



Housing and Homelessness Plan

This document contains the 2020 report of the 10-Year Housing and Homelessness Plan for the United Counties of Prescott and Russell.

The United Counties of Prescott and Russell (UCPR) introduced, in 2014, a Housing and Homelessness Plan, striving to improve the residents' housing conditions.

Our plan is divided into **16** strategic initiatives in order to end homelessness in our county. This document provides to the reader a glimpse of the key projects and services that were introduced or facilitated in 2020.

A. Partnerships and Collaborations

- Meeting biannually with Non-Profit Providers to review policies and procedures, resolve issues, and obtain feedback for a positive outcome. In 2020, we addressed topics relating to the end of operating agreements, new manager, the Social Services Relief Funds (SSRF) and changes made during the year by the government to deal with COVID-19.
- Meeting virtually biannually with all agencies providing services to the community. The virtual meeting gathers **56** agencies with the attendance of more than **120** participants. In 2020, the following agencies presented their services to the networking group:
 - Services Canada
 - United Way of Prescott-Russell
 - Youth Wellness Hub
 - You Turn Youth Support Services
- The agency meeting provided opportunities for our Community Relations Worker to learn more about services offered and connect with individuals from the agencies that provide these services as well as share our housing programs and services.

B. Access to CMSM Services and Programs

- We have centralized access at our head office which represents 3 services, such as Housing Services, Early Years Services and Ontario Works. Services and programs are available on our website at:
www.prescott-russell.on.ca

Homeownership Program

Buying a house can be one of the single largest expenses someone can experience during their lifetime. It can also be a great investment. Nowadays, finding a house at an affordable price can be an overwhelming task.

The *Homeownership* Component under the IAH provides an opportunity for a forgivable loan to allow low-to-moderate-income renter households to purchase their first home. The amount of the loan for down-payment assistance is equivalent to **10%** of the purchase price. Through this program, the UCPR also have access to a revolving loan fund, whereby money is reinvested back into the fund when the houses are sold, for use by potential future buyers.

The program was available throughout 2020, helping **4** households become first-time Home Buyers.

Rent Supplement

The Rent Supplement Component has been designed to help address affordability issues of households in modest rental units across the province. The “rent supplement” is a subsidy (up to \$230 per month) paid to the landlord on behalf of a household in need of rental assistance. It is meant to help bridge the gap between the rent that a household can afford to pay and the actual market rent of a modest unit.

The UCPR helped approximately **82 households** with their monthly rent; **\$236,139 invested in 2020.**

The Housing Allowance Component has been designed to help address affordability issues of households in modest rental units across the province. A “Housing Allowance” is a subsidy paid to the tenant in need of financial rental assistance. It is meant to help bridge the gap between the rent that a household can afford to pay and the actual market rent of a modest unit.

The UCPR helped approximately **11 households** with their monthly rent; **\$ 13,464 invested in 2020.**

Ontario Renovates

As the years go by, houses are aging and are in need of renovations and repairs. Ontario Renovates is a 10-year forgivable loan that provides financial assistance to homeowners so they can conduct urgent home repairs that will allow for continued safe occupancy of their home. Through this program, the UCPR also have access to a revolving loan fund, whereby money is reinvested back into the fund when the houses are sold, for use by potential future buyers.

The UCPR helped approximately **16 households** with their home repairs; **\$228,465 invested in 2020.**

C. Prevention

- We use a large amount of IAH funding for the *Rent Supplement* program, as this provides more units for our dollar. This also helps renters in locations where no other Social or Non-Profit Housing exists.
- In 2020, a total of **82** households received a rent supplement of **\$230/month**. In total, **\$236,139** was awarded in this program.
- **11** households received housing allowance for a total of **\$13,464**.
- **79** households received a rent supplement for a total of **\$222,675**.

Residential Services Homes Program

Residential Services Homes offer long-term accommodation and care to vulnerable adults that require help to perform their daily activities.

