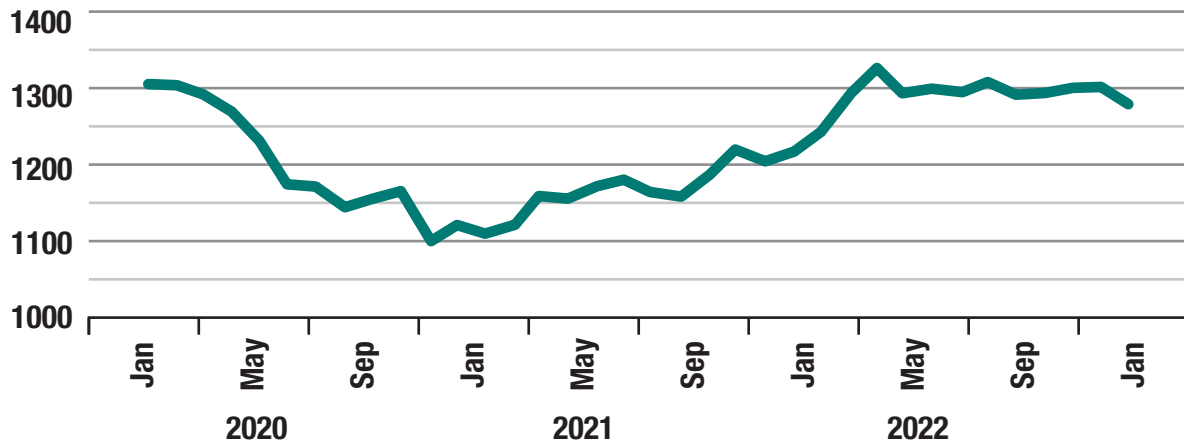
The Canada-Ontario Housing Benefit (COHB) is a federal-provincial housing allowance program providing a portable housing benefit across Ontario which is targeted to households fleeing domestic violence and human trafficking as well as seniors, individuals with disabilities, homeless individuals, and Indigenous people. Service Managers identify households who may be eligible and assist with the application submission, while the Ministry of Finance confirms eligibility and issues payments directly to households. The COHB is calculated the same way as the local PHB. As of December 31, 2022, housing staff assisted with 112 new applications which were approved to receive the COHB to assist with their housing costs.

Social housing units and PHB benefits are accessed by way of the Centralized Wait List which is maintained by Housing and Social Services staff. The alternate forms of assistance are not required to follow RGI eligibility, priority, and selection rules thus are accessed through the housing providers directly.

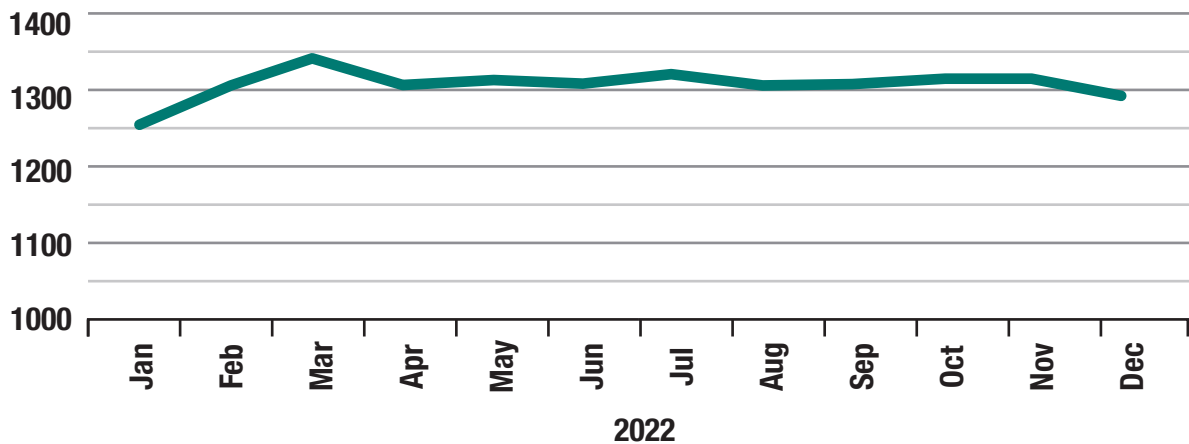
Centralized Wait List

Households eligible for RGI assistance are placed on the Centralized Wait List (CWL). Those who have been on the CWL list longer, will be offered housing first. This is called the chronological wait list. The HSA stipulates that a priority ranking must be given to social housing applicants whose personal safety, or whose family's safety is at risk because of domestic abuse or human trafficking, which is called Special Priority (SP). Those granted SP are placed at the top of the CWL in chronological order. The CWL is broken down into subsidiary wait lists for each social housing project, rent supplements and PHB. Wait times vary depending on the size of household and number of subsidiary wait lists applicants have chosen in their application.