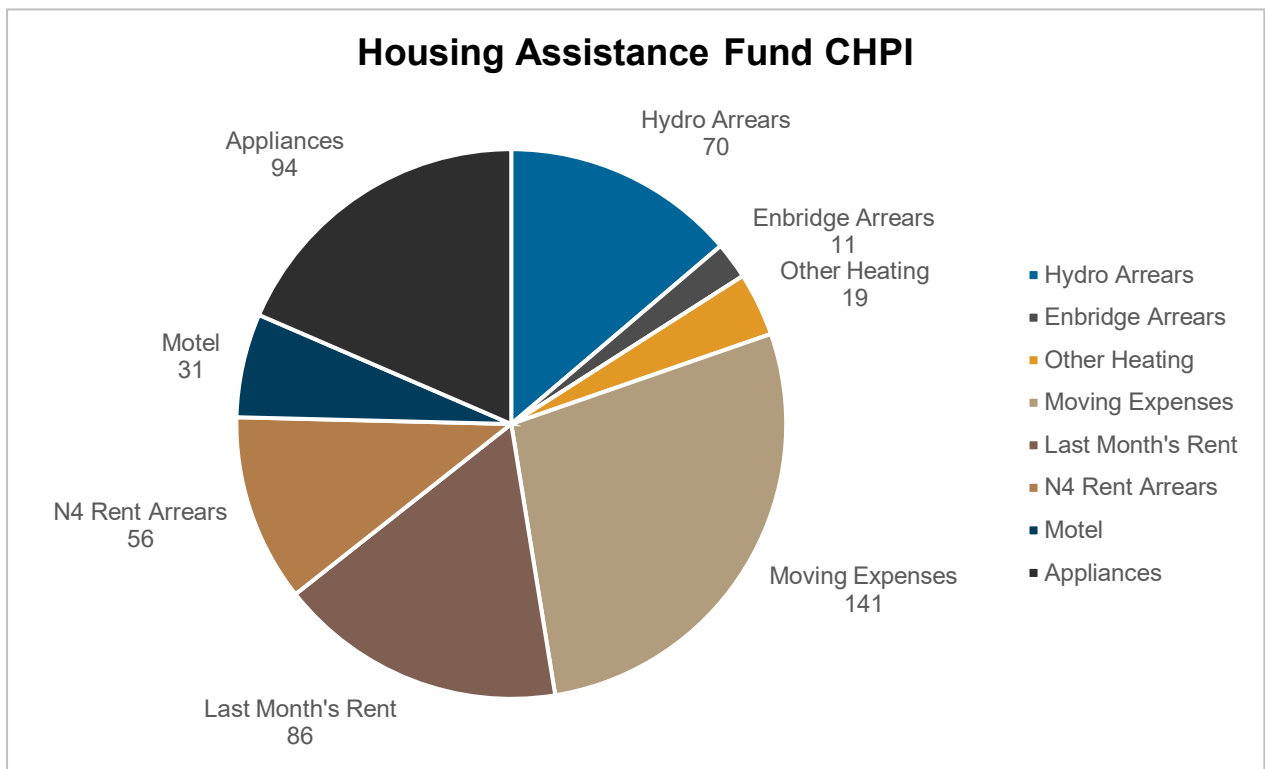
The UCPR subsidize the accommodation and food costs to **450** people throughout the **eight** municipalities across the UCPR. Agreements are in place between the UCPR and the **30** Residential Services Homes owners offering a per diem (**\$55.50/day; \$1,688.12/month**) along with a monthly allowance for personal necessities (**\$149/month**) to every subsidized resident.

Housing loss prevention

The UCPR stabilized approximately **210 households at risk of homelessness** (includes eviction prevention services, assistance with rental and energy arrears).

Housing retention

The UCPR helped approximately **447 households at risk of homelessness** by providing an ongoing subsidy/support to retain their housing (at six months).