Three-year trend: Number of Households on the CWL Jan 1, 2020 – Dec 31, 2022



Number of Active Eligible Households in 2022 by Month



Number of Active Eligible Households on December 31, 2022

Household Type	Single	Family	Senior (65+)	Total
Special Priority	5	17	0	22
Chronological	697	389	186	1264
Total	702	406	186	1268
Already RGI requesting a transfer				219

Total Number of RGI Applications in 2022

Household Type	Single	Family	Senior (65+)	Total
Number of applications	493	284	96	768 including 54 Special Priority



Social Housing

Total Number of Households Housed in 2022

Household Type	Number Housed
Chronological (non-seniors) RGI Unit	39
Special Priority – RGI Unit	40
Chronological PHB	14
Special Priority – PHB	7
Chronological Seniors (65+) - RGI Unit	25
Total	125

Average Wait-Time for Households Housed in 2022

Unit Size	Chronological Approximate Wait times	Special Priority Approximate Wait times
Bachelor	N/A	N/A
One Bedroom	5.5 - 7 yrs	1 - 6 months
Two Bedroom	2 - 6 yrs	1 - 7 months
Three Bedroom	3 - 5 yrs	3 - 11 months
Four + Bedroom	5.5 yrs	8+ months
Seniors	2 - 4+ yrs	N/A
Portable Housing	7 yrs	4+ months
Rent Supplements	Up to 11 yrs	

Canada Ontario Community Housing Initiative

Funded by a bilateral agreement between the province and the Canada Mortgage and Housing Corporation Canada, the Ontario Community Housing Initiative (COCHI) provides funding to Service Managers to protect affordability for households in social housing, to support the repair and renewal of existing social housing supply, and to expand the supply of community housing over time. In 2022, the City of Kingston was allocated \$1,168,624 for the 2022-23 fiscal year which resulted in 14 agreements with social housing providers to assist with capital repairs needed to preserve their social housing stock.

Tenant Support Services Program

The City of Kingston's Local Housing Corporation, Kingston & Frontenac Housing Corporation offers a Tenant Support Services Program that provides crisis services, direct assessment and intervention services and ongoing support to its social housing tenants with a goal to maintain tenancies.

In 2022, there were 141 intake referrals, consisting of 56 singles, 49 families, and 36 seniors. Support staff are actively engaged with 116 households.





Homelessness Services

The year began with the City working with OrgCode, a homelessness consulting firm, to ensure that the System review that began in 2021 was complete and the recommendations shared with the Housing and Homelessness Committee and all community service providers.

On June 21, 2022, Report 22-043 was presented to City Council outlining the work done on the system review, the responses from the Request for Proposals that went out in the fall of 2021 and staff recommendations on service delivery next steps. Council approved the recommendations and City staff finalized agreements with service providers in late 2022. Home Base Housing operates several programs, including the adult co-ed shelter, Lily's Place family shelter, Prevention and Diversion services, and Housing First supports for adults. Additionally, they provide youth Prevention and Diversion programming. The Salvation Army also provides a number of services, including Housing First supports, Prevention and Diversion services for clients in both the City of Kingston and the County of Frontenac and also was awarded a contract for Daytime Services.

In June 2022, OrgCode delivered comprehensive in-person training on various components of the Housing First program, covering emergency shelter, housing first, prevention and diversion, street outreach, and system leadership. The City adopted the Housing First model in 2014, with OrgCode providing the initial training. This training was made available to all staff throughout the system; initial feedback from service providers was positive. The training proved beneficial, particularly given the substantial staff turnover since OrgCode's initial training in 2015.

In November 2022, OrgCode provided Intake and Assessment training to all agencies that offer assessment support.



Homelessness Services

Coordinated Access

The City of Kingston and United Way of KFL&A have achieved a milestone recognized by the Canadian Alliance to End Homelessness for implementing a Coordinated Access System, which streamlines the process for individuals experiencing homelessness to access housing and supports. This system includes three key components:

1. **Access to the System:** An established process for intake at any community partner.
2. **Common Assessment and Prioritization:** A standardized intake process that assesses each person's strengths and vulnerability to prioritize those with the highest level of need.
3. **Referral Process:** A referral process based on community-established guidelines, with the entire system being informed of housing availability and new resources to ensure coordination.

By Name List

The Community By Name List serves as a valuable tool, offering a monthly record of homeless inflow, outflow, and the current number of actively homeless individuals. This enables efficient focus on housing and prevention interventions. The list comprises three inflow measures: newly identified homeless individuals, individuals returning from inactive status, and individuals transitioning back to homelessness from housing. Additionally two outflow measures are monitored: move-ins to housing and transitions to inactive status. The list offers a comprehensive snapshot of the total number of individuals actively experiencing homelessness.

Sleeping Cabins

During the winter of 2022, the Sleeping Cabin Program was located at Portsmouth Olympic Harbour and transitioned to Centre 70 for the summer months. It returned to Portsmouth in late September. As per Council direction, the City added five additional sleeping cabins for the summer of 2022. Unfortunately, a fire of undetermined origin destroyed three cabins in December 2022. To replace the destroyed cabins, the City ordered an additional five, bringing the total number of cabins to 17 in time for the move to Centre 70. City staff are working with Our Livable Solutions to find a suitable long-term location.



Emergency Shelter and Drop Ins

The 218 Concession Street Centre operations were extended to ensure that there was space within the emergency and overnight shelter system. Services operated by Lionhearts include a nightly meal program in the winter months, daytime program and a nightly drop in program for people to sleep, operated by Home Base Housing. This program continues to see client usage and can assist up to 25 individuals nightly including couples.

The Adelaide Street Warming Centre, run by Lionhearts, provides up to 40 spaces for individuals and couples nightly.

The adult emergency shelter program, In From the Cold at Home Base Housing, continues to operate at reduced capacity from their pre-pandemic numbers. In June 2022, they were able to increase capacity to 22 beds nightly.



Homelessness Services

Emergency Shelter and Drop Ins Continued

The Kingston Youth Shelter, located at MacGillivray Brown Hall at Queen's University throughout most of 2022, provided 19 sleeping pods each night for individuals aged 16-24 years old.

Starting in December 2022, The Salvation Army began operating daytime services out of their Patrick Street location. This is a daily drop-in service that allows community members to access support and services. Staff can refer individuals to the Coordinated Access system to ensure they receive the most appropriate support for their needs, which can help them achieve housing stability and avoid returning to homelessness.

Integrated Care Hub

In 2022, the Integrated Care Hub (ICH) has continued its important role in the community supporting residents. Located at 661 Montreal Street, the ICH is operated by a consortium of partners including:

- Trellis HIV & Community Care
- Kingston Community Health Centres/Street Health Centre
- Addictions and Mental Health Services KFL&A
- Providence Care
- Homebase Housing

The ICH provides essential support to people experiencing addiction, homelessness, mental health struggles and other adversities.

On March 18, the Province of Ontario announced an investment of \$4.6 million to keep the facility open, and on March 22, the City of Kingston agreed to allocate \$500,000 to the location. While healthcare is typically funded by the Province, to date the City has directed approximately \$3 million to the ICH.



A new unit at Dawn House located at 805 Ridley Drive.

Stabilization - Addictions and Mental Health Supports

Addictions and Mental Health Services KFL&A have successfully piloted a stabilization and housing model utilizing motel rooms and dedicated staff to support up to 17 clients who are ready to progress on their recovery and find long-term housing. This program is currently run out of an interim, leased location and has housed over 20 individuals since its inception.

Transitional Housing

The City has made considerable investments in Transitional Housing over the last two years. Tipi Moza is providing culturally sensitive transitional housing and supports at 113 Lower Union, for 19 adults who self-identify as Indigenous. Dawn House opened 12 transitional units at 805 Ridley Drive in late 2022 for women and children in need of transitional supports and 14 units in the West Wing for single women in need of shelter/short-term transitional supports. Ryandale continues to provide transitional support for seven adult males at the St. Andrew's Manse and is fully occupied. These transitional housing supports have created safe spaces for community members to stabilize and work towards long-term permanent options. There have been many success stories of clients who have been able to transition to longer term housing solutions.