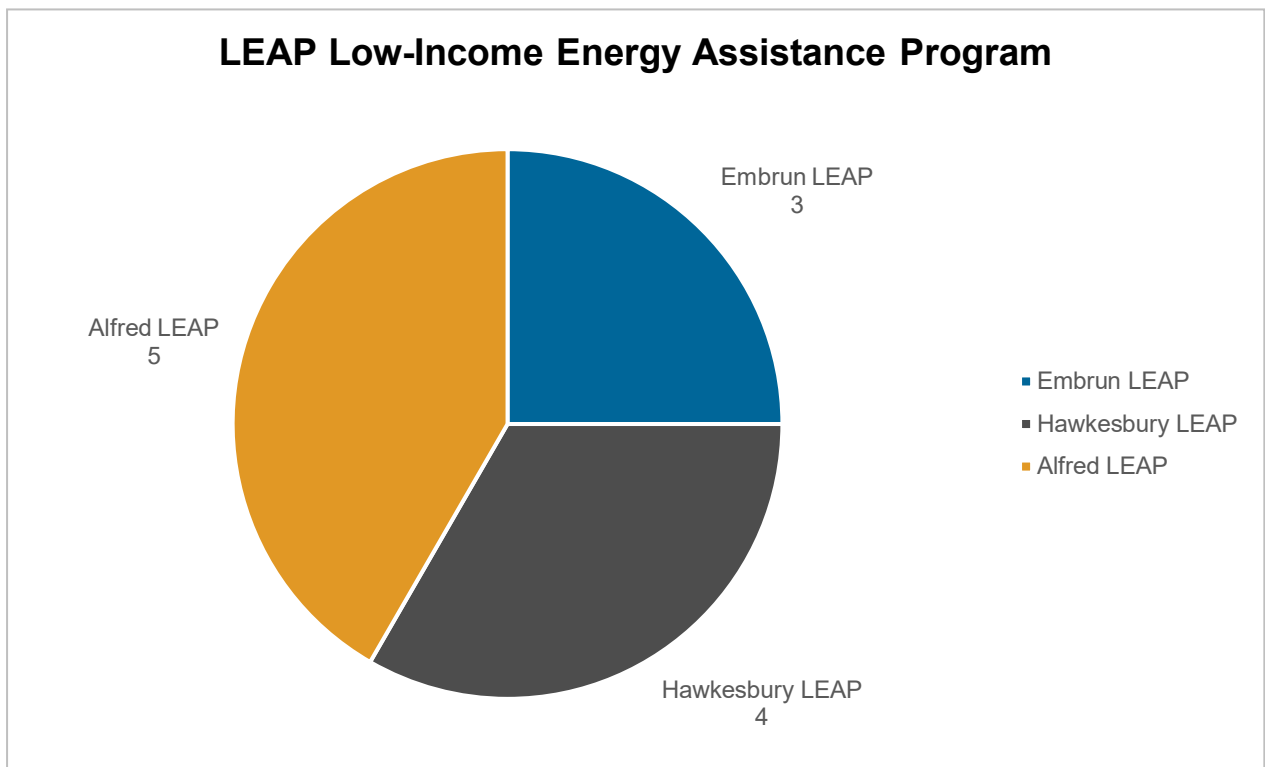


The *Housing Assistance Fund (HAF)* assists low-income households within the UCPR to obtain and retain housing and also helps those at risk of homelessness to remain housed.

The *Housing Assistance Fund* can provide annual financial assistance up to a maximum of **\$800** for singles and **\$1,000** for couples with no children, **\$1,500** for families with children.

In 2020, the UCPR provided financial assistance to **100** households with their **Energy Arrears (electricity, gas, propane and wood)**.

Also, we provided financial assistance to **141 households** for their **moving expenses**, **86** with their **Last Month Rent**, and **56** with their **Rent Arrears** following the reception of a Notice to End a Tenancy Early for Non-payment of Rent.



LEAP is a grant program intended to provide emergency relief to eligible low-income customers who may be experiencing difficulty paying current arrears. This program assists consumers with limited financial resources, through **three** unique programs:

- Emergency Financial Assistance;
- Special rules for qualified low-income customers;
- Energy conservation [established by the utility company].

The UCPR assist applicants to fill out the application form and deem eligible customers as low-income with the utility company in order for the household to qualify.

In 2020, **12 households** benefitted from this program with **4** in **Hawkesbury**, **3** in **Embrun**, and **5** in **Alfred**.

In order to help end homelessness, the UCPR also provided a total of **8** gift cards of approximately \$25 each, from CHPI funds, to low-income individuals and families who were at imminent risk of homelessness.

Portable Housing Benefit—Victims of Family Violence

Between January 1, and December 31, 2020, **\$29,873** was allocated to **32** tenants in the Prescott and Russell area to make their home more affordable. The purpose of the benefit is to provide survivors of family violence with financial assistance other than the traditional form of rent-geared-to-income [RGI] housing to provide safe and affordable housing.

D. Transportation

- In 2020, the buses of the Prescott and Russell intermunicipal transit system, PR Transpo, are fully accessible and adapted.

E. Education and Training

- We continue to encourage tenants to seek legal advice as needed with Legal Aid.
- Our Community Relations Worker continues to organize each year a lunch and presentations from agencies such as Services Canada to our seniors' tenant portfolio.
- We invite partner agencies to educate our Non-Profit providers at the biannual meetings.
- Inspections and education are ongoing with our Community Relation Worker.
- We send a bulletin each fall and spring on tenants' rights and obligations as well as available resources.

F. Delivery of Programs and Services

- Our Community Relations Worker maintains good working relations with community agencies.

G. Resources (Financial, Human, Material)

- The Community Homelessness Prevention Initiative [CHPI] funding is managed by two [2] full-time employees of the Ontario Works program. We refer people in need of funding to these individuals.
- We have a full-time IAH Coordinator to administer all programs mentioned above.
- We continue to use all funding allocation for Ontario Renovates, homeownership and rent supplements.

H. Input of Municipalities

- No activity.

I. Needs assessment

- No activity.

J. Performance measurements

- Monthly statistics of the waiting list is provided to Council members.

K. Housing Stock

- No development in 2020.

L. Public Awareness

- Through biannual agency networking meetings, we promote programs and raise public awareness.
- We maintain updated information about our programs on our website.

M. Awareness Among Government Authorities

- No new development in 2020.

N. Complementary between Programs and Services

- No specific measures were taken in 2020.

O. Policies, Standards and Guidelines

- We make sure that CHPI funding can be used before we go to a tribunal for arrears or damages to the units.
- On an ongoing basis, we try to make repayment agreements.
- Tenants can now make e-transfer rent payments.
- Consent forms were designed and used for all three [3] services [OW, Early Years and Housing].

P. Social Services Relief Funds (SSRF)

- Following the Covid-19 pandemic, we received funds under the Social Services Relief Fund (SSRF) initiative. These funds were distributed to community agencies to help the most vulnerable population of Prescott and Russell, as shown in the following table:

2020 Housing and Homelessness Plan

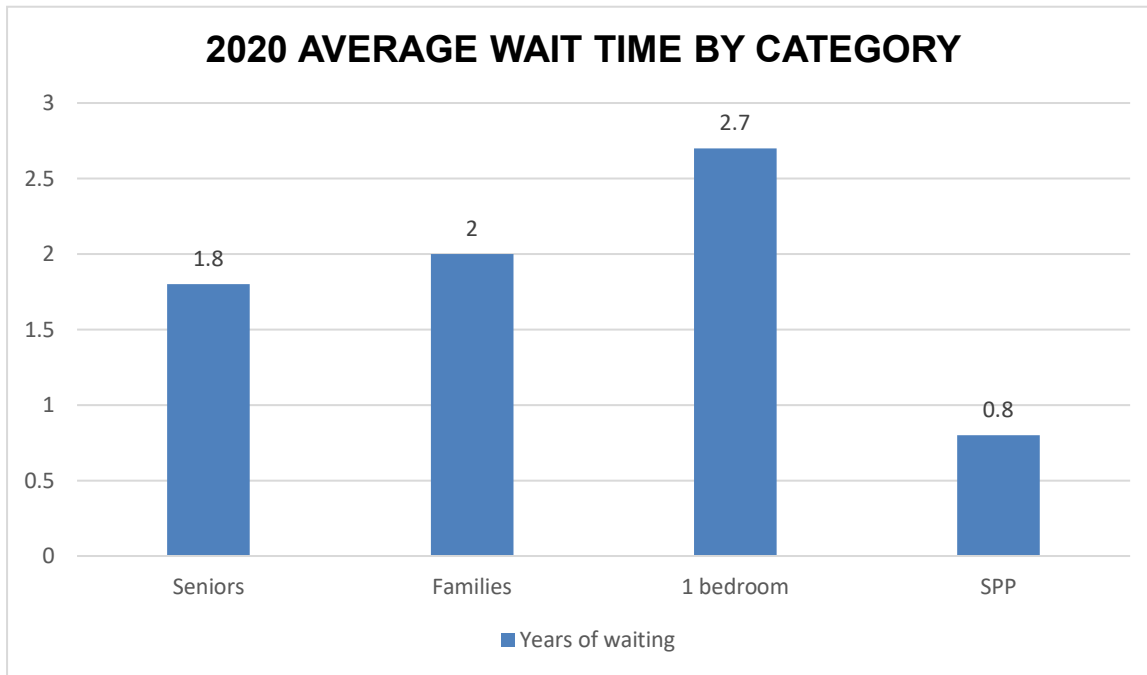
SOCIAL SERVICES RELIEF FUNDS— PHASE 1					
Allowances					
paid by type of					
organization up to March					
31, 2021					
Name of organization	Municipality	Amount Paid	Deduction for ADMIN. (10%)	Total	Type of organization
Association canadienne pour la santé mentale	Hawkesbury	\$18,645.00	\$1,864.50	\$20,509.50	Agency
Association canadienne pour la santé mentale	Hawkesbury	\$4,000.00	\$400.00	\$4,400.00	Agency
Centraide United Way Prescott-Russell (Centraide Est de l'Ontario)	Hawkesbury	\$75,000.00	\$7,500.00	\$82,500.00	Agency
Centraide United Way Prescott-Russell (Centraide Est de l'Ontario)	Hawkesbury	\$61,676.75	\$6,167.68	\$67,844.43	Agency
Centre de santé communautaire de l'Estrie	Clarence-Rockland	\$10,000.00	\$1,000.00	\$11,000.00	Agency
Centre de santé communautaire de l'Estrie	Clarence-Rockland	\$10,000.00	\$1,000.00	\$11,000.00	Agency
Centre de santé communautaire de l'Estrie	Clarence-Rockland	\$4,850.00	\$485.00	\$5,335.00	Agency
Centre Moi J'apprends	Clarence-Rockland	\$38,000.00	\$3,800.00	\$41,800.00	Agency
Centre Novas-CALACS francophone de Prescott-Russell	Casselman	\$2,500.00	\$250.00	\$2,750.00	Agency
Deaf Blind Ontario Foundation	Autre	\$2,700.00	\$270.00	\$2,970.00	Agency
Groupe Action, pour l'Enfant, la Famille & la Communauté de Prescott & Ru	Hawkesbury	\$3,200.00	\$320.00	\$3,520.00	Agency
Groupe Action, pour l'Enfant, la Famille & la Communauté de Prescott & Ru	Hawkesbury	\$3,800.00	\$380.00	\$4,180.00	Agency
Groupe Action, pour l'Enfant, la Famille & la Communauté de Prescott & Ru	Hawkesbury	\$3,800.00	\$380.00	\$4,180.00	Agency
Groupe Action, pour l'Enfant, la Famille & la Communauté de Prescott & Ru	Hawkesbury	\$5,000.00	\$500.00	\$5,500.00	Agency
Hawkesbury Rotary Club	Hawkesbury	\$65,000.00	\$6,500.00	\$71,500.00	Agency
Hawkesbury Rotary Club	Hawkesbury	\$67,227.09	\$6,722.71	\$73,949.80	Agency
Hawkesbury Rotary Club	Hawkesbury	\$84,240.00	\$8,424.00	\$92,664.00	Agency
Hawkesbury Rotary Club	Hawkesbury	\$126,750.00	\$12,675.00	\$139,425.00	Agency
Hawkesbury Rotary Club	Hawkesbury	\$39,000.00	\$3,900.00	\$42,900.00	Agency
Kin Club of Russell	Russell	\$5,000.00	\$500.00	\$5,500.00	Agency
Kin Club of Russell	Russell	\$13,289.93	\$1,328.99	\$14,618.92	Agency