Homelessness Services

Encampment Protocol

The number of people living in encampments tends to vary as the population is transient but based on data collected from January – June 2022, it is estimated there have been 65 to 80 people ‘living rough’. These individuals are sleeping on public and private properties in makeshift shelters or tents.

On April 20, 2021, Council approved the ‘Encampment Protocol’ (Report Number 21-118). Council directed staff to evaluate the Protocol after one year of implementation. In early November 2021, at the height of the COVID-19 pandemic, the Encampment Protocol was paused based on the advice of KFL&A Public Health.

During the time the protocol was active, over 500 interactions with police and by-law officers regarding encampments took place. The issue of chronic homelessness is not unique to Kingston; there is a clear lack of urgent healthcare and shelter for those

in need. Municipal governments have not been structurally and financially equipped to support sustainable solutions addressing mental health, addiction challenges, and the toxic drug crisis. Despite Kingston’s record investment in deeply affordable housing solutions and forging unique partnerships between health and housing partners, additional housing solutions across the continuum are necessary. This requires funding commitments from all three levels of government. Addictions, mental health, and homelessness also impact other areas in the Kingston community, such as the downtown core, which has been recovering from the impacts of the COVID-19 pandemic. Additionally, it should be noted that though many people would prefer to have different accommodations, some individuals choose to live in encampments and have been for many years, refusing offers of alternative accommodations.

Between September 2021 and February 2022, staff and community partners worked on a downtown

improvement plan, recognizing that a different approach and supports are required to improve both the lives of vulnerable people in the downtown and the livelihood of businesses. Having a downtown where residents, tourists, businesses, and everyone can feel safe and secure, while providing compassionate care and supports to those in need, is vital to the overall health of our city and residents. On March 1, 2022, in Report Number 22-080, staff provided Council various recommendations for downtown improvements.

City Council held a special meeting on May 12, 2022, to consider two motions related to homelessness and encampments. The outcome of the meeting was to direct staff to postpone plans for eviction until there is a clear alternative to find a more permanent and safe housing option for campers and to direct staff to report back with options to establish pilot encampment sites for a period of six months following engagement with homeless individuals, partners, and neighbours.





Homelessness Services

As per Council's direction in the motion, staff and partners engaged with people that are unhoused and are living in encampments, sector partners, community members and neighbours, all providing important input on pilot encampments. Staff reviewed examples and learnings from other jurisdictions. In other jurisdictions researched, any sanctioned encampments are identified as interim solutions as homelessness is often linked to addictions and mental health which are services that are funded and provided at the provincial level. This was also highlighted by the Ontario Big Cities Mayors and its request for urgent dialogue with the province to address these complex health services.

Council's direction at a further June 29 Special Council Meeting was to reinstate the Encampment Protocol. Until otherwise directed by Council, the City has a responsibility to proceed with direction provided. The City is approaching the relocation and enforcement of the Encampment Protocol gradually. Homelessness service providers, in collaboration with city staff, are working on a case-by-case basis with individual residents to identify safe and accessible shelter and housing options. Additionally, City staff have been actively engaged with service providers to ensure a range of options for individuals residing in encampments during the winter months. Efforts have been made to ensure that these services and supports are as low-barrier as possible.

Affordable Housing Programs

In 2022, the City of Kingston continued to provide support to a variety of affordable housing programs across the housing continuum. Available programs include direct investments in multi-unit rental housing projects, down payment assistance for renter households becoming homeowners, financial assistance to create second residential units, and urgent repairs for low-income homeowners, amongst other programs intended to support housing supply and affordability. Funding for these programs includes municipal contributions from the City of Kingston, as well as flow-through investments from provincial and federal sources.

Affordable Rental Housing Development

To achieve the City's goal of increasing housing supply and affordability, capital funding assistance is available to support the construction of new affordable rental housing units. In 2022, a total of 77 new housing units or beds in congregate living settings were created.

Of the 77 new affordable housing units created in 2022, 54 units are deeply affordable where tenants pay rent based on their income or social assistance shelter allowance.

The following pages provide a summary of the projects that were completed and occupied in 2022.