Le 211	Autre	\$2,600.00	\$260.00	\$2,860.00	Agency
Maison Interlude House Inc.	Hawkesbury	\$29,732.40	\$2,973.24	\$32,705.64	Agency
Maison Interlude House Inc.	Hawkesbury	\$100,000.00	\$10,000.00	\$110,000.00	Agency
Maison Interlude House Inc.	Hawkesbury	\$20,000.00	\$2,000.00	\$22,000.00	Agency
PR TRANSP	Autre	\$18,563.44	\$1,856.34	\$20,419.78	Agency
Services aux victimes de Prescott et Russell	Hawkesbury	\$8,000.00	\$800.00	\$8,800.00	Agency
Services aux victimes de Prescott et Russell	Hawkesbury	\$5,000.00	\$500.00	\$5,500.00	Agency
Services communautaires de Prescott et Russell	Hawkesbury	\$37,500.00	\$3,750.00	\$41,250.00	Agency
Services communautaires de Prescott et Russell	Hawkesbury	\$25,000.00	\$2,500.00	\$27,500.00	Agency
Services communautaires de Prescott et Russell	Hawkesbury	\$50,214.00	\$5,021.40	\$55,235.40	Agency
Société d'Alzheimer de Cornwall & Région	Autre	\$8,728.00	\$872.80	\$9,600.80	Agency
Valoris pour enfants et adultes de P-R	Alfred-Plantagenet	\$51,400.00	\$5,140.00	\$56,540.00	Agency
Valoris pour enfants et adultes de P-R	Alfred-Plantagenet	\$8,000.00	\$800.00	\$8,800.00	Agency
Valoris pour enfants et adultes de P-R	Alfred-Plantagenet	\$2,500.00	\$250.00	\$2,750.00	Agency
				\$1,112,008.27	Agency Total
Banque alimentaire Alfred Food Bank	Alfred-Plantagenet	\$8,000.00	\$800.00	\$8,800.00	Food Bank
Banque alimentaire Alfred Food Bank	Alfred-Plantagenet	\$4,000.00	\$400.00	\$4,400.00	Food Bank
Banque Alimentaire Centrale de Hawkesbury	Hawkesbury	\$28,463.00	\$2,846.30	\$31,309.30	Food Bank
Banque Alimentaire de l'Original	Champlain	\$1,391.52	\$139.15	\$1,530.67	Food Bank
Banque Alimentaire de l'Original	Champlain	\$3,500.00	\$350.00	\$3,850.00	Food Bank
Casselman Food Bank	Casselman	\$30,297.28	\$3,029.73	\$33,327.01	Food Bank
Casselman Food Bank	Casselman	\$8,000.00	\$800.00	\$8,800.00	Food Bank
Centre Chrétien Viens et Vois	Hawkesbury	\$8,855.15	\$885.52	\$9,740.67	Food Bank
Centre Chrétien Viens et Vois	Hawkesbury	\$5,000.00	\$500.00	\$5,500.00	Food Bank
Good Neighbours Food Bank	Russell	\$15,812.78	\$1,581.28	\$17,394.06	Food Bank
Riceville Food Bank	La Nation	\$12,017.71	\$1,201.77	\$13,219.48	Food Bank
Vankleek Hill Food Bank	Champlain	\$3,605.31	\$360.53	\$3,965.84	Food Bank
Vankleek Hill Food Bank	Champlain	\$2,349.32	\$234.93	\$2,584.25	Food Bank