Affordable Housing Programs



113 Lower Union Street – Indigenous Transitional Housing

In early 2022, Tipi Moza, Kingston's sole Indigenous housing provider, was pleased to welcome the first residents of the 19-bedroom transitional housing program. This program offers deeply affordable housing and culturally appropriate support services, case management, skills development, and other services on-site to Indigenous people experiencing homelessness. The project received funding assistance from the City of Kingston, Province of Ontario, and the Government of Canada.



805 Ridley Drive (east wing) – Housing for Women and Women with Children

In December 2022, Dawn House Services and Housing for Women Inc. (Dawn House) welcomed new residents to the renovated east wing where renovation work converted the former retirement home space into 12 independent apartment units. These units consist of eight studios, four one-bedroom units, two of which are barrier-free accessible units. The property is owned by the City of Kingston and Dawn House operates the housing units and provides support services to residents. This project received funding assistance from the City of Kingston, Province of Ontario, and the Government of Canada.



146 Clergy Street – Transitional Housing for Men

Ryandale Transitional Housing and the congregation of St. Andrew’s Presbyterian Church worked together to create new transitional housing for up to seven individuals on the church property at Queen Street and Clergy Street East. In January 2022, residents began moving into their new home where support services are provided to residents to help advancement to independent living. This project received funding assistance from the City of Kingston and the United Way.



27 Wright Crescent – Affordable and Rent-Geared-to-Income Housing

In early 2022, tenants moved into a new affordable housing project at 27 Wright Crescent, operated by the Kingston & Frontenac Housing Corporation. The project includes 10 RGI units, 13 affordable units, and 17 market units. This project received funding assistance from the City of Kingston, Province of Ontario, and the Government of Canada.





Affordable Housing Programs

Rapid Housing Initiative Projects Completed in 2022

The Rapid Housing Initiative (RHI) is a program under the National Housing Strategy providing capital funding assistance to create new deeply affordable housing units for vulnerable community members. In 2022, four projects in receipt of RHI funding were completed and occupied. A total of approximately \$7.4 million dollars was provided to the City, creating 47 units or beds in congregate living settings. The following provides an overview of the completed projects:

- Nine units developed by the Kingston & Frontenac Housing Corporation at Curtis Crescent for vulnerable young adults.
- Seven beds developed by Ongwanada for young adults experiencing a development disability.
- Twelve units developed by the City of Kingston in partnership with Dawn House Services and Housing for Women Inc. at Ridley Drive for women and women with children.
- Nineteen beds developed by the City of Kingston in partnership with Tipi Moza at Lower Union Street for vulnerable Indigenous community members.

In late 2022, the City received an additional RHI contribution of approximately \$6.7 million dollars to create deeply affordable housing units. The Canada Mortgage and Housing Corporation has approved funding commitments to create 29 new units or beds in congregate living settings amongst three individual projects. The projects include:

- Conversion of an existing commercial building to create an 18 bedroom addiction and mental health treatment facility where residents will participate in programming that supports stabilization and independent living.
- Construction of a new three unit residential building for Indigenous women and/or Indigenous women with children.
- Construction of eight new tiny home units serving as a local pilot project for tiny home development.

Construction will start on these projects in 2023. The RHI program criteria require that the funded projects are complete and occupied in late 2024.



In 2022, construction started on two new affordable housing buildings at 1316 & 1336 Princess St. These will be completed in 2024, providing 90 new affordable units in addition to new market rent units. These projects are constructed by Kingston & Frontenac Housing Corporation and Kingston Co-Operative Homes Inc. and are made possible by contributions from all three levels of government





Affordable Housing Programs

Affordable housing programs for homeowners and those interested in home ownership.

Down Payment Assistance Available from the Home Ownership Program

The Home Ownership program offers down payment assistance of up to ten per cent of the home's purchase price. To be eligible, applicants must currently be renting and have incomes and assets below the set thresholds. The down payment assistance is provided as a forgivable loan that is registered on the property title. This program is available to residents of both the City of Kingston and the County of Frontenac.

Funding Assistance for Homeowners to Complete Emergency Repairs and Accessibility Enhancements

The Kingston-Frontenac Renovates Program provides funding to low-to-moderate-income homeowners for emergency repairs or accessibility enhancements. Typical projects include replacing heating systems, repairing and replacing roofs, windows and doors, foundation work, and installing accessible bathrooms, ramps, and grab bars, among others. The program's goal is to complete necessary repairs and enhancements to enable homeowners to remain in their homes. Program participants are usually seniors, households accessing disability support, or other low-to-moderate-income households. The Kingston-Frontenac Renovates Program is available to residents of both the City of Kingston and the County of Frontenac.

Second Residential Units with Funding Assistance from the City

The addition of second residential units continues to bolster the supply of rental housing in our community. In 2022, 80 building permits were issued for these units. A second residential unit is a self-contained dwelling that can either be situated within an existing home, such as a basement apartment, or in a detached accessory structure, such as a backyard coach house or converted detached garage. Homeowners are eligible to receive financial assistance of up to \$15,000 through the City's funding program to help offset the costs associated with building these units.

More Affordable Housing Coming Soon:

As of the writing of this annual report, the City and its housing partners are actively collaborating on eight housing projects that have received a combined allocation of roughly \$48.5 million from municipal, provincial, and federal funding sources. These initiatives are projected to generate approximately 210 new affordable housing units or beds, in congregate living settings. This significant investment underscores our ongoing commitment to improving access to safe, decent, and affordable housing for our community's most vulnerable residents. By working together with our partners and leveraging various funding sources, we are confident that we can make meaningful progress towards addressing the ongoing challenges of housing affordability and accessibility in our city.



Community Connections

Community Networks & Collaborative System Planning

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

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



Community Safety & Well-Being Plan

In compliance with provincial legislation, the City of Kingston collaborated with community partners, including administrative support from the United Way, to develop a Community Safety and Well-Being Plan (CSWBP) in 2021. The plan was approved by City Council at the June 22, 2021 meeting (Report Number 21-167) and outlines strategies and actions aimed at enhancing safety and well-being for all residents of Kingston. The Plan consists of the following eight key recommendations:

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

These key recommendations were the basis for the creation of an implementation and action plan throughout 2022 which will be continuing into 2023.

For more information on the CSWBP, please visit the City of Kingston website.





Community Connections

A Great Start For Families: Kahwà:tsire Ronwatiyenawá:se Centre

A much-needed community support service centre opened in October 2022 at 263 Weller Ave., Unit #4. Designed in response to the community's request, this initiative is a collaborative response between United Way of KFL&A, City of Kingston, and Family and Children's Services. Families with children aged 0-6 or expectant parents are now able to access 40+ community services/resources all in one location. This Centre is unique as it provides a child-minding room, so parents can access services while their child is safe and onsite. This project is part of the provincial transformation of the child welfare system, to benefit families and their children.

The name '**A Great Start for Families: Kahwà:tsire Ronwatiyenawá:se Centre**', includes Mohawk language meaning 'we all work together to support each other' or 'we are giving support to someone'.

With a focus on early intervention and support, the Centre helps families understand what services are available, how to access them or listen to what services the community requires. The services offered are diverse, ranging from difficult issues that affect families, such as mental health concerns, substance use challenges, and counselling, to softer services that promote community fellowship, such as mom and baby yoga, healthy cooking, and well-baby checks.

Homelessness Collective Impact Committee

The Homelessness Collective Impact Committee (HCIC) was established with the aim of designing and developing a system to assist individuals experiencing chronic homelessness. United Way and Public Health representatives co-chair the HCIC, which is made up of frontline agencies, funders, all levels of government, and healthcare professionals. The committee focuses on a people-centred approach and seeks to understand the issue from various perspectives, including input from people who have experienced homelessness, front line agencies, and healthcare combined with system thinking to support people with the most complex challenges.

In 2022, the HCIC focused on examining the needs of individuals experiencing chronic homelessness to help them find suitable, safe, long-term housing. It also addressed staffing shortages at social service agencies, discharge planning for individuals leaving provincial or federal institutions and facing homelessness, and stigma associated with homelessness and substance use.

More information can be found at [United Way website](#).



Community Connections

Kingston Literacy and Skills

Ontario Works has continued their partnership with Kingston Literacy & Skills to develop coordination strategies that support clients with literacy and essential skills upgrading needs. The Pathways Coach at Ontario Works connects individuals to person-centered supports and services. In addition to completing literacy assessments, the Pathways Coach works with participants to identify goal(s) and provides information on the resources and activities available to support the achievement of that goal.