				\$144,421.28	Food Bank Total
Auberge Plein Soleil	Alfred-Plantagenet	\$9,500.00	\$950.00	\$10,450.00	Hostels
Auberge Plein Soleil	Alfred-Plantagenet	\$9,500.00	\$950.00	\$10,450.00	Hostels
C.A Mon Chez Nous	Alfred-Plantagenet	\$5,000.00	\$500.00	\$5,500.00	Hostels
C.A Mon Chez Nous	Alfred-Plantagenet	\$5,000.00	\$500.00	\$5,500.00	Hostels
Jardins Belle Rive	Clarence-Rockland	\$7,000.00	\$700.00	\$7,700.00	Hostels
Jardins Belle Rive	Clarence-Rockland	\$7,000.00	\$700.00	\$7,700.00	Hostels
Le Pavillon	Russell	\$5,000.00	\$500.00	\$5,500.00	Hostels
Le Pavillon	Russell	\$5,000.00	\$500.00	\$5,500.00	Hostels
L'Oasis de la Résidence Simon	Clarence-Rockland	\$5,000.00	\$500.00	\$5,500.00	Hostels
MacDonald Residence	Champlain	\$8,000.00	\$800.00	\$8,800.00	Hostels
MacDonald Residence	Champlain	\$8,000.00	\$800.00	\$8,800.00	Hostels
MacDonald Residence	Champlain	\$3,000.00	\$300.00	\$3,300.00	Hostels
Manoir Caledonia	La Nation	\$7,000.00	\$700.00	\$7,700.00	Hostels
Manoir Caledonia	La Nation	\$7,000.00	\$700.00	\$7,700.00	Hostels
Manoir Caledonia	La Nation	\$6,419.96	\$642.00	\$7,061.96	Hostels
Manoir Carillon	Hawkesbury-Est	\$6,500.00	\$650.00	\$7,150.00	Hostels
Manoir Carillon	Hawkesbury-Est	\$6,500.00	\$650.00	\$7,150.00	Hostels
Manoir Carillon	Hawkesbury-Est	\$10,000.00	\$1,000.00	\$11,000.00	Hostels
Manoir McGill (261)	Hawkesbury	\$8,000.00	\$800.00	\$8,800.00	Hostels
Manoir McGill (261)	Hawkesbury	\$8,000.00	\$800.00	\$8,800.00	Hostels
Manoir McGill (342)	Hawkesbury	\$6,000.00	\$600.00	\$6,600.00	Hostels
Manoir McGill (342)	Hawkesbury	\$6,000.00	\$600.00	\$6,600.00	Hostels
Marlborough Place	Casselman	\$8,000.00	\$800.00	\$8,800.00	Hostels
Marlborough Place	Casselman	\$8,000.00	\$800.00	\$8,800.00	Hostels
Pavillon Launer	Clarence-Rockland	\$11,000.00	\$1,100.00	\$12,100.00	Hostels
Pavillon Launer	Clarence-Rockland	\$11,000.00	\$1,100.00	\$12,100.00	Hostels
Pension du Bonheur	Alfred-Plantagenet	\$5,000.00	\$500.00	\$5,500.00	Hostels
Place Mont-Roc	Hawkesbury	\$6,500.00	\$650.00	\$7,150.00	Hostels
Place Mont-Roc	Hawkesbury	\$6,500.00	\$650.00	\$7,150.00	Hostels
Place Rideau/1716619 Ontario Inc.	Hawkesbury	\$14,000.00	\$1,400.00	\$15,400.00	Hostels
Place Rideau/1716619 Ontario Inc.	Hawkesbury	\$14,000.00	\$1,400.00	\$15,400.00	Hostels