In 2022, the Pathways Coach met with 82 individuals and made 172 program referrals.

2022 Pathways Coach Referrals	
Literacy and Basic Skills	27
Sec. School Credit Programs	44
Occupational Curriculum and College Prep.	17
College	11
Online Programs	34
Employment Centres, Other	39

Panel presentations were also re-launched in 2022, giving Housing and Social Services staff the opportunity to connect virtually with community partners on topics including:

- Employment Services (ReStart, KEYS, ACFOMI, and St. Lawrence College Employment Services)
- Food Supports (Partners in Mission Food Bank, Martha's Table and Loving Spoonful)
- Literacy and Basic Skills Providers (Open Book and Kingston Literacy & Skills)
- Life Stabilization (St. Vincent De Paul, John Howard Society, and One Roof)

- Mental Health Supports (Providence Care, Community Integration Program, AMHS-KFLA, and KCHC)
- Resources for Indigenous Individuals and Families (Kagita Mikam, Metis Nation of Ontario, Tipi Moza, and Kingston Indigenous Languages Nest)
- Secondary School Credit Options (Loyola School of Adult and Continuing Education and Limestone Community Education Centre)
- Supporting Individuals with Anxiety and Depression (Maltby Centre, Resolve Counselling, Wellness Together, and BounceBack Ontario)





Community Connections

Frontline Social Services Networking Event

In late 2021 and early 2022, the Housing and Social Services Department formed a Community Outreach Working Group. The goal was to improve community collaboration and explore opportunities for service integration in the wider community.

In October 2022, the committee organized our first Frontline Social Services Networking Event. This event brought together Housing and Social Services Case Managers, Community Program Case Workers and other community partners. It was one of the first in-person events for many social services staff since before the pandemic. Dozens of staff from various agencies came together in person to brainstorm client scenarios, where they could share their knowledge and skills to support clients. The feedback was overwhelmingly positive, and plans have begun to ensure that these events continue in 2023 with the hopes that they will become ongoing professional networking opportunities for social services staff in our community.

Getting Ahead & Circles Programs

In collaboration between the City of Kingston and Kingston Community Health Centres, the Getting Ahead and Circles Programs help individuals living in poverty to:

- Identify the barriers that keep people in poverty.
- Build a supportive network of relationships and community partnerships.
- Create and implement a personalized plan to achieve self-sufficiency.

Getting Ahead is a 10-module course that teaches the hidden rules of class to build up financial, emotional, social, and other resources for those in poverty. These opportunities can open doors to new relationships, jobs, and additional supportive networks. While virtual programming continued in 2021, for the first time since the onset of the pandemic, the Getting Ahead program was delivered in-person in the fall of 2022.

Graduates from Getting Ahead can transition into Circles, an innovative poverty reduction initiative that builds community connections across income lines. Individuals leading themselves and their families out of poverty are matched with middle and upper-income allies to form intentional friendships across socio-economic boundaries.

Due to COVID-19 restrictions, Circles continued to operate remotely throughout 2020 and 2021 until the group returned to in-person gatherings in April 2022. The dedicated group gathers in-person twice a month to connect as they support one another on their journey out of poverty.



Contact Information

Childcare & Early Years Services

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

CEYS@CityofKingston.ca

613-546-2695, ext. 4825

For more information on Child Care:

www.KingstonChildcare.ca

For more information on EarlyON

Child and Family programs:

CityofKingston.ca/EarlyOn

Housing and Homelessness Services

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

Housing@CityofKingston.ca

CityofKingston.ca/Housing

613-546-2695 ext. 4907

For information about the Social Housing Programs:

TheRegistry@CityofKingston.ca

613-546-2695 ext. 4907

Social Assistance

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

Kingston Office

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

South Frontenac Office

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

North Frontenac Office

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

Municipal Fee Assistance Program

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

MyKingston.ca

MFAP@CityofKingston.ca





Contact Information

HOW TO GET INVOLVED:

We welcome your feedback.

To comment on this document contact:

Housing And Social Services

362 Montreal St.

Kingston, ON K7K 3H5

613-546-2695 ext. 4907

Housing@CityofKingston.ca

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

Citizens

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

Property Developers

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

613-546-4291

Housing@CityofKingston.ca

CityofKingston.ca/Housing