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Place Rideau/1716619 Ontario Inc,	Hawkesbury	\$4,000.00	\$400.00	\$4,400.00	Hostels
Place Rideau/1716619 Ontario Inc,	Hawkesbury	\$20,000.00	\$2,000.00	\$22,000.00	Hostels
Residence Cameron	Hawkesbury	\$6,500.00	\$650.00	\$7,150.00	Hostels
Residence Cameron	Hawkesbury	\$6,500.00	\$650.00	\$7,150.00	Hostels
Residence Cameron	Hawkesbury	\$3,000.00	\$300.00	\$3,300.00	Hostels
Residence Cartier	Clarence-Rockland	\$7,500.00	\$750.00	\$8,250.00	Hostels
Residence Cartier	Clarence-Rockland	\$7,500.00	\$750.00	\$8,250.00	Hostels
Residence l'Érablière	La Nation	\$13,500.00	\$1,350.00	\$14,850.00	Hostels
Residence l'Érablière	La Nation	\$13,500.00	\$1,350.00	\$14,850.00	Hostels
Residence Limoges	La Nation	\$8,000.00	\$800.00	\$8,800.00	Hostels
Residence Limoges	La Nation	\$8,000.00	\$800.00	\$8,800.00	Hostels
Residence Mon Chez Nous	Casselman	\$11,500.00	\$1,150.00	\$12,650.00	Hostels
Residence Mon Chez Nous	Casselman	\$11,500.00	\$1,150.00	\$12,650.00	Hostels
Residence Quatre Saisons	Alfred-Plantagenet	\$11,500.00	\$1,150.00	\$12,650.00	Hostels
Residence Quatre Saisons	Alfred-Plantagenet	\$11,500.00	\$1,150.00	\$12,650.00	Hostels
Résidence Servant	Russell	\$8,000.00	\$800.00	\$8,800.00	Hostels
Résidence Servant	Russell	\$8,000.00	\$800.00	\$8,800.00	Hostels
Residence St-François	Casselman	\$14,500.00	\$1,450.00	\$15,950.00	Hostels
Residence St-François	Casselman	\$14,500.00	\$1,450.00	\$15,950.00	Hostels
Résidence St-Mathieu	Clarence-Rockland	\$9,500.00	\$950.00	\$10,450.00	Hostels
Résidence St-Mathieu	Clarence-Rockland	\$9,500.00	\$950.00	\$10,450.00	Hostels
Residence St-Pascal	Clarence-Rockland	\$11,000.00	\$1,100.00	\$12,100.00	Hostels
Residence St-Pascal	Clarence-Rockland	\$11,000.00	\$1,100.00	\$12,100.00	Hostels
Villa St-Albert	La Nation	\$5,000.00	\$500.00	\$5,500.00	Hostels
Villa St-Albert	La Nation	\$5,000.00	\$500.00	\$5,500.00	Hostels
Villa St-Luc	Alfred-Plantagenet	\$7,000.00	\$700.00	\$7,700.00	Hostels
Villa St-Luc	Alfred-Plantagenet	\$7,000.00	\$700.00	\$7,700.00	Hostels
				\$535,061.96	Hostels Total
Appartements Belle-Vie	Alfred-Plantagenet	\$3,750.00	\$375.00	\$4,125.00	Housing
Appartements Seigneurie	Champlain	\$3,900.00	\$390.00	\$4,290.00	Housing
Appartements Seigneurie	Champlain	\$5,825.00	\$582.50	\$6,407.50	Housing
Appartements Seigneurie	Champlain	\$1,707.56	\$170.76	\$1,878.32	Housing
Appartements Villejoie	Alfred-Plantagenet	\$3,750.00	\$375.00	\$4,125.00	Housing
Corp. de logement à but non lucratif du Canton de Russell (Centre J. Urgel	Russell	\$6,750.00	\$675.00	\$7,425.00	Housing
Corporation de logement de Rockland/Manoir Belle Vue	Clarence-Rockland	\$4,800.00	\$480.00	\$5,280.00	Housing
Corporation de logement de Rockland/Manoir Belle Vue	Clarence-Rockland	\$1,000.00	\$100.00	\$1,100.00	Housing
Domaine des Érables	Clarence-Rockland	\$3,750.00	\$375.00	\$4,125.00	Housing
Hawkesbury Non-profit Housing (Place Cameron)	Hawkesbury	\$6,900.00	\$690.00	\$7,590.00	Housing
Hawkesbury Non-profit Housing (Place Nelson)	Hawkesbury	\$6,000.00	\$600.00	\$6,600.00	Housing
Hawkesbury Non-profit Housing (Place Victor Bureau)	Hawkesbury	\$6,000.00	\$600.00	\$6,600.00	Housing
La Résidence Lajoie de St-Albert inc.	La Nation	\$3,750.00	\$375.00	\$4,125.00	Housing
Le Domaine Châtelain	Alfred-Plantagenet	\$3,750.00	\$375.00	\$4,125.00	Housing
L'Escale	La Nation	\$3,750.00	\$375.00	\$4,125.00	Housing
Van Kleek Senior Citizens Manor	Champlain	\$6,000.00	\$600.00	\$6,600.00	Housing
Villa Ste-Thérèse	Russell	\$3,300.00	\$330.00	\$3,630.00	Housing
Villa St-Paul	Alfred-Plantagenet	\$3,750.00	\$375.00	\$4,125.00	Housing
				\$86,275.82	Housing Total
River Rock Inn & Conference Centre	Clarence-Rockland	\$84,524.00	\$8,452.40	\$92,976.40	Emergency Shelter
River Rock Inn & Conference Centre	Clarence-Rockland	\$4,508.70	\$450.87	\$4,959.57	Emergency Shelter
River Rock Inn & Conference Centre	Clarence-Rockland	\$3,939.18	\$393.92	\$4,333.10	Emergency Shelter
River Rock Inn & Conference Centre	Clarence-Rockland	\$149,160.00	\$14,916.00	\$164,076.00	Emergency Shelter
River Rock Inn & Conference Centre	Clarence-Rockland	\$154,132.00	\$15,413.20	\$169,545.20	Emergency Shelter
				\$435,890.27	Emergency Shelter Total

\$2,313,657.59 Grand Total

Q. Waiting Lists



The average wait time in 2020 for the Housing Services in the UCPR is approximately **2 years and a half**.